



Oregon Health Plan Report of Results for

State Oregon Health Plan Child Population (Claims Stratum: With Chronic Conditions)

2020 CAHPS® 5.0H Medicaid with CCC Measure Member Experience Survey

Prepared for:

Oregon Health Authority

Prepared by:

Center for the Study of Services
1625 K Street NW, Suite 800
Washington, DC 20006

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INTRODUCTION

The Oregon Health Authority (OHA) contracts with managed care organizations, also known as Coordinated Care Organizations (CCOs), to provide health care services. Understanding the experience of people who are Oregon Health Plan (OHP) members is important to clinicians, policy makers, patients and consumers, quality monitors and regulators, provider organizations, health plans, community collaboratives, and those who are responsible for monitoring and evaluating the quality of and access to health care services.

Introduced by the Agency for Healthcare Research and Quality (AHRQ) in the mid-1990s, the Consumer Assessment of Healthcare Providers and Systems (CAHPS) program encompasses the full range of standardized surveys that ask consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers, such as accessibility of services and communication skills of providers.

OHA conducts annual CAHPS surveys asking consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers and focus on aspects of quality that consumers are best qualified to assess, such as the communication skills of providers and ease of access to health care services. The survey results help inform decisions for those involved with providing care to OHP members and to improve the quality of health care services.

The survey measures member satisfaction with the experience of care and gives a general indication of how well the health plan meets members' expectations. Surveyed members are asked to rate various aspects of the health plan based on their experience with the plan during the previous six months.

WHAT'S NEW IN 2020

2020 SURVEY FIELDING UPDATES

SAMPLING METHODOLOGY

The sampling methodology consisted of a primary sample for CCOs as well as oversample segments based on race/ethnicity to capture the experience of these members that might not otherwise be captured in the primary sample. Previously, the oversample was drawn independently from the primary sample. However, members sampled as part of the primary sample were counted towards their respective race/ethnicity segments and therefore, we were able to increase the 2020 target sample sizes based on the re-allocation of the oversample.

Two child Medicaid samples were drawn based on the pre-screen status code that identified children that were likely to have a chronic condition (CCC) based on claim and encounter records in the sample frame. However, all child Medicaid sample members received the Child Medicaid with CCC measures instrument regardless of their pre-screen status code to reduce the variation of survey materials and streamline the data collection process.

SURVEY INSTRUMENTS

The National Committee for Quality Assurance (NCQA) shortened the 2020 HEDIS/CAHPS 5.0H surveys to reduce the burden for health plan members and sponsors. OHA adopted these changes for the surveys administered to OHP members. The following questions were removed from the survey:

- *Shared Decision Making* questions and the associated composite measure
- *Health Promotion and Education* question
- *Written Materials or Internet Provided Needed Information* question (adult only)
- Chronic conditions (adult only) and proxy questions.

To support the Race, Ethnicity, Language, and Disability (REALD) initiative, OHA implemented additional items in the demographics area of the survey to collect these data from OHP members. Kindergarten readiness items were also removed from the child instrument.

IMPACT OF COVID-19 ON OHA REPORTING

The 2020 OHA CAHPS survey fielding timeline overlapped with the COVID-19 outbreak in the United States (US). Survey administration began on January 8, 2020 and data collection closed on April 6, 2020. The pandemic gained more widespread national attention during the second half of survey administration. Oregon's response to the outbreak as outlined in Governor's Executive Order No. 20-12 (https://www.oregon.gov/gov/Documents/executive_orders/eo_20-12.pdf) demonstrates the overlap of the timelines. A multitude of factors, such as COVID-19 infection rates, consumer experience, stay-at-home orders, social distancing guidelines, and "essential business" designations might affect the data collected. It is unclear how all these changes may have impacted CAHPS survey results for 2020 and CCOs should be mindful of this when interpreting results.

UPDATES TO THE 2020 OHA CAHPS SURVEY RESULTS REPORT

CSS has made several updates to the 2020 CAHPS Results Reports:

- The *Member Profile and Analysis of Plan Ratings by Member Segment* section has been updated for revised race and gender survey item. Visiting a dentist's office or clinic for care survey item was also included as a utilization measure.
- The *CSS Key Driver Model* has been updated to reflect the shortened survey instrument. Areas that are no longer being assessed with the survey were removed from consideration as possible key drivers of plan performance.
- An updated and expanded *Health Plan Quality Improvement Resource Guide* is included.

EXECUTIVE SUMMARY

CSS administered the Child Medicaid with CCC Measure version of the 2020 CAHPS Health Plan Survey for the Oregon Health Authority on behalf of various CCOs between January 8 and April 8, 2020. The following CCOs were included in survey administration: Advanced Health, AllCare CCO, Cascade Health Alliance, Columbia Pacific CCO, Eastern Oregon CCO, Fee-For-Service, Health Share of Oregon, Inter-Community Health Network, Jackson Care Connect, Pacific Source – Columbia Gorge, Pacific Source – Central Oregon, Primary Health, Trillium Community Health Plan, Umpqua Health Alliance, Willamette Valley Community Health, and Yamhill Community Care. This report focuses on **statewide** State OHP hereafter referred to as State OHP results, which were calculated by pooling survey responses across these plans including additional oversample for race and ethnicity. The final Child Medicaid aggregated survey sample (Claims Stratum: With Chronic Conditions) for the State OHP included 9,942 members. 2,477 members completed the survey, resulting in a response rate of 25.13 percent.

This section highlights some of the key survey findings for the State OHP, including trends in CAHPS ratings and composites and comparisons to the State Oregon Health Plan results. Results are based on the rates of members answering 8, 9, or 10 for the ratings questions and *Usually* or *Always* for all other measures. Statistical significance tests were conducted at the 95% confidence level. Up to six organizational priorities for quality improvement are also identified based on CSS's *Key Driver Analysis*.

RESULTS ON KEY SURVEY MEASURES

STATISTICALLY SIGNIFICANT IMPROVEMENTS OR DECLINES COMPARED TO 2019

Reportable Rate IMPROVED	Reportable Rate DECLINED
No statistically significant improvements	No statistically significant declines

STATISTICALLY SIGNIFICANT DIFFERENCES FROM NATIONAL BENCHMARK

Reportable Rate ABOVE Benchmark	Reportable Rate BELOW Benchmark
2020 CSS Child Medicaid Average	
None	Rating of Personal Doctor (by 2.42 points) Rating of All Health Care (by 4.21 points) Rating of Health Plan (by 7.99 points) Getting Needed Care (by 2.81 points) How Well Doctors Communicate (by 1.88 points) Customer Service (by 3.76 points) Coordination of Care (by 3.84 points)

TOP PRIORITIES FOR QUALITY IMPROVEMENT

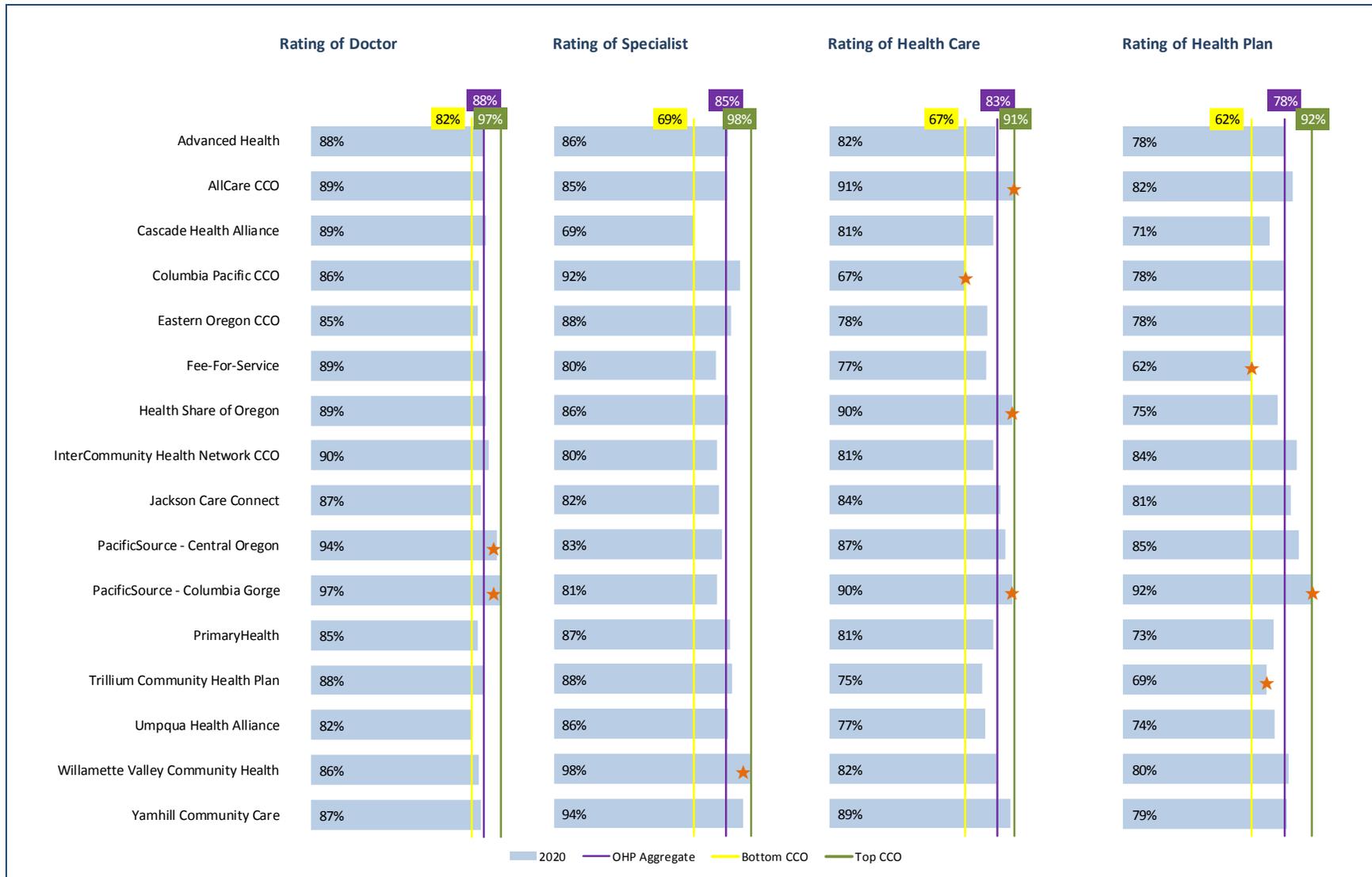
CSS's *Key Driver Analysis* identifies the areas of health plan performance and aspects of member experience that shape members' overall assessment of their health plan. To the extent that these specific areas or experiences can be improved, the overall rating of the plan should reflect these gains. Up to five quality improvement opportunities with the highest return on investment for State OHP are identified below. Effective interventions in these areas have the greatest potential impact on the *Rating of Health Plan* score.

Top Priorities for Quality Improvement
1. Improving the quality of physicians in health plan network (personal doctors)
2. Improving member access to care (ease of getting needed care, tests, or treatment)
3. Improving the quality of physicians in health plan network (specialists)
4. Improving member access to care (getting an appointment for urgent care as soon as needed)
5. Removing reasons for members to contact customer service

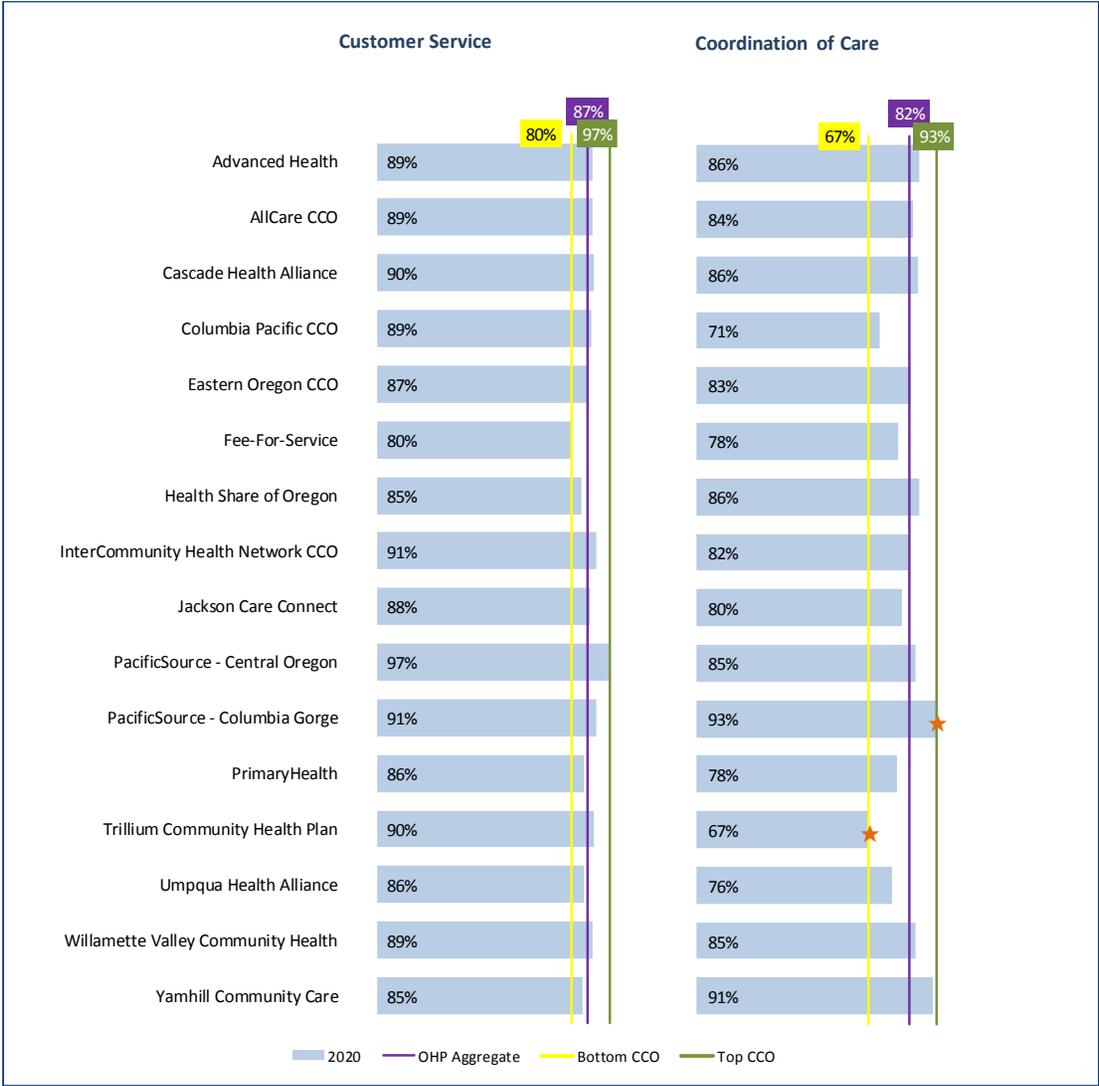
The remainder of this report examines these and other findings in greater detail.

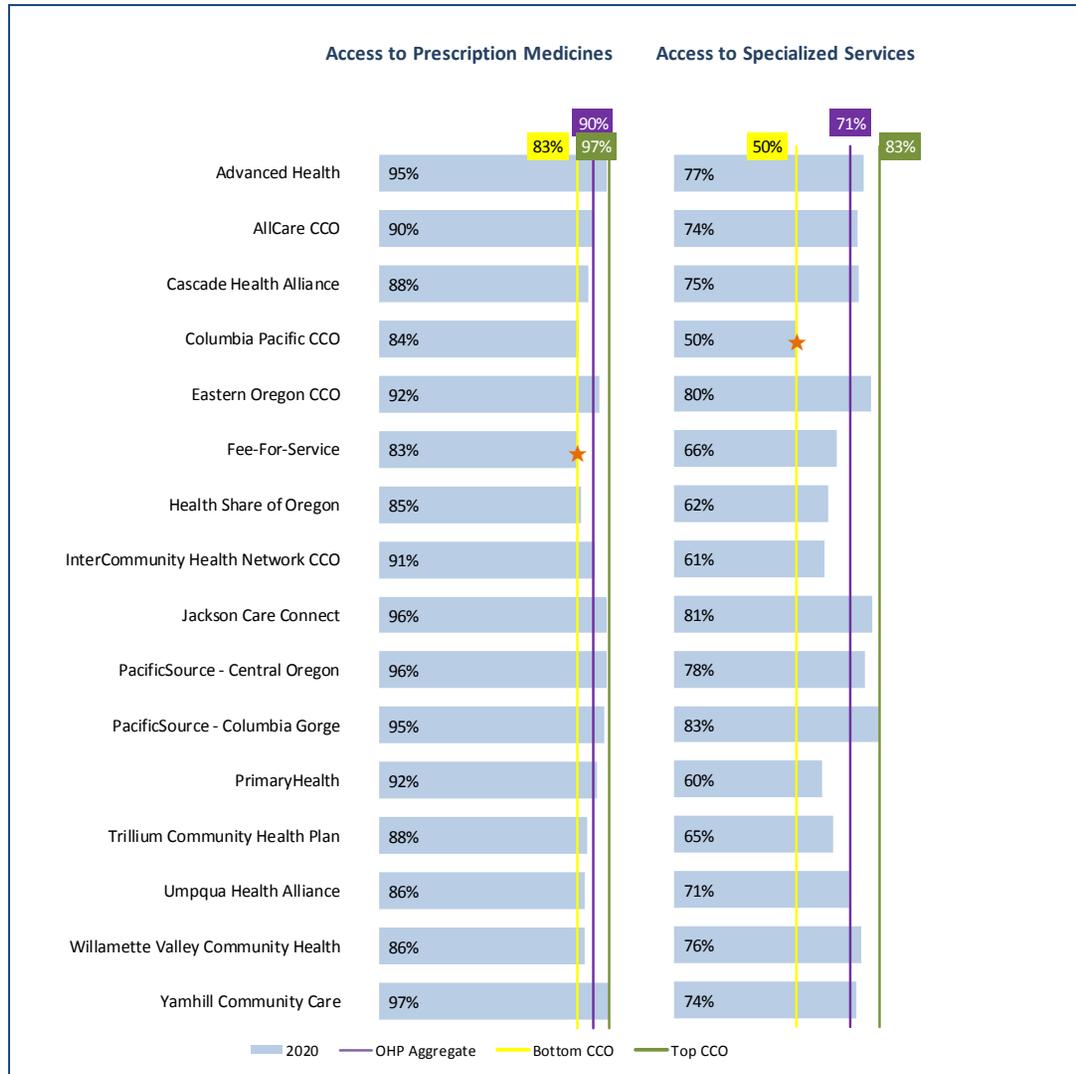
OREGON HEALTH PLAN CCO PERFORMANCE ON KEY SURVEY MEASURES

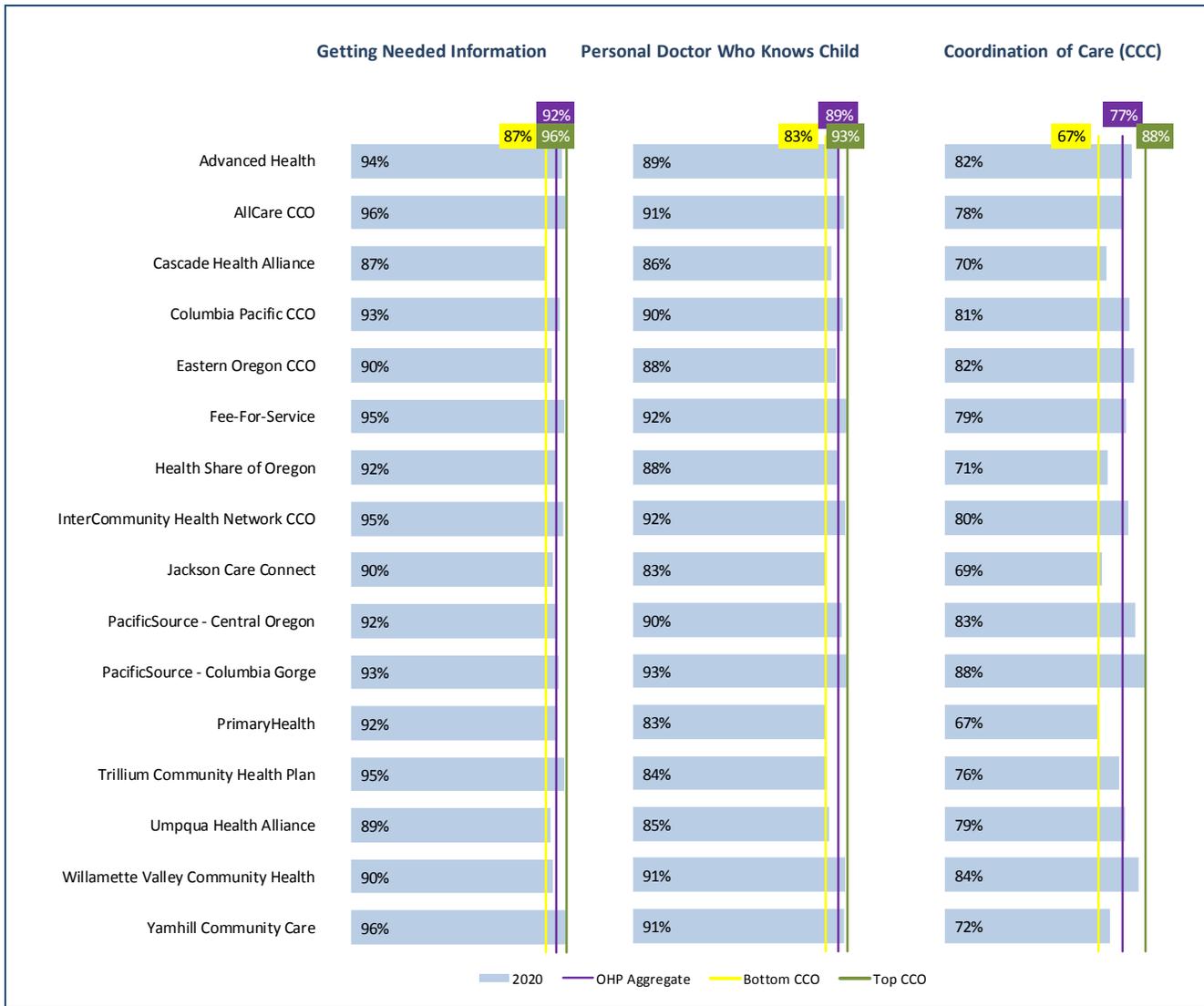
The charts on the following pages show how the State OHP and each of the CCOs performed in 2020. Statistically significant differences from the State OHP are flagged at the 95% confidence level. For each measure, the top and bottom performing CCOs rates provide additional benchmarks.











SURVEY RESULTS AT A GLANCE

An overview of summary measures is presented in Exhibit 1. This includes CAHPS ratings and composites and comparisons to the national results, and prior year data (where available).

EXHIBIT 1. 2020 OHA CAHPS SURVEY FOR STATE OHP CHILD MEDICAID SAMPLE (CLAIMS STRATUM: WITH CHRONIC CONDITIONS): SURVEY RESULTS AT A GLANCE

CAHPS 5.0H Survey Measures		Global Proportions and Question Summary Rates			Valid Responses			2020 CSS Child Medicaid Average
		2018	2019	2020	2018	2019	2020	
Overall Ratings (% 8, 9, or 10)	Q9. Rating of All Health Care	81.70%	82.91%	82.55%	2,087	1,726	1,903	86.77% ▼
	Q36. Rating of Personal Doctor	85.96% ▲	88.32%	88.23%	2,379	1,978	2,200	90.65% ▼
	Q43. Rating of Specialist Seen Most Often	84.70%	84.25%	85.11%	791	597	658	87.02%
	Q49. Rating of Health Plan	77.74%	78.94%	78.05%	2,641	2,194	2,396	86.04% ▼
Getting Needed Care (% Always or Usually)	Getting Needed Care Composite	82.55%	82.67%	84.11%	1,465	1,181	1,312	86.92% ▼
	Q10. Easy to get needed care	87.73%	88.30%	89.37%	2,095	1,726	1,910	92.57% ▼
	Q41. Easy to see specialists	77.37%	77.04%	78.85%	835	636	714	81.89%
Getting Care Quickly (% Always or Usually)	Getting Care Quickly Composite	88.53%	89.95%	89.83%	1,445	1,214	1,337	91.20%
	Q4. Got urgent care as soon as needed	91.56%	92.02%	92.76%	972	777	856	92.18%
	Q6. Got routine care as soon as needed	85.51%	87.89%	86.91%	1,918	1,651	1,818	89.90% ▼
How Well Doctors Communicate* (% Always or Usually)	How Well Doctors Communicate Composite	93.19%	93.91%	94.37%	1,905	1,588	1,740	96.25% ▼
	Q27. Doctor explained things	93.76%	94.39%	94.55%	1,907	1,587	1,742	96.41% ▼
	Q28. Doctor listened carefully	94.18%	95.03%	95.12%	1,906	1,589	1,741	96.82% ▼
	Q29. Doctor showed respect	95.70%	95.66%	96.14%	1,907	1,590	1,738	97.47% ▼
Customer Service (% Always or Usually)	Q32. Doctor spent enough time	89.11% ▲	90.54%	91.66%	1,900	1,586	1,738	92.80%
	Customer Service Composite	87.54%	87.47%	87.16%	693	538	655	90.92% ▼
	Q45. Provided needed information/help	82.47%	81.08%	81.16%	696	539	653	85.60% ▼
Children with Chronic Conditions Measures	Q46. Treated with courtesy/respect	92.61%	93.85%	93.15%	690	537	657	94.85%
	Q35. Coordination of Care (% Always or Usually)	80.74%	82.37%	82.19%	1,002	845	915	86.02% ▼
	. Access to Prescription Medicines	90.28%	88.93%	89.77%	1,440	1,120	1,271	92.15% ▼
	. Access to Specialized Services	67.82%	68.66%	71.30%	509	447	517	78.81% ▼
	. Getting Needed Information	89.14% ▲	91.48%	91.66%	2,099	1,726	1,906	89.30% ▲
	. Personal Doctor Who Knows Child	87.82%	87.43%	88.69%	1,418	1,173	1,293	90.26%
. Coordination of Care for Children With Chronic Conditions	77.32%	78.49%	77.44%	643	546	582	73.22%	

If n is less than 30, "Low n" is displayed next to score.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the denominator threshold (n=30). All statistical tests are conducted at the 95% confidence level prior to rounding. Statistically significant differences between your organization's current-year rate and the comparison rate are marked as ▲ when your rate is higher or ▼ when it is lower.

ABOUT THIS REPORT

The key features of this 2020 CAHPS report, prepared by CSS for State OHP, are highlighted below.

- State OHP results were calculated by pooling member responses from the following Child Medicaid CCOs: Advanced Health, AllCare CCO, Cascade Health Alliance, Columbia Pacific CCO, Eastern Oregon CCO, Fee-For-Service, Health Share of Oregon, InterCommunity Health Network CCO, Jackson Care Connect, PacificSource - Central Oregon, PacificSource - Columbia Gorge, PrimaryHealth, Trillium Community Health Plan, Umpqua Health Alliance, Willamette Valley Community Health, and Yamhill Community Care. The aggregate results also include additional oversamples of African American, Asian, Hispanic/Latino, and Native American members. The oversamples were drawn from Oregon Health Plan membership as a whole proportionally based on the member size of the CCO across all CCOs.
- Survey results presented in this report were calculated following the NCQA guidelines published in *HEDIS 2020, Volume 3: Specifications for Survey Measures* unless otherwise noted. Summary Results are reported regardless of whether the denominator threshold is met, however, any summary measure where the denominator is less than 30 is marked as “Low n”.
- Throughout the report, the 2020 State OHP survey results are compared to the 2020 CSS Child Medicaid Average. The 2020 CSS Child Medicaid Average is calculated by pooling survey responses across representative Child Medicaid plans surveyed by CSS.
- *Executive Summary* provides a high-level overview of survey findings. This section highlights the areas where State OHP performs significantly above or below the national performance. If prior-year survey results are available, any statistically significant improvements or declines on key survey measures are also noted. Up to five top organizational priorities for quality improvement based on CSS’s *Key Driver Analysis* are identified.
- *Summary of Survey Results* presents the 2020 State OHP survey scores on key measures, including question summary rates (QSRs), global proportions, and changes in QSR and global proportion scores from the previous year (if applicable); and comparisons to relevant national benchmarks. Statistically significant differences in scores are noted.
- *Detailed Performance Charts* are provided for the rating questions, composite measures, and individual survey items representing the various CAHPS domains of care. The 2020 State OHP QSRs and global proportions are compared to the 2020 CSS Child Medicaid Average on all measures. Where available, a three-year trend in scores is also shown.
- *Member Profile and Analysis of Plan Ratings by Member Segment* compares the 2020 State OHP respondent profile to the appropriate reference distribution (i.e., all plans included in the 2020 CSS Child Medicaid Average) of demographic characteristics and utilization variables. Variation in *Rating of Health Plan* measure by member segment is examined.

- *Key Driver Analysis* identifies those aspects of member experience (key drivers) that are closely related to the overall rating of the plan. The *CSS Key Driver Model* quantifies the contribution of each key driver to the overall evaluation of the plan. The 2020 State OHP results on each key driver are compared to the highest score among all the Child Medicaid plans contributing to the 2020 State OHP, yielding a measure of available room for improvement in each area. The result is then weighted by the key driver’s contribution to the overall *Rating of Health Plan* score. Opportunities for improvement are prioritized based on the expected improvement in the *State OHP Rating of Health Plan* score due to improved performance on the key driver. A separate section of the report provides some helpful resources for health plan quality improvement.
- The *Appendix* includes:
 - Detailed cross-tabulations of survey responses for every survey question, with additional tables summarizing performance on key survey measures;
 - A copy of the survey instrument;
 - Step-by-step guidelines for calculating composite global proportions; and
 - A glossary of terms.

SURVEY METHODOLOGY

SURVEY PROTOCOL AND TIMELINE

CSS administered the Child Medicaid with CCC Measure version of the 2020 CAHPS Health Plan Survey for the Oregon Health Authority on behalf of the State OHP using a mixed methodology of internet, mail, and telephone. The Oregon Health Authority's mixed methodology consisted of the following milestones:

- A prenotification letter with an invitation to complete the survey online, which was mailed on January 8;
- An initial questionnaire with cover letter, which was mailed on January 15;
- A replacement questionnaire with cover letter, which was mailed on February 13;
- A telephone follow-up phase targeting non-respondents, with up to four telephone follow-up attempts spaced at different times of the day and on different days of the week, which started on March 9; and
- Close of data collection on April 6, 2020.

SURVEY MATERIALS

The survey instruments (both English and Spanish) used for State OHP are provided in the Appendix. CSS designed the survey following instructions from OHA and the NCQA specifications detailed in *HEDIS 2020, Volume 3: Specifications for Survey Measures and Quality Assurance Plan for HEDIS 2020 Survey Measures*. The materials referred to Oregon Health Plan and included the Oregon Health Authority logo on all the mailing materials. Each survey package included a postage-paid return envelope. Besides the core CAHPS questions, the survey included 25 additional questions added by OHA. These included questions on cultural competency, access to dental care, and REALD demographics. All mailings included a duplex English and Spanish cover letter. Members received either an English or Spanish survey based on language information provided by Oregon Health Authority. Members had the option to request the survey in the other language using a telephone request line.

SAMPLE SELECTION

CSS followed Oregon Health Authority's instructions to generate the survey sample for the State OHP. Sample-eligible members were defined as plan members who were 17 years old or younger as of November 30, 2019; were currently enrolled; had been continuously enrolled for six months (with no more than one enrollment break of 45 days or less); and whose primary coverage was through Medicaid. The sample frame included a pre-screen status code to identify

children that were likely to have a chronic condition (CCC) based on claim and encounter records. Using this code, a sample was drawn from the child Medicaid population. All child Medicaid sample members received the Child Medicaid w/ CCC measures instrument regardless of their pre-screen status code. The results for the CCC population presented in this report are based the pre-screen status code rather than responses to the survey in the NCQA methodology.

Prior to sampling, CSS carefully inspected the member file(s) and informed the Oregon Health Authority of any errors or irregularities found (such as missing address elements or subscriber numbers). Once the quality assurance process had been completed, CSS processed member addresses through the USPS National Change of Address (NCOA) service to ensure that the mailing addresses were up-to-date.

The final sample was generated using a random selection methodology, with no more than one member per household selected to receive the survey. The exception to this rule was any CCO that failed to meet the desired sample size in which case more than one member per household could be selected. CSS assigned each sampled member a unique identification number, which was used to track their progress throughout the data collection process.

The Oregon Health Authority chose to oversample for targeted race and ethnicity groups to ensure these groups were appropriately represented in the state sample. Data for those sample members only appear in the State OHP results and not the individual CCO results. Therefore, the final Child Medicaid survey sample (Claims Stratum: With Chronic Conditions) for the State OHP included 9,942 members.

DATA CAPTURE

Questionnaires returned by mail were recorded using either manual data entry or optical scanning. Responses recorded via manual data entry were keyed by two independent data entry operators, and any discrepancies between the two response records were flagged and reconciled by a supervisor. Individual responses on surveys recorded via optical scanning were sent to data entry operators if the scanning technology was unable to identify the specific response option selected with a pre-defined degree of certainty.

Computer Assisted Telephone Interviewing (CATI) technology was used to electronically capture survey responses obtained during telephone interviews. Members were able to complete the survey in either English or Spanish. On-site CATI supervisors maintained quality control by monitoring the telephone interviews and keyboard entry of interviewers in real time. In addition, CSS research staff remotely monitored interviews on a regular basis. Due to the multiple mailings and varied modes of data collection, multiple survey responses could be received from the same sample member. In those cases, CSS included only one survey response (the most complete survey) in the final analysis dataset.

MEMBER DISPOSITIONS AND RESPONSE RATE

Among the State OHP sample members who met final eligibility criteria, 2,477 completed the survey, resulting in a response rate of 25.13 percent. Additional detail on sample member status at the end of data collection (dispositions) is provided in Exhibit 2.

EXHIBIT 2. 2020 OHA CAHPS SURVEY FOR STATE OHP CHILD MEDICAID SAMPLE (CLAIMS STRATUM: WITH CHRONIC CONDITIONS):
SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

Disposition	Total	
	Number	% Initial Sample
Initial Sample	9,942	100.00%
Disposition		
Complete and Eligible - Mail	1,436	14.44%
Complete and Eligible - Phone	935	9.40%
Complete and Eligible - Internet	106	1.07%
Complete and Eligible - Total	2,477	24.91%
Does not meet Eligible Population criteria	81	0.81%
Incomplete (but Eligible)	197	1.98%
Ineligible	3	0.03%
- Language barrier	3	0.03%
- Mentally or physically incapacitated	0	0.00%
- Deceased	0	0.00%
Refusal	693	6.97%
Nonresponse after maximum attempts	6,438	64.76%
Added to Do Not Call (DNC) list	53	0.53%
Response Rate*		25.13%

*Response rate = Complete and Eligible Surveys/[Complete and Eligible + Incomplete (but Eligible) + Refusal + Nonresponse after maximum attempts + Added to Do Not Call (DNC) List]

A detailed comparison of individual CCO response rates is presented in Exhibit 3A.

EXHIBIT 3A. 2020 STATE OHP CHILD MEDICAID WITH CCC MEASURE CAHPS SURVEY: RESPONSE RATES BY CCO

CCOs	Sample Size	Completes	Ineligibles	Response Rate
State OHP	9,942	2,477	84	25.13%
Advanced Health	575	149	2	26.00%
AllCare CCO	575	160	2	27.92%
Cascade Health Alliance	575	147	3	25.70%
Columbia Pacific CCO	575	109	4	19.09%
Eastern Oregon CCO	575	161	6	28.30%
Fee-For-Service	575	145	9	25.62%
Health Share of Oregon	575	138	4	24.17%
InterCommunity Health Network CCO	575	163	9	28.80%
Jackson Care Connect	575	159	2	27.75%
PacificSource - Central Oregon	575	127	7	22.36%
PacificSource - Columbia Gorge	575	159	7	27.99%
PrimaryHealth	575	122	5	21.40%
Trillium Community Health Plan	575	120	4	21.02%
Umpqua Health Alliance	575	124	4	21.72%
Willamette Valley Community Health	575	158	6	27.77%
Yamhill Community Care	575	141	1	24.56%
Oversample	742	195	9	26.60%

SATISFACTION WITH THE EXPERIENCE OF CARE

PATIENT EXPERIENCE OF CARE MEASURES

GLOBAL RATINGS

CAHPS Health Plan Survey (version 5.0H) includes four global rating questions that utilize the scale of 0 to 10, with 0 representing the worst and 10 representing the best possible rating. Results are reported as the proportion of members selecting one of the top three responses (8, 9, or 10).

- **Rating of Personal Doctor** (0 = worst personal doctor possible; 10 = best personal doctor possible)
- **Rating of Specialist Seen Most Often** (0 = worst specialist possible; 10 = best specialist possible)
- **Rating of All Health Care** (0 = worst health care possible; 10 = best health care possible)
- **Rating of Health Plan** (0 = worst health plan possible; 10 = best health plan possible)

CAHPS COMPOSITES

In addition to the global ratings, the results for several CAHPS composite measures are also reported. CAHPS composites combine results from related survey questions into a single measure to summarize health plan performance in the areas listed below.

- **Getting Needed Care** combines two survey questions that address member access to care. Both questions use a *Never, Sometimes, Usually, or Always* response scale, with *Always* being the most favorable response. Results are based on the proportion of members answering the following questions as *Usually* or *Always*.
 - *In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?*
 - *In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?*

- **Getting Care Quickly** combines responses to two survey questions that address timely availability of both urgent and check-up/routine care. The questions use a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. Results are based on the proportion of members selecting *Usually* or *Always* in response to the following questions:
 - *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?*
 - *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?*

- **How Well Doctors Communicate** combines responses to four survey questions that address physician communication. The questions use a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members answering the following questions as *Usually* or *Always*:
 - *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?*
 - *In the last 6 months, how often did your child’s personal doctor listen carefully to you?*
 - *In the last 6 months, how often did your child’s personal doctor show respect for what you had to say?*
 - *In the last 6 months, how often did your child’s personal doctor spend enough time with your child?*

- **Customer Service** combines responses to two survey questions that ask about member experience with the health plan’s customer service. The questions use a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members selecting *Usually* or *Always* in response to the following questions:
 - *In the last 6 months, how often did customer service staff at your child’s health plan give you the information or help you needed?*
 - *In the last 6 months, how often did customer service staff at your child’s health plan treat you with courtesy and respect?*

- **Coordination of Care** is based on a single survey question, which uses a *Never, Sometimes, Usually, or Always* scale (with *Always* being the most favorable response). Results are based on the proportion of members selecting *Usually* or *Always* in response to the question below:
 - *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?*

NCQA calculates and reports the following measures for the Child Medicaid with CCC Survey:

- **Access to Specialized Services** combines responses to three survey questions addressing the child's access to special equipment or devices, therapies, treatments, or counseling. The questions use a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members answering the following questions as *Usually* or *Always*:
 - *In the last 6 months, how often was it easy to get special medical equipment or devices for your child?*
 - *In the last 6 months, how often was it easy to get this therapy for your child?*
 - *In the last 6 months, how often was it easy to get this treatment or counseling for your child?*
- **Personal Doctor Who Knows Child** combines responses to three survey questions addressing the doctor's understanding of the child's health issues. The questions use a *Yes* or *No* scale. Results are reported as the proportion of members answering *Yes* to the following questions:
 - *In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?*
 - *Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?*
 - *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?*
- **Coordination of Care for Children with Chronic Conditions** combines responses to two survey items addressing care coordination needs related to the child's chronic condition. The questions use a *Yes* or *No* scale. Results are reported as the proportion of members answering *Yes* to the following questions:
 - *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?*
 - *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?*
- **Getting Needed Information** is based on a single survey question, which uses a *Never, Sometimes, Usually, or Always* scale (with *Always* being the most favorable response). Results are based on the proportion of members selecting *Usually* or *Always* in response to the question below:
 - *In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?*

- **Access to Prescription Medicines** is based on a single survey question, which uses a *Never, Sometimes, Usually, or Always* scale (with *Always* being the most favorable response). Results are based on the proportion of members selecting *Usually* or *Always* in response to the question below:
 - *In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?*

CALCULATION AND REPORTING OF RESULTS

QUESTION SUMMARY RATES AND COMPOSITE GLOBAL PROPORTIONS

Question Summary Rates (QSRs) express the proportion of respondents selecting the response option(s) of interest from a given question on the survey.

Composite Global Proportions express the proportion of respondents selecting the response option(s) of interest from a given group of questions on the survey. They are calculated by first determining the proportion of respondents selecting the reported response(s) on each survey question contributing to the composite and subsequently averaging these proportions across all items in the composite.

Throughout the report, all question summary rates and composite global proportions are rounded to two decimal places for display purposes (e.g., 0.23456 is displayed as 23.46%). However, all calculations involving rates and proportions, including statistical significance testing, are carried out prior to rounding. For more details on the calculations please refer to *HEDIS 2020, Volume 3: Specifications for Survey Measures* or consult the Appendix.

DENOMINATOR THRESHOLD

The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite (note: composite denominators are rounded for display purposes). If the rate denominator is less than 30, a measure result of “Low n” was assigned. This report presents results for all measures, regardless of denominator size. Any result that does not meet the denominator threshold of 30 valid responses is denoted with “Low n” to inform interpretations of results.

COMPARISONS TO BENCHMARKS AND PRIOR-YEAR RESULTS

Throughout the report, the 2020 State OHP results are compared to the 2020 CSS Child Medicaid Average as well as to the highest and lowest performing CCO. The 2020 CSS Child Medicaid Average is calculated by pooling survey responses across representative Child Medicaid plans surveyed by CSS. If available, prior-year survey results are provided for comparison and year-to-year changes in results are tested for statistical significance. All the statistical tests are carried out at the 95% confidence level (i.e., there is a 95% probability that the observed difference is not due to chance).

SUMMARY OF SURVEY RESULTS

Exhibit 3 provides a high-level State OHP performance overview on key survey measures. These include overall ratings, composite global proportions, and QSRs for additional content areas. Where applicable, changes in scores over time and comparisons to benchmarks are reported and tested for statistical significance.

EXHIBIT 3. 2020 OHA CAHPS SURVEY FOR STATE OHP CHILD MEDICAID SAMPLE (CLAIMS STRATUM: WITH CHRONIC CONDITIONS):
SUMMARY OF RESULTS ON KEY MEASURES

CAHPS 5.0H Survey Measures*	2020 Rate	Difference** between 2020 Rate and...		
		2019 Rate	2018 Rate	2020 CSS Child Medicaid Average
Ratings				
Rating of Personal Doctor	88.23%	-0.09%	2.27% ▲	-2.42% ▼
Rating of Specialist Seen Most Often	85.11%	0.85%	0.40%	-1.91%
Rating of All Health Care	82.55%	-0.35%	0.86%	-4.21% ▼
Rating of Health Plan	78.05%	-0.90%	0.31%	-7.99% ▼
Composite Measures				
Getting Needed Care	84.11%	1.44%	1.56%	-2.81% ▼
Getting Care Quickly	89.83%	-0.12%	1.30%	-1.36%
How Well Doctors Communicate	94.37%	0.46%	1.18%	-1.88% ▼
Customer Service	87.16%	-0.31%	-0.38%	-3.76% ▼
Additional Content Areas				
Coordination of Care	82.19%	-0.18%	1.45%	-3.84% ▼
Children with Chronic Conditions Measures				
Access to Prescription Medicines	89.77%	0.84%	-0.51%	-2.38% ▼
Access to Specialized Services	71.30%	2.63%	3.48%	-7.51% ▼
Getting Needed Information	91.66%	0.17%	2.52% ▲	2.35% ▲
Personal Doctor Who Knows Child	88.69%	1.26%	0.88%	-1.57%
Coordination of Care for Children With Chronic Conditions	77.44%	-1.05%	0.12%	4.22%

* Results were calculated following NCQA specifications and prior year results may differ from those previously reported.

** Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the small denominator threshold (n=30). All differences in rates are calculated prior to rounding and are rounded for display purposes only. All statistical tests are conducted at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the comparison rate are marked as ▲ when your current-year rate is higher or ▼ when it is lower.

DETAILED PERFORMANCE CHARTS

This section of the report includes detailed charts for composite global proportions, rating question summary rates (QSRs), as well as additional QSRs for individual survey items. The charts have the following features:

TREND IN RESULTS

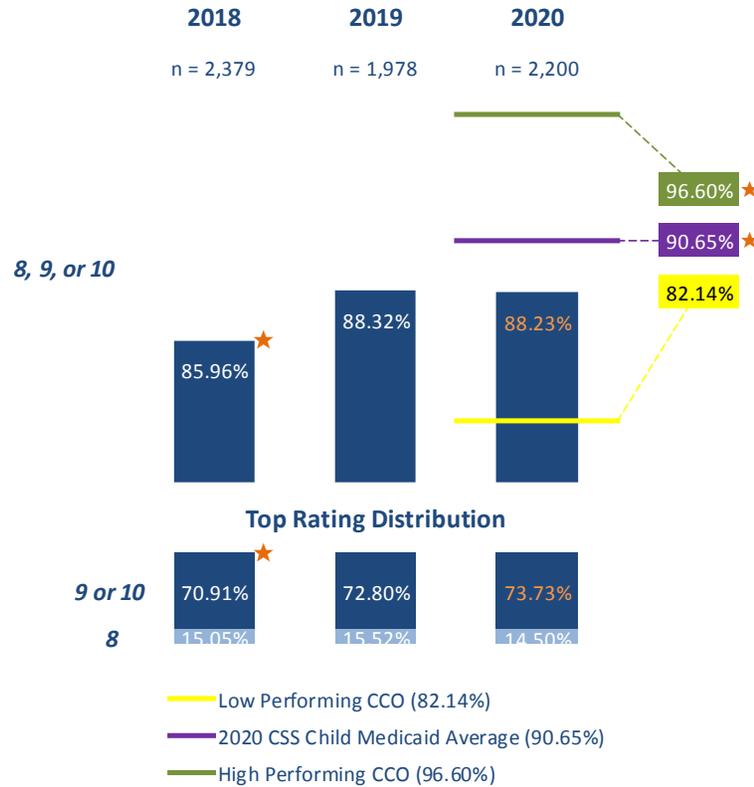
- State OHP survey scores are trended over three consecutive years of data collection, if available. A result may not be available if the survey was not administered in a given year, if the measure is new, or if the measure is not deemed appropriate for trending. In such cases, “No data” appears in place of the score.
- Where appropriate, changes in the distribution of favorable ratings over time are shown in the *Top Rating Distribution* panel of the chart (i.e., percent responding 8 vs. percent responding 9 or 10, or percent responding *Usually* vs. percent responding *Always*).
- The number of valid responses (*n*) appears above each bar. If the number of responses is less than 30, “Low *n*” appears next to the value of *n*, indicating that the result does not meet the denominator threshold. CSS calculates all rates regardless of this threshold.
- Statistical comparisons are conducted between the current-year rate and each of the prior-year rates, if available. Where appropriate, differences in both standard (e.g., 8 + 9 + 10 or *Usually* + *Always*) as well as top-box (e.g., 9 + 10 or *Always*) rates are tested for statistical significance at the 95% confidence level. Statistically significant differences are indicated with a ★ symbol next to the comparison score. For example, ★ appearing next to the 2019 rate denotes a statistically significant difference between the 2020 and 2019 rates.

COMPARISONS TO BENCHMARKS

- The horizontal lines displayed on the charts correspond to the 2020 CSS Child Medicaid Average as well as to the highest and lowest performing CCO. If the 2020 State OHP score is significantly different from any of these benchmark scores at the 95% confidence level, ★ appears next to the relevant score.

Rating of Personal Doctor

Percent Responding 8, 9, or 10



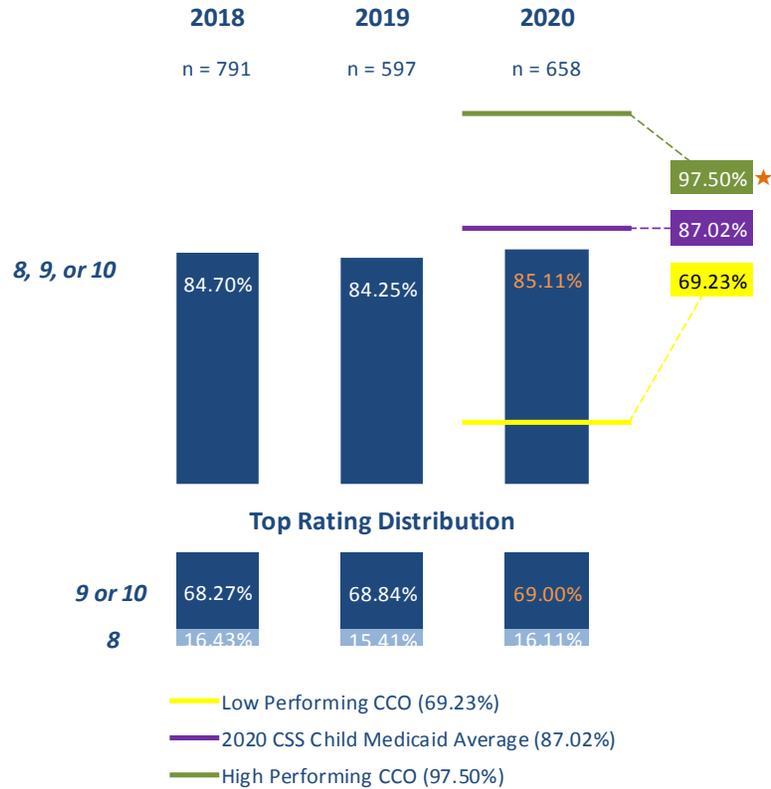
79970

Tests of statistical significance were conducted for the following reportable rates: (8 + 9 + 10) and (9 + 10). Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

Rating of Specialist Seen Most Often

Percent Responding 8, 9, or 10



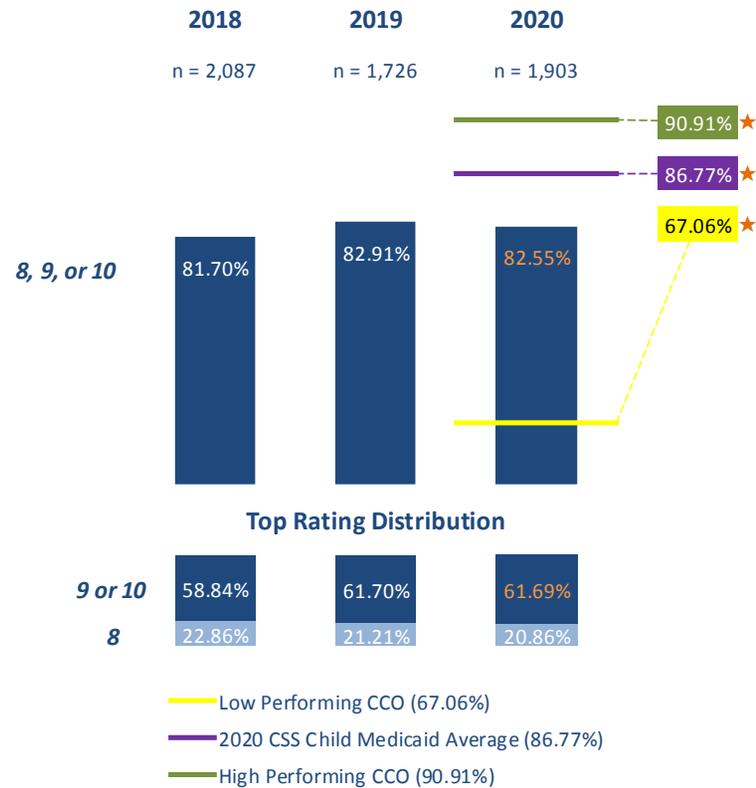
79970

Tests of statistical significance were conducted for the following reportable rates: (8 + 9 + 10) and (9 + 10). Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

Rating of All Health Care

Percent Responding 8, 9, or 10



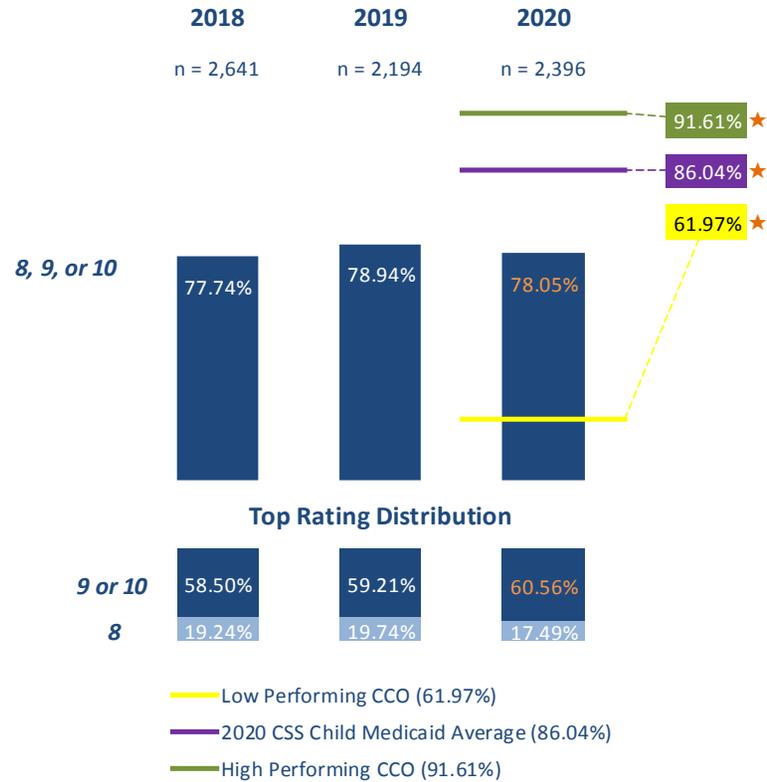
79970

Tests of statistical significance were conducted for the following reportable rates: (8 + 9 + 10) and (9 + 10). Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

Rating of Health Plan

Percent Responding 8, 9, or 10



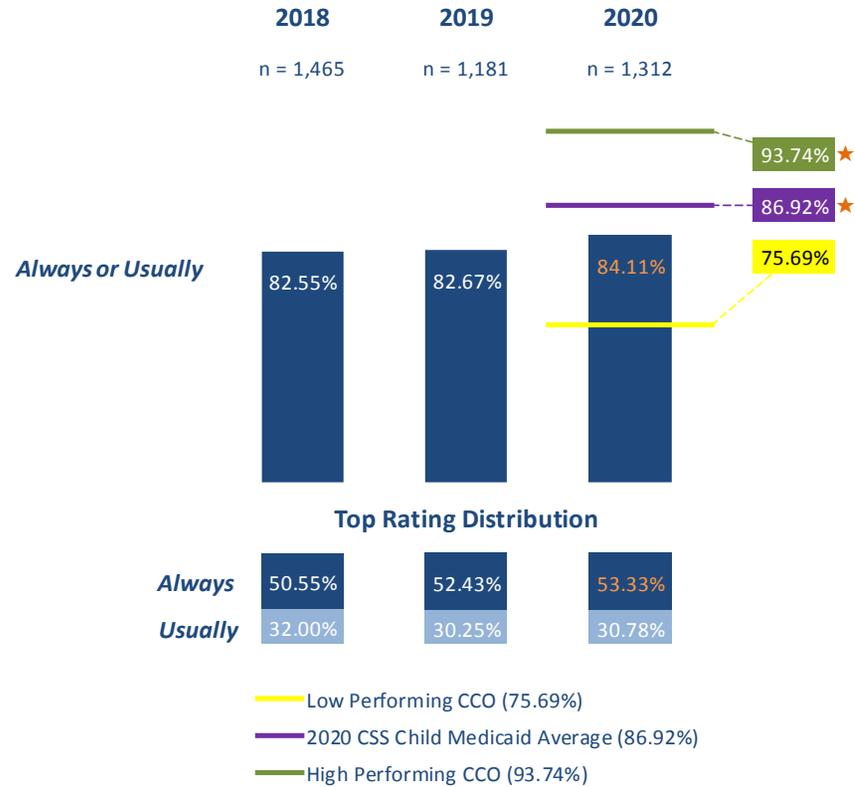
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Tests of statistical significance were conducted for the following reportable rates: (8 + 9 + 10) and (9 + 10). Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

Getting Needed Care (Composite)

Percent Responding Always or Usually



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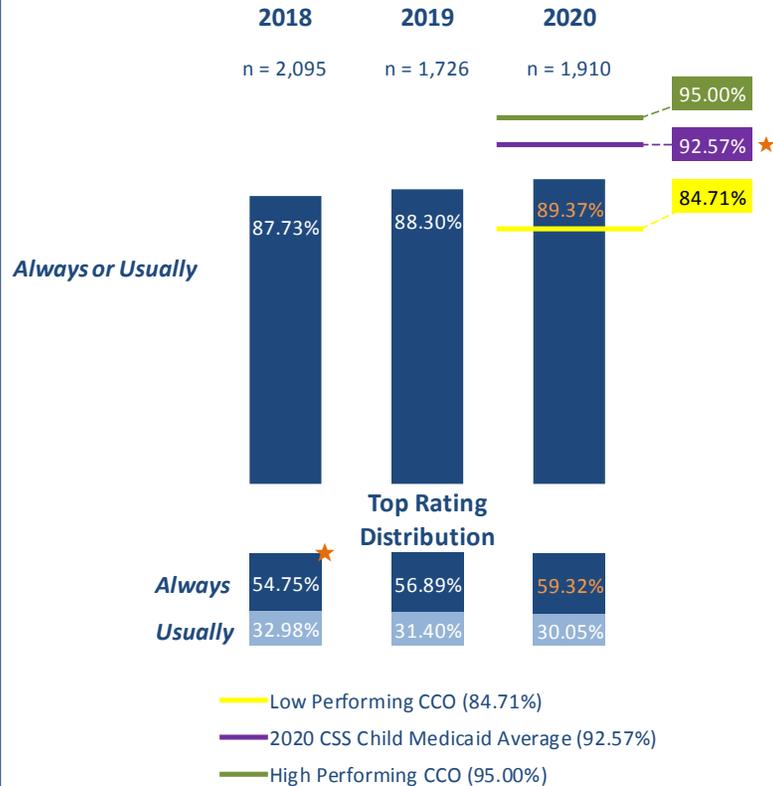
Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

Getting Needed Care (Contributing Items)

Percent Responding Always or Usually

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



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



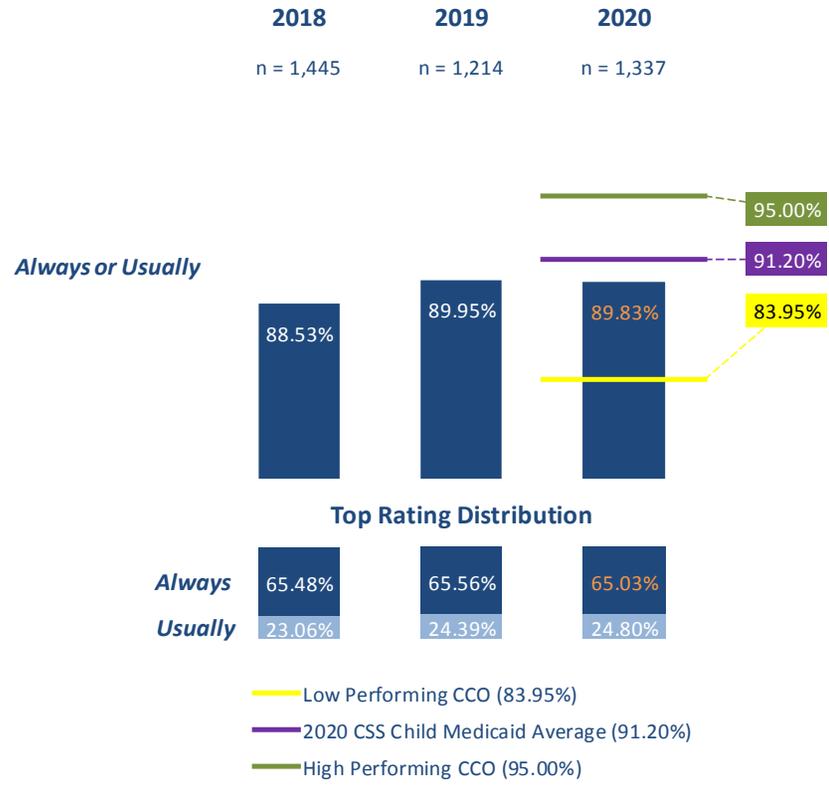
79970

Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

Getting Care Quickly (Composite)

Percent Responding Always or Usually



79970

Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

Getting Care Quickly (Contributing Items)

Percent Responding Always or Usually

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?



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?



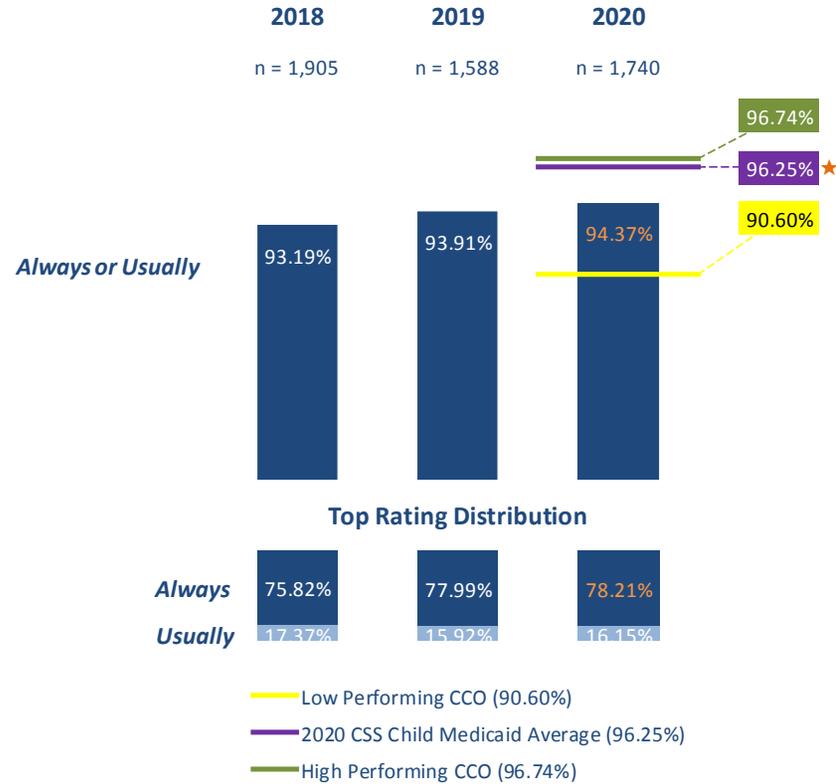
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

How Well Doctors Communicate (Composite)

Percent Responding Always or Usually



79970

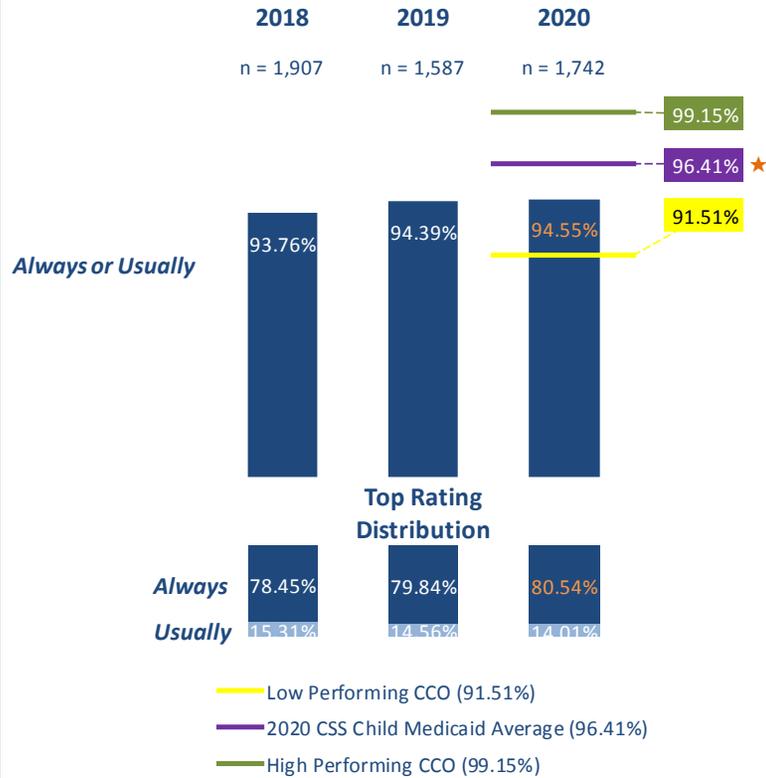
Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

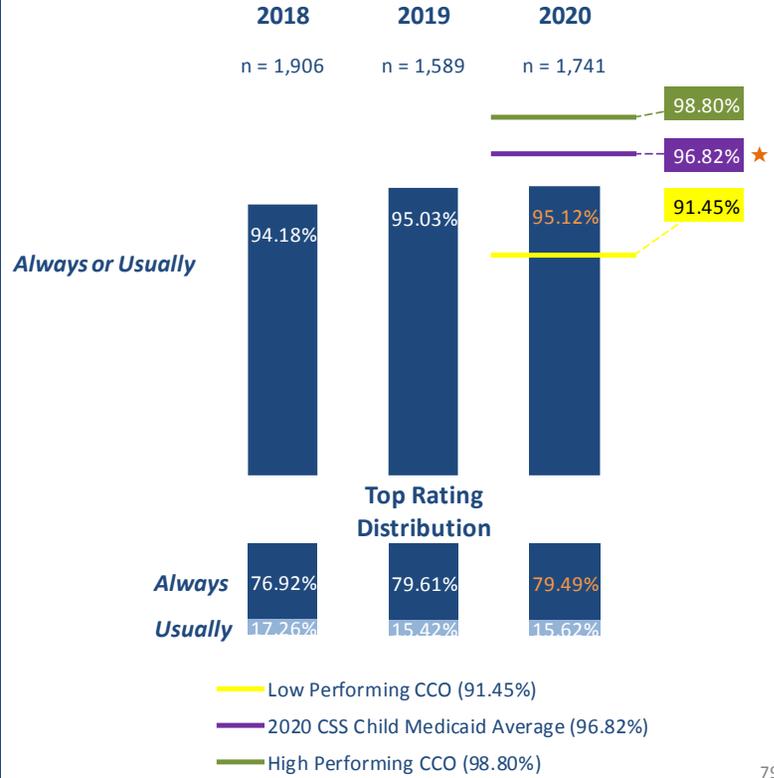
How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

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



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



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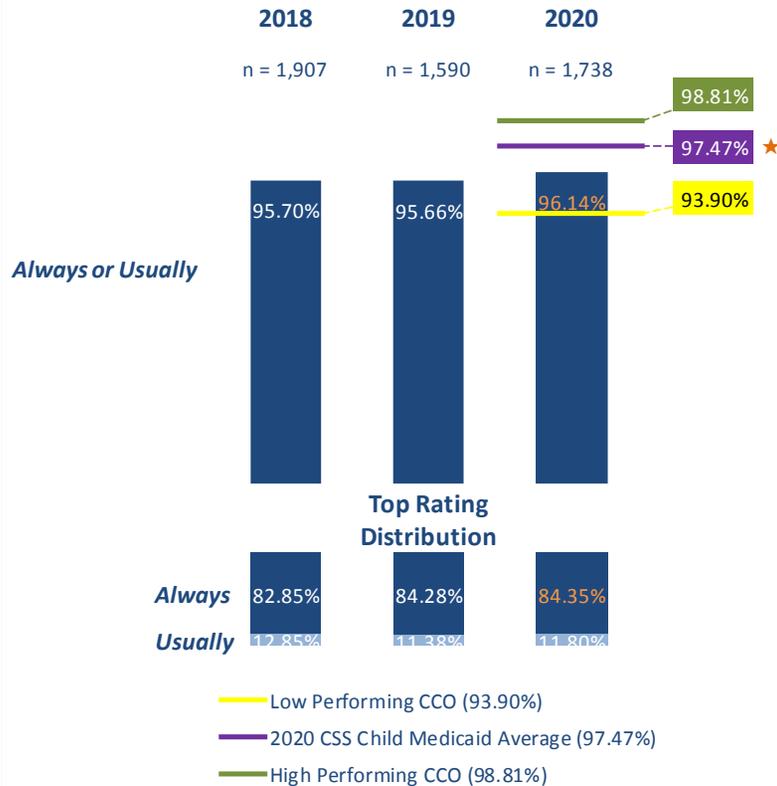
Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

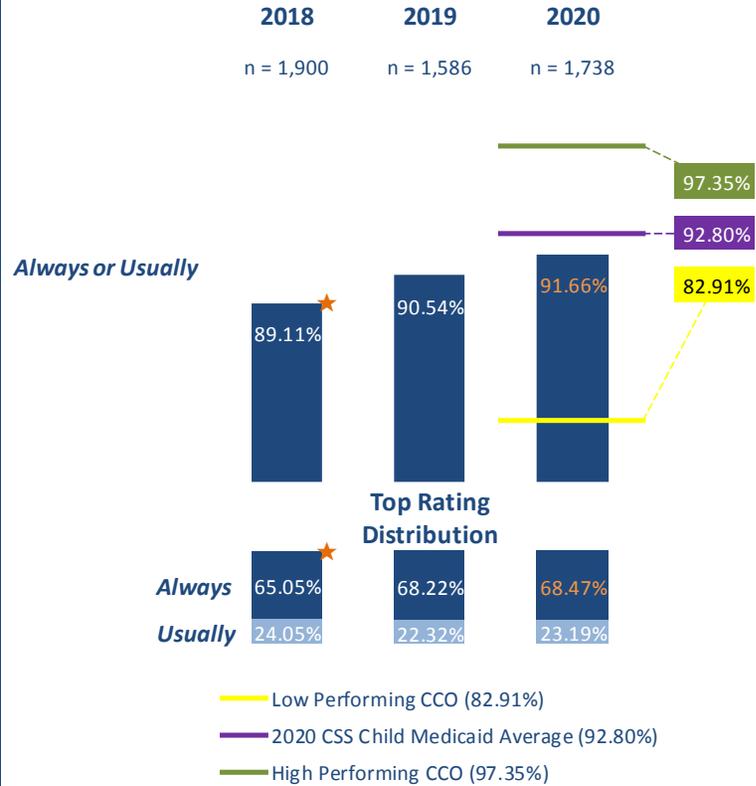
How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

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



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



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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

Customer Service (Composite)

Percent Responding Always or Usually



79970

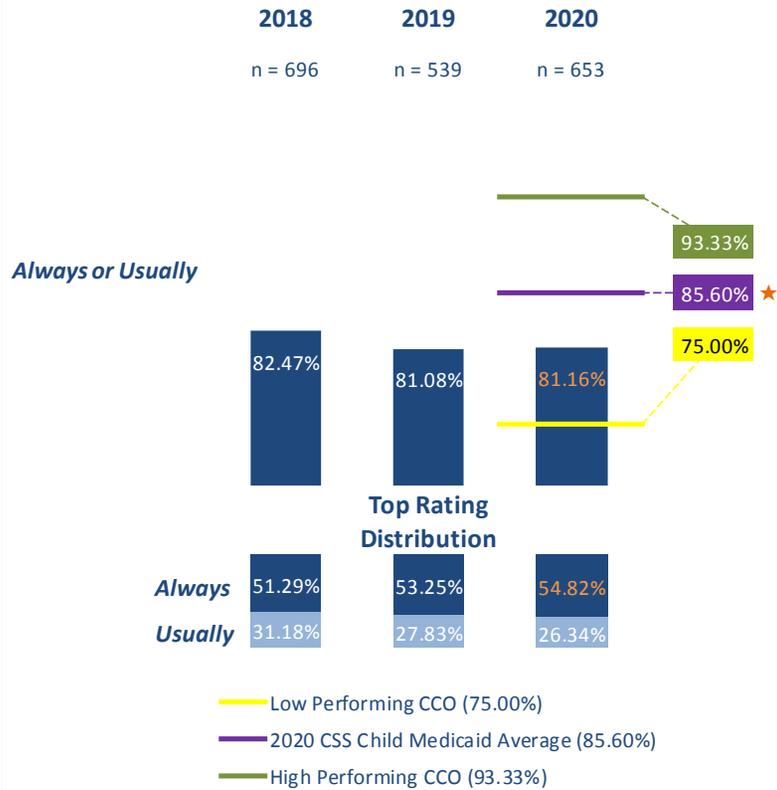
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

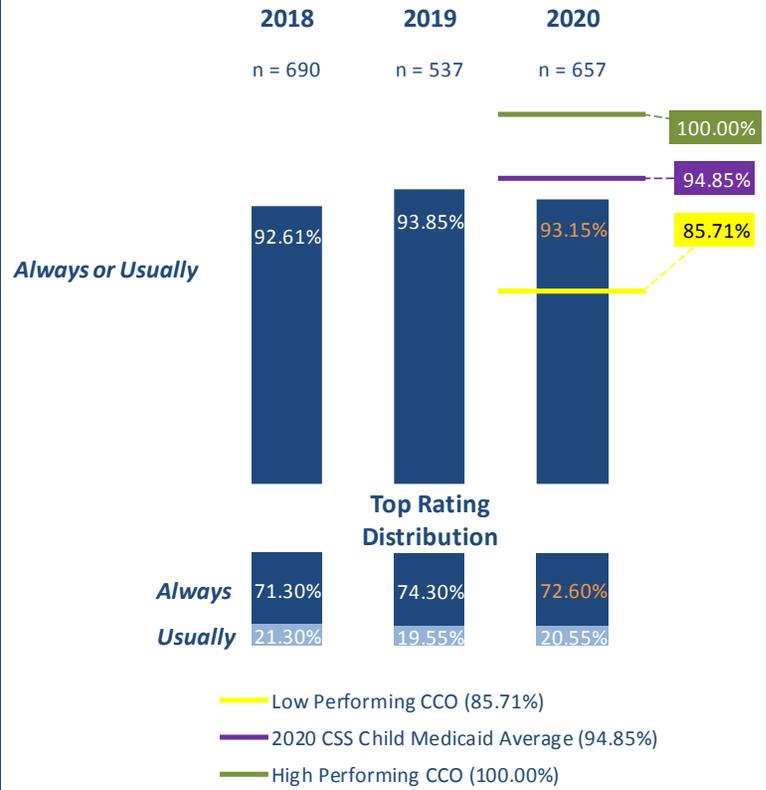
Customer Service (Contributing Items)

Percent Responding Always or Usually

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



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



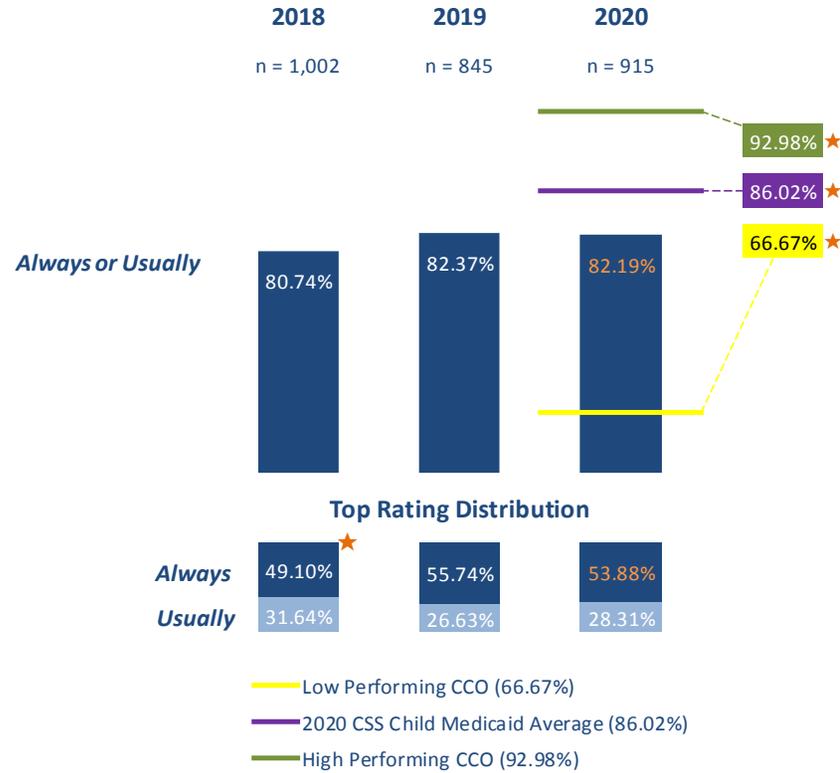
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

Coordination of Care (Single Item)

Percent Responding Always or Usually



79970

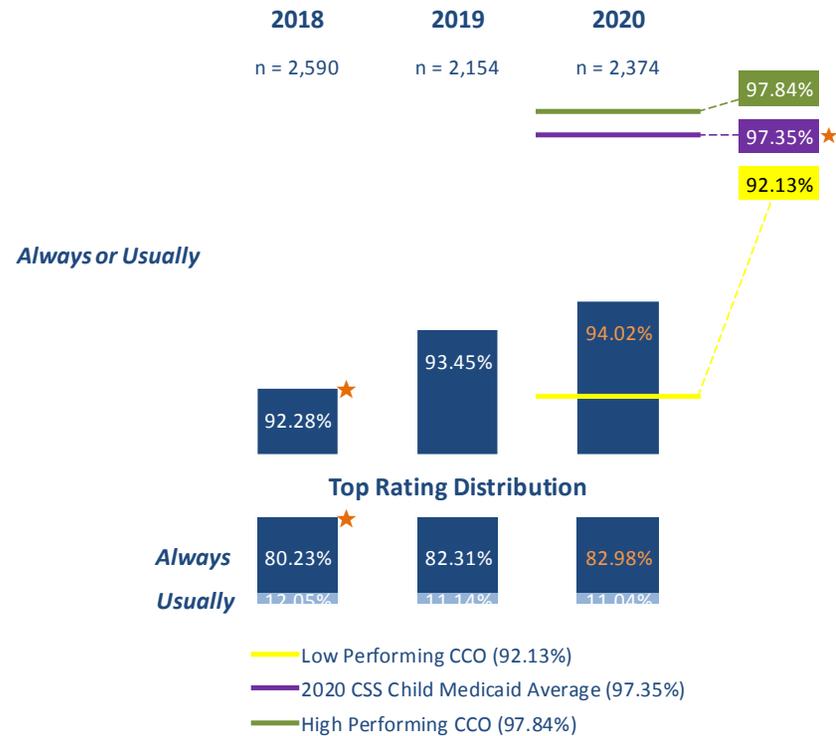
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

Forms from Plan Were Easy to Fill Out (Single Item)

Percent Responding Always or Usually

Q48. In the last 6 months, how often were the forms from your child's health plan easy to fill out? (Note: Respondents who did not have to fill out any forms from the health plan are counted as answering "Always".)



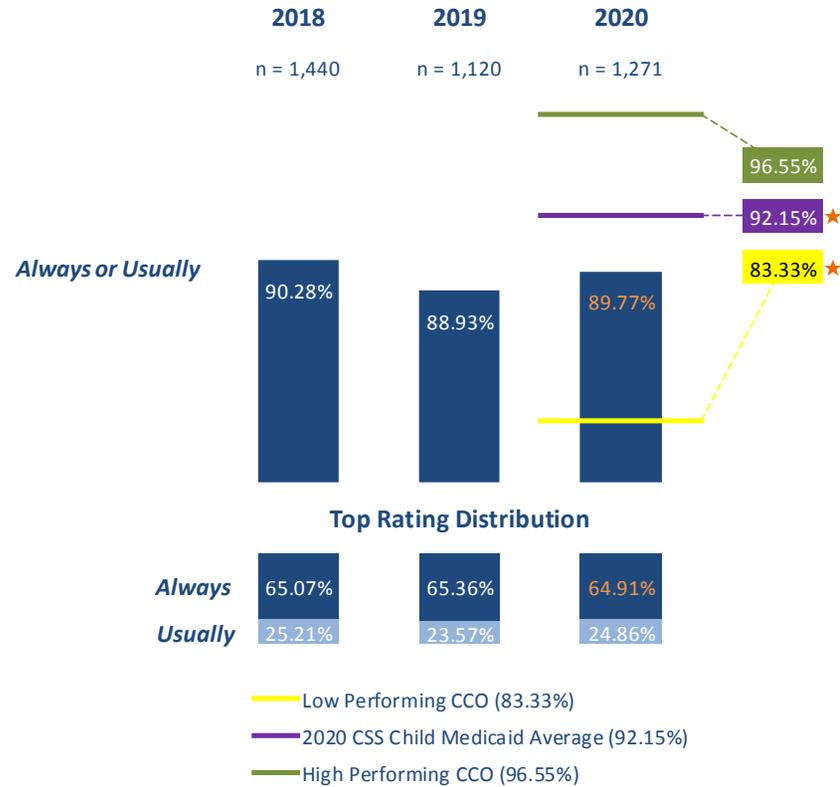
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

Access to Prescription Medicines (Single Item)

Percent Responding Always or Usually



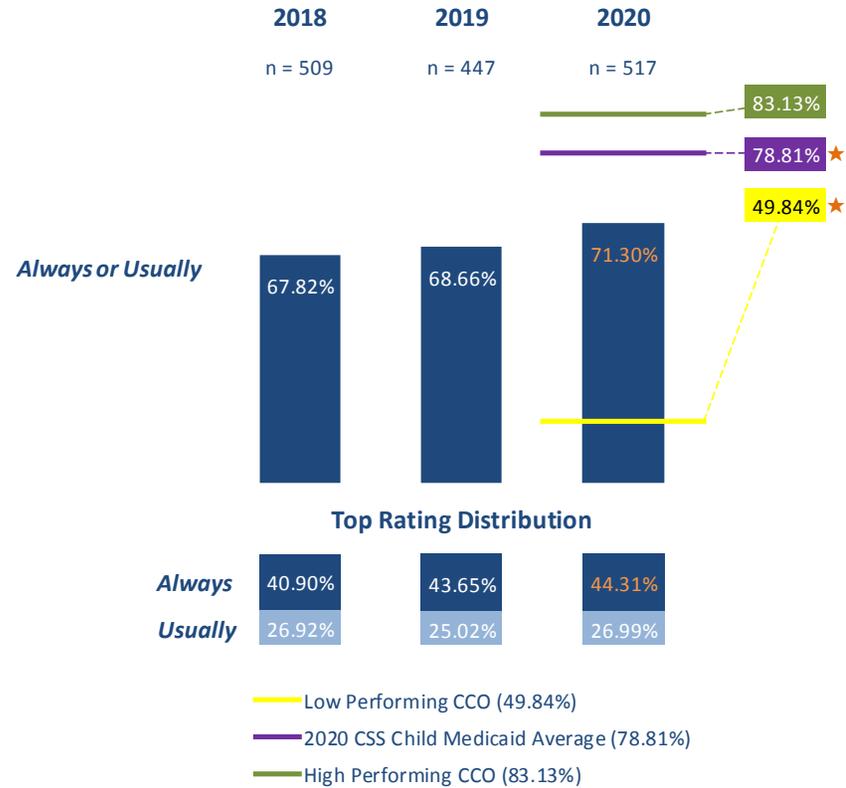
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Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

Access to Specialized Services (Composite)

Percent Responding Always or Usually



79970

Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

Getting Needed Information (Single Item)

Percent Responding Always or Usually



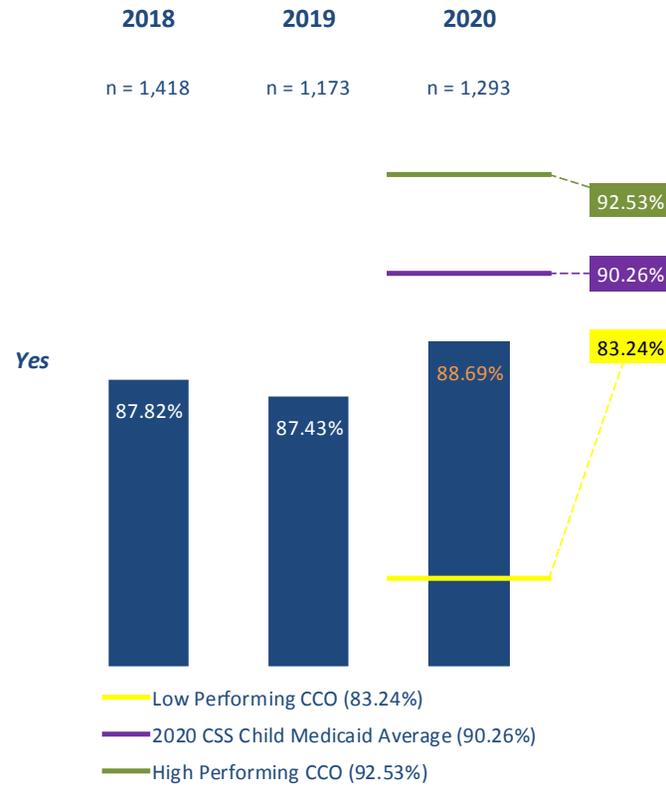
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Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

Personal Doctor Who Knows Child (Composite)

Percent Responding Yes



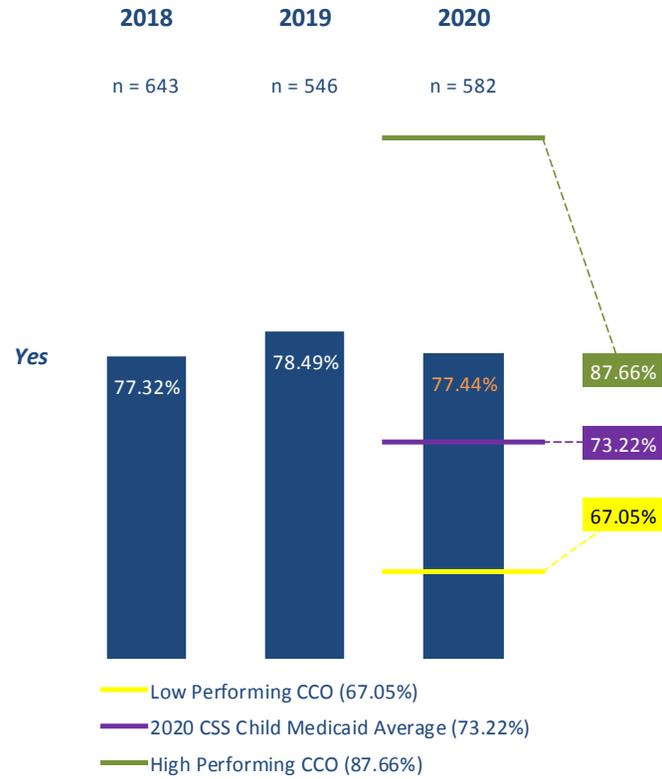
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Tests of statistical significance were conducted for the Yes rate. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

Coordination of Care for Children With Chronic Conditions (Composite)

Percent Responding Yes



79970

Tests of statistical significance were conducted for the Yes rate. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

MEMBER PROFILE AND ANALYSIS OF PLAN RATINGS BY MEMBER SEGMENT

This section of the report presents a detailed profile of the State OHP membership. In addition to member demographics and health status, responses to survey items that assess utilization of healthcare services are included.

A health plan's membership mix is shaped by multiple factors, most of which are beyond the scope of this survey. These include benefit design, geography, availability of health plan choices, and member self-selection into products that best meet their needs. CSS's analysis of industry data suggests that there is considerable variation in member demographic makeup and utilization patterns across plans. To the extent that various member segments have distinct healthcare needs, utilization patterns, expectations, experiences, as well as attitudes and perceptions, their ratings of the *same* health plan will likely differ.

Certain member characteristics (e.g., health status) appear to be directly related to differences in healthcare needs and utilization levels. For example, some plans have predominantly healthy members, whose interactions with care providers and the plan tend to be limited. By contrast, other plans serve populations with higher rates of illness. These members tend to have more frequent encounters with the healthcare system and as a result may become more experienced users of health plans. The ways in which members use the plan, the frequency of their interactions with providers and staff, and their overall level of familiarity with how the plan works may affect ratings.

In addition to health care needs and utilization patterns, demographic characteristics have been shown to influence survey responses. For example, all else being equal, older respondents and members of certain ethnic groups (e.g., Hispanic or Latino respondents) tend to rate their health care providers and plans more positively. By contrast, more educated members rate more critically, regardless of age or ethnicity.

While the interplay between these membership variables (often referred to as the plan's "case mix") and health plan ratings is complex, health plan ratings clearly vary across demographic groups and user segments. Understanding the plan's case mix can help managers to gain insight into possible sources of this variation.

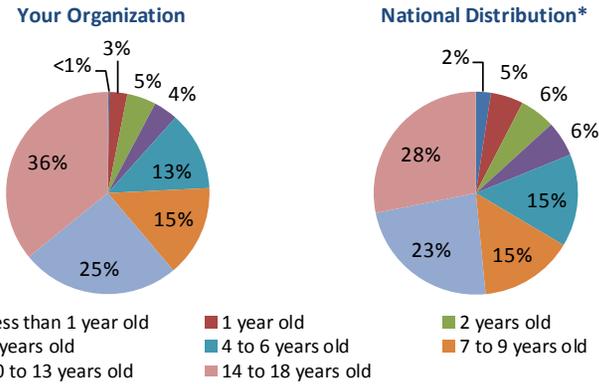
The charts on the following pages compare the State OHP membership profile to the relevant national benchmark distribution on demographic characteristics and utilization patterns. The pie chart in the upper half of each panel contrasts the distribution of the State OHP membership on a given member attribute (e.g., gender, education level, number of doctor visits, etc.) with the 2020 national distribution on the same attribute. The bar chart in the lower half of each panel shows how the overall rating of the plan varies by member segment.

HEALTH STATUS AND DEMOGRAPHICS

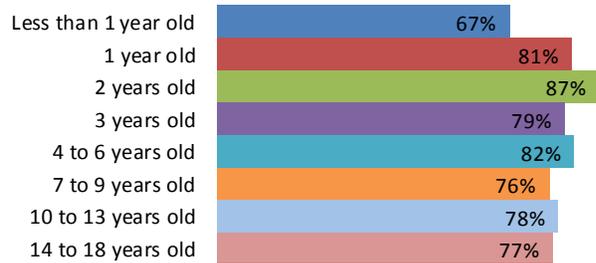
The following characteristics are profiled in this section:

- Child's age
- Child's current gender identity
- Child's health status
- Child's mental or emotional health status
- Respondent's age
- Respondent's current gender identity
- Respondent's education level
- Respondent's relationship to the child
- Child's racial or ethnic identity

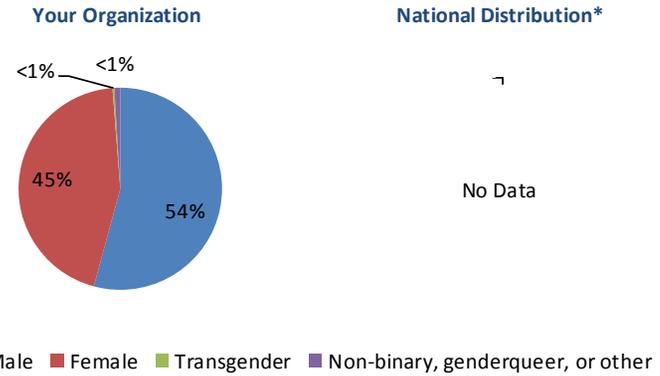
Q69. What is your child's age?



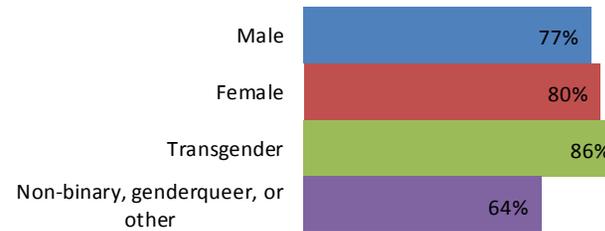
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q69**



Q71. What is your child's current gender identity?



Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q71**



Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

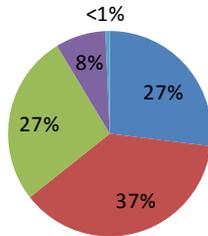
79970

* Represents the combined distribution of responses to this question for all plans included in the 2020 CSS Child Medicaid Average.

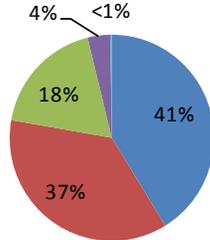
** Includes members who answered the question and provided a valid response to Q49 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q49 or if no one rated the plan as 8, 9, or 10.

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

Your Organization

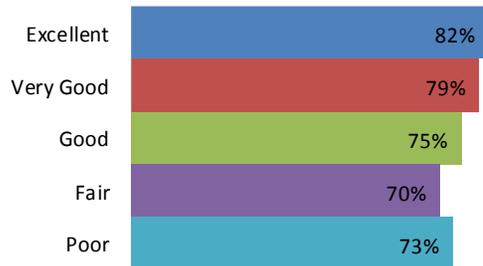


National Distribution*



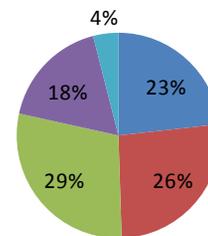
■ Excellent ■ Very Good ■ Good ■ Fair ■ Poor

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q53**

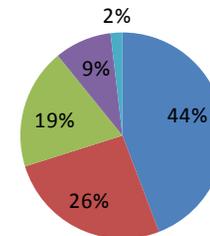


Q54. In general, how would you rate your child's overall mental or emotional health?

Your Organization

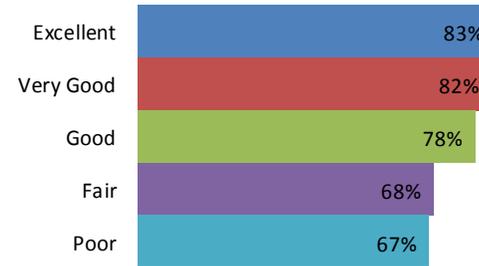


National Distribution*



■ Excellent ■ Very Good ■ Good ■ Fair ■ Poor

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q54**



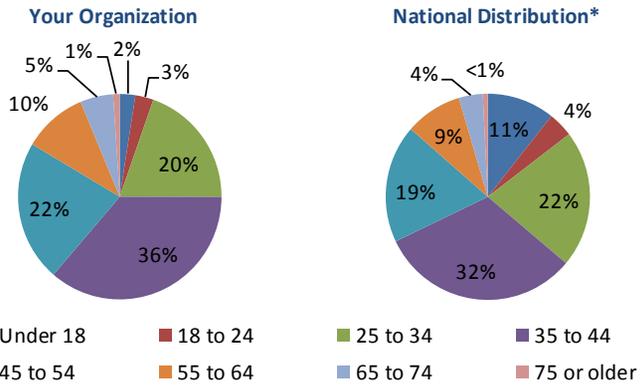
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

79970

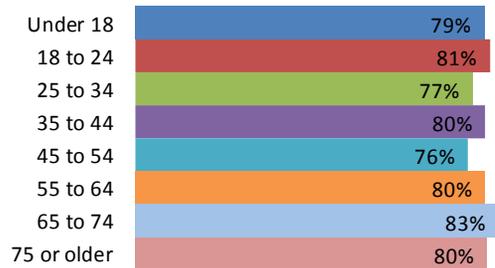
* Represents the combined distribution of responses to this question for all plans included in the 2020 CSS Child Medicaid Average.

** Includes members who answered the question and provided a valid response to Q49 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q49 or if no one rated the plan as 8, 9, or 10.

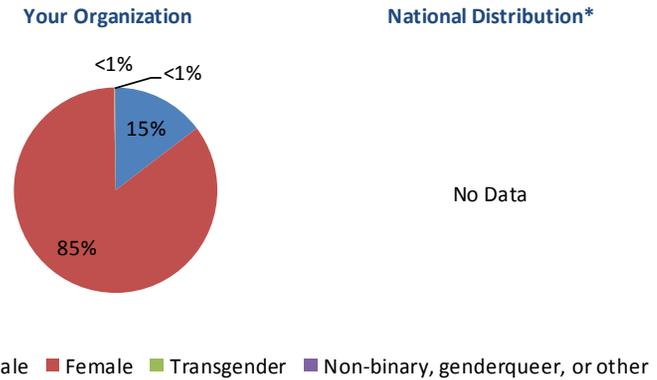
Q72. What is your age?



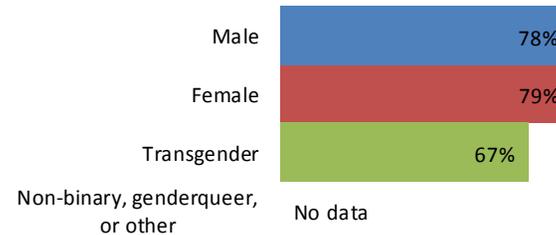
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q72**



Q73. What is your current gender identity?



Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q73**



Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

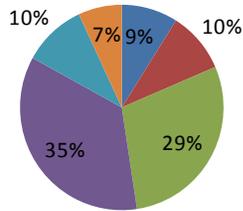
79970

* Represents the combined distribution of responses to this question for all plans included in the 2020 CSS Child Medicaid Average.

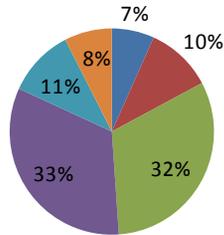
** Includes members who answered the question and provided a valid response to Q49 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q49 or if no one rated the plan as 8, 9, or 10.

Q74. What is the highest grade or level of school that you have completed?

Your Organization

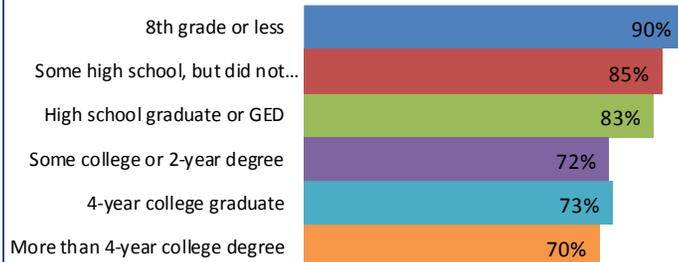


National Distribution*



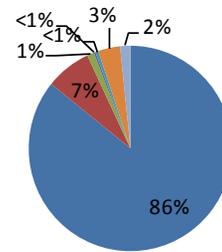
- 8th grade or less
- High school graduate or GED
- 4-year college graduate
- Some high school, but did not graduate
- Some college or 2-year degree
- More than 4-year college degree

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q74**

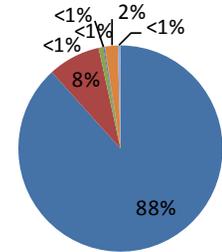


Q75. How are you related to the child?

Your Organization

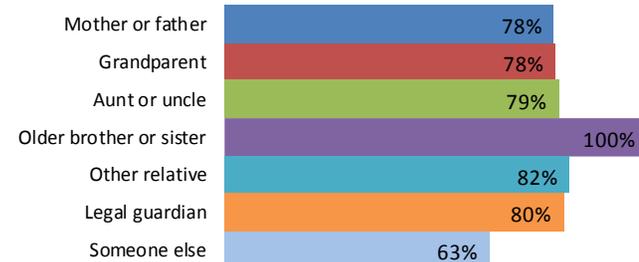


National Distribution*



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

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q75**

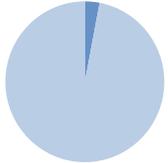
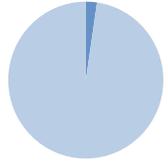
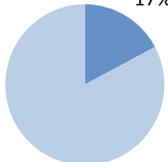
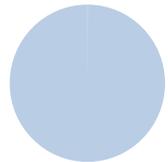
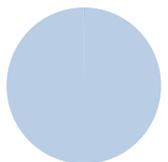


Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

79970

* Represents the combined distribution of responses to this question for all plans included in the 2020 CSS Child Medicaid Average.

** Includes members who answered the question and provided a valid response to Q49 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q49 or if no one rated the plan as 8, 9, or 10.

<p>Q76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.</p> <p>% American Indian or Alaska Native†</p>	<p>Q76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.</p> <p>% Asian†</p>	<p>Q76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.</p> <p>% Black or African American†</p>
<p>Your Organization National Distribution*</p>  <p>3%</p> <p>No Data</p> <p>Percent of American Indian or Alaska Native† Members Rating Their Plan as 8, 9, or 10** 82%</p>	<p>Your Organization National Distribution*</p>  <p>5%</p> <p>No Data</p> <p>Percent of Asian† Members Rating Their Plan as 8, 9, or 10** 83%</p>	<p>Your Organization National Distribution*</p>  <p>2%</p> <p>No Data</p> <p>Percent of Black or African American† Members Rating Their Plan as 8, 9, or 10** 64%</p>
<p>Q76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.</p> <p>% Hispanic or Latino/a†</p>	<p>Q76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.</p> <p>% Middle Eastern/Northern African†</p>	<p>Q76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.</p> <p>% Native Hawaiian or Pacific Islander†</p>
<p>Your Organization National Distribution*</p>  <p>17%</p> <p>No Data</p> <p>Percent of Hispanic or Latino/a† Members Rating Their Plan as 8, 9, or 10** 94%</p>	<p>Your Organization National Distribution*</p>  <p><1%</p> <p>No Data</p> <p>Percent of Middle Eastern/Northern African† Members Rating Their Plan as 8, 9, or 10** 100%</p>	<p>Your Organization National Distribution*</p>  <p><1%</p> <p>No Data</p> <p>Percent of Native Hawaiian or Pacific Islander† Members Rating Their Plan as 8, 9, or 10** 67%</p>

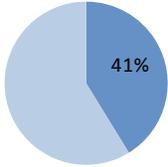
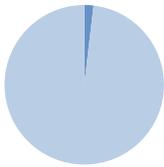
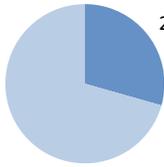
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

79970

† The self-reported race and ethnicity responses were aggregated into broader race and ethnic categories to help summarize for reporting purposes.

* Represents the combined distribution of responses to this question for all plans included in the 2020 CSS Child Medicaid Average.

** Includes members who answered the question and provided a valid response to Q49 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q49 or if no one rated the plan as 8, 9, or 10.

Q76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.		Q76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.		Q76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.	
% White†		% Other†		% Multiracial†	
Your Organization	National Distribution*	Your Organization	National Distribution*	Your Organization	National Distribution*
 <p>41%</p>	No Data	 <p>2%</p>	No Data	 <p>29%</p>	No Data
Percent of White† Members Rating Their Plan as 8, 9, or 10**	73%	Percent of Other† Members Rating Their Plan as 8, 9, or 10**	79%	Percent of Multiracial† Members Rating Their Plan as 8, 9, or 10**	78%

Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

79970

† The self-reported race and ethnicity responses were aggregated into broader race and ethnic categories to help summarize for reporting purposes.

* Represents the combined distribution of responses to this question for all plans included in the 2020 CSS Child Medicaid Average.

** Includes members who answered the question and provided a valid response to Q49 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q49 or if no one rated the plan as 8, 9, or 10.

USE OF SERVICES

The following utilization measures are included in this section:

- Seeking urgent care
- Making appointments for routine care
- Having a personal doctor
- Receiving care from a provider other than personal doctor
- Making an appointment to see a specialist
- Having a regular dentist
- Number of visits to a doctor's office or clinic
- Number of specialists seen

<p>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? (% Yes)</p>	<p>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? (% Yes)</p>	<p>Q25. A personal doctor is the one your child would see if he or she needs a check-up, has a health problem, or gets sick or hurt. Does your child have a personal doctor? (% Yes)</p>
<p>Your Organization National Distribution*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q3 (Yes/No)**</p> <p>Yes 78% No 78%</p>	<p>Your Organization National Distribution*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q5 (Yes/No)**</p> <p>Yes 79% No 75%</p>	<p>Your Organization National Distribution*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q25 (Yes/No)**</p> <p>Yes 78% No 75%</p>
<p>Q34. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor? (% Yes)</p>	<p>Q40. In the last 6 months, did you make any appointments for your child to see a specialist? (% Yes)</p>	<p>Q52a. A regular dentist is one your child would go to for check-ups and cleanings or when he or she has a cavity or tooth pain. Does your child have a regular dentist? (% Yes)</p>
<p>Your Organization National Distribution*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q34 (Yes/No)**</p> <p>Yes 79% No 80%</p>	<p>Your Organization National Distribution*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q40 (Yes/No)**</p> <p>Yes 76% No 79%</p>	<p>Your Organization National Distribution*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q52a (Yes/No)**</p> <p>Yes 78% No 78%</p>

Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

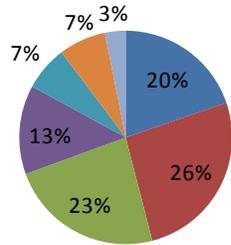
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* Represents the combined distribution of responses to this question for all plans included in the 2020 CSS Child Medicaid Average.

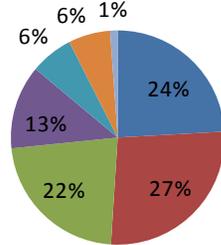
** Includes members who answered the question and provided a valid response to Q49 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q49 or if no one rated the plan as 8, 9, or 10.

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?

Your Organization

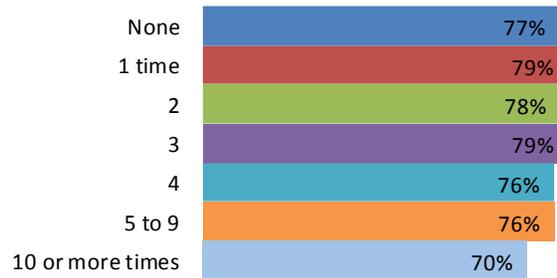


National Distribution*



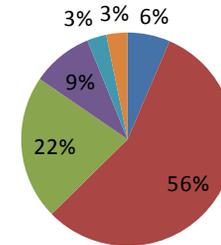
■ None ■ 1 time ■ 2 ■ 3 ■ 4 ■ 5 to 9 ■ 10 or more times

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q7**

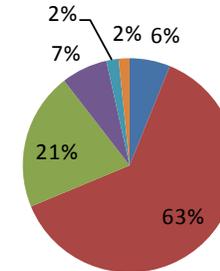


Q42. How many specialists has your child seen in the last 6 months? (Note: the question applies only to those respondents who had appointments with specialists.)

Your Organization

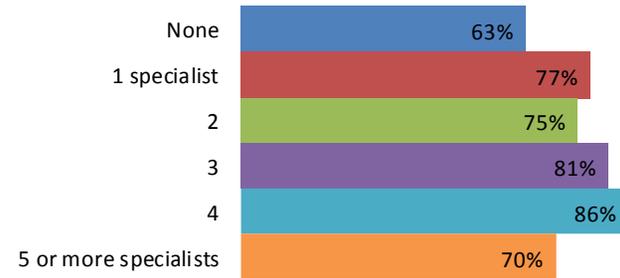


National Distribution*



■ None ■ 1 specialist ■ 2 ■ 3 ■ 4 ■ 5 or more specialists

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q42**



Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

79970

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** Includes members who answered the question and provided a valid response to Q49 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q49 or if no one rated the plan as 8, 9, or 10.

KEY DRIVER ANALYSIS

OBJECTIVES

CSS's *Key Driver Analysis (KDA)* highlights some of the key differences between high- and low-rated health plans at the industry level. The principal objectives of the KDA are:

- To isolate a set of plan attributes, or key drivers, that distinguish high-rated plans from low-rated plans;
- To highlight industry best practices on the key driver measures;
- To compare the current performance of the State OHP to industry best practices in these areas; and
- To estimate the impact of improving performance on these measures on the *Rating of Health Plan* measure.

TECHNICAL APPROACH

INDUSTRY VIEW

Industry-level analysis, which uses health plans as units of analysis, has several important advantages compared to the alternative approach, which focuses on member experiences *within* a single plan. Certain plan attributes are strongly related to member satisfaction *at the industry level*. However, these relationships may be missed if we focus on only one plan at a time. For example, it has been shown that plans that are rated highly on measures of access and availability of care tend to have high overall ratings. Conversely, poor access scores are associated with low overall plan scores. This relationship is clear when ratings are compared *across* plans. However, *within* a specific plan, member experiences may not be sufficiently varied to reveal the underlying relationship. That is, if all members are equally dissatisfied with access to care, this measure will show a misleadingly low correlation with the overall rating of the plan. As a result, the plan may underestimate the key role of access to care as a driver of member satisfaction and miss a critical opportunity for improvement.

In addition, expressing every CAHPS survey variable as a plan-level rate yields a complete and rich information set on each plan. This effectively eliminates any “gaps” in respondent-level data from a single plan caused by survey skip patterns and allows every response to be used in the analysis.

Finally, in addition to the standard CAHPS performance measures, other sources of differences between health plans can be explored, increasing the explanatory power of the model and allowing for more precise estimation of the individual key driver effects. These include experience rates, which are based on responses to the CAHPS screener questions. Screeners establish whether a member had a particular type of experience or interaction with the plan (e.g.,

contacted customer service, searched for information in the plan’s written materials, etc.) CSS’s analysis shows that these experience variables explain a significant portion of the plan’s overall satisfaction score. Additional components of the overall score include utilization rates and demographic characteristics of the plan’s membership, addressed in more detail in the *Member Profile and Analysis of Plan Ratings by Member Segment* section of this report. Clearly, from the plan’s perspective, some of these factors are more actionable than others. However, to yield an accurate model of key drivers of member satisfaction, the analysis must consider any and all measurable influences on the overall rating of the plan.

KEY DRIVER MODEL DEVELOPMENT

The CSS *Key Driver Model* was developed using a national plan-level dataset of Child Medicaid CAHPS survey results. The analysis was based on the plans surveyed by CSS in 2020, including their 2020, 2019 and 2018 results for a total 312 units of observation. CSS performed regression analysis of health plan ratings to identify the sources of variation in overall scores across the industry spectrum, using individual health plans as units of analysis. Regression analysis expresses mathematically the relationship between plan attributes (predictors) and the global *Rating of Health Plan* score, controlling for interdependencies among the predictors and other factors that may influence ratings (e.g., member demographics, utilization patterns, etc.) Predictors were chosen carefully to yield a model that is both meaningful and actionable from the health plan’s point of view.

All of the plan variables, including potential drivers of satisfaction (i.e., variables that the plan may consider actionable) and control variables (member demographics, health status, utilization rates, product type, and year of data collection) were entered into the regression model, and the independent contribution of each variable was estimated. As in the past, CSS excluded *Rating of All Health Care* from the list of predictors both because of its high correlation with *Rating of Health Plan* and the presence of other survey items that measure more specific aspects of member experience. If included, *Rating of all Health Care* would account for a large portion of the variance and confound coefficient estimates for the remaining variables in the model.

INDUSTRY KEY DRIVER MODEL

The table below lists six key drivers of Child Medicaid member experience in order of importance, from highest to lowest, based on their relative contribution to the *Rating of Health Plan* score. These variables have statistically significant coefficients in the regression model (p -value < 0.05). Performance on these variables, together with the control variables, explains 75 percent of the industry variation in Child Medicaid health plan ratings. Note that this ordering reflects *only* the strength of the overall relationship between each key driver and the health plan score at the industry level. It does not take into account how State OHP is currently performing on these measures. Improvement targets identified specifically for State OHP, which consider both the strength of the key driver and the current level of performance in the area, are presented graphically in the next section.

Access to care (Q10, Q4) and providers (Q25, Q36 and Q43) are significant drivers of member experience. Note that Q44 (contacting customer service) is marked with a ▼ symbol because this experience is *negatively* related to the overall health plan score. Plans that have large numbers of members who report contacting customer service to get information or help generally have *lower* overall satisfaction scores.

Key Driver	Interpretation
Q36. Rating of Personal Doctor (percent 9 or 10)	The higher the proportion of members rating their child’s personal doctor as 9 or 10, the higher the overall plan score
Q10. Ease of getting needed care, tests, or treatment (percent <i>Always</i> or <i>Usually</i>)	The higher the proportion of respondents reporting that the necessary care, tests, or treatment were easy to get, the higher the overall plan score
Q43. Rating of Specialist Seen Most Often (percent 9 or 10)	The higher the proportion of members rating their specialist as 9 or 10, the higher the overall plan score
Q25. Child has a personal doctor (percent <i>Yes</i>)	The higher the proportion of respondents who report that their child has a personal doctor, the higher the overall plan score
Q44. ▼ Got information or help from customer service (percent <i>Yes</i>)	The higher the proportion of members reporting that they contacted customer service for information or help, the <u>lower</u> the overall plan score
Q4. Got an appointment for urgent care as soon as needed (percent <i>Always</i> or <i>Usually</i>)	The higher the proportion of members reporting favorably on their experience getting urgent care, the higher the overall plan score

OPPORTUNITIES FOR PLAN QUALITY IMPROVEMENT

Specific improvement opportunities for State OHP are presented in Exhibit 4. The ordering reflects both the strength of each key driver in the broad industry context and how State OHP is currently performing on the measure.

The middle panel of the chart compares how State OHP is performing compared to the *best practice* score on each key driver. CSS defined the best practice score as the highest score among all the Child Medicaid plans contributing to the 2020 State OHP. Room for improvement, represented by the green arrows on the chart, is the difference between the current level of State OHP performance and the best practice score.

The bar chart on the right displays the expected improvement in the overall *Rating of Health Plan* score State OHP could achieve if it performed on par with the best practice plan on each of the key driver measures. Each bar represents room for improvement on the key driver weighted by its contribution to the *Rating of Health Plan* score.

EXHIBIT 4. 2020 OHA CAHPS SURVEY FOR STATE OHP CHILD MEDICAID SAMPLE (CLAIMS STRATUM: WITH CHRONIC CONDITIONS): KEY AREAS AND PRIORITIES FOR IMPROVEMENT

Current Key Driver Performance		Room for Improvement on Key Driver	Overall Improvement Opportunity
2020 Rate		Percentage Point Difference Between Current Key Driver Score and the Best Practice Score*	Expected Percentage Point Improvement in Rating of Health Plan score (percent 9 or 10) if Key Driver Performs at Best Practice Level
Q36. Rating of Personal Doctor (percent 9 or 10)	73.73%	+11.31%  85.03%	 +5.97%
Q10. Ease of getting needed care, tests, or treatment (percent Usually or Always)	89.37%	+5.63%  95.00%	 +1.71%
Q43. Rating of Specialist Seen Most Often (percent 9 or 10)	69.00%	+13.50%  82.50%	 +1.65%
Q4. Got urgent care as soon as needed (percent Usually or Always)	92.76%	+7.24%  100.00%	 +1.07%
Q44. Got information or help from customer service (percent Yes)	▼ 27.59%	-10.38%  17.21%	 +1.06%
Q25. Child has personal doctor (percent Yes)	92.24%	+5.72%  97.96%	 +1.01%

*Best score on the key driver measure among all plans included in the 2020 State OHP.

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HEALTH PLAN QUALITY IMPROVEMENT RESOURCES FOR KEY DRIVERS

CSS's Industry *Key Driver Analysis* lists improvement opportunities and priorities for the State OHP. The following is a list of possible interventions and resources related to each of the key drivers. This section is included as a guide to assist you in your quality improvement efforts. Some of these resources may be more applicable to State OHP than others, especially because many of the cited interventions are intended to be implemented at the practice or provider level. For a useful introduction to quality improvement (QI), refer to the Agency for Health Care Research and Quality's (AHRQ) reference guide that includes descriptions of QI strategies in health delivery systems (<https://www.ahrq.gov/sites/default/files/wysiwyg/cahps/quality-improvement/improvement-guide/4-approach-qi-process/cahps-section-4-ways-to-approach-qi-process.pdf>).

IMPROVING MEMBER ACCESS TO CARE

Removing barriers to care is central to improving the health care experience of plan members. The following resources suggest ways to improve patient access to care, tests, and treatment.

- *Same-Day Appointment Scheduling* – The Agency for Healthcare Research and Quality (AHRQ) recommends a method of scheduling that leaves part of each physician's day open for same-day appointments, rather than a traditional scheduling model that books appointments weeks or months in advance. Because the method does not differentiate between urgent and routine care, patients with non-urgent concerns are able to schedule appointments sooner than under traditional scheduling methods. For more information, see <http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/access/strategy6a-openaccess.html>.
- *Implement Process Improvements to Streamline Patient Flow* – Delays experienced by patients while waiting for care, tests, or treatment can be minimized through a variety of mechanisms. For example, reallocating tasks such as physical exams and ordering x-rays to physician's assistants and nurse practitioners frees up physicians' time to attend to more pressing patient concerns. The exact form of these improvements will vary widely by practice. See <http://www.ahrq.gov/research/findings/final-reports/ptflow/index.html> for AHRQ's guide to plan and implement patient flow improvement strategies.
- *Patient-Centered Medical Homes (PCMH)* – This model increases patient access to physicians, reducing barriers to receiving care (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2869425/>). There are many valuable sources of information on the medical home model of care and health equity. To start, see this Institute of Medicine report: <https://nam.edu/wp-content/uploads/2015/06/PatientCenteredMedicalHome.pdf>. Family Medicine for America's Health is a collaboration of family medicine organizations dedicated to improving health care by expanding and emphasizing primary care, particularly through the use of patient-centered medical homes. For AHRQ's resources detailing transitioning a practice to a patient-centered medical home model, see <http://www.pcmh.ahrq.gov/>.

- *Alternative Access Centers* – This brief (http://www.rwjf.org/content/dam/farm/reports/issue_briefs/2015/rwjf419415) from the Robert Wood Johnson Foundation highlights the growing capacity of retail clinics and telemedicine to meet patient medical needs, particularly in rural and underserved communities and for patients with acute but non-serious conditions who need care quickly. Providing patients with alternative venues to access health care, rather than the traditional doctor’s office or hospital, lowers barriers to care (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4795318/>).

IMPROVING QUALITY OF PHYSICIANS IN HEALTH PLAN NETWORK

These resources concentrate on improving the physician-patient relationship, with a focus on communication. Implementing the solutions proposed here may result in patients’ increased rating of doctors.

- *Improve Physician Communication* – Much of patient dissatisfaction stems from a failure of effective physician communication (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3096184/>). Seminars and workshops for physicians serve as a resource for physicians to learn and practice patient-centered communication techniques. For example, The California Quality Collaborative has identified nine effective strategies for improving patient experience with health care providers in their *Improving the Patient Experience Change Package* (see http://www.calquality.org/storage/Improving_Pt_Experience_Spread_Change_Pkg_UpdatedMay2011.pdf). For general recommendations related to physician communication, see <https://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6gtraining.html>.
- *Help Patients Communicate* – Patients who can effectively communicate their needs tend to have higher satisfaction with their care. AHRQ recommends four interventions that prepare patients to better communicate with their providers, including record sharing, writing down talking points prior to visits, and “coached care” programs. See <http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6i-shared-decisionmaking.html> and <http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6htools.html>. For a sample communication document that providers can distribute to patients before or during visits, see <http://www.rwjf.org/content/dam/farm/toolkits/toolkits/2013/rwjf404048>.
- *Build Physician-Patient Relationships* – An article published in the British Journal of General Practice found that patients seeing their preferred doctor rated their satisfaction with visits significantly higher than patients who did not have a doctor preference or those who would have preferred to see a different doctor. A study of English National Health Service data found that confidence and trust in a doctor is an important predictor of overall patient satisfaction (<http://www.ncbi.nlm.nih.gov/pubmed/18416910/>), while a Harvard study found that a positive physician-patient relationship correlates with better healthcare outcomes (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3981763/>).

- *Improve Referral Communication* – The coordination of care between primary and specialist providers can be a challenge and may affect patient perceptions of their specialist care. Improving the coordination of care and case management can increase patient satisfaction with their specialist. For examples of interventions that improve care coordination efficiency and quality, see <https://innovations.ahrq.gov/profiles/electronic-referrals-and-communications-reduce-wait-times-specialty-appointments-and> as well as <https://innovations.ahrq.gov/profiles/referring-physicians-send-electronic-handoff-note-pertinent-patient-information-emergency>.

IMPROVING CUSTOMER SERVICE AND HEALTH PLAN-RELATED INFORMATION

It is important that health plan information be provided to members and that the information addresses member concerns. As representatives of the plan, customer service staff must ensure that members have confidence and trust in their ability to address their concerns. The following resources contain recommendations for improving customer service.

- *Develop Customer Service Standards* – To improve customer service, the Agency for Healthcare Research and Quality suggests first articulating which aspects of customer service are most important to your organization. After developing these standards, monitor performance and promote accountability among staff. For more information, see <http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6q-custservice-standards.html>.
- *Iterative Improvement for Member Services* – This RAND paper details a case study in which a health plan used additional surveys to supplement CAHPS results and thoroughly assess member dissatisfaction with customer service. Throughout the process, plan leadership continually examined and adjusted improvement goals. The intervention resulted in a reduction of wait time for customer service calls and increased member satisfaction with customer service, as measured on the CAHPS survey. See http://www.rand.org/pubs/working_papers/WR517.html.
- *Implement Service Recovery Procedures* – When customers have a complaint, service recovery programs support customer service personnel in identifying and remedying the problem. While complaints may be inevitable, proper handling of complaints can reassure patients and restore loyalty to the health plan. For more information, see <http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6p-service-recovery.html>.
- *Make Plan Information Accessible to All Members* – A Health Research and Educational Trust study found that demographic characteristics, including education, age, gender, and income, significantly impacted use of an Internet-based decision tool. The tool provided cost information as well as a health and wellness assessment. The study suggests that effort beyond Internet-based tools is necessary to reach certain demographics. For further information, see <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3447236/>.

- *Increase Access to Trusted Health Information* – Many people look to their health plan for information not only on how the health plan works, but also on resources to help them improve their health, particularly when dealing with chronic illnesses. A recent meta-analysis confirmed that improved access to trusted health information leads to improved outcomes (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5818676/>). Also, the Office of the National Coordinator for Health Information Technology (ONC) created the ONC Patient Engagement (PE) Playbook (<https://www.healthit.gov/playbook/pe/>) to help healthcare providers use health information technology (health IT) to provide better care to patients by specifically focusing on electronic health record (EHR) patient portals. This tool would allow both patients and healthcare teams, concurrent with patients’ privacy preferences, to easily access patient health information — which may lead to increased benefits for healthcare, such as improved health outcomes and lower costs.
- Evaluate the Organization’s Health Literacy Programs – The CDC has developed guidance on evaluating an organization’s health literacy program, including recommended sources of communication and health literacy measures. See <http://www.cdc.gov/healthliteracy/researchevaluate/program-evaluation.html>. The CDC’s National Prevention Information Network also offers tools to create health materials in plain language to reduce health disparities (<https://npin.cdc.gov/pages/health-communication-language-and-literacy>).
- Improve Patient Health Literacy – This guide by the Office of Disease Prevention and Health Promotion outlines steps to improve health literacy, which may help patients to better absorb the information they obtain from written materials or the Internet. For detailed steps, see <https://health.gov/our-work/health-literacy/resources>. AHRQ has also developed its own health literacy toolkit to support physicians (<https://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/healthlittoolkit2.html>).

APPENDIX

CROSS-TABULATIONS OF SURVEY RESPONSES

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Satisfaction With the Experience of Care

Survey Measures*	Global Proportions			
	2020 CSS Average	Plan Rate		
		2020	2019	2018
Ratings				
Rating of Personal Doctor	90.65%	88.23%	88.32%	85.96%
Rating of Specialist	87.02%	85.11%	84.25%	84.70%
Rating of All Health Care	86.77%	82.55%	82.91%	81.70%
Rating of Health Plan	86.04%	78.05%	78.94%	77.74%
Composites				
Getting Needed Care	86.92%	84.11%	82.67%	82.55%
Getting Care Quickly	91.20%	89.83%	89.95%	88.53%
How Well Doctors Communicate	96.25%	94.37%	93.91%	93.19%
Customer Service	90.92%	87.16%	87.47%	87.54%
Additional Content Areas				
Coordination of Care	86.02%	82.19%	82.37%	80.74%
Children with Chronic Conditions Composites				
Access to Prescription Medicine	92.15%	89.77%	88.93%	90.28%
Access to Specialized Services	78.81%	71.30%	68.66%	67.82%
Getting Needed Information	89.30%	91.66%	91.48%	89.14%
Personal Doctor or Nurse Who Knows Child	90.26%	88.69%	87.43%	87.82%
Coordination of Care w/CCC (Q16 & Q27)	73.22%	77.44%	78.49%	77.32%

* Results were calculated by CSS following NCQA specifications. A lighter display is used to indicate that the measure does not meet the denominator threshold (n=30).

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 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?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	6,550	2,452	2,219	2,676	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	115	43	30	0	8	32	0	4	21	14	9	12	19	26	10	5	0	3	2	3	0	0	13	2	10	6	29	5	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,435	2,409	2,189	2,676	335	1,954	3	465	1,038	841	422	663	1,198	1,518	636	203	61	94	45	348	2	3	827	36	589	467	1,646	242	
	98.2%	98.2%	98.6%	100.0%	97.7%	98.4%	100.0%	99.1%	98.0%	98.4%	97.9%	98.2%	98.4%	98.3%	98.5%	97.6%	100.0%	96.9%	95.7%	99.1%	100.0%	100.0%	98.5%	0.0%	98.3%	98.7%	98.3%	98.0%	
Yes	2,391	876	794	1,040	101	730	1	191	350	311	137	233	460	488	261	106	25	31	13	116	2	0	316	15	217	52	659	152	
	37.2%	36.4%	36.3%	38.9%	30.1%	37.4%	33.3%	41.1%	33.7%	37.0%	32.5%	35.1%	38.4%	32.1%	41.0%	52.2%	41.0%	33.0%	28.9%	33.3%	100.0%	0.0%	38.2%	41.7%	36.8%	11.1%	40.0%	62.8%	
No	4,044	1,533	1,395	1,636	234	1,224	2	274	688	530	285	430	738	1,030	375	97	36	63	32	232	0	3	511	21	372	415	987	90	
	62.8%	63.6%	63.7%	61.1%	69.9%	62.6%	66.7%	58.9%	66.3%	63.0%	67.5%	64.9%	61.6%	67.9%	59.0%	47.8%	59.0%	67.0%	71.1%	66.7%	0.0%	100.0%	61.8%	58.3%	63.2%	88.9%	60.0%	37.2%	
Significantly different from column:*					F	E		I	H		M	K	OP	NP	NO											AAAB	ZAB	ZAA	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 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?

Base: All respondents whose child need care right away (Q3)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)							Child's Doctor Visits in Last 6 Months (Q7)				
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,391	876	794	972	101	730	1	191	350	311	137	233	460	488	261	106	25	31	13	116	2	0	316	15	217	52	659	152
Number missing or multiple answer	79	20	17	0	2	18	0	1	8	11	1	6	13	14	4	1	0	1	0	0	0	0	13	0	6	1	15	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,312	856	777	972	99	712	1	190	342	300	136	227	447	474	257	105	25	30	13	116	2	0	303	15	211	51	644	149
	96.7%	97.7%	97.9%	100.0%	98.0%	97.5%	100.0%	99.5%	97.7%	96.5%	99.3%	97.4%	97.2%	97.1%	98.5%	99.1%	100.0%	96.8%	100.0%	100.0%	100.0%	---	95.9%	0.0%	97.2%	98.1%	97.7%	98.0%
Never	18	7	13	7	0	5	0	1	1	3	0	1	4	1	2	3	0	0	0	1	0	1	0	1	0	1	3	4
	0.8%	0.8%	1.7%	0.7%	0.0%	0.7%	0.0%	0.5%	0.3%	1.0%	0.0%	0.4%	0.9%	0.2%	0.8%	2.9%	0.0%	0.0%	0.0%	0.9%	0.0%	---	0.3%	0.0%	0.5%	0.0%	0.5%	2.7%
Sometimes	156	55	49	75	3	48	0	7	26	19	13	10	28	23	21	9	3	4	0	10	0	11	1	17	4	38	12	
	6.7%	6.4%	6.3%	7.7%	3.0%	6.7%	0.0%	3.7%	7.6%	6.3%	9.6%	4.4%	6.3%	4.9%	8.2%	8.6%	12.0%	13.3%	0.0%	8.6%	0.0%	---	3.6%	6.7%	8.1%	7.8%	5.9%	8.1%
Usually	299	175	156	170	25	144	0	30	81	63	26	50	92	82	67	25	6	6	2	27	0	62	3	45	7	131	35	
	12.9%	20.4%	20.1%	17.5%	25.3%	20.2%	0.0%	15.8%	23.7%	21.0%	19.1%	22.0%	20.6%	17.3%	26.1%	23.8%	24.0%	20.0%	15.4%	23.3%	0.0%	---	20.5%	20.0%	21.3%	13.7%	20.3%	23.5%
Always	1,839	619	559	720	71	515	1	152	234	215	97	166	323	368	167	68	16	20	11	78	2	229	11	148	40	472	98	
	79.5%	72.3%	71.9%	74.1%	71.7%	72.3%	100.0%	80.0%	68.4%	71.7%	71.3%	73.1%	72.3%	77.6%	65.0%	64.8%	64.0%	66.7%	84.6%	67.2%	100.0%	---	75.6%	73.3%	70.1%	78.4%	73.3%	65.8%
Significantly different from column:*		A						IJ	H	H				OP	N	N												
Usually or Always	2,138	794	715	890	96	659	1	182	315	278	123	216	415	450	234	93	22	26	13	105	2	0	291	14	193	47	603	133
	92.5%	92.8%	92.0%	91.6%	97.0%	92.6%	100.0%	95.8%	92.1%	92.7%	90.4%	95.2%	92.8%	94.9%	91.1%	88.6%	88.0%	86.7%	100.0%	90.5%	100.0%	---	96.0%	93.3%	91.5%	92.2%	93.6%	89.3%
Significantly different from column:*														OP	N	N				W			TY		W			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 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?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	6,550	2,452	2,219	2,661	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	91	35	33	0	6	28	0	4	20	10	9	14	9	24	7	3	0	2	1	5	0	0	9	1	9	7	17	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,459	2,417	2,186	2,661	337	1,958	3	465	1,039	845	422	661	1,208	1,520	639	205	61	95	46	346	2	3	831	37	590	466	1,658	247	
	98.6%	98.6%	98.5%	100.0%	98.3%	98.6%	100.0%	99.1%	98.1%	98.8%	97.9%	97.9%	99.3%	98.4%	98.9%	98.6%	100.0%	97.9%	97.9%	98.6%	100.0%	100.0%	98.9%	0.0%	98.5%	98.5%	99.0%	100.0%	
Yes	4,725	1,851	1,683	2,048	251	1,507	0	384	780	633	305	505	942	1,118	510	181	50	72	33	247	2	2	655	29	455	116	1,474	230	
	73.2%	76.6%	77.0%	77.0%	74.5%	77.0%	0.0%	82.6%	75.1%	74.9%	72.3%	76.4%	78.0%	73.6%	79.8%	88.3%	82.0%	75.8%	71.7%	71.4%	100.0%	66.7%	78.8%	78.4%	77.1%	24.9%	88.9%	93.1%	
No	1,734	566	503	613	86	451	3	81	259	212	117	156	266	402	129	24	11	23	13	99	0	1	176	8	135	350	184	17	
	26.8%	23.4%	23.0%	23.0%	25.5%	23.0%	100.0%	17.4%	24.9%	25.1%	27.7%	23.6%	22.0%	26.4%	20.2%	11.7%	18.0%	24.2%	28.3%	28.6%	0.0%	33.3%	21.2%	21.6%	22.9%	75.1%	11.1%	6.9%	
Significantly different from column:*		A						IJ	H	H	M	K	OP	NP	NO					W			T			AAAB	ZAB	ZAA	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 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?

Base: All respondents who made an appointment for their child for health care (Q5)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,725	1,851	1,683	1,918	251	1,507	0	384	780	633	305	505	942	1,118	510	181	50	72	33	247	2	2	655	29	455	116	1,474	230	
Number missing or multiple answer	163	33	32	0	6	27	0	1	18	13	10	5	18	19	8	5	3	1	0	7	0	0	8	0	9	5	25	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,562	1,818	1,651	1,918	245	1,480	0	383	762	620	295	500	924	1,099	502	176	47	71	33	240	2	2	647	29	446	111	1,449	229	
	96.6%	98.2%	98.1%	100.0%	97.6%	98.2%	---	99.7%	97.7%	97.9%	96.7%	99.0%	98.1%	98.3%	98.4%	97.2%	94.0%	98.6%	100.0%	97.2%	100.0%	100.0%	98.8%	0.0%	98.0%	95.7%	98.3%	99.6%	
Never	51	21	17	19	4	16	0	2	9	9	3	6	11	13	7	1	0	0	0	4	0	0	8	0	4	5	14	2	
	1.1%	1.2%	1.0%	1.0%	1.6%	1.1%	---	0.5%	1.2%	1.5%	1.0%	1.2%	1.2%	1.2%	1.4%	0.6%	0.0%	0.0%	0.0%	1.7%	0.0%	0.0%	1.2%	0.0%	0.9%	4.5%	1.0%	0.9%	
Sometimes	409	217	183	259	27	179	0	39	92	81	51	50	102	105	74	32	5	13	7	36	0	0	54	5	55	17	172	22	
	9.0%	11.9%	11.1%	13.5%	11.0%	12.1%	---	10.2%	12.1%	13.1%	17.3%	10.0%	11.0%	9.6%	14.7%	18.2%	10.6%	18.3%	21.2%	15.0%	0.0%	0.0%	8.3%	17.2%	12.3%	15.3%	11.9%	9.6%	
Usually	963	530	474	549	81	422	0	107	212	193	75	147	282	311	155	50	15	34	8	59	0	0	195	8	130	29	415	76	
	21.1%	29.2%	28.7%	28.6%	33.1%	28.5%	---	27.9%	27.8%	31.1%	25.4%	29.4%	30.5%	28.3%	30.9%	28.4%	31.9%	47.9%	24.2%	24.6%	0.0%	0.0%	30.1%	27.6%	29.1%	26.1%	28.6%	33.2%	
Always	3,139	1,050	977	1,091	133	863	0	235	449	337	166	297	529	670	266	93	27	24	18	141	2	2	390	16	257	60	848	129	
	68.8%	57.8%	59.2%	56.9%	54.3%	58.3%	---	61.4%	58.9%	54.4%	56.3%	59.4%	57.3%	61.0%	53.0%	52.8%	57.4%	33.8%	54.5%	58.8%	100.0%	100.0%	60.3%	55.2%	57.6%	54.1%	58.5%	56.3%	
Significantly different from column:*		A						J		H				OP	N	N	R	QSTWXY	R	R			R	R	R				
Usually or Always	4,102	1,580	1,451	1,640	214	1,285	0	342	661	530	241	444	811	981	421	143	42	58	26	200	2	2	585	24	387	89	1,263	205	
	89.9%	86.9%	87.9%	85.5%	87.3%	86.8%	---	89.3%	86.7%	85.5%	81.7%	88.8%	87.8%	89.3%	83.9%	81.3%	89.4%	81.7%	78.8%	83.3%	100.0%	100.0%	90.4%	82.8%	86.8%	80.2%	87.2%	89.5%	
Significantly different from column:*		A									LM	K	K	OP	N	N		W	W	W			RT			AAAB	Z	Z	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 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?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	6,550	2,452	2,219	2,637	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	154	57	56	0	11	41	0	5	29	20	22	14	16	28	20	8	4	1	0	7	0	0	11	1	13	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,396	2,395	2,163	2,637	332	1,945	3	464	1,030	835	409	661	1,201	1,516	626	200	57	96	47	344	2	3	829	37	586	473	1,675	247	
	97.6%	97.7%	97.5%	100.0%	96.8%	97.9%	100.0%	98.9%	97.3%	97.7%	94.9%	97.9%	98.7%	98.2%	96.9%	96.2%	93.4%	99.0%	100.0%	98.0%	100.0%	100.0%	98.7%	0.0%	97.8%	100.0%	100.0%	100.0%	
None	1,620	473	423	504	71	377	1	68	227	161	114	139	190	337	99	25	14	26	12	94	0	1	129	5	112	473	0	0	
	25.3%	19.7%	19.6%	19.1%	21.4%	19.4%	33.3%	14.7%	22.0%	19.3%	27.9%	21.0%	15.8%	22.2%	15.8%	12.5%	24.6%	27.1%	25.5%	27.3%	0.0%	33.3%	15.6%	13.5%	19.1%	100.0%	0.0%	0.0%	
1 time	1,770	628	558	638	78	524	0	126	276	215	108	186	307	435	153	33	10	27	15	93	1	0	215	9	150	0	628	0	
	27.7%	26.2%	25.8%	24.2%	23.5%	26.9%	0.0%	27.2%	26.8%	25.7%	26.4%	28.1%	25.6%	28.7%	24.4%	16.5%	17.5%	28.1%	31.9%	27.0%	50.0%	0.0%	25.9%	24.3%	25.6%	0.0%	37.5%	0.0%	
2	1,410	562	488	615	100	432	1	112	237	197	82	140	310	379	131	38	15	25	9	68	0	2	205	14	139	0	562	0	
	22.0%	23.5%	22.6%	23.3%	30.1%	22.2%	33.3%	24.1%	23.0%	23.6%	20.0%	21.2%	25.8%	25.0%	20.9%	19.0%	26.3%	26.0%	19.1%	19.8%	0.0%	66.7%	24.7%	37.8%	23.7%	0.0%	33.6%	0.0%	
3	770	323	280	349	39	266	0	67	123	121	47	91	168	173	107	33	8	8	7	46	1	0	115	4	83	0	323	0	
	12.0%	13.5%	12.9%	13.2%	11.7%	13.7%	0.0%	14.4%	11.9%	14.5%	11.5%	13.8%	14.0%	11.4%	17.1%	16.5%	14.0%	8.3%	14.9%	13.4%	50.0%	0.0%	13.9%	10.8%	14.2%	0.0%	19.3%	0.0%	
4	395	162	156	197	15	142	0	38	65	54	24	50	81	84	50	24	6	2	3	19	0	0	61	4	46	0	162	0	
	6.2%	6.8%	7.2%	7.5%	4.5%	7.3%	0.0%	8.2%	6.3%	6.5%	5.9%	7.6%	6.7%	5.5%	8.0%	12.0%	10.5%	2.1%	6.4%	5.5%	0.0%	0.0%	7.4%	10.8%	7.8%	0.0%	9.7%	0.0%	
5 to 9	368	172	204	235	18	143	1	38	73	57	26	38	98	73	63	32	3	6	1	20	0	0	70	1	37	0	172	0	
	5.8%	7.2%	9.4%	8.9%	5.4%	7.4%	33.3%	8.2%	7.1%	6.8%	6.4%	5.7%	8.2%	4.8%	10.1%	16.0%	5.3%	6.3%	2.1%	5.8%	0.0%	0.0%	8.4%	2.7%	6.3%	0.0%	0.0%	69.6%	
10 or more times	63	75	54	99	11	61	0	15	29	30	8	17	47	35	23	15	1	2	0	4	0	0	34	0	19	0	75	0	
	1.0%	3.1%	2.5%	3.8%	3.3%	3.1%	0.0%	3.2%	2.8%	3.6%	2.0%	2.6%	3.9%	2.3%	3.7%	7.5%	1.8%	2.1%	0.0%	1.2%	0.0%	0.0%	4.1%	0.0%	3.2%	0.0%	0.0%	30.4%	
5 or more times	431	247	258	334	29	204	1	53	102	87	34	55	145	108	86	47	4	8	1	24	0	0	104	1	56	0	247	0	
	6.7%	10.3%	11.9%	12.7%	8.7%	10.5%	33.3%	11.4%	9.9%	10.4%	8.3%	8.3%	12.1%	7.1%	13.7%	23.5%	7.0%	8.3%	2.1%	7.0%	0.0%	0.0%	12.5%	2.7%	9.6%	0.0%	0.0%	100.0%	
Significantly different from column:*		AD									M	M	KL	OP	NP	NO			W	W			ST			AB	AB	ZAA	

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 8

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

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,489	1,922	1,740	2,099	261	1,568	2	396	803	674	295	522	1,011	1,179	527	175	43	70	35	250	2	2	700	32	474	0	1,675	247	
Number missing or multiple answer	30	16	14	0	1	13	0	1	8	6	3	5	7	10	5	1	1	1	0	2	0	0	4	0	6	0	14	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,459	1,906	1,726	2,099	260	1,555	2	395	795	668	292	517	1,004	1,169	522	174	42	69	35	248	2	2	696	32	468	0	1,661	245	
	98.8%	99.2%	99.2%	100.0%	99.6%	99.2%	100.0%	99.7%	99.0%	99.1%	99.0%	99.0%	99.3%	99.2%	99.1%	99.4%	97.7%	98.6%	100.0%	99.2%	100.0%	100.0%	99.4%	0.0%	98.7%	---	99.2%	99.2%	
Never	62	31	32	41	6	23	1	8	10	12	7	7	16	15	8	7	1	4	0	6	0	0	9	3	2	0	26	5	
	2.5%	1.6%	1.9%	2.0%	2.3%	1.5%	50.0%	2.0%	1.3%	1.8%	2.4%	1.4%	1.6%	1.3%	1.5%	4.0%	2.4%	5.8%	0.0%	2.4%	0.0%	0.0%	1.3%	9.4%	0.4%	---	1.6%	2.0%	
Sometimes	201	128	115	187	19	101	0	19	55	49	23	30	67	63	44	19	5	12	4	11	0	0	38	3	32	0	108	20	
	8.2%	6.7%	6.7%	8.9%	7.3%	6.5%	0.0%	4.8%	6.9%	7.3%	7.9%	5.8%	6.7%	5.4%	8.4%	10.9%	11.9%	17.4%	11.4%	4.4%	0.0%	0.0%	5.5%	9.4%	6.8%	---	6.5%	8.2%	
Usually	410	404	371	510	45	344	1	82	160	156	58	122	207	207	135	56	10	16	1	57	0	0	148	4	101	0	347	57	
	16.7%	21.2%	21.5%	24.3%	17.3%	22.1%	50.0%	20.8%	20.1%	23.4%	19.9%	23.6%	20.6%	17.7%	25.9%	32.2%	23.8%	23.2%	2.9%	23.0%	0.0%	0.0%	21.3%	12.5%	21.6%	---	20.9%	23.3%	
Always	1,786	1,343	1,208	1,361	190	1,087	0	286	570	451	204	358	714	884	335	92	26	37	30	174	2	2	501	22	333	0	1,180	163	
	72.6%	70.5%	70.0%	64.8%	73.1%	69.9%	0.0%	72.4%	71.7%	67.5%	69.9%	69.2%	71.1%	75.6%	64.2%	52.9%	61.9%	53.6%	85.7%	70.2%	100.0%	100.0%	72.0%	68.8%	71.2%	---	71.0%	66.5%	
Significantly different from column:*		D												OP	NP	NO	S	STWY	QR	R		R		R					
Usually or Always	2,196	1,747	1,579	1,871	235	1,431	1	368	730	607	262	480	921	1,091	470	148	36	53	31	231	2	2	649	26	434	0	1,527	220	
	89.3%	91.7%	91.5%	89.1%	90.4%	92.0%	50.0%	93.2%	91.8%	90.9%	89.7%	92.8%	91.7%	93.3%	90.0%	85.1%	85.7%	76.8%	88.6%	93.1%	100.0%	100.0%	93.2%	81.3%	92.7%	---	91.9%	89.8%	
Significantly different from column:*		AD												OP	N	N		TWY		R		R		R					

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 9

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

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)								Child's Doctor Visits in Last 6 Months (Q7)				
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,776	1,922	1,740	2,087	261	1,568	2	396	803	674	295	522	1,011	1,179	527	175	43	70	35	250	2	2	700	32	474	0	1,675	247	
Number missing or multiple answer	75	19	14	0	5	13	0	3	12	3	4	5	9	10	7	1	0	1	0	2	0	0	7	0	4	0	17	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,701	1,903	1,726	2,087	256	1,555	2	393	791	671	291	517	1,002	1,169	520	174	43	69	35	248	2	2	693	32	470	0	1,658	245	
	98.4%	99.0%	99.2%	100.0%	98.1%	99.2%	100.0%	99.2%	98.5%	99.6%	98.6%	99.0%	99.1%	99.2%	98.7%	99.4%	100.0%	98.6%	100.0%	99.2%	100.0%	100.0%	99.0%	0.0%	99.2%	---	99.0%	99.2%	
0 Worst health care possible	5	5	3	6	0	4	0	0	2	3	1	1	3	2	0	3	0	0	0	1	0	0	2	0	0	0	2	3	
	0.1%	0.3%	0.2%	0.3%	0.0%	0.3%	0.0%	0.0%	0.3%	0.4%	0.3%	0.2%	0.3%	0.2%	0.0%	1.7%	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%	0.3%	0.0%	0.0%	---	0.1%	1.2%	
1	4	6	2	4	1	4	0	1	2	2	2	2	1	1	2	3	1	0	0	2	0	0	1	0	0	0	5	1	
	0.1%	0.3%	0.1%	0.2%	0.4%	0.3%	0.0%	0.3%	0.3%	0.3%	0.7%	0.4%	0.1%	0.1%	0.4%	1.7%	2.3%	0.0%	0.0%	0.8%	0.0%	0.0%	0.1%	0.0%	0.0%	---	0.3%	0.4%	
2	12	8	7	7	2	5	0	1	3	3	2	3	2	4	3	0	0	1	1	2	0	0	0	0	2	0	8	0	
	0.3%	0.4%	0.4%	0.3%	0.8%	0.3%	0.0%	0.3%	0.4%	0.4%	0.7%	0.6%	0.2%	0.3%	0.6%	0.0%	0.0%	1.4%	2.9%	0.8%	0.0%	0.0%	0.0%	0.0%	0.4%	---	0.5%	0.0%	
3	13	15	11	15	0	15	0	4	7	4	3	3	9	9	2	4	0	0	1	2	0	0	5	0	5	0	10	5	
	0.3%	0.8%	0.6%	0.7%	0.0%	1.0%	0.0%	1.0%	0.9%	0.6%	1.0%	0.6%	0.9%	0.8%	0.4%	2.3%	0.0%	0.0%	2.9%	0.8%	0.0%	0.0%	0.7%	0.0%	1.1%	---	0.6%	2.0%	
4	26	17	9	27	0	15	0	2	7	6	2	4	9	6	3	6	0	0	0	2	0	0	5	1	3	0	14	3	
	0.6%	0.9%	0.5%	1.3%	0.0%	1.0%	0.0%	0.5%	0.9%	0.9%	0.7%	0.8%	0.9%	0.5%	0.6%	3.4%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.7%	3.1%	0.6%	---	0.8%	1.2%	
5	110	50	39	59	9	37	0	9	20	19	8	14	25	24	13	11	2	1	1	3	0	0	23	2	12	0	45	5	
	2.3%	2.6%	2.3%	2.8%	3.5%	2.4%	0.0%	2.3%	2.5%	2.8%	2.7%	2.7%	2.5%	2.1%	2.5%	6.3%	4.7%	1.4%	2.9%	1.2%	0.0%	0.0%	3.3%	6.3%	2.6%	---	2.7%	2.0%	
6	123	65	76	62	6	56	0	10	26	27	13	15	35	33	20	11	5	1	0	10	0	0	20	0	15	0	54	11	
	2.6%	3.4%	4.4%	3.0%	2.3%	3.6%	0.0%	2.5%	3.3%	4.0%	4.5%	2.9%	3.5%	2.8%	3.8%	6.3%	11.6%	1.4%	0.0%	4.0%	0.0%	0.0%	2.9%	0.0%	3.2%	---	3.3%	4.5%	
7	329	166	148	202	30	127	1	18	73	69	18	43	94	84	59	19	4	7	4	9	0	0	80	1	31	0	145	21	
	7.0%	8.7%	8.6%	9.7%	11.7%	8.2%	50.0%	4.6%	9.2%	10.3%	6.2%	8.3%	9.4%	7.2%	11.3%	10.9%	9.3%	10.1%	11.4%	3.6%	0.0%	0.0%	11.5%	3.1%	6.6%	---	8.7%	8.6%	
8	780	397	366	477	61	317	0	76	168	144	53	98	225	226	127	36	6	21	7	39	0	0	153	9	103	0	332	65	
	16.6%	20.9%	21.2%	22.9%	23.8%	20.4%	0.0%	19.3%	21.2%	21.5%	18.2%	19.0%	22.5%	19.3%	24.4%	20.7%	14.0%	30.4%	20.0%	15.7%	0.0%	0.0%	22.1%	28.1%	21.9%	---	20.0%	26.5%	
9	869	394	355	445	53	323	0	93	155	138	62	101	214	244	107	34	6	9	7	64	0	0	130	9	105	0	346	48	
	18.5%	20.7%	20.6%	21.3%	20.7%	20.8%	0.0%	23.7%	19.6%	20.6%	21.3%	19.5%	21.4%	20.9%	20.6%	19.5%	14.0%	13.0%	20.0%	25.8%	0.0%	0.0%	18.8%	28.1%	22.3%	---	20.9%	19.6%	
10 Best health care possible	2,430	780	710	783	94	652	1	179	328	256	127	233	385	536	184	47	19	29	14	114	2	2	274	10	194	0	697	83	
	51.7%	41.0%	41.1%	37.5%	36.7%	41.9%	50.0%	45.5%	41.5%	38.2%	43.6%	45.1%	38.4%	45.9%	35.4%	27.0%	44.2%	42.0%	40.0%	46.0%	100.0%	100.0%	39.5%	31.3%	41.3%	---	42.0%	33.9%	

NA - Not Applicable

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 9

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

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,776	1,922	1,740	2,087	261	1,568	2	396	803	674	295	522	1,011	1,179	527	175	43	70	35	250	2	2	700	32	474	0	1,675	247	
Number missing or multiple answer	75	19	14	0	5	13	0	3	12	3	4	5	9	10	7	1	0	1	0	2	0	0	7	0	4	0	17	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,701	1,903	1,726	2,087	256	1,555	2	393	791	671	291	517	1,002	1,169	520	174	43	69	35	248	2	2	693	32	470	0	1,658	245	
	98.4%	99.0%	99.2%	100.0%	98.1%	99.2%	100.0%	99.2%	98.5%	99.6%	98.6%	99.0%	99.1%	99.2%	98.7%	99.4%	100.0%	98.6%	100.0%	99.2%	100.0%	100.0%	99.0%	0.0%	99.2%	---	99.0%	99.2%	
0 to 4	60	51	32	59	3	43	0	8	21	18	10	13	24	22	10	16	1	1	2	9	0	13	1	10	0	39	12		
	1.3%	2.7%	1.9%	2.8%	1.2%	2.8%	0.0%	2.0%	2.7%	2.7%	3.4%	2.5%	2.4%	1.9%	1.9%	9.2%	2.3%	1.4%	5.7%	3.6%	0.0%	0.0%	1.9%	3.1%	2.1%	---	2.4%	4.9%	
5	110	50	39	59	9	37	0	9	20	19	8	14	25	24	13	11	2	1	1	3	0	23	2	12	0	45	5		
	2.3%	2.6%	2.3%	2.8%	3.5%	2.4%	0.0%	2.3%	2.5%	2.8%	2.7%	2.7%	2.5%	2.1%	2.5%	6.3%	4.7%	1.4%	2.9%	1.2%	0.0%	0.0%	3.3%	6.3%	2.6%	---	2.7%	2.0%	
6 or 7	452	231	224	264	36	183	1	28	99	96	31	58	129	117	79	30	9	8	4	19	0	100	1	46	0	199	32		
	9.6%	12.1%	13.0%	12.6%	14.1%	11.8%	50.0%	7.1%	12.5%	14.3%	10.7%	11.2%	12.9%	10.0%	15.2%	17.2%	20.9%	11.6%	11.4%	7.7%	0.0%	0.0%	14.4%	3.1%	9.8%	---	12.0%	13.1%	
8 to 10	4,079	1,571	1,431	1,705	208	1,292	1	348	651	538	242	432	824	1,006	418	117	31	59	28	217	2	2	557	28	402	0	1,375	196	
	86.8%	82.6%	82.9%	81.7%	81.3%	83.1%	50.0%	88.5%	82.3%	80.2%	83.2%	83.6%	82.2%	86.1%	80.4%	67.2%	72.1%	85.5%	80.0%	87.5%	100.0%	100.0%	80.4%	87.5%	85.5%	---	82.9%	80.0%	
Significantly different from column:*		A						I	H	H				OP	NP	NO	TY			QW		TY		QW					
0 to 6	293	166	147	180	18	136	0	27	67	64	31	42	84	79	43	38	8	3	3	22	0	0	56	3	37	0	138	28	
	6.2%	8.7%	8.5%	8.6%	7.0%	8.7%	0.0%	6.9%	8.5%	9.5%	10.7%	8.1%	8.4%	6.8%	8.3%	21.8%	18.6%	4.3%	8.6%	8.9%	0.0%	0.0%	8.1%	9.4%	7.9%	---	8.3%	11.4%	
7 to 8	1,109	563	514	679	91	444	1	94	241	213	71	141	319	310	186	55	10	28	11	48	0	0	233	10	134	0	477	86	
	23.6%	29.6%	29.8%	32.5%	35.5%	28.6%	50.0%	23.9%	30.5%	31.7%	24.4%	27.3%	31.8%	26.5%	35.8%	31.6%	23.3%	40.6%	31.4%	19.4%	0.0%	0.0%	33.6%	31.3%	28.5%	---	28.8%	35.1%	
9 to 10	3,299	1,174	1,065	1,228	147	975	1	272	483	394	189	334	599	780	291	81	25	38	21	178	2	2	404	19	299	0	1,043	131	
	70.2%	61.7%	61.7%	58.8%	57.4%	62.7%	50.0%	69.2%	61.1%	58.7%	64.9%	64.6%	59.8%	66.7%	56.0%	46.6%	58.1%	55.1%	60.0%	71.8%	100.0%	100.0%	58.3%	59.4%	63.6%	---	62.9%	53.5%	
Significantly different from column:*		A						I	H	H				OP	NP	NO	T		RWY		T		T		AB	AA			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 10

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

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,776	1,922	1,740	2,095	261	1,568	2	396	803	674	295	522	1,011	1,179	527	175	43	70	35	250	2	2	700	32	474	0	1,675	247	
Number missing or multiple answer	76	12	14	0	2	9	0	2	7	2	3	4	3	8	4	0	0	0	0	1	0	0	3	0	4	0	12	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,700	1,910	1,726	2,095	259	1,559	2	394	796	672	292	518	1,008	1,171	523	175	43	70	35	249	2	2	697	32	470	0	1,663	247	
	98.4%	99.4%	99.2%	100.0%	99.2%	99.4%	100.0%	99.5%	99.1%	99.7%	99.0%	99.2%	99.7%	99.3%	99.2%	100.0%	100.0%	100.0%	100.0%	99.6%	100.0%	100.0%	99.6%	0.0%	99.2%	---	99.3%	100.0%	
Never	42	29	30	32	3	23	0	4	12	11	6	5	16	14	7	7	1	1	0	4	0	0	7	0	9	0	24	5	
	0.9%	1.5%	1.7%	1.5%	1.2%	1.5%	0.0%	1.0%	1.5%	1.6%	2.1%	1.0%	1.6%	1.2%	1.3%	4.0%	2.3%	1.4%	0.0%	1.6%	0.0%	0.0%	1.0%	0.0%	1.9%	---	1.4%	2.0%	
Sometimes	309	174	172	225	24	142	0	26	75	67	25	40	100	80	59	29	4	10	6	16	0	0	49	2	49	0	144	30	
	6.6%	9.1%	10.0%	10.7%	9.3%	9.1%	0.0%	6.6%	9.4%	10.0%	8.6%	7.7%	9.9%	6.8%	11.3%	16.6%	9.3%	14.3%	17.1%	6.4%	0.0%	0.0%	7.0%	6.3%	10.4%	---	8.7%	12.1%	
Usually	1,132	574	542	691	78	471	1	115	237	213	86	155	312	324	174	66	11	27	7	83	0	0	216	10	134	0	486	88	
	24.1%	30.1%	31.4%	33.0%	30.1%	30.2%	50.0%	29.2%	29.8%	31.7%	29.5%	29.9%	31.0%	27.7%	33.3%	37.7%	25.6%	38.6%	20.0%	33.3%	0.0%	0.0%	31.0%	31.3%	28.5%	---	29.2%	35.6%	
Always	3,217	1,133	982	1,147	154	923	1	249	472	381	175	318	580	753	283	73	27	32	22	146	2	2	425	20	278	0	1,009	124	
	68.4%	59.3%	56.9%	54.7%	59.5%	59.2%	50.0%	63.2%	59.3%	56.7%	59.9%	61.4%	57.5%	64.3%	54.1%	41.7%	62.8%	45.7%	62.9%	58.6%	100.0%	100.0%	61.0%	62.5%	59.1%	---	60.7%	50.2%	
Significantly different from column:*		AD						J		H				OP	NP	NO		WY				R		R			AB	AA	
Usually or Always	4,349	1,707	1,524	1,838	232	1,394	2	364	709	594	261	473	892	1,077	457	139	38	59	29	229	2	2	641	30	412	0	1,495	212	
	92.5%	89.4%	88.3%	87.7%	89.6%	89.4%	100.0%	92.4%	89.1%	88.4%	89.4%	91.3%	88.5%	92.0%	87.4%	79.4%	88.4%	84.3%	82.9%	92.0%	100.0%	100.0%	92.0%	93.8%	87.7%	---	89.9%	85.8%	
Significantly different from column:*		A						J		H				OP	NP	NO		W				RY		W					

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 11

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,553	2,452	2,219	2,680	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	62	34	12	0	8	24	0	3	16	14	15	10	6	13	12	9	1	2	0	8	0	0	6	0	11	4	13	4	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,491	2,418	2,207	2,680	335	1,962	3	466	1,043	841	416	665	1,211	1,531	634	199	60	95	47	343	2	3	834	38	588	469	1,662	243	
	98.3%	98.6%	99.5%	100.0%	97.7%	98.8%	100.0%	99.4%	98.5%	98.4%	96.5%	98.5%	99.5%	99.2%	98.1%	95.7%	98.4%	97.9%	100.0%	97.7%	100.0%	100.0%	99.3%	0.0%	98.2%	99.2%	99.2%	98.4%	
Yes	2,384	1,902	1,717	2,077	263	1,550	3	243	916	695	317	511	981	1,193	507	161	44	59	33	260	2	3	688	27	463	361	1,309	198	
	68.3%	78.7%	77.8%	77.5%	78.5%	79.0%	100.0%	52.1%	87.8%	82.6%	76.2%	76.8%	81.0%	77.9%	80.0%	80.9%	73.3%	62.1%	70.2%	75.8%	100.0%	100.0%	82.5%	71.1%	78.7%	77.0%	78.8%	81.5%	
No	1,107	516	490	603	72	412	0	223	127	146	99	154	230	338	127	38	16	36	14	83	0	0	146	11	125	108	353	45	
	31.7%	21.3%	22.2%	22.5%	21.5%	21.0%	0.0%	47.9%	12.2%	17.4%	23.8%	23.2%	19.0%	22.1%	20.0%	19.1%	26.7%	37.9%	29.8%	24.2%	0.0%	0.0%	17.5%	28.9%	21.3%	23.0%	21.2%	18.5%	
Significantly different from column:*		A						IJ	HJ	HI	M	M	KL					TWY	W	RW			RST		R				

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 12

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

Base: All respondents whose child is enrolled in school or daycare (Q11)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,384	1,902	1,717	1,977	263	1,550	3	243	916	695	317	511	981	1,193	507	161	44	59	33	260	2	3	688	27	463	361	1,309	198	
Number missing or multiple answer	95	29	30	0	2	26	0	1	16	11	5	10	13	14	12	3	1	0	0	4	0	0	14	0	7	6	21	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,289	1,873	1,687	1,977	261	1,524	3	242	900	684	312	501	968	1,179	495	158	43	59	33	256	2	3	674	27	456	355	1,288	197	
	96.0%	98.5%	98.3%	100.0%	99.2%	98.3%	100.0%	99.6%	98.3%	98.4%	98.4%	98.0%	98.7%	98.8%	97.6%	98.1%	97.7%	100.0%	100.0%	98.5%	100.0%	100.0%	98.0%	0.0%	98.5%	98.3%	98.4%	99.5%	
Yes	222	280	275	317	39	225	0	41	136	96	66	69	132	136	90	47	2	8	4	59	0	1	81	3	72	18	195	62	
	9.7%	14.9%	16.3%	16.0%	14.9%	14.8%	0.0%	16.9%	15.1%	14.0%	21.2%	13.8%	13.6%	11.5%	18.2%	29.7%	4.7%	13.6%	12.1%	23.0%	0.0%	33.3%	12.0%	11.1%	15.8%	5.1%	15.1%	31.5%	
No	2,067	1,593	1,412	1,660	222	1,299	3	201	764	588	246	432	836	1,043	405	111	41	51	29	197	2	2	593	24	384	337	1,093	135	
	90.3%	85.1%	83.7%	84.0%	85.1%	85.2%	100.0%	83.1%	84.9%	86.0%	78.8%	86.2%	86.4%	88.5%	81.8%	70.3%	95.3%	86.4%	87.9%	77.0%	100.0%	66.7%	88.0%	88.9%	84.2%	94.9%	84.9%	68.5%	
Significantly different from column:*		A									LM	K	K	OP	NP	NO	TY			QWY			T		QT	AAAB	ZAB	ZAA	

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 13

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

Base: All respondents whose child is enrolled in school or daycare and needed their child's doctor/health provider to contact school/daycare center about their child's health (Q11 & Q12)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	222	280	275	312	39	225	0	41	136	96	66	69	132	136	90	47	2	8	4	59	0	1	81	3	72	18	195	62
Number missing or multiple answer	2	3	2	0	0	3	0	0	1	2	0	1	2	1	1	1	0	0	0	2	0	0	1	0	0	1	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	220	277	273	312	39	222	0	41	135	94	66	68	130	135	89	46	2	8	4	57	0	1	80	3	72	17	193	62
	99.1%	98.9%	99.3%	100.0%	100.0%	98.7%	---	100.0%	99.3%	97.9%	100.0%	98.6%	98.5%	99.3%	98.9%	97.9%	100.0%	100.0%	100.0%	96.6%	---	100.0%	98.8%	0.0%	100.0%	94.4%	99.0%	100.0%
Yes	198	253	252	283	37	206	0	39	124	87	61	64	119	126	81	42	2	7	3	55	0	1	77	3	63	14	174	60
	90.0%	91.3%	92.3%	90.7%	94.9%	92.8%	---	95.1%	91.9%	92.6%	92.4%	94.1%	91.5%	93.3%	91.0%	91.3%	100.0%	87.5%	75.0%	96.5%	---	100.0%	96.3%	100.0%	87.5%	82.4%	90.2%	96.8%
No	22	24	21	29	2	16	0	2	11	7	5	4	11	9	8	4	0	1	1	2	0	0	3	0	9	3	19	2
	10.0%	8.7%	7.7%	9.3%	5.1%	7.2%	---	4.9%	8.1%	7.4%	7.6%	5.9%	8.5%	6.7%	9.0%	8.7%	0.0%	12.5%	25.0%	3.5%	---	0.0%	3.8%	0.0%	12.5%	17.6%	9.8%	3.2%
Significantly different from column:*																						Y		W				

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 14

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,553	2,452	2,219	2,675	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	76	17	20	0	2	15	0	1	7	9	5	6	3	5	8	4	2	0	0	4	0	0	4	0	3	2	6	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,477	2,435	2,199	2,675	341	1,971	3	468	1,052	846	426	669	1,214	1,539	638	204	59	97	47	347	2	3	836	38	596	471	1,669	245	
	97.9%	99.3%	99.1%	100.0%	99.4%	99.2%	100.0%	99.8%	99.3%	98.9%	98.8%	99.1%	99.8%	99.7%	98.8%	98.1%	96.7%	100.0%	100.0%	98.9%	100.0%	100.0%	99.5%	0.0%	99.5%	99.6%	99.6%	99.2%	
Yes	172	168	151	177	19	138	0	39	78	43	24	36	97	58	69	35	1	7	6	19	1	0	58	4	41	6	108	51	
	4.9%	6.9%	6.9%	6.6%	5.6%	7.0%	0.0%	8.3%	7.4%	5.1%	5.6%	5.4%	8.0%	3.8%	10.8%	17.2%	1.7%	7.2%	12.8%	5.5%	50.0%	0.0%	6.9%	10.5%	6.9%	1.3%	6.5%	20.8%	
No	3,305	2,267	2,048	2,498	322	1,833	3	429	974	803	402	633	1,117	1,481	569	169	58	90	41	328	1	3	778	34	555	465	1,561	194	
	95.1%	93.1%	93.1%	93.4%	94.4%	93.0%	100.0%	91.7%	92.6%	94.9%	94.4%	94.6%	92.0%	96.2%	89.2%	82.8%	98.3%	92.8%	87.2%	94.5%	50.0%	100.0%	93.1%	89.5%	93.1%	98.7%	93.5%	79.2%	
Significantly different from column:*		A						J	J	HI		M	L	OP	NP	NO											AAAB	ZAB	ZAA

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 15

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

Base: All respondents who got or tried to get special medical equipment or device for their child (Q14)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	172	168	151	173	19	138	0	39	78	43	24	36	97	58	69	35	1	7	6	19	1	0	58	4	41	6	108	51
Number missing or multiple answer	6	1	0	0	1	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	166	167	151	173	18	138	0	39	77	43	24	35	97	58	68	35	1	7	6	19	1	0	57	4	41	6	107	51
	96.5%	99.4%	100.0%	100.0%	94.7%	100.0%	---	100.0%	98.7%	100.0%	100.0%	97.2%	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	---	98.3%	0.0%	100.0%	100.0%	99.1%	100.0%	
Never	9	24	21	32	2	17	0	8	9	4	0	4	17	8	9	6	0	0	2	0	0	9	1	4	1	15	8	
	5.4%	14.4%	13.9%	18.5%	11.1%	12.3%	---	20.5%	11.7%	9.3%	0.0%	11.4%	17.5%	13.8%	13.2%	17.1%	0.0%	0.0%	33.3%	0.0%	0.0%	15.8%	25.0%	9.8%	16.7%	14.0%	15.7%	
Sometimes	19	24	25	31	3	21	0	3	13	8	3	2	19	7	8	8	0	2	1	0	1	10	0	6	2	12	9	
	11.4%	14.4%	16.6%	17.9%	16.7%	15.2%	---	7.7%	16.9%	18.6%	12.5%	5.7%	19.6%	12.1%	11.8%	22.9%	0.0%	28.6%	16.7%	0.0%	100.0%	---	17.5%	0.0%	14.6%	33.3%	11.2%	17.6%
Usually	33	45	32	43	5	39	0	9	26	10	6	12	26	15	22	7	0	0	1	3	0	15	2	17	2	29	14	
	19.9%	26.9%	21.2%	24.9%	27.8%	28.3%	---	23.1%	33.8%	23.3%	25.0%	34.3%	26.8%	25.9%	32.4%	20.0%	0.0%	0.0%	16.7%	15.8%	0.0%	---	26.3%	50.0%	41.5%	33.3%	27.1%	27.5%
Always	105	74	73	67	8	61	0	19	29	21	15	17	35	28	29	14	1	5	2	16	0	23	1	14	1	51	20	
	63.3%	44.3%	48.3%	38.7%	44.4%	44.2%	---	48.7%	37.7%	48.8%	62.5%	48.6%	36.1%	48.3%	42.6%	40.0%	100.0%	71.4%	33.3%	84.2%	0.0%	---	40.4%	25.0%	34.1%	16.7%	47.7%	39.2%
Significantly different from column:*		A									M		K							WY		T		T				
Usually or Always	138	119	105	110	13	100	0	28	55	31	21	29	61	43	51	21	1	5	3	19	0	38	3	31	3	80	34	
	83.1%	71.3%	69.5%	63.6%	72.2%	72.5%	---	71.8%	71.4%	72.1%	87.5%	82.9%	62.9%	74.1%	75.0%	60.0%	100.0%	71.4%	50.0%	100.0%	0.0%	---	66.7%	75.0%	75.6%	50.0%	74.8%	66.7%
Significantly different from column:*		A									M	M	KL															

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 16

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

Base: All respondents who got or tried to get special medical equipment or device for their child (Q14)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	172	168	151	170	19	138	0	39	78	43	24	36	97	58	69	35	1	7	6	19	1	0	58	4	41	6	108	51
Number missing or multiple answer	6	1	1	0	1	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	166	167	150	170	18	138	0	39	77	43	24	35	97	58	68	35	1	7	6	19	1	0	57	4	41	6	107	51
	96.5%	99.4%	99.3%	100.0%	94.7%	100.0%	---	100.0%	98.7%	100.0%	100.0%	97.2%	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	---	98.3%	0.0%	100.0%	100.0%	99.1%	100.0%	
Yes	143	133	121	140	12	113	0	30	62	35	22	31	71	47	54	27	1	7	4	18	1	0	42	2	33	3	87	41
	86.1%	79.6%	80.7%	82.4%	66.7%	81.9%	---	76.9%	80.5%	81.4%	91.7%	88.6%	73.2%	81.0%	79.4%	77.1%	100.0%	100.0%	66.7%	94.7%	100.0%	---	73.7%	50.0%	80.5%	50.0%	81.3%	80.4%
No	23	34	29	30	6	25	0	9	15	8	2	4	26	11	14	8	0	0	2	1	0	0	15	2	8	3	20	10
	13.9%	20.4%	19.3%	17.6%	33.3%	18.1%	---	23.1%	19.5%	18.6%	8.3%	11.4%	26.8%	19.0%	20.6%	22.9%	0.0%	0.0%	33.3%	5.3%	0.0%	---	26.3%	50.0%	19.5%	50.0%	18.7%	19.6%
Significantly different from column:*																												

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 17

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,553	2,452	2,219	2,662	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247
Number missing or multiple answer	70	24	22	0	8	13	0	3	7	12	12	5	4	9	12	3	2	1	0	5	0	4	0	6	3	9	3	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,483	2,428	2,197	2,662	335	1,973	3	466	1,052	843	419	670	1,213	1,535	634	205	59	96	47	346	2	3	836	38	593	470	1,666	244
	98.0%	99.0%	99.0%	100.0%	97.7%	99.3%	100.0%	99.4%	99.3%	98.6%	97.2%	99.3%	99.7%	99.4%	98.1%	98.6%	96.7%	99.0%	100.0%	98.6%	100.0%	100.0%	99.5%	0.0%	99.0%	99.4%	99.5%	98.8%
Yes	344	504	457	608	48	426	0	141	221	123	83	127	262	252	159	78	13	18	18	80	0	1	163	8	114	51	353	89
	9.9%	20.8%	20.8%	22.8%	14.3%	21.6%	0.0%	30.3%	21.0%	14.6%	19.8%	19.0%	21.6%	16.4%	25.1%	38.0%	22.0%	18.8%	38.3%	23.1%	0.0%	33.3%	19.5%	21.1%	19.2%	10.9%	21.2%	36.5%
No	3,139	1,924	1,740	2,054	287	1,547	3	325	831	720	336	543	951	1,283	475	127	46	78	29	266	2	2	673	30	479	419	1,313	155
	90.1%	79.2%	79.2%	77.2%	85.7%	78.4%	100.0%	69.7%	79.0%	85.4%	80.2%	81.0%	78.4%	83.6%	74.9%	62.0%	78.0%	81.3%	61.7%	76.9%	100.0%	66.7%	80.5%	78.9%	80.8%	89.1%	78.8%	63.5%
Significantly different from column:*		A			F	E		IJ	HJ	HI				OP	NP	NO		S	RTWY	S		S		S	AAAB	ZAB	ZAA	

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 18

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

Base: All respondents who got or tried to get special therapy for their child (Q17)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	344	504	457	587	48	426	0	141	221	123	83	127	262	252	159	78	13	18	18	80	0	1	163	8	114	51	353	89
Number missing or multiple answer	5	11	6	0	0	9	0	2	7	1	0	3	5	6	1	2	1	1	0	1	0	0	3	0	2	8	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	339	493	451	587	48	417	0	139	214	122	83	124	257	246	158	76	12	17	18	79	0	1	160	8	112	49	345	89
	98.5%	97.8%	98.7%	100.0%	100.0%	97.9%	---	98.6%	96.8%	99.2%	100.0%	97.6%	98.1%	97.6%	99.4%	97.4%	92.3%	94.4%	100.0%	98.8%	---	100.0%	98.2%	0.0%	98.2%	96.1%	97.7%	100.0%
Never	39	48	65	77	3	41	0	9	16	19	4	7	34	18	16	10	2	0	2	2	0	13	0	13	3	34	10	
	11.5%	9.7%	14.4%	13.1%	6.3%	9.8%	---	6.5%	7.5%	15.6%	4.8%	5.6%	13.2%	7.3%	10.1%	13.2%	16.7%	0.0%	11.1%	2.5%	---	0.0%	8.1%	0.0%	11.6%	6.1%	9.9%	11.2%
Sometimes	44	95	89	112	12	75	0	28	42	23	19	21	49	46	31	17	3	4	6	16	0	31	3	15	12	67	15	
	13.0%	19.3%	19.7%	19.1%	25.0%	18.0%	---	20.1%	19.6%	18.9%	22.9%	16.9%	19.1%	18.7%	19.6%	22.4%	25.0%	23.5%	33.3%	20.3%	---	0.0%	19.4%	37.5%	13.4%	24.5%	19.4%	16.9%
Usually	59	137	117	171	18	115	0	37	69	27	21	36	77	70	42	20	0	5	4	21	0	51	2	37	10	96	27	
	17.4%	27.8%	25.9%	29.1%	37.5%	27.6%	---	26.6%	32.2%	22.1%	25.3%	29.0%	30.0%	28.5%	26.6%	26.3%	0.0%	29.4%	22.2%	26.6%	---	0.0%	31.9%	25.0%	33.0%	20.4%	27.8%	30.3%
Always	197	213	180	227	15	186	0	65	87	53	39	60	97	112	69	29	7	8	6	40	0	1	65	3	47	24	148	37
	58.1%	43.2%	39.9%	38.7%	31.3%	44.6%	---	46.8%	40.7%	43.4%	47.0%	48.4%	37.7%	45.5%	43.7%	38.2%	58.3%	47.1%	33.3%	50.6%	---	100.0%	40.6%	37.5%	42.0%	49.0%	42.9%	41.6%
Significantly different from column:*		A										M	L															
Usually or Always	256	350	297	398	33	301	0	102	156	80	60	96	174	182	111	49	7	13	10	61	0	1	116	5	84	34	244	64
	75.5%	71.0%	65.9%	67.8%	68.8%	72.2%	---	73.4%	72.9%	65.6%	72.3%	77.4%	67.7%	74.0%	70.3%	64.5%	58.3%	76.5%	55.6%	77.2%	---	100.0%	72.5%	62.5%	75.0%	69.4%	70.7%	71.9%

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 19

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

Base: All respondents who got or tried to get special therapy for their child (Q17)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	344	504	457	593	48	426	0	141	221	123	83	127	262	252	159	78	13	18	18	80	0	1	163	8	114	51	353	89	
Number missing or multiple answer	5	8	7	0	1	7	0	1	4	3	1	3	4	3	3	2	0	0	0	3	0	0	2	0	2	1	5	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	339	496	450	593	47	419	0	140	217	120	82	124	258	249	156	76	13	18	18	77	0	1	161	8	112	50	348	88	
	98.5%	98.4%	98.5%	100.0%	97.9%	98.4%	---	99.3%	98.2%	97.6%	98.8%	97.6%	98.5%	98.8%	98.1%	97.4%	100.0%	100.0%	100.0%	96.3%	---	100.0%	98.8%	0.0%	98.2%	98.0%	98.6%	98.9%	
Yes	217	360	315	464	30	312	0	108	163	80	64	93	182	192	109	53	9	16	14	60	0	112	7	82	37	248	68		
	64.0%	72.6%	70.0%	78.2%	63.8%	74.5%	---	77.1%	75.1%	66.7%	78.0%	75.0%	70.5%	77.1%	69.9%	69.7%	69.2%	88.9%	77.8%	77.9%	---	0.0%	69.6%	87.5%	73.2%	74.0%	71.3%	77.3%	
No	122	136	135	129	17	107	0	32	54	40	18	31	76	57	47	23	4	2	4	17	0	1	49	1	30	13	100	20	
	36.0%	27.4%	30.0%	21.8%	36.2%	25.5%	---	22.9%	24.9%	33.3%	22.0%	25.0%	29.5%	22.9%	30.1%	30.3%	30.8%	11.1%	22.2%	22.1%	---	100.0%	30.4%	12.5%	26.8%	26.0%	28.7%	22.7%	
Significantly different from column:*		AD																											

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 20

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,553	2,452	2,219	2,671	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	61	19	26	0	3	14	0	4	6	8	7	5	5	4	12	2	1	0	0	3	0	0	5	1	5	2	12	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,492	2,433	2,193	2,671	340	1,972	3	465	1,053	847	424	670	1,212	1,540	634	206	60	97	47	348	2	3	835	37	594	471	1,663	247	
	98.3%	99.2%	98.8%	100.0%	99.1%	99.3%	100.0%	99.1%	99.4%	99.1%	98.4%	99.3%	99.6%	99.7%	98.1%	99.0%	98.4%	100.0%	100.0%	99.1%	100.0%	100.0%	99.4%	0.0%	99.2%	99.6%	99.3%	100.0%	
Yes	523	906	747	781	100	754	0	89	441	350	114	206	534	513	272	99	21	20	15	89	0	1	360	15	223	117	625	144	
	15.0%	37.2%	34.1%	29.2%	29.4%	38.2%	0.0%	19.1%	41.9%	41.3%	26.9%	30.7%	44.1%	33.3%	42.9%	48.1%	35.0%	20.6%	31.9%	25.6%	0.0%	33.3%	43.1%	40.5%	37.5%	24.8%	37.6%	58.3%	
No	2,969	1,527	1,446	1,890	240	1,218	3	376	612	497	310	464	678	1,027	362	107	39	77	32	259	2	2	475	22	371	354	1,038	103	
	85.0%	62.8%	65.9%	70.8%	70.6%	61.8%	100.0%	80.9%	58.1%	58.7%	73.1%	69.3%	55.9%	66.7%	57.1%	51.9%	65.0%	79.4%	68.1%	74.4%	100.0%	66.7%	56.9%	59.5%	62.5%	75.2%	62.4%	41.7%	
Significantly different from column:*		ACD			F	E		IJ	H	H	M	M	KL	OP	N	N	R	QWXY		WY			RTY	R	RTW	AAAB	ZAB	ZAA	

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 21

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

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q20)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	523	906	747	766	100	754	0	89	441	350	114	206	534	513	272	99	21	20	15	89	0	1	360	15	223	117	625	144	
Number missing or multiple answer	10	14	9	0	0	11	0	0	5	7	4	3	4	6	2	3	1	0	0	1	0	0	2	0	6	4	7	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	513	892	738	766	100	743	0	89	436	343	110	203	530	507	270	96	20	20	15	88	0	1	358	15	217	113	618	142	
	98.1%	98.5%	98.8%	100.0%	100.0%	98.5%	---	100.0%	98.9%	98.0%	96.5%	98.5%	99.3%	98.8%	99.3%	97.0%	95.2%	100.0%	100.0%	98.9%	---	100.0%	99.4%	0.0%	97.3%	96.6%	98.9%	98.6%	
Never	48	79	73	85	9	63	0	3	37	35	7	13	53	43	22	12	2	0	0	2	0	0	35	3	22	7	57	12	
	9.4%	8.9%	9.9%	11.1%	9.0%	8.5%	---	3.4%	8.5%	10.2%	6.4%	6.4%	10.0%	8.5%	8.1%	12.5%	10.0%	0.0%	0.0%	2.3%	---	0.0%	9.8%	20.0%	10.1%	6.2%	9.2%	8.5%	
Sometimes	66	174	144	129	9	150	0	21	92	55	29	33	98	94	57	19	5	5	3	23	0	0	63	4	35	17	127	25	
	12.9%	19.5%	19.5%	16.8%	9.0%	20.2%	---	23.6%	21.1%	16.0%	26.4%	16.3%	18.5%	18.5%	21.1%	19.8%	25.0%	25.0%	20.0%	26.1%	---	0.0%	17.6%	26.7%	16.1%	15.0%	20.6%	17.6%	
Usually	134	234	206	205	41	184	0	29	110	91	29	52	146	119	87	24	3	6	7	23	0	0	105	3	54	26	162	43	
	26.1%	26.2%	27.9%	26.8%	41.0%	24.8%	---	32.6%	25.2%	26.5%	26.4%	25.6%	27.5%	23.5%	32.2%	25.0%	15.0%	30.0%	46.7%	26.1%	---	0.0%	29.3%	20.0%	24.9%	23.0%	26.2%	30.3%	
Always	265	405	315	347	41	346	0	36	197	162	45	105	233	251	104	41	10	9	5	40	0	1	155	5	106	63	272	62	
	51.7%	45.4%	42.7%	45.3%	41.0%	46.6%	---	40.4%	45.2%	47.2%	40.9%	51.7%	44.0%	49.5%	38.5%	42.7%	50.0%	45.0%	33.3%	45.5%	---	100.0%	43.3%	33.3%	48.8%	55.8%	44.0%	43.7%	
Significantly different from column:*		A												O	N												AA	Z	
Usually or Always	399	639	521	552	82	530	0	65	307	253	74	157	379	370	191	65	13	15	12	63	0	1	260	8	160	89	434	105	
	77.8%	71.6%	70.6%	72.1%	82.0%	71.3%	---	73.0%	70.4%	73.8%	67.3%	77.3%	71.5%	73.0%	70.7%	67.7%	65.0%	75.0%	80.0%	71.6%	---	100.0%	72.6%	53.3%	73.7%	78.8%	70.2%	73.9%	
Significantly different from column:*		A			F	E																							

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 22

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

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q20)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	523	906	747	764	100	754	0	89	441	350	114	206	534	513	272	99	21	20	15	89	0	1	360	15	223	117	625	144	
Number missing or multiple answer	5	14	8	0	1	13	0	0	7	7	3	3	8	8	4	2	1	0	0	1	0	0	4	0	6	4	5	3	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	518	892	739	764	99	741	0	89	434	343	111	203	526	505	268	97	20	20	15	88	0	1	356	15	217	113	620	141	
	99.0%	98.5%	98.9%	100.0%	99.0%	98.3%	---	100.0%	98.4%	98.0%	97.4%	98.5%	98.5%	98.4%	98.5%	98.0%	95.2%	100.0%	100.0%	98.9%	---	100.0%	98.9%	0.0%	97.3%	96.6%	99.2%	97.9%	
Yes	278	477	410	465	58	394	0	60	225	181	79	108	266	264	151	54	11	16	9	62	0	0	175	7	115	41	334	93	
	53.7%	53.5%	55.5%	60.9%	58.6%	53.2%	---	67.4%	51.8%	52.8%	71.2%	53.2%	50.6%	52.3%	56.3%	55.7%	55.0%	80.0%	60.0%	70.5%	---	0.0%	49.2%	46.7%	53.0%	36.3%	53.9%	66.0%	
No	240	415	329	299	41	347	0	29	209	162	32	95	260	241	117	43	9	4	6	26	0	1	181	8	102	72	286	48	
	46.3%	46.5%	44.5%	39.1%	41.4%	46.8%	---	32.6%	48.2%	47.2%	28.8%	46.8%	49.4%	47.7%	43.7%	44.3%	45.0%	20.0%	40.0%	29.5%	---	100.0%	50.8%	53.3%	47.0%	63.7%	46.1%	34.0%	
Significantly different from column:*		D						IJ	H	H	LM	K	K					WXY		WY			RT	R	RT	AAAB	ZAB	ZAA	

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 23

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,553	2,452	2,219	2,652	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	76	41	34	0	8	32	0	7	18	16	11	12	16	19	16	6	3	2	1	7	0	0	11	1	9	6	25	3	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,477	2,411	2,185	2,652	335	1,954	3	462	1,041	839	420	663	1,201	1,525	630	202	58	95	46	344	2	3	829	37	590	467	1,650	244	
	97.9%	98.3%	98.5%	100.0%	97.7%	98.4%	100.0%	98.5%	98.3%	98.1%	97.4%	98.2%	98.7%	98.8%	97.5%	97.1%	95.1%	97.9%	97.9%	98.0%	100.0%	100.0%	98.7%	0.0%	98.5%	98.7%	98.5%	98.8%	
Yes	721	906	840	1,006	94	759	2	153	398	329	107	198	552	477	288	119	12	22	16	87	1	0	363	14	224	46	656	188	
	20.7%	37.6%	38.4%	37.9%	28.1%	38.8%	66.7%	33.1%	38.2%	39.2%	25.5%	29.9%	46.0%	31.3%	45.7%	58.9%	20.7%	23.2%	34.8%	25.3%	50.0%	0.0%	43.8%	37.8%	38.0%	9.9%	39.8%	77.0%	
No	2,756	1,505	1,345	1,646	241	1,195	1	309	643	510	313	465	649	1,048	342	83	46	73	30	257	1	3	466	23	366	421	994	56	
	79.3%	62.4%	61.6%	62.1%	71.9%	61.2%	33.3%	66.9%	61.8%	60.8%	74.5%	70.1%	54.0%	68.7%	54.3%	41.1%	79.3%	76.8%	65.2%	74.7%	50.0%	100.0%	56.2%	62.2%	62.0%	90.1%	60.2%	23.0%	
Significantly different from column:*		A			F	E		J		H	M	M	KL	OP	NP	NO	WY	WY		WY			QRTY		QRTW	AAAB	ZAB	ZAA	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 24

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

Base: All respondents whose child got care from more than one kind of health care provider or service (Q23)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	721	906	840	973	94	759	2	153	398	329	107	198	552	477	288	119	12	22	16	87	1	0	363	14	224	46	656	188
Number missing or multiple answer	30	20	22	0	0	17	0	2	9	8	2	2	14	9	8	2	0	1	1	0	0	7	1	5	1	15	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	691	886	818	973	94	742	2	151	389	321	105	196	538	468	280	117	12	21	15	87	1	0	356	13	219	45	641	186
	95.8%	97.8%	97.4%	100.0%	100.0%	97.8%	100.0%	98.7%	97.7%	97.6%	98.1%	99.0%	97.5%	98.1%	97.2%	98.3%	100.0%	95.5%	93.8%	100.0%	100.0%	---	98.1%	0.0%	97.8%	97.8%	97.7%	98.9%
Yes	390	563	529	622	60	475	0	102	241	204	90	135	309	275	188	85	10	14	11	72	1	0	203	7	145	18	398	137
	56.4%	63.5%	64.7%	63.9%	63.8%	64.0%	0.0%	67.5%	62.0%	63.6%	85.7%	68.9%	57.4%	58.8%	67.1%	72.6%	83.3%	66.7%	73.3%	82.8%	100.0%	---	57.0%	53.8%	66.2%	40.0%	62.1%	73.7%
No	301	323	289	351	34	267	2	49	148	117	15	61	229	193	92	32	2	7	4	15	0	0	153	6	74	27	243	49
	43.6%	36.5%	35.3%	36.1%	36.2%	36.0%	100.0%	32.5%	38.0%	36.4%	14.3%	31.1%	42.6%	41.2%	32.9%	27.4%	16.7%	33.3%	26.7%	17.2%	0.0%	---	43.0%	46.2%	33.8%	60.0%	37.9%	26.3%
Significantly different from column:*		A									LM	KM	KL	OP	N	N				WY			TY		TW	AAAB	ZAB	ZAA

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 25

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	6,550	2,452	2,219	2,671	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	79	29	46	0	9	19	0	5	10	14	8	6	14	22	5	2	0	2	2	4	0	0	11	0	7	8	16	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,471	2,423	2,173	2,671	334	1,967	3	464	1,049	841	423	669	1,203	1,522	641	206	61	95	45	347	2	3	829	38	592	465	1,659	247	
	98.8%	98.8%	97.9%	100.0%	97.4%	99.0%	100.0%	98.9%	99.1%	98.4%	98.1%	99.1%	98.8%	98.6%	99.2%	99.0%	100.0%	97.9%	95.7%	98.9%	100.0%	100.0%	98.7%	0.0%	98.8%	98.3%	99.0%	100.0%	
Yes	5,639	2,235	2,017	2,451	289	1,837	3	434	963	774	376	616	1,130	1,398	594	192	55	73	40	316	2	2	796	35	540	404	1,549	237	
	87.1%	92.2%	92.8%	91.8%	86.5%	93.4%	100.0%	93.5%	91.8%	92.0%	88.9%	92.1%	93.9%	91.9%	92.7%	93.2%	90.2%	76.8%	88.9%	91.1%	100.0%	66.7%	96.0%	92.1%	91.2%	86.9%	93.4%	96.0%	
No	832	188	156	220	45	130	0	30	86	67	47	53	73	124	47	14	6	22	5	31	0	1	33	3	52	61	110	10	
	12.9%	7.8%	7.2%	8.2%	13.5%	6.6%	0.0%	6.5%	8.2%	8.0%	11.1%	7.9%	6.1%	8.1%	7.3%	6.8%	9.8%	23.2%	11.1%	8.9%	0.0%	33.3%	4.0%	7.9%	8.8%	13.1%	6.6%	4.0%	
Significantly different from column:*		A			F	E					M	K					R	QTWXY		RW			RTY	R	RW	AAAB	Z	Z	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 26

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

Base: All respondents whose child has a personal doctor (Q25)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	5,639	2,235	2,017	2,367	289	1,837	3	434	963	774	376	616	1,130	1,398	594	192	55	73	40	316	2	2	796	35	540	404	1,549	237	
Number missing or multiple answer	167	39	42	0	4	28	0	6	14	17	9	10	14	26	7	4	2	1	1	1	0	0	13	0	11	5	24	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,472	2,196	1,975	2,367	285	1,809	3	428	949	757	367	606	1,116	1,372	587	188	53	72	39	315	2	2	783	35	529	399	1,525	235	
	97.0%	98.3%	97.9%	100.0%	98.6%	98.5%	100.0%	98.6%	98.5%	97.8%	97.6%	98.4%	98.8%	98.1%	98.8%	97.9%	96.4%	98.6%	97.5%	99.7%	100.0%	100.0%	98.4%	0.0%	98.0%	98.8%	98.5%	99.2%	
None	1,115	442	381	452	59	357	1	66	214	149	83	118	215	312	97	22	9	23	7	69	0	0	153	7	99	293	123	17	
	20.4%	20.1%	19.3%	19.1%	20.7%	19.7%	33.3%	15.4%	22.6%	19.7%	22.6%	19.5%	19.3%	22.7%	16.5%	11.7%	17.0%	31.9%	17.9%	21.9%	0.0%	0.0%	19.5%	20.0%	18.7%	73.4%	8.1%	7.2%	
1 time	1,907	756	678	793	103	629	0	145	342	256	125	200	403	517	185	47	15	30	18	111	1	0	275	12	172	74	648	26	
	34.9%	34.4%	34.3%	33.5%	36.1%	34.8%	0.0%	33.9%	36.0%	33.8%	34.1%	33.0%	36.1%	37.7%	31.5%	25.0%	28.3%	41.7%	46.2%	35.2%	50.0%	0.0%	35.1%	34.3%	32.5%	18.5%	42.5%	11.1%	
2	1,283	503	465	553	71	403	1	95	216	175	64	142	271	305	148	33	14	15	10	58	0	2	180	10	131	18	446	29	
	23.4%	22.9%	23.5%	23.4%	24.9%	22.3%	33.3%	22.2%	22.8%	23.1%	17.4%	23.4%	24.3%	22.2%	25.2%	17.6%	26.4%	20.8%	25.6%	18.4%	0.0%	100.0%	23.0%	28.6%	24.8%	4.5%	29.2%	12.3%	
3	609	259	232	275	29	220	1	66	90	95	51	73	124	134	80	38	9	1	1	42	1	0	93	4	71	6	212	34	
	11.1%	11.8%	11.7%	11.6%	10.2%	12.2%	33.3%	15.4%	9.5%	12.5%	13.9%	12.0%	11.1%	9.8%	13.6%	20.2%	17.0%	1.4%	2.6%	13.3%	50.0%	0.0%	11.9%	11.4%	13.4%	1.5%	13.9%	14.5%	
4	282	117	113	147	12	98	0	26	43	42	20	34	54	55	37	22	2	1	2	18	0	0	41	2	27	5	72	38	
	5.2%	5.3%	5.7%	6.2%	4.2%	5.4%	0.0%	6.1%	4.5%	5.5%	5.4%	5.6%	4.8%	4.0%	6.3%	11.7%	3.8%	1.4%	5.1%	5.7%	0.0%	0.0%	5.2%	5.7%	5.1%	1.3%	4.7%	16.2%	
5 to 9	235	91	91	114	9	77	0	22	34	31	20	31	35	38	31	19	3	2	1	14	0	0	30	0	21	3	24	63	
	4.3%	4.1%	4.6%	4.8%	3.2%	4.3%	0.0%	5.1%	3.6%	4.1%	5.4%	5.1%	3.1%	2.8%	5.3%	10.1%	5.7%	2.8%	2.6%	4.4%	0.0%	0.0%	3.8%	0.0%	4.0%	0.8%	1.6%	26.8%	
10 or more times	41	28	15	33	2	25	0	8	10	9	4	8	14	11	9	7	1	0	0	3	0	0	11	0	8	0	0	28	
	0.7%	1.3%	0.8%	1.4%	0.7%	1.4%	0.0%	1.9%	1.1%	1.2%	1.1%	1.3%	1.3%	0.8%	1.5%	3.7%	1.9%	0.0%	0.0%	1.0%	0.0%	0.0%	1.4%	0.0%	1.5%	0.0%	0.0%	11.9%	
2 or more times	2,450	998	916	1,122	123	823	2	217	393	352	159	288	498	543	305	119	29	19	14	135	1	2	355	16	258	32	754	192	
	44.8%	45.4%	46.4%	47.4%	43.2%	45.5%	66.7%	50.7%	41.4%	46.5%	43.3%	47.5%	44.6%	39.6%	52.0%	63.3%	54.7%	26.4%	35.9%	42.9%	50.0%	100.0%	45.3%	45.7%	48.8%	8.0%	49.4%	81.7%	
Significantly different from column:*								I	HJ	I				OP	NP	NO	R	QTXWY		R			R	R	R	AAAB	ZAB	ZAA	

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 26a

In the last 6 months, how often did you have a hard time speaking with or understanding your child's personal doctor because you spoke different languages?

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	---	1,754	1,594	1,905	226	1,452	2	362	735	608	284	488	901	1,060	490	166	44	49	32	246	2	2	630	28	430	106	1,402	218	
Number missing or multiple answer	---	9	6	0	1	7	0	1	4	4	2	1	6	7	2	0	1	1	0	2	0	0	2	0	2	1	8	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	---	1,745	1,588	1,905	225	1,445	2	361	731	604	282	487	895	1,053	488	166	43	48	32	244	2	2	628	28	428	105	1,394	218	
	---	99.5%	99.6%	100.0%	99.6%	99.5%	100.0%	99.7%	99.5%	99.3%	99.3%	99.8%	99.3%	99.3%	99.6%	100.0%	97.7%	98.0%	100.0%	99.2%	100.0%	100.0%	99.7%	0.0%	99.5%	99.1%	99.4%	100.0%	
Never	---	1,592	1,447	1,728	200	1,325	2	331	672	545	206	446	871	992	425	138	40	38	30	170	2	2	618	27	389	94	1,272	201	
	---	91.2%	91.1%	90.7%	88.9%	91.7%	100.0%	91.7%	91.9%	90.2%	73.0%	91.6%	97.3%	94.2%	87.1%	83.1%	93.0%	79.2%	93.8%	69.7%	100.0%	100.0%	98.4%	96.4%	90.9%	89.5%	91.2%	92.2%	
Sometimes	---	84	78	125	16	63	0	17	33	30	38	24	16	32	36	15	2	8	1	32	0	0	6	0	26	3	68	10	
	---	4.8%	4.9%	6.6%	7.1%	4.4%	0.0%	4.7%	4.5%	5.0%	13.5%	4.9%	1.8%	3.0%	7.4%	9.0%	4.7%	16.7%	3.1%	13.1%	0.0%	0.0%	1.0%	0.0%	6.1%	2.9%	4.9%	4.6%	
Usually	---	34	22	28	6	26	0	5	13	15	17	9	2	15	11	8	1	1	0	19	0	0	2	0	8	6	23	5	
	---	1.9%	1.4%	1.5%	2.7%	1.8%	0.0%	1.4%	1.8%	2.5%	6.0%	1.8%	0.2%	1.4%	2.3%	4.8%	2.3%	2.1%	0.0%	7.8%	0.0%	0.0%	0.3%	0.0%	1.9%	5.7%	1.6%	2.3%	
Always	---	35	41	24	3	31	0	8	13	14	21	8	6	14	16	5	0	1	1	23	0	0	2	1	5	2	31	2	
	---	2.0%	2.6%	1.3%	1.3%	2.1%	0.0%	2.2%	1.8%	2.3%	7.4%	1.6%	0.7%	3.3%	3.0%	3.0%	0.0%	2.1%	3.1%	9.4%	0.0%	0.0%	0.3%	3.6%	1.2%	1.9%	2.2%	0.9%	
Significantly different from column:*											LM	K	K	O	N				WY			T		T					
Usually or Always	---	69	63	52	9	57	0	13	26	29	38	17	8	29	27	13	1	2	1	42	0	0	4	1	13	8	54	7	
	---	4.0%	4.0%	2.7%	4.0%	3.9%	0.0%	3.6%	3.6%	4.8%	13.5%	3.5%	0.9%	2.8%	5.5%	7.8%	2.3%	4.2%	3.1%	17.2%	0.0%	0.0%	0.6%	3.6%	3.0%	7.6%	3.9%	3.2%	
Significantly different from column:*		D									LM	KM	KL	OP	N	N	T	T		QRWY			TY		TW				

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 27

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,357	1,754	1,594	1,907	226	1,452	2	362	735	608	284	488	901	1,060	490	166	44	49	32	246	2	2	630	28	430	106	1,402	218	
Number missing or multiple answer	23	12	7	0	3	9	0	1	3	8	4	3	5	10	1	1	2	1	0	0	0	0	2	0	4	2	8	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,334	1,742	1,587	1,907	223	1,443	2	361	732	600	280	485	896	1,050	489	165	42	48	32	246	2	2	628	28	426	104	1,394	218	
	99.5%	99.3%	99.6%	100.0%	98.7%	99.4%	100.0%	99.7%	99.6%	98.7%	98.6%	99.4%	99.4%	99.1%	99.8%	99.4%	95.5%	98.0%	100.0%	100.0%	100.0%	100.0%	99.7%	0.0%	99.1%	98.1%	99.4%	100.0%	
Never	40	33	28	35	4	27	0	7	8	18	8	10	13	14	11	7	1	0	0	5	0	11	0	13	5	23	5		
	0.9%	1.9%	1.8%	1.8%	1.8%	1.9%	0.0%	1.9%	1.1%	3.0%	2.9%	2.1%	1.5%	1.3%	2.2%	4.2%	2.4%	0.0%	2.0%	0.0%	0.0%	1.8%	0.0%	3.1%	4.8%	1.6%	2.3%		
Sometimes	108	62	61	84	7	50	0	12	26	21	24	15	18	23	28	10	3	3	2	18	0	14	0	14	6	49	4		
	2.5%	3.6%	3.8%	4.4%	3.1%	3.5%	0.0%	3.3%	3.6%	3.5%	8.6%	3.1%	2.0%	2.2%	5.7%	6.1%	7.1%	6.3%	6.3%	7.3%	0.0%	2.2%	0.0%	3.3%	5.8%	3.5%	1.8%		
Usually	555	244	231	292	28	206	0	50	95	88	40	83	109	118	89	30	2	11	2	48	0	77	3	53	14	190	35		
	12.8%	14.0%	14.6%	15.3%	12.6%	14.3%	0.0%	13.9%	13.0%	14.7%	14.3%	17.1%	12.2%	11.2%	18.2%	18.2%	4.8%	22.9%	6.3%	19.5%	0.0%	0.0%	12.3%	10.7%	12.4%	13.5%	13.6%	16.1%	
Always	3,631	1,403	1,267	1,496	184	1,160	2	292	603	473	208	377	756	895	361	118	36	34	28	175	2	526	25	346	79	1,132	174		
	83.8%	80.5%	79.8%	78.4%	82.5%	80.4%	100.0%	80.9%	82.4%	78.8%	74.3%	77.7%	84.4%	85.2%	73.8%	71.5%	85.7%	70.8%	87.5%	71.1%	100.0%	100.0%	83.8%	89.3%	81.2%	76.0%	81.2%	79.8%	
Significantly different from column:*		A									M	M	KL	OP	N	N	T	W	T	QSWXY		RT	T	T					
Usually or Always	4,186	1,647	1,498	1,788	212	1,366	2	342	698	561	248	460	865	1,013	450	148	38	45	30	223	2	603	28	399	93	1,322	209		
	96.6%	94.5%	94.4%	93.8%	95.1%	94.7%	100.0%	94.7%	95.4%	93.5%	88.6%	94.8%	96.5%	96.5%	92.0%	89.7%	90.5%	93.8%	93.8%	90.7%	100.0%	100.0%	96.0%	100.0%	93.7%	89.4%	94.8%	95.9%	
Significantly different from column:*		A									LM	K	K	OP	N	N			W			T				AAAB	Z	Z	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 28

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,357	1,754	1,594	1,906	226	1,452	2	362	735	608	284	488	901	1,060	490	166	44	49	32	246	2	2	630	28	430	106	1,402	218	
Number missing or multiple answer	26	13	5	0	3	9	0	4	4	5	3	2	7	10	2	0	2	1	0	1	0	0	4	0	1	1	10	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,331	1,741	1,589	1,906	223	1,443	2	358	731	603	281	486	894	1,050	488	166	42	48	32	245	2	2	626	28	429	105	1,392	216	
	99.4%	99.3%	99.7%	100.0%	98.7%	99.4%	100.0%	98.9%	99.5%	99.2%	98.9%	99.6%	99.2%	99.1%	99.6%	100.0%	95.5%	98.0%	100.0%	99.6%	100.0%	100.0%	99.4%	0.0%	99.8%	99.1%	99.3%	99.1%	
Never	21	21	20	21	3	17	0	5	2	14	4	10	7	11	6	4	1	0	0	3	0	0	8	0	8	2	14	5	
	0.5%	1.2%	1.3%	1.1%	1.3%	1.2%	0.0%	1.4%	0.3%	2.3%	1.4%	2.1%	0.8%	1.0%	1.2%	2.4%	2.4%	0.0%	0.0%	1.2%	0.0%	0.0%	1.3%	0.0%	1.9%	1.9%	1.0%	2.3%	
Sometimes	103	64	59	90	7	50	0	18	25	17	16	15	27	29	16	17	1	1	2	9	0	0	20	2	13	1	56	7	
	2.4%	3.7%	3.7%	4.7%	3.1%	3.5%	0.0%	5.0%	3.4%	2.8%	5.7%	3.1%	3.0%	2.8%	3.3%	10.2%	2.4%	2.1%	6.3%	3.7%	0.0%	0.0%	3.2%	7.1%	3.0%	1.0%	4.0%	3.2%	
Usually	509	272	245	329	35	227	0	57	111	97	34	77	149	142	98	24	7	13	2	32	0	0	99	4	63	13	208	47	
	11.8%	15.6%	15.4%	17.3%	15.7%	15.7%	0.0%	15.9%	15.2%	16.1%	12.1%	15.8%	16.7%	13.5%	20.1%	14.5%	16.7%	27.1%	6.3%	13.1%	0.0%	0.0%	15.8%	14.3%	14.7%	12.4%	14.9%	21.8%	
Always	3,698	1,384	1,265	1,466	178	1,149	2	278	593	475	227	384	711	868	368	121	33	34	28	201	2	2	499	22	345	89	1,114	157	
	85.4%	79.5%	79.6%	76.9%	79.8%	79.6%	100.0%	77.7%	81.1%	78.8%	80.8%	79.0%	79.5%	82.7%	75.4%	72.9%	78.6%	70.8%	87.5%	82.0%	100.0%	100.0%	79.7%	78.6%	80.4%	84.8%	80.0%	72.7%	
Significantly different from column:*		A												OP	N	N										AB	AB	ZAA	
Usually or Always	4,207	1,656	1,510	1,795	213	1,376	2	335	704	572	261	461	860	1,010	466	145	40	47	30	233	2	2	598	26	408	102	1,322	204	
	97.1%	95.1%	95.0%	94.2%	95.5%	95.4%	100.0%	93.6%	96.3%	94.9%	92.9%	94.9%	96.2%	96.2%	95.5%	87.3%	95.2%	97.9%	93.8%	95.1%	100.0%	100.0%	95.5%	92.9%	95.1%	97.1%	95.0%	94.4%	
Significantly different from column:*		A						I	H		M		K	P	P	NO													

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 29

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	4,357	1,754	1,594	1,907	226	1,452	2	362	735	608	284	488	901	1,060	490	166	44	49	32	246	2	2	630	28	430	106	1,402	218
Number missing or multiple answer	33	16	4	0	4	10	0	2	6	8	4	3	8	12	2	1	1	2	0	2	0	0	4	0	3	1	14	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,324	1,738	1,590	1,907	222	1,442	2	360	729	600	280	485	893	1,048	488	165	43	47	32	244	2	2	626	28	427	105	1,388	217
	99.2%	99.1%	99.7%	100.0%	98.2%	99.3%	100.0%	99.4%	99.2%	98.7%	98.6%	99.4%	99.1%	98.9%	99.6%	99.4%	97.7%	95.9%	100.0%	99.2%	100.0%	100.0%	99.4%	0.0%	99.3%	99.1%	99.0%	99.5%
Never	20	12	16	19	0	12	0	1	3	8	4	3	5	5	4	3	1	0	0	2	0	0	6	0	3	0	9	3
	0.5%	0.7%	1.0%	1.0%	0.0%	0.8%	0.0%	0.3%	0.4%	1.3%	1.4%	0.6%	0.6%	0.5%	0.8%	1.8%	2.3%	0.0%	0.0%	0.8%	0.0%	0.0%	1.0%	0.0%	0.7%	0.0%	0.6%	1.4%
Sometimes	76	55	53	63	8	42	0	14	22	17	11	15	24	23	20	11	1	2	2	7	0	0	14	3	12	1	46	6
	1.8%	3.2%	3.3%	3.3%	3.6%	2.9%	0.0%	3.9%	3.0%	2.8%	3.9%	3.1%	2.7%	2.2%	4.1%	6.7%	2.3%	4.3%	6.3%	2.9%	0.0%	0.0%	2.2%	10.7%	2.8%	1.0%	3.3%	2.8%
Usually	408	205	181	245	20	177	0	51	77	74	25	63	109	100	76	25	2	7	1	28	0	0	83	1	47	8	161	33
	9.4%	11.8%	11.4%	12.8%	9.0%	12.3%	0.0%	14.2%	10.6%	12.3%	8.9%	13.0%	12.2%	9.5%	15.6%	15.2%	4.7%	14.9%	3.1%	11.5%	0.0%	0.0%	13.3%	3.6%	11.0%	7.6%	11.6%	15.2%
Always	3,820	1,466	1,340	1,580	194	1,211	2	294	627	501	240	404	755	920	388	126	39	38	29	207	2	2	523	24	365	96	1,172	175
	88.3%	84.3%	84.3%	82.9%	87.4%	84.0%	100.0%	81.7%	86.0%	83.5%	85.7%	83.3%	84.5%	87.8%	79.5%	76.4%	90.7%	80.9%	90.6%	84.8%	100.0%	100.0%	83.5%	85.7%	85.5%	91.4%	84.4%	80.6%
Significantly different from column:*		A												OP	N	N											AB	Z
Usually or Always	4,228	1,671	1,521	1,825	214	1,388	2	345	704	575	265	467	864	1,020	464	151	41	45	30	235	2	2	606	25	412	104	1,333	208
	97.8%	96.1%	95.7%	95.7%	96.4%	96.3%	100.0%	95.8%	96.6%	95.8%	94.6%	96.3%	96.8%	97.3%	95.1%	91.5%	95.3%	95.7%	93.8%	96.3%	100.0%	100.0%	96.8%	89.3%	96.5%	99.0%	96.0%	95.9%
Significantly different from column:*		A												OP	N	N												

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 30

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,357	1,754	1,594	1,893	226	1,452	2	362	735	608	284	488	901	1,060	490	166	44	49	32	246	2	2	630	28	430	106	1,402	218	
Number missing or multiple answer	70	23	10	0	3	19	0	5	11	5	4	8	10	15	3	2	1	1	1	3	0	0	7	0	8	0	20	3	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,287	1,731	1,584	1,893	223	1,433	2	357	724	603	280	480	891	1,045	487	164	43	48	31	243	2	2	623	28	422	106	1,382	215	
	98.4%	98.7%	99.4%	100.0%	98.7%	98.7%	100.0%	98.6%	98.5%	99.2%	98.6%	98.4%	98.9%	98.6%	99.4%	98.8%	97.7%	98.0%	96.9%	98.8%	100.0%	100.0%	98.9%	0.0%	98.1%	100.0%	98.6%	98.6%	
Yes	2,907	1,280	1,121	1,267	166	1,060	2	90	597	557	210	351	659	773	368	113	31	32	21	177	2	1	477	21	306	81	1,027	150	
	67.8%	73.9%	70.8%	66.9%	74.4%	74.0%	100.0%	25.2%	82.5%	92.4%	75.0%	73.1%	74.0%	74.0%	75.6%	68.9%	72.1%	66.7%	67.7%	72.8%	100.0%	50.0%	76.6%	75.0%	72.5%	76.4%	74.3%	69.8%	
No	1,380	451	463	626	57	373	0	267	127	46	70	129	232	272	119	51	12	16	10	66	0	1	146	7	116	25	355	65	
	32.2%	26.1%	29.2%	33.1%	25.6%	26.0%	0.0%	74.8%	17.5%	7.6%	25.0%	26.9%	26.0%	26.0%	24.4%	31.1%	27.9%	33.3%	32.3%	27.2%	0.0%	50.0%	23.4%	25.0%	27.5%	23.6%	25.7%	30.2%	
Significantly different from column:*		ACD						IJ	HJ	HI																			

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 31

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

Base: All respondents whose child has a personal doctor, visited their personal doctor to get care, and is able to talk with his/her doctors (Q25, Q26, & Q30)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,907	1,280	1,121	1,240	166	1,060	2	90	597	557	210	351	659	773	368	113	31	32	21	177	2	1	477	21	306	81	1,027	150	
Number missing or multiple answer	52	14	16	0	2	10	0	4	4	6	4	4	5	6	5	2	0	0	0	6	0	0	2	1	4	1	11	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,855	1,266	1,105	1,240	164	1,050	2	86	593	551	206	347	654	767	363	111	31	32	21	171	2	1	475	20	302	80	1,016	148	
	98.2%	98.9%	98.6%	100.0%	98.8%	99.1%	100.0%	95.6%	99.3%	98.9%	98.1%	98.9%	99.2%	99.2%	98.6%	98.2%	100.0%	100.0%	100.0%	96.6%	100.0%	100.0%	99.6%	0.0%	98.7%	98.8%	98.9%	98.7%	
Never	14	9	12	13	2	6	0	1	6	2	4	1	3	5	3	1	1	0	0	0	0	0	3	0	3	0	6	3	
	0.5%	0.7%	1.1%	1.0%	1.2%	0.6%	0.0%	1.2%	1.0%	0.4%	1.9%	0.3%	0.5%	0.7%	0.8%	0.9%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%	1.0%	0.0%	0.6%	2.0%	
Sometimes	108	66	61	73	7	58	1	10	36	20	14	17	35	31	25	10	1	2	2	10	0	23	2	15	3	52	10		
	3.8%	5.2%	5.5%	5.9%	4.3%	5.5%	50.0%	11.6%	6.1%	3.6%	6.8%	4.9%	5.4%	4.0%	6.9%	9.0%	3.2%	6.3%	9.5%	5.8%	0.0%	4.8%	10.0%	5.0%	3.8%	5.1%	6.8%		
Usually	473	258	242	270	28	223	0	14	127	108	36	75	138	140	85	27	8	5	3	27	0	111	5	60	15	211	24		
	16.6%	20.4%	21.9%	21.8%	17.1%	21.2%	0.0%	16.3%	21.4%	19.6%	17.5%	21.6%	21.1%	18.3%	23.4%	24.3%	25.8%	15.6%	14.3%	15.8%	0.0%	23.4%	25.0%	19.9%	18.8%	20.8%	16.2%		
Always	2,260	933	790	884	127	763	1	61	424	421	152	254	478	591	250	73	21	25	16	134	2	338	13	224	62	747	111		
	79.2%	73.7%	71.5%	71.3%	77.4%	72.7%	50.0%	70.9%	71.5%	76.4%	73.8%	73.2%	73.1%	77.1%	68.9%	65.8%	67.7%	78.1%	76.2%	78.4%	100.0%	100.0%	71.2%	65.0%	74.2%	77.5%	73.5%	75.0%	
Significantly different from column:*		A											OP	N	N														
Usually or Always	2,733	1,191	1,032	1,154	155	986	1	75	551	529	188	329	616	731	335	100	29	30	19	161	2	1	449	18	284	77	958	135	
	95.7%	94.1%	93.4%	93.1%	94.5%	93.9%	50.0%	87.2%	92.9%	96.0%	91.3%	94.8%	94.2%	95.3%	92.3%	90.1%	93.5%	93.8%	90.5%	94.2%	100.0%	100.0%	94.5%	90.0%	94.0%	96.3%	94.3%	91.2%	
Significantly different from column:*		A							J	I				OP	N	N													

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 32

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	4,357	1,754	1,594	1,900	226	1,452	2	362	735	608	284	488	901	1,060	490	166	44	49	32	246	2	2	630	28	430	106	1,402	218	
Number missing or multiple answer	58	16	8	0	2	10	0	4	7	5	6	2	6	11	2	1	1	0	0	6	0	0	3	0	2	2	11	3	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,299	1,738	1,586	1,900	224	1,442	2	358	728	603	278	486	895	1,049	488	165	43	49	32	240	2	2	627	28	428	104	1,391	215	
	98.7%	99.1%	99.5%	100.0%	99.1%	99.3%	100.0%	98.9%	99.0%	99.2%	97.9%	99.6%	99.3%	99.0%	99.6%	99.4%	97.7%	100.0%	100.0%	97.6%	100.0%	100.0%	99.5%	0.0%	99.5%	98.1%	99.2%	98.6%	
Never	63	15	32	43	2	12	0	6	4	4	4	6	4	8	4	3	2	0	1	2	0	0	4	0	3	0	12	3	
	1.5%	0.9%	2.0%	2.3%	0.9%	0.8%	0.0%	1.7%	0.5%	0.7%	1.4%	1.2%	0.4%	0.8%	0.8%	1.8%	4.7%	0.0%	3.1%	0.8%	0.0%	0.0%	0.6%	0.0%	0.7%	0.0%	0.9%	1.4%	
Sometimes	217	130	118	164	17	104	0	34	57	34	46	29	45	65	45	17	7	5	2	29	0	0	23	1	40	15	97	13	
	5.0%	7.5%	7.4%	8.6%	7.6%	7.2%	0.0%	9.5%	7.8%	5.6%	16.5%	6.0%	5.0%	6.2%	9.2%	10.3%	16.3%	10.2%	6.3%	12.1%	0.0%	0.0%	3.7%	3.6%	9.3%	14.4%	7.0%	6.0%	
Usually	930	403	354	457	55	334	0	86	159	147	74	133	177	208	137	49	8	13	6	87	0	1	125	5	93	20	325	51	
	21.6%	23.2%	22.3%	24.1%	24.6%	23.2%	0.0%	24.0%	21.8%	24.4%	26.6%	27.4%	19.8%	19.8%	28.1%	29.7%	18.6%	26.5%	18.8%	36.3%	0.0%	50.0%	19.9%	17.9%	21.7%	19.2%	23.4%	23.7%	
Always	3,089	1,190	1,082	1,236	150	992	2	232	508	418	154	318	669	768	302	96	26	31	23	122	2	1	475	22	292	69	957	148	
	71.9%	68.5%	68.2%	65.1%	67.0%	68.8%	100.0%	64.8%	69.8%	69.3%	55.4%	65.4%	74.7%	73.2%	61.9%	58.2%	60.5%	63.3%	71.9%	50.8%	100.0%	50.0%	75.8%	78.6%	68.2%	66.3%	68.8%	68.8%	
Significantly different from column:*		AD									LM	KM	KL	OP	N	N	W		T	SWXY			QTY	T	TW				
Usually or Always	4,019	1,593	1,436	1,693	205	1,326	2	318	667	565	228	451	846	976	439	145	34	44	29	209	2	2	600	27	385	89	1,282	199	
	93.5%	91.7%	90.5%	89.1%	91.5%	92.0%	100.0%	88.8%	91.6%	93.7%	82.0%	92.8%	94.5%	93.0%	90.0%	87.9%	79.1%	89.8%	90.6%	87.1%	100.0%	100.0%	95.7%	96.4%	90.0%	85.6%	92.2%	92.6%	
Significantly different from column:*		AD						J		H	LM	K	K	OP	N	N				W			TY		W	AAAB	Z	Z	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 33

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,357	1,754	1,594	1,900	226	1,452	2	362	735	608	284	488	901	1,060	490	166	44	49	32	246	2	2	630	28	430	106	1,402	218	
Number missing or multiple answer	47	12	18	0	3	8	0	1	6	5	5	3	4	11	1	0	1	0	0	4	0	0	3	0	1	3	8	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,310	1,742	1,576	1,900	223	1,444	2	361	729	603	279	485	897	1,049	489	166	43	49	32	242	2	2	627	28	429	103	1,394	217	
	98.9%	99.3%	98.9%	100.0%	98.7%	99.4%	100.0%	99.7%	99.2%	99.2%	98.2%	99.4%	99.6%	99.0%	99.8%	100.0%	97.7%	100.0%	100.0%	98.4%	100.0%	100.0%	99.5%	0.0%	99.8%	97.2%	99.4%	99.5%	
Yes	3,883	1,541	1,392	1,656	185	1,290	2	342	655	502	254	434	783	934	434	142	39	43	30	217	2	1	543	25	381	85	1,236	197	
	90.1%	88.5%	88.3%	87.2%	83.0%	89.3%	100.0%	94.7%	89.8%	83.3%	91.0%	89.5%	87.3%	89.0%	88.8%	85.5%	90.7%	87.8%	93.8%	89.7%	100.0%	50.0%	86.6%	89.3%	88.8%	82.5%	88.7%	90.8%	
No	427	201	184	244	38	154	0	19	74	101	25	51	114	115	55	24	4	6	2	25	0	1	84	3	48	18	158	20	
	9.9%	11.5%	11.7%	12.8%	17.0%	10.7%	0.0%	5.3%	10.2%	16.7%	9.0%	10.5%	12.7%	11.0%	11.2%	14.5%	9.3%	12.2%	6.3%	10.3%	0.0%	50.0%	13.4%	10.7%	11.2%	17.5%	11.3%	9.2%	
Significantly different from column:*					F	E		IJ	HJ	HI																AB		Z	

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 34

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,357	1,754	1,594	1,904	226	1,452	2	362	735	608	284	488	901	1,060	490	166	44	49	32	246	2	2	630	28	430	106	1,402	218	
Number missing or multiple answer	65	15	7	0	0	14	0	2	5	6	2	3	9	9	4	2	2	0	1	2	0	0	5	0	2	1	12	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,292	1,739	1,587	1,904	226	1,438	2	360	730	602	282	485	892	1,051	486	164	42	49	31	244	2	2	625	28	428	105	1,390	216	
	98.5%	99.1%	99.6%	100.0%	100.0%	99.0%	100.0%	99.4%	99.3%	99.0%	99.3%	99.4%	99.0%	99.2%	99.2%	98.8%	95.5%	100.0%	96.9%	99.2%	100.0%	100.0%	99.2%	0.0%	99.5%	99.1%	99.1%	99.1%	
Yes	1,891	933	862	1,022	100	788	1	191	378	336	140	245	501	494	305	109	24	25	17	120	2	1	349	14	218	32	710	175	
	44.1%	53.7%	54.3%	53.7%	44.2%	54.8%	50.0%	53.1%	51.8%	55.8%	49.6%	50.5%	56.2%	47.0%	62.8%	66.5%	57.1%	51.0%	54.8%	49.2%	100.0%	50.0%	55.8%	50.0%	50.9%	30.5%	51.1%	81.0%	
No	2,401	806	725	882	126	650	1	169	352	266	142	240	391	557	181	55	18	24	14	124	0	1	276	14	210	73	680	41	
	55.9%	46.3%	45.7%	46.3%	55.8%	45.2%	50.0%	46.9%	48.2%	44.2%	50.4%	49.5%	43.8%	53.0%	37.2%	33.5%	42.9%	49.0%	45.2%	50.8%	0.0%	50.0%	44.2%	50.0%	49.1%	69.5%	48.9%	19.0%	
Significantly different from column:*		A			F	E						M	L	OP	N	N										AAAB	ZAB	ZAA	

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 35

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

Base: All respondents whose child has a personal doctor, visited their personal doctor, and got care from a doctor/health care provider besides his/her personal doctor (Q25, Q26, & Q34)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,891	933	862	1,002	100	788	1	191	378	336	140	245	501	494	305	109	24	25	17	120	2	1	349	14	218	32	710	175	
Number missing or multiple answer	38	18	17	0	1	16	0	3	6	9	1	2	15	9	5	2	0	0	1	0	0	7	0	6	1	12	5		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,853	915	845	1,002	99	772	1	188	372	327	139	243	486	485	300	107	24	25	16	120	2	1	342	14	212	31	698	170	
	98.0%	98.1%	98.0%	100.0%	99.0%	98.0%	100.0%	98.4%	98.4%	97.3%	99.3%	99.2%	97.0%	98.2%	98.4%	98.2%	100.0%	100.0%	94.1%	100.0%	100.0%	100.0%	98.0%	0.0%	97.2%	96.9%	98.3%	97.1%	
Never	107	41	50	55	2	38	0	5	16	20	2	9	29	23	13	4	2	2	0	1	0	0	22	0	8	2	34	4	
	5.8%	4.5%	5.9%	5.5%	2.0%	4.9%	0.0%	2.7%	4.3%	6.1%	1.4%	3.7%	6.0%	4.7%	4.3%	3.7%	8.3%	8.0%	0.0%	0.8%	0.0%	0.0%	6.4%	0.0%	3.8%	6.5%	4.9%	2.4%	
Sometimes	152	122	99	138	18	99	0	22	52	47	13	35	69	56	47	18	4	5	4	15	0	0	43	1	28	6	90	23	
	8.2%	13.3%	11.7%	13.8%	18.2%	12.8%	0.0%	11.7%	14.0%	14.4%	9.4%	14.4%	14.2%	11.5%	15.7%	16.8%	16.7%	20.0%	25.0%	12.5%	0.0%	0.0%	12.6%	7.1%	13.2%	19.4%	12.9%	13.5%	
Usually	432	259	225	317	20	227	1	44	106	101	38	66	145	121	100	32	3	7	4	37	0	0	98	5	69	6	197	53	
	23.3%	28.3%	26.6%	31.6%	20.2%	29.4%	100.0%	23.4%	28.5%	30.9%	27.3%	27.2%	29.8%	24.9%	33.3%	29.9%	12.5%	28.0%	25.0%	30.8%	0.0%	0.0%	28.7%	35.7%	32.5%	19.4%	28.2%	31.2%	
Always	1,162	493	471	492	59	408	0	117	198	159	86	133	243	285	140	53	15	11	8	67	2	1	179	8	107	17	377	90	
	62.7%	53.9%	55.7%	49.1%	59.6%	52.8%	0.0%	62.2%	53.2%	48.6%	61.9%	54.7%	50.0%	58.8%	46.7%	49.5%	62.5%	44.0%	50.0%	55.8%	100.0%	100.0%	52.3%	57.1%	50.5%	54.8%	54.0%	52.9%	
Significantly different from column:*		AD						IJ	H	H	M		K	O	N														
Usually or Always	1,594	752	696	809	79	635	1	161	304	260	124	199	388	406	240	85	18	18	12	104	2	1	277	13	176	23	574	143	
	86.0%	82.2%	82.4%	80.7%	79.8%	82.3%	100.0%	85.6%	81.7%	79.5%	89.2%	81.9%	79.8%	83.7%	80.0%	79.4%	75.0%	72.0%	75.0%	86.7%	100.0%	100.0%	81.0%	92.9%	83.0%	74.2%	82.2%	84.1%	
Significantly different from column:*		A									M		K																

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 36

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

Base: All respondents whose child has a personal doctor (Q25)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)								Child's Doctor Visits in Last 6 Months (Q7)				
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	5,639	2,235	2,017	2,379	289	1,837	3	434	963	774	376	616	1,130	1,398	594	192	55	73	40	316	2	2	796	35	540	404	1,549	237	
Number missing or multiple answer	153	35	39	0	6	25	0	4	18	13	6	5	21	26	7	2	4	1	1	3	0	0	14	0	5	6	22	5	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,486	2,200	1,978	2,379	283	1,812	3	430	945	761	370	611	1,109	1,372	587	190	51	72	39	313	2	2	782	35	535	398	1,527	232	
	97.3%	98.4%	98.1%	100.0%	97.9%	98.6%	100.0%	99.1%	98.1%	98.3%	98.4%	99.2%	98.1%	98.1%	98.8%	99.0%	92.7%	98.6%	97.5%	99.1%	100.0%	100.0%	98.2%	0.0%	99.1%	98.5%	98.6%	97.9%	
0 Worst personal doctor possible	8	4	5	2	0	4	0	0	2	2	1	1	2	2	0	2	0	0	0	0	0	0	3	0	0	1	0	3	
	0.1%	0.2%	0.3%	0.1%	0.0%	0.2%	0.0%	0.0%	0.3%	0.3%	0.2%	0.2%	0.1%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%	0.3%	0.0%	0.3%	1.3%	
1	9	6	5	7	1	5	0	0	4	2	1	2	3	6	0	0	1	0	0	1	0	1	0	3	2	4	0	0	
	0.2%	0.3%	0.3%	0.3%	0.4%	0.3%	0.0%	0.0%	0.4%	0.3%	0.3%	0.3%	0.4%	0.0%	0.0%	2.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.1%	0.0%	0.6%	0.5%	0.3%	0.0%		
2	14	6	4	13	0	5	0	1	3	1	2	0	3	2	2	2	0	0	0	1	0	2	0	2	0	6	0	0	
	0.3%	0.3%	0.2%	0.5%	0.0%	0.3%	0.0%	0.2%	0.3%	0.1%	0.5%	0.0%	0.3%	0.1%	0.3%	1.1%	0.0%	0.0%	0.0%	0.3%	0.0%	0.3%	0.0%	0.4%	0.0%	0.4%	0.0%		
3	19	7	10	17	1	6	0	0	6	1	0	0	7	5	2	0	0	0	0	0	0	4	0	1	3	2	1	0	
	0.3%	0.3%	0.5%	0.7%	0.4%	0.3%	0.0%	0.0%	0.6%	0.1%	0.0%	0.0%	0.6%	0.4%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.0%	0.2%	0.8%	0.1%	0.4%		
4	25	15	10	21	1	12	0	5	3	6	4	6	4	7	4	3	0	0	1	3	0	6	0	2	2	9	3	0	
	0.5%	0.7%	0.5%	0.9%	0.4%	0.7%	0.0%	1.2%	0.3%	0.8%	1.1%	1.0%	0.4%	0.5%	0.7%	1.6%	0.0%	0.0%	2.6%	1.0%	0.0%	0.8%	0.0%	0.4%	0.5%	0.6%	1.3%		
5	101	47	42	54	6	38	0	6	20	19	8	14	24	23	15	7	2	1	2	6	0	17	3	10	11	31	5	0	
	1.8%	2.1%	2.1%	2.3%	2.1%	2.1%	0.0%	1.4%	2.1%	2.5%	2.2%	2.3%	2.2%	1.7%	2.6%	3.7%	3.9%	1.4%	5.1%	1.9%	0.0%	2.2%	8.6%	1.9%	2.8%	2.0%	2.2%		
6	91	51	45	61	9	37	0	11	20	20	7	16	25	28	19	4	3	2	1	5	0	21	1	10	9	37	5	0	
	1.7%	2.3%	2.3%	2.6%	3.2%	2.0%	0.0%	2.6%	2.1%	2.6%	1.9%	2.6%	2.3%	2.0%	3.2%	2.1%	5.9%	2.8%	2.6%	1.6%	0.0%	2.7%	2.9%	1.9%	2.3%	2.4%	2.2%		
7	246	123	110	159	12	100	0	24	46	48	16	35	59	62	39	18	6	7	5	9	0	43	0	22	25	87	9	0	
	4.5%	5.6%	5.6%	6.7%	4.2%	5.5%	0.0%	5.6%	4.9%	6.3%	4.3%	5.7%	5.3%	4.5%	6.6%	9.5%	11.8%	9.7%	12.8%	2.9%	0.0%	5.5%	0.0%	4.1%	6.3%	5.7%	3.9%		
8	664	319	307	358	59	244	1	50	132	126	50	72	181	193	87	30	6	12	2	40	0	130	5	72	68	208	36	0	
	12.1%	14.5%	15.5%	15.0%	20.8%	13.5%	33.3%	11.6%	14.0%	16.6%	13.5%	11.8%	16.3%	14.1%	14.8%	15.8%	11.8%	16.7%	5.1%	12.8%	0.0%	16.6%	14.3%	13.5%	17.1%	13.6%	15.5%		
9	965	446	399	465	52	378	0	80	197	159	75	125	230	252	145	37	10	15	9	71	0	155	9	117	79	315	45	0	
	17.6%	20.3%	20.2%	19.5%	18.4%	20.9%	0.0%	18.6%	20.8%	20.9%	20.3%	20.5%	20.7%	18.4%	24.7%	19.5%	19.6%	20.8%	23.1%	22.7%	0.0%	19.8%	25.7%	21.9%	19.8%	20.6%	19.4%		
10 Best personal doctor possible	3,344	1,176	1,041	1,222	142	983	2	253	512	377	206	340	571	792	274	87	23	35	19	177	2	400	17	296	198	828	125	0	
	61.0%	53.5%	52.6%	51.4%	50.2%	54.2%	66.7%	58.8%	54.2%	49.5%	55.7%	55.6%	51.5%	57.7%	46.7%	45.8%	45.1%	48.6%	48.7%	56.5%	100.0%	100.0%	51.2%	48.6%	55.3%	49.7%	54.2%	53.9%	

NA - Not Applicable

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 36

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

Base: All respondents whose child has a personal doctor (Q25)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)							Child's Doctor Visits in Last 6 Months (Q7)				
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	5,639	2,235	2,017	2,379	289	1,837	3	434	963	774	376	616	1,130	1,398	594	192	55	73	40	316	2	2	796	35	540	404	1,549	237
Number missing or multiple answer	153	35	39	0	6	25	0	4	18	13	6	5	21	26	7	2	4	1	3	0	0	14	0	5	6	22	5	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,486	2,200	1,978	2,379	283	1,812	3	430	945	761	370	611	1,109	1,372	587	190	51	72	39	313	2	2	782	35	535	398	1,527	232
	97.3%	98.4%	98.1%	100.0%	97.9%	98.6%	100.0%	99.1%	98.1%	98.3%	98.4%	99.2%	98.1%	98.1%	98.8%	99.0%	92.7%	98.6%	97.5%	99.1%	100.0%	100.0%	98.2%	0.0%	99.1%	98.5%	98.6%	97.9%
0 to 4	75	38	34	60	3	32	0	6	18	12	8	9	19	22	8	7	1	0	1	5	0	0	16	0	8	8	21	7
	1.4%	1.7%	1.7%	2.5%	1.1%	1.8%	0.0%	1.4%	1.9%	1.6%	2.2%	1.5%	1.7%	1.6%	1.4%	3.7%	2.0%	0.0%	2.6%	1.6%	0.0%	0.0%	2.0%	0.0%	1.5%	2.0%	1.4%	3.0%
5	101	47	42	54	6	38	0	6	20	19	8	14	24	23	15	7	2	1	2	6	0	0	17	3	10	11	31	5
	1.8%	2.1%	2.1%	2.3%	2.1%	2.1%	0.0%	1.4%	2.1%	2.5%	2.2%	2.3%	2.2%	1.7%	2.6%	3.7%	3.9%	1.4%	5.1%	1.9%	0.0%	0.0%	2.2%	8.6%	1.9%	2.8%	2.0%	2.2%
6 or 7	337	174	155	220	21	137	0	35	66	68	23	51	84	90	58	22	9	9	6	14	0	0	64	1	32	34	124	14
	6.1%	7.9%	7.8%	9.2%	7.4%	7.6%	0.0%	8.1%	7.0%	8.9%	6.2%	8.3%	7.6%	6.6%	9.9%	11.6%	17.6%	12.5%	15.4%	4.5%	0.0%	0.0%	8.2%	2.9%	6.0%	8.5%	8.1%	6.0%
8 to 10	4,973	1,941	1,747	2,045	253	1,605	3	383	841	662	331	537	982	1,237	506	154	39	62	30	288	2	2	685	31	485	345	1,351	206
	90.6%	88.2%	88.3%	86.0%	89.4%	88.6%	100.0%	89.1%	89.0%	87.0%	89.5%	87.9%	88.5%	90.2%	86.2%	81.1%	76.5%	86.1%	76.9%	92.0%	100.0%	100.0%	87.6%	88.6%	90.7%	86.7%	88.5%	88.8%
Significantly different from column:*		AD												OP	N	N	TWY			QW			QT		Q			
0 to 6	267	136	121	175	18	107	0	23	58	51	23	39	68	73	42	18	6	3	4	16	0	0	54	4	28	28	89	17
	4.9%	6.2%	6.1%	7.4%	6.4%	5.9%	0.0%	5.3%	6.1%	6.7%	6.2%	6.4%	6.1%	5.3%	7.2%	9.5%	11.8%	4.2%	10.3%	5.1%	0.0%	0.0%	6.9%	11.4%	5.2%	7.0%	5.8%	7.3%
7 to 8	910	442	417	517	71	344	1	74	178	174	66	107	240	255	126	48	12	19	7	49	0	0	173	5	94	93	295	45
	16.6%	20.1%	21.1%	21.7%	25.1%	19.0%	33.3%	17.2%	18.8%	22.9%	17.8%	17.5%	21.6%	18.6%	21.5%	25.3%	23.5%	26.4%	17.9%	15.7%	0.0%	0.0%	22.1%	14.3%	17.6%	23.4%	19.3%	19.4%
9 to 10	4,309	1,622	1,440	1,687	194	1,361	2	333	709	536	281	465	801	1,044	419	124	33	50	28	248	2	2	555	26	413	277	1,143	170
	78.5%	73.7%	72.8%	70.9%	68.6%	75.1%	66.7%	77.4%	75.0%	70.4%	75.9%	76.1%	72.2%	76.1%	71.4%	65.3%	64.7%	69.4%	71.8%	79.2%	100.0%	100.0%	71.0%	74.3%	77.2%	69.6%	74.9%	73.3%
Significantly different from column:*		AD			F	E		J	J	HI				OP	N	N	TY			QW			TY		QW	AA	Z	

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 37

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

Base: All respondents whose child has a personal doctor (Q25)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,944	2,235	2,017	2,389	289	1,837	3	434	963	774	376	616	1,130	1,398	594	192	55	73	40	316	2	2	796	35	540	404	1,549	237	
Number missing or multiple answer	82	29	29	0	3	23	0	2	13	13	8	5	13	19	6	3	3	1	1	5	0	0	9	0	4	5	17	5	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,862	2,206	1,988	2,389	286	1,814	3	432	950	761	368	611	1,117	1,379	588	189	52	72	39	311	2	2	787	35	536	399	1,532	232	
	97.2%	98.7%	98.6%	100.0%	99.0%	98.7%	100.0%	99.5%	98.7%	98.3%	97.9%	99.2%	98.8%	98.6%	99.0%	98.4%	94.5%	98.6%	97.5%	98.4%	100.0%	100.0%	98.9%	0.0%	99.3%	98.8%	98.9%	97.9%	
Yes	719	1,101	992	1,206	114	937	2	157	506	410	104	275	671	578	352	142	27	23	24	73	1	1	469	18	276	109	791	182	
	25.1%	49.9%	49.9%	50.5%	39.9%	51.7%	66.7%	36.3%	53.3%	53.9%	28.3%	45.0%	60.1%	41.9%	59.9%	75.1%	51.9%	31.9%	61.5%	23.5%	50.0%	50.0%	59.6%	51.4%	51.5%	27.3%	51.6%	78.4%	
No	2,143	1,105	996	1,183	172	877	1	275	444	351	264	336	446	801	236	47	25	49	15	238	1	1	318	17	260	290	741	50	
	74.9%	50.1%	50.1%	49.5%	60.1%	48.3%	33.3%	63.7%	46.7%	46.1%	71.7%	55.0%	39.9%	58.1%	40.1%	24.9%	48.1%	68.1%	38.5%	76.5%	50.0%	50.0%	40.4%	48.6%	48.5%	72.7%	48.4%	21.6%	
Significantly different from column:*		A			F	E		IJ	H	H	LM	KM	KL	OP	NP	NO	RT	QSWY	RT	QSWXY			RTY	T	RTW	AAAB	ZAB	ZAA	

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 38

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

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that has lasted for more than 3 months (Q25 & Q37)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	719	1,101	992	1,178	114	937	2	157	506	410	104	275	671	578	352	142	27	23	24	73	1	1	469	18	276	109	791	182	
Number missing or multiple answer	22	28	18	0	3	20	0	3	10	12	3	7	14	9	10	6	0	0	2	2	0	0	9	0	6	0	23	5	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	697	1,073	974	1,178	111	917	2	154	496	398	101	268	657	569	342	136	27	23	22	71	1	1	460	18	270	109	768	177	
	96.9%	97.5%	98.2%	100.0%	97.4%	97.9%	100.0%	98.1%	98.0%	97.1%	97.1%	97.5%	97.9%	98.4%	97.2%	95.8%	100.0%	100.0%	91.7%	97.3%	100.0%	100.0%	98.1%	0.0%	97.8%	100.0%	97.1%	97.3%	
Yes	642	975	868	1,069	101	836	2	146	457	352	91	246	597	529	307	117	23	22	21	67	1	1	419	17	245	97	698	164	
	92.1%	90.9%	89.1%	90.7%	91.0%	91.2%	100.0%	94.8%	92.1%	88.4%	90.1%	91.8%	90.9%	93.0%	89.8%	86.0%	85.2%	95.7%	95.5%	94.4%	100.0%	100.0%	91.1%	94.4%	90.7%	89.0%	90.9%	92.7%	
No	55	98	106	109	10	81	0	8	39	46	10	22	60	40	35	19	4	1	1	4	0	0	41	1	25	12	70	13	
	7.9%	9.1%	10.9%	9.3%	9.0%	8.8%	0.0%	5.2%	7.9%	11.6%	9.9%	8.2%	9.1%	7.0%	10.2%	14.0%	14.8%	4.3%	4.5%	5.6%	0.0%	0.0%	8.9%	5.6%	9.3%	11.0%	9.1%	7.3%	
Significantly different from column:*								J		H				P		N													

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 39

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

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that has lasted for more than 3 months (Q25 & Q37)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	719	1,101	992	1,176	114	937	2	157	506	410	104	275	671	578	352	142	27	23	24	73	1	1	469	18	276	109	791	182	
Number missing or multiple answer	18	37	22	0	4	27	0	5	17	12	2	8	20	17	11	7	0	0	1	1	0	0	16	0	6	2	24	11	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	701	1,064	970	1,176	110	910	2	152	489	398	102	267	651	561	341	135	27	23	23	72	1	1	453	18	270	107	767	171	
	97.5%	96.6%	97.8%	100.0%	96.5%	97.1%	100.0%	96.8%	96.6%	97.1%	98.1%	97.1%	97.0%	97.1%	96.9%	95.1%	100.0%	100.0%	95.8%	98.6%	100.0%	100.0%	96.6%	0.0%	97.8%	98.2%	97.0%	94.0%	
Yes	621	923	823	1,006	98	793	2	137	432	333	89	244	556	501	291	109	22	20	20	65	1	1	394	17	238	93	664	150	
	88.6%	86.7%	84.8%	85.5%	89.1%	87.1%	100.0%	90.1%	88.3%	83.7%	87.3%	91.4%	85.4%	89.3%	85.3%	80.7%	81.5%	87.0%	87.0%	90.3%	100.0%	100.0%	87.0%	94.4%	88.1%	86.9%	86.6%	87.7%	
No	80	141	147	170	12	117	0	15	57	65	13	23	95	60	50	26	5	3	3	7	0	0	59	1	32	14	103	21	
	11.4%	13.3%	15.2%	14.5%	10.9%	12.9%	0.0%	9.9%	11.7%	16.3%	12.7%	8.6%	14.6%	10.7%	14.7%	19.3%	18.5%	13.0%	13.0%	9.7%	0.0%	0.0%	13.0%	5.6%	11.9%	13.1%	13.4%	12.3%	
Significantly different from column:*										J	I		M	L	P	N													

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 40

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	6,550	2,452	2,219	2,675	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247
Number missing or multiple answer	75	12	10	0	1	10	0	1	4	7	4	3	5	4	3	5	0	0	0	4	0	0	4	0	1	2	8	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,475	2,440	2,209	2,675	342	1,976	3	468	1,055	848	427	672	1,212	1,540	643	203	61	97	47	347	2	3	836	38	598	471	1,667	247
	98.9%	99.5%	99.5%	100.0%	99.7%	99.5%	100.0%	99.8%	99.6%	99.2%	99.1%	99.6%	99.6%	99.7%	99.5%	97.6%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	99.5%	0.0%	99.8%	99.6%	99.5%	100.0%
Yes	1,505	721	639	852	93	591	1	142	301	258	103	174	405	352	244	108	14	21	13	83	1	1	263	10	183	49	500	158
	23.2%	29.5%	28.9%	31.9%	27.2%	29.9%	33.3%	30.3%	28.5%	30.4%	24.1%	25.9%	33.4%	22.9%	37.9%	53.2%	23.0%	21.6%	27.7%	23.9%	50.0%	33.3%	31.5%	26.3%	30.6%	10.4%	30.0%	64.0%
No	4,970	1,719	1,570	1,823	249	1,385	2	326	754	590	324	498	807	1,188	399	95	47	76	34	264	1	2	573	28	415	422	1,167	89
	76.8%	70.5%	71.1%	68.1%	72.8%	70.1%	66.7%	69.7%	71.5%	69.6%	75.9%	74.1%	66.6%	77.1%	62.1%	46.8%	77.0%	78.4%	72.3%	76.1%	50.0%	66.7%	68.5%	73.7%	69.4%	89.6%	70.0%	36.0%
Significantly different from column:*		A									M	M	KL	OP	NP	NO		W	WY			RT		T	AAAB	ZAB	ZAA	

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 41

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

Base: All respondents who made an appointment for their child to see a specialist (Q40)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,505	721	639	835	93	591	1	142	301	258	103	174	405	352	244	108	14	21	13	83	1	1	263	10	183	49	500	158	
Number missing or multiple answer	17	7	3	0	2	4	0	0	3	3	1	1	4	1	3	1	1	0	0	1	0	0	1	0	3	0	6	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,488	714	636	835	91	587	1	142	298	255	102	173	401	351	241	107	13	21	13	82	1	1	262	10	180	49	494	157	
	98.9%	99.0%	99.5%	100.0%	97.8%	99.3%	100.0%	100.0%	99.0%	98.8%	99.0%	99.4%	99.0%	99.7%	98.8%	99.1%	92.9%	100.0%	100.0%	98.8%	100.0%	100.0%	99.6%	0.0%	98.4%	100.0%	98.8%	99.4%	
Never	60	53	34	50	4	44	0	4	29	16	4	8	36	22	20	9	0	0	0	3	0	0	21	0	20	5	36	12	
	4.0%	7.4%	5.3%	6.0%	4.4%	7.5%	0.0%	2.8%	9.7%	6.3%	3.9%	4.6%	9.0%	6.3%	8.3%	8.4%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	8.0%	0.0%	11.1%	10.2%	7.3%	7.6%	
Sometimes	218	98	112	139	13	78	1	21	39	35	15	23	53	49	33	14	2	8	4	11	0	0	31	1	23	7	69	20	
	14.7%	13.7%	17.6%	16.6%	14.3%	13.3%	100.0%	14.8%	13.1%	13.7%	14.7%	13.3%	13.2%	14.0%	13.7%	13.1%	15.4%	38.1%	30.8%	13.4%	0.0%	0.0%	11.8%	10.0%	12.8%	14.3%	14.0%	12.7%	
Usually	375	225	185	259	28	188	0	50	88	83	35	58	125	92	80	48	5	5	3	33	1	0	88	2	44	10	164	45	
	25.2%	31.5%	29.1%	31.0%	30.8%	32.0%	0.0%	35.2%	29.5%	32.5%	34.3%	33.5%	31.2%	26.2%	33.2%	44.9%	38.5%	23.8%	23.1%	40.2%	100.0%	0.0%	33.6%	20.0%	24.4%	20.4%	33.2%	28.7%	
Always	835	338	305	387	46	277	0	67	142	121	48	84	187	188	108	36	6	8	6	35	0	1	122	7	93	27	225	80	
	56.1%	47.3%	48.0%	46.3%	50.5%	47.2%	0.0%	47.2%	47.7%	47.5%	47.1%	48.6%	46.6%	53.6%	44.8%	33.6%	46.2%	38.1%	46.2%	42.7%	0.0%	100.0%	46.6%	70.0%	51.7%	55.1%	45.5%	51.0%	
Significantly different from column:*		A												OP	N	N													
Usually or Always	1,210	563	490	646	74	465	0	117	230	204	83	142	312	280	188	84	11	13	9	68	1	1	210	9	137	37	389	125	
	81.3%	78.9%	77.0%	77.4%	81.3%	79.2%	0.0%	82.4%	77.2%	80.0%	81.4%	82.1%	77.8%	79.8%	78.0%	78.5%	84.6%	61.9%	69.2%	82.9%	100.0%	100.0%	80.2%	90.0%	76.1%	75.5%	78.7%	79.6%	
Significantly different from column:*																													

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 42

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

Base: All respondents who made an appointment for their child to see a specialist (Q40)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,505	721	639	831	93	591	1	142	301	258	103	174	405	352	244	108	14	21	13	83	1	1	263	10	183	49	500	158
Number missing or multiple answer	24	9	3	0	0	5	0	0	3	4	2	1	2	3	2	1	0	0	1	0	0	0	1	0	1	0	8	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,481	712	636	831	93	586	1	142	298	254	101	173	403	349	242	106	13	21	13	82	1	1	262	10	182	49	492	158
	98.4%	98.8%	99.5%	100.0%	100.0%	99.2%	100.0%	100.0%	99.0%	98.4%	98.1%	99.4%	99.5%	99.1%	99.2%	98.1%	92.9%	100.0%	100.0%	98.8%	100.0%	100.0%	99.6%	0.0%	99.5%	100.0%	98.4%	100.0%
None	102	46	28	37	5	38	0	4	29	13	7	13	24	22	14	10	1	0	1	7	0	0	9	1	18	8	33	5
	6.9%	6.5%	4.4%	4.5%	5.4%	6.5%	0.0%	2.8%	9.7%	5.1%	6.9%	7.5%	6.0%	6.3%	5.8%	9.4%	7.7%	0.0%	7.7%	8.5%	0.0%	0.0%	3.4%	10.0%	9.9%	16.3%	6.7%	3.2%
1 specialist	964	400	344	484	66	318	1	69	160	159	66	89	224	213	138	39	8	13	9	48	1	1	145	4	97	36	296	62
	65.1%	56.2%	54.1%	58.2%	71.0%	54.3%	100.0%	48.6%	53.7%	62.6%	65.3%	51.4%	55.6%	61.0%	57.0%	36.8%	61.5%	61.9%	69.2%	58.5%	100.0%	100.0%	55.3%	40.0%	53.3%	73.5%	60.2%	39.2%
2	284	156	157	177	13	135	0	40	62	50	12	47	89	79	50	24	4	6	2	14	0	0	62	3	38	4	106	42
	19.2%	21.9%	24.7%	21.3%	14.0%	23.0%	0.0%	28.2%	20.8%	19.7%	11.9%	27.2%	22.1%	22.6%	20.7%	22.6%	30.8%	28.6%	15.4%	17.1%	0.0%	0.0%	23.7%	30.0%	20.9%	8.2%	21.5%	26.6%
3	86	66	57	69	7	57	0	17	28	20	11	15	39	25	25	14	0	1	0	9	0	0	32	1	19	1	40	24
	5.8%	9.3%	9.0%	8.3%	7.5%	9.7%	0.0%	12.0%	9.4%	7.9%	10.9%	8.7%	9.7%	7.2%	10.3%	13.2%	0.0%	4.8%	0.0%	11.0%	0.0%	0.0%	12.2%	10.0%	10.4%	2.0%	8.1%	15.2%
4	25	21	22	32	1	17	0	5	10	6	3	4	12	4	11	6	0	0	1	2	0	0	7	1	5	0	11	9
	1.7%	2.9%	3.5%	3.9%	1.1%	2.9%	0.0%	3.5%	3.4%	2.4%	3.0%	2.3%	3.0%	1.1%	4.5%	5.7%	0.0%	0.0%	7.7%	2.4%	0.0%	0.0%	2.7%	10.0%	2.7%	0.0%	2.2%	5.7%
5 or more specialists	20	23	28	32	1	21	0	7	9	6	2	5	15	6	4	13	0	1	0	2	0	0	7	0	5	0	6	16
	1.4%	3.2%	4.4%	3.9%	1.1%	3.6%	0.0%	4.9%	3.0%	2.4%	2.0%	2.9%	3.7%	1.7%	1.7%	12.3%	0.0%	4.8%	0.0%	2.4%	0.0%	0.0%	2.7%	0.0%	2.7%	0.0%	1.2%	10.1%
3 or more specialists	131	110	107	133	9	95	0	29	47	32	16	24	66	35	40	33	0	2	1	13	0	0	46	2	29	1	57	49
	8.8%	15.4%	16.8%	16.0%	9.7%	16.2%	0.0%	20.4%	15.8%	12.6%	15.8%	13.9%	16.4%	10.0%	16.5%	31.1%	0.0%	9.5%	7.7%	15.9%	0.0%	0.0%	17.6%	20.0%	15.9%	2.0%	11.6%	31.0%
Significantly different from column:*		A						J	H					OP	NP	NO										AAAB	ZAB	ZAA

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 43

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?

Base: All respondents whose child saw a specialist (Q40 & Q42)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)								Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,379	666	608	791	88	548	1	138	269	241	94	160	379	327	228	96	12	21	12	75	1	1	253	9	164	41	459	153
Number missing or multiple answer	8	8	11	0	2	3	0	1	3	1	0	3	2	1	3	1	0	0	0	2	0	0	1	0	1	0	6	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,371	658	597	791	86	545	1	137	266	240	94	157	377	326	225	95	12	21	12	73	1	1	252	9	163	41	453	151
	99.4%	98.8%	98.2%	100.0%	97.7%	99.5%	100.0%	99.3%	98.9%	99.6%	100.0%	98.1%	99.5%	99.7%	98.7%	99.0%	100.0%	100.0%	100.0%	97.3%	100.0%	100.0%	99.6%	0.0%	99.4%	100.0%	98.7%	98.7%
0 Worst specialist possible	6	2	5	5	0	2	0	0	2	0	0	0	2	1	1	0	0	0	0	0	0	0	2	0	0	0	2	0
	0.4%	0.3%	0.8%	0.6%	0.0%	0.4%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.5%	0.3%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%
1	3	1	2	2	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	1	0	0	0	1	0	0
	0.2%	0.2%	0.3%	0.3%	0.0%	0.2%	0.0%	0.0%	0.4%	0.0%	0.0%	0.0%	0.3%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	5	6	2	4	1	5	0	0	2	4	0	2	4	2	1	3	0	0	0	0	0	2	0	0	3	0	5	1
	0.4%	0.9%	0.3%	0.5%	1.2%	0.9%	0.0%	0.0%	0.8%	1.7%	0.0%	1.3%	1.1%	0.6%	0.4%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	1.8%	0.0%	1.1%	0.7%	
3	12	2	1	8	0	2	0	1	1	0	0	0	2	1	1	0	0	0	0	0	0	1	0	1	0	1	2	0
	0.9%	0.3%	0.2%	1.0%	0.0%	0.4%	0.0%	0.7%	0.4%	0.0%	0.0%	0.5%	0.3%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%	0.6%	0.0%	0.4%	0.0%	
4	10	6	8	7	0	6	0	3	3	0	0	1	5	3	3	0	0	0	0	1	0	4	0	0	0	0	5	1
	0.7%	0.9%	1.3%	0.9%	0.0%	1.1%	0.0%	2.2%	1.1%	0.0%	0.6%	1.3%	0.9%	1.3%	0.9%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	1.1%	0.7%
5	33	15	15	19	2	12	0	3	7	4	0	4	9	8	1	5	1	1	1	1	0	4	0	4	1	10	3	
	2.4%	2.3%	2.5%	2.4%	2.3%	2.2%	0.0%	2.2%	2.6%	1.7%	0.0%	2.5%	2.4%	2.5%	0.4%	5.3%	8.3%	4.8%	8.3%	1.4%	0.0%	1.6%	0.0%	2.5%	2.4%	2.2%	2.0%	
6	32	24	18	29	0	21	0	5	9	8	3	4	14	12	6	4	0	1	0	2	0	10	1	3	1	15	8	
	2.3%	3.6%	3.0%	3.7%	0.0%	3.9%	0.0%	3.6%	3.4%	3.3%	3.2%	2.5%	3.7%	3.7%	2.7%	4.2%	0.0%	4.8%	0.0%	2.7%	0.0%	4.0%	11.1%	1.8%	2.4%	3.3%	5.3%	
7	77	42	43	47	7	33	0	7	19	16	5	9	26	19	17	6	1	0	3	3	0	16	2	12	2	33	7	
	5.6%	6.4%	7.2%	5.9%	8.1%	6.1%	0.0%	5.1%	7.1%	6.7%	5.3%	5.7%	6.9%	5.8%	7.6%	6.3%	8.3%	0.0%	25.0%	4.1%	0.0%	6.3%	22.2%	7.4%	4.9%	7.3%	4.6%	
8	168	106	92	130	17	84	1	23	38	44	10	28	64	55	35	14	1	5	2	10	0	44	1	18	10	75	20	
	12.3%	16.1%	15.4%	16.4%	19.8%	15.4%	100.0%	16.8%	14.3%	18.3%	10.6%	17.8%	17.0%	16.9%	15.6%	14.7%	8.3%	23.8%	16.7%	13.7%	0.0%	0.0%	17.5%	11.1%	11.0%	24.4%	16.6%	13.2%
9	225	141	126	165	18	118	0	23	57	59	23	30	83	68	48	23	2	7	0	20	0	55	1	34	6	99	33	
	16.4%	21.4%	21.1%	20.9%	20.9%	21.7%	0.0%	16.8%	21.4%	24.6%	24.5%	19.1%	22.0%	20.9%	21.3%	24.2%	16.7%	33.3%	0.0%	27.4%	0.0%	21.8%	11.1%	20.9%	14.6%	21.9%	21.9%	
10 Best specialist possible	800	313	285	375	41	261	0	72	127	105	53	79	167	156	112	40	7	7	6	36	1	113	4	88	20	207	78	
	58.4%	47.6%	47.7%	47.4%	47.7%	47.9%	0.0%	52.6%	47.7%	43.8%	56.4%	50.3%	44.3%	47.9%	49.8%	42.1%	58.3%	33.3%	50.0%	49.3%	100.0%	100.0%	44.8%	44.4%	54.0%	48.8%	45.7%	51.7%

NA - Not Applicable

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 43

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?

Base: All respondents whose child saw a specialist (Q40 & Q42)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)							Child's Doctor Visits in Last 6 Months (Q7)					
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,379	666	608	791	88	548	1	138	269	241	94	160	379	327	228	96	12	21	12	75	1	1	253	9	164	41	459	153	
Number missing or multiple answer	8	8	11	0	2	3	0	1	3	1	0	3	2	1	3	1	0	0	0	2	0	0	1	0	1	0	6	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,371	658	597	791	86	545	1	137	266	240	94	157	377	326	225	95	12	21	12	73	1	1	252	9	163	41	453	151	
	99.4%	98.8%	98.2%	100.0%	97.7%	99.5%	100.0%	99.3%	98.9%	99.6%	100.0%	98.1%	99.5%	99.7%	98.7%	99.0%	100.0%	100.0%	100.0%	97.3%	100.0%	100.0%	99.6%	0.0%	99.4%	100.0%	98.7%	98.7%	
0 to 4	36	17	18	26	1	16	0	4	9	4	0	3	14	8	6	3	0	0	0	1	0	0	10	0	4	1	14	2	
	2.6%	2.6%	3.0%	3.3%	1.2%	2.9%	0.0%	2.9%	3.4%	1.7%	0.0%	1.9%	3.7%	2.5%	2.7%	3.2%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	4.0%	0.0%	2.5%	2.4%	3.1%	1.3%	
5	33	15	15	19	2	12	0	3	7	4	0	4	9	8	1	5	1	1	1	1	0	0	4	0	4	1	10	3	
	2.4%	2.3%	2.5%	2.4%	2.3%	2.2%	0.0%	2.2%	2.6%	1.7%	0.0%	2.5%	2.4%	2.5%	0.4%	5.3%	8.3%	4.8%	8.3%	1.4%	0.0%	0.0%	1.6%	0.0%	2.5%	2.4%	2.2%	2.0%	
6 or 7	109	66	61	76	7	54	0	12	28	24	8	13	40	31	23	10	1	1	3	5	0	0	26	3	15	3	48	15	
	8.0%	10.0%	10.2%	9.6%	8.1%	9.9%	0.0%	8.8%	10.5%	10.0%	8.5%	8.3%	10.6%	9.5%	10.2%	10.5%	8.3%	4.8%	25.0%	6.8%	0.0%	0.0%	10.3%	33.3%	9.2%	7.3%	10.6%	9.9%	
8 to 10	1,193	560	503	670	76	463	1	118	222	208	86	137	314	279	195	77	10	19	8	66	1	1	212	6	140	36	381	131	
	87.0%	85.1%	84.3%	84.7%	88.4%	85.0%	100.0%	86.1%	83.5%	86.7%	91.5%	87.3%	83.3%	85.6%	86.7%	81.1%	83.3%	90.5%	66.7%	90.4%	100.0%	100.0%	84.1%	66.7%	85.9%	87.8%	84.1%	86.8%	
Significantly different from column:*											M		K																
0 to 6	101	56	51	74	3	49	0	12	25	16	3	11	37	28	13	12	1	2	1	4	0	0	24	1	11	3	39	13	
	7.4%	8.5%	8.5%	9.4%	3.5%	9.0%	0.0%	8.8%	9.4%	6.7%	3.2%	7.0%	9.8%	8.6%	5.8%	12.6%	8.3%	9.5%	8.3%	5.5%	0.0%	0.0%	9.5%	11.1%	6.7%	7.3%	8.6%	8.6%	
7 to 8	245	148	135	177	24	117	1	30	57	60	15	37	90	74	52	20	2	5	5	13	0	0	60	3	30	12	108	27	
	17.9%	22.5%	22.6%	22.4%	27.9%	21.5%	100.0%	21.9%	21.4%	25.0%	16.0%	23.6%	23.9%	22.7%	23.1%	21.1%	16.7%	23.8%	41.7%	17.8%	0.0%	0.0%	23.8%	33.3%	18.4%	29.3%	23.8%	17.9%	
9 to 10	1,025	454	411	540	59	379	0	95	184	164	76	109	250	224	160	63	9	14	6	56	1	1	168	5	122	26	306	111	
	74.8%	69.0%	68.8%	68.3%	68.6%	69.5%	0.0%	69.3%	69.2%	68.3%	80.9%	69.4%	66.3%	68.7%	71.1%	66.3%	75.0%	66.7%	50.0%	76.7%	100.0%	100.0%	66.7%	55.6%	74.8%	63.4%	67.5%	73.5%	
Significantly different from column:*		A									LM	K	K																

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 44

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	6,550	2,452	2,219	2,665	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	88	31	28	0	6	14	0	1	12	10	6	10	4	13	9	1	0	0	0	5	1	0	2	0	6	2	20	5	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,462	2,421	2,191	2,665	337	1,972	3	468	1,047	845	425	665	1,213	1,531	637	207	61	97	47	346	1	3	838	38	593	471	1,655	242	
	98.7%	98.7%	98.7%	100.0%	98.3%	99.3%	100.0%	99.8%	98.9%	98.8%	98.6%	98.5%	99.7%	99.2%	98.6%	99.5%	100.0%	100.0%	100.0%	98.6%	50.0%	100.0%	99.8%	0.0%	99.0%	99.6%	98.8%	98.0%	
Yes	1,590	668	553	706	97	541	1	151	294	203	148	185	301	399	189	69	16	19	15	130	1	0	180	8	189	90	478	87	
	24.6%	27.6%	25.2%	26.5%	28.8%	27.4%	33.3%	32.3%	28.1%	24.0%	34.8%	27.8%	24.8%	26.1%	29.7%	33.3%	26.2%	19.6%	31.9%	37.6%	100.0%	0.0%	21.5%	21.1%	31.9%	19.1%	28.9%	36.0%	
No	4,872	1,753	1,638	1,959	240	1,431	2	317	753	642	277	480	912	1,132	448	138	45	78	32	216	0	3	658	30	404	381	1,177	155	
	75.4%	72.4%	74.8%	73.5%	71.2%	72.6%	66.7%	67.7%	71.9%	76.0%	65.2%	72.2%	75.2%	73.9%	70.3%	66.7%	73.8%	80.4%	68.1%	62.4%	0.0%	100.0%	78.5%	78.9%	68.1%	80.9%	71.1%	64.0%	
Significantly different from column:*		A						J	J	HI	LM	K	K	P	N		TY		RWX			TY	T	RW	AAAB	ZAB	ZAA		

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 45

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

Base: All respondents who got information from child's health plan customer service (Q44)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,590	668	553	696	97	541	1	151	294	203	148	185	301	399	189	69	16	19	15	130	1	0	180	8	189	90	478	87
Number missing or multiple answer	49	15	14	0	1	11	0	3	7	3	3	1	8	7	4	2	1	0	0	3	0	0	4	0	3	1	12	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,541	653	539	696	96	530	1	148	287	200	145	184	293	392	185	67	15	19	15	127	1	0	176	8	186	89	466	85
	96.9%	97.8%	97.5%	100.0%	99.0%	98.0%	100.0%	98.0%	97.6%	98.5%	98.0%	99.5%	97.3%	98.2%	97.9%	97.1%	93.8%	100.0%	100.0%	97.7%	100.0%	---	97.8%	0.0%	98.4%	98.9%	97.5%	97.7%
Never	30	14	22	15	3	10	0	2	8	4	2	3	8	7	4	3	0	1	0	0	0	0	5	0	5	2	9	3
	1.9%	2.1%	4.1%	2.2%	3.1%	1.9%	0.0%	1.4%	2.8%	2.0%	1.4%	1.6%	2.7%	1.8%	2.2%	4.5%	0.0%	5.3%	0.0%	0.0%	0.0%	---	2.8%	0.0%	2.7%	2.2%	1.9%	3.5%
Sometimes	174	109	80	107	13	88	1	20	42	42	25	20	57	63	35	9	2	4	6	20	0	0	20	2	30	13	79	14
	11.3%	16.7%	14.8%	15.4%	13.5%	16.6%	100.0%	13.5%	14.6%	21.0%	17.2%	10.9%	19.5%	16.1%	18.9%	13.4%	13.3%	21.1%	40.0%	15.7%	0.0%	---	11.4%	25.0%	16.1%	14.6%	17.0%	16.5%
Usually	425	172	150	217	30	137	0	37	81	48	40	55	71	99	53	17	6	8	5	26	1	0	58	1	42	27	120	21
	27.6%	26.3%	27.8%	31.2%	31.3%	25.8%	0.0%	25.0%	28.2%	24.0%	27.6%	29.9%	24.2%	25.3%	28.6%	25.4%	40.0%	42.1%	33.3%	20.5%	100.0%	---	33.0%	12.5%	22.6%	30.3%	25.8%	24.7%
Always	912	358	287	357	50	295	0	89	156	106	78	106	157	223	93	38	7	6	4	81	0	0	93	5	109	47	258	47
	59.2%	54.8%	53.2%	51.3%	52.1%	55.7%	0.0%	60.1%	54.4%	53.0%	53.8%	57.6%	53.6%	56.9%	50.3%	56.7%	46.7%	31.6%	26.7%	63.8%	0.0%	---	52.8%	62.5%	58.6%	52.8%	55.4%	55.3%
Significantly different from column:*																		TY	TY	RS					RS			
Usually or Always	1,337	530	437	574	80	432	0	126	237	154	118	161	228	322	146	55	13	14	9	107	1	0	151	6	151	74	378	68
	86.8%	81.2%	81.1%	82.5%	83.3%	81.5%	0.0%	85.1%	82.6%	77.0%	81.4%	87.5%	77.8%	82.1%	78.9%	82.1%	86.7%	73.7%	60.0%	84.3%	100.0%	---	85.8%	75.0%	81.2%	83.1%	81.1%	80.0%
Significantly different from column:*		A										M	L															

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 46

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

Base: All respondents who got information from child's health plan customer service (Q44)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,590	668	553	690	97	541	1	151	294	203	148	185	301	399	189	69	16	19	15	130	1	0	180	8	189	90	478	87	
Number missing or multiple answer	47	11	16	0	1	7	0	2	5	1	2	1	4	4	2	2	0	0	0	0	0	0	4	0	3	1	10	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,543	657	537	690	96	534	1	149	289	202	146	184	297	395	187	67	16	19	15	130	1	0	176	8	186	89	468	87	
	97.0%	98.4%	97.1%	100.0%	99.0%	98.7%	100.0%	98.7%	98.3%	99.5%	98.6%	99.5%	98.7%	99.0%	98.9%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	---	97.8%	0.0%	98.4%	98.9%	97.9%	100.0%	
Never	18	10	6	4	2	6	0	2	3	5	2	1	6	7	2	1	0	0	0	1	0	0	2	0	5	1	8	1	
	1.2%	1.5%	1.1%	0.6%	2.1%	1.1%	0.0%	1.3%	1.0%	2.5%	1.4%	0.5%	2.0%	1.8%	1.1%	1.5%	0.0%	0.0%	0.0%	0.8%	0.0%	---	1.1%	0.0%	2.7%	1.1%	1.7%	1.1%	
Sometimes	58	35	27	47	4	25	0	7	10	13	9	9	11	18	10	6	2	3	2	6	0	6	0	4	4	25	5		
	3.8%	5.3%	5.0%	6.8%	4.2%	4.7%	0.0%	4.7%	3.5%	6.4%	6.2%	4.9%	3.7%	4.6%	5.3%	9.0%	12.5%	15.8%	13.3%	4.6%	0.0%	---	3.4%	0.0%	2.2%	4.5%	5.3%	5.7%	
Usually	303	135	105	147	23	109	0	29	60	42	33	40	59	71	46	15	5	6	3	29	0	0	32	2	39	20	96	14	
	19.6%	20.5%	19.6%	21.3%	24.0%	20.4%	0.0%	19.5%	20.8%	20.8%	22.6%	21.7%	19.9%	18.0%	24.6%	22.4%	31.3%	31.6%	20.0%	22.3%	0.0%	---	18.2%	25.0%	21.0%	22.5%	20.5%	16.1%	
Always	1,164	477	399	492	67	394	1	111	216	142	102	134	221	299	129	45	9	10	10	94	1	0	136	6	138	64	339	67	
	75.4%	72.6%	74.3%	71.3%	69.8%	73.8%	100.0%	74.5%	74.7%	70.3%	69.9%	72.8%	74.4%	75.7%	69.0%	67.2%	56.3%	52.6%	66.7%	72.3%	100.0%	---	77.3%	75.0%	74.2%	71.9%	72.4%	77.0%	
Significantly different from column:*																		Y								R			
Usually or Always	1,467	612	504	639	90	503	1	140	276	184	135	174	280	370	175	60	14	16	13	123	1	0	168	8	177	84	435	81	
	95.1%	93.2%	93.9%	92.6%	93.8%	94.2%	100.0%	94.0%	95.5%	91.1%	92.5%	94.6%	94.3%	93.7%	93.6%	89.6%	87.5%	84.2%	86.7%	94.6%	100.0%	---	95.5%	100.0%	95.2%	94.4%	92.9%	93.1%	
Significantly different from column:*									J	I																			

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 47

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	6,550	2,452	2,219	2,621	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	127	59	52	0	5	36	0	7	24	12	9	18	12	20	18	5	1	1	1	12	0	0	7	0	7	8	42	4	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,423	2,393	2,167	2,621	338	1,950	3	462	1,035	843	422	657	1,205	1,524	628	203	60	96	46	339	2	3	833	38	592	465	1,633	243	
	98.1%	97.6%	97.7%	100.0%	98.5%	98.2%	100.0%	98.5%	97.7%	98.6%	97.9%	97.3%	99.0%	98.7%	97.2%	97.6%	98.4%	99.0%	97.9%	96.6%	100.0%	100.0%	99.2%	0.0%	98.8%	98.3%	97.5%	98.4%	
Yes	1,379	769	686	876	116	624	0	151	335	265	161	213	358	463	205	91	15	24	17	147	1	1	217	10	206	126	517	105	
	21.5%	32.1%	31.7%	33.4%	34.3%	32.0%	0.0%	32.7%	32.4%	31.4%	38.2%	32.4%	29.7%	30.4%	32.6%	44.8%	25.0%	25.0%	37.0%	43.4%	50.0%	33.3%	26.1%	26.3%	34.8%	27.1%	31.7%	43.2%	
No	5,044	1,624	1,481	1,745	222	1,326	3	311	700	578	261	444	847	1,061	423	112	45	72	29	192	1	2	616	28	386	339	1,116	138	
	78.5%	67.9%	68.3%	66.6%	65.7%	68.0%	100.0%	67.3%	67.6%	68.6%	61.8%	67.6%	70.3%	69.6%	67.4%	55.2%	75.0%	75.0%	63.0%	56.6%	50.0%	66.7%	73.9%	73.7%	65.2%	72.9%	68.3%	56.8%	
Significantly different from column:*		A									M	K	P	P	NO	T	T		QRWXY			TY	T	TW	AB	AB	ZAA		

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 48

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

Base: All respondents who received forms to fill out from child's health plan (Q47)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	6,423	2,393	2,167	2,590	338	1,950	3	462	1,035	843	422	657	1,205	1,524	628	203	60	96	46	339	2	3	833	38	592	465	1,633	243	
Number missing or multiple answer	52	19	13	0	2	17	0	2	10	7	1	7	10	13	2	4	0	0	0	6	0	0	3	0	5	4	14	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,371	2,374	2,154	2,590	336	1,933	3	460	1,025	836	421	650	1,195	1,511	626	199	60	96	46	333	2	3	830	38	587	461	1,619	243	
	99.2%	99.2%	99.4%	100.0%	99.4%	99.1%	100.0%	99.6%	99.0%	99.2%	99.8%	98.9%	99.2%	99.1%	99.7%	98.0%	100.0%	100.0%	100.0%	98.2%	100.0%	100.0%	99.6%	0.0%	99.2%	99.1%	99.1%	100.0%	
Never	14	33	28	33	4	25	0	7	11	14	11	7	13	15	12	6	0	1	0	8	0	5	0	11	8	22	3		
	0.2%	1.4%	1.3%	1.3%	1.2%	1.3%	0.0%	1.5%	1.1%	1.7%	2.6%	1.1%	1.1%	1.0%	1.9%	3.0%	0.0%	1.0%	0.0%	2.4%	0.0%	0.6%	0.0%	1.9%	1.7%	1.4%	1.2%		
Sometimes	142	109	113	167	17	84	0	20	49	38	26	32	42	60	31	16	2	6	3	22	0	1	30	1	25	23	63	19	
	2.2%	4.6%	5.2%	6.4%	5.1%	4.3%	0.0%	4.3%	4.8%	4.5%	6.2%	4.9%	3.5%	4.0%	5.0%	8.0%	3.3%	6.3%	6.5%	6.6%	0.0%	33.3%	3.6%	2.6%	4.3%	5.0%	3.9%	7.8%	
Usually	427	262	240	312	40	214	0	47	122	86	48	69	136	137	87	34	6	6	6	50	0	0	83	3	68	32	177	44	
	6.7%	11.0%	11.1%	12.0%	11.9%	11.1%	0.0%	10.2%	11.9%	10.3%	11.4%	10.6%	11.4%	9.1%	13.9%	17.1%	10.0%	6.3%	13.0%	15.0%	0.0%	0.0%	10.0%	7.9%	11.6%	6.9%	10.9%	18.1%	
Always	5,788	1,970	1,773	2,078	275	1,610	3	386	843	698	336	542	1,004	1,299	496	143	52	83	37	253	2	2	712	34	483	398	1,357	177	
	90.8%	83.0%	82.3%	80.2%	81.8%	83.3%	100.0%	83.9%	82.2%	83.5%	79.8%	83.4%	84.0%	86.0%	79.2%	71.9%	86.7%	86.5%	80.4%	76.0%	100.0%	66.7%	85.8%	89.5%	82.3%	86.3%	83.8%	72.8%	
Significantly different from column:*		AD									M		K	OP	NP	NO		T		RWY		T		T	AB	AB	ZAA		
Usually or Always	6,215	2,232	2,013	2,390	315	1,824	3	433	965	784	384	611	1,140	1,436	583	177	58	89	43	303	2	2	795	37	551	430	1,534	221	
	97.6%	94.0%	93.5%	92.3%	93.8%	94.4%	100.0%	94.1%	94.1%	93.8%	91.2%	94.0%	95.4%	95.0%	93.1%	88.9%	96.7%	92.7%	93.5%	91.0%	100.0%	66.7%	95.8%	97.4%	93.9%	93.3%	94.7%	90.9%	
Significantly different from column:*		AD									M		K	P	N				W		T		T		AB	AB	AA		

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Respondents answering "No" to question 47 are reported to NCOA as "Always" in question 43, and are used in calculating the Customer Service composite score.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 49

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)								Child's Doctor Visits in Last 6 Months (Q7)				
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	6,550	2,452	2,219	2,641	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	155	56	25	0	10	27	0	2	24	12	8	7	21	23	7	0	0	1	0	7	0	0	16	0	8	12	34	7	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,395	2,396	2,194	2,641	333	1,959	3	467	1,035	843	423	668	1,196	1,521	639	201	61	96	47	344	2	3	824	38	591	461	1,641	240	
	97.6%	97.7%	98.9%	100.0%	97.1%	98.6%	100.0%	99.6%	97.7%	98.6%	98.1%	99.0%	98.3%	98.5%	98.9%	96.6%	100.0%	99.0%	100.0%	98.0%	100.0%	100.0%	98.1%	0.0%	98.7%	97.5%	98.0%	97.2%	
0 Worst health plan possible	20	9	3	6	0	8	0	0	3	4	1	2	5	5	0	2	0	0	1	1	0	0	3	0	2	2	7	0	
	0.3%	0.4%	0.1%	0.2%	0.0%	0.4%	0.0%	0.0%	0.3%	0.5%	0.2%	0.3%	0.4%	0.3%	0.0%	1.0%	0.0%	0.0%	2.1%	0.3%	0.0%	0.0%	0.4%	0.0%	0.3%	0.4%	0.4%	0.0%	
1	8	12	6	7	1	9	0	1	7	4	2	2	6	7	1	4	1	0	1	0	0	1	0	6	2	7	3		
	0.1%	0.5%	0.3%	0.3%	0.3%	0.5%	0.0%	0.2%	0.7%	0.5%	0.5%	0.3%	0.5%	0.5%	0.2%	2.0%	1.6%	0.0%	2.1%	0.0%	0.0%	0.0%	0.1%	0.0%	1.0%	0.4%	0.4%	1.3%	
2	9	10	7	5	1	8	0	1	6	2	1	0	8	2	6	2	0	0	1	1	0	3	0	2	2	6	2		
	0.1%	0.4%	0.3%	0.2%	0.3%	0.4%	0.0%	0.2%	0.6%	0.2%	0.2%	0.0%	0.7%	0.1%	0.9%	1.0%	0.0%	0.0%	2.1%	0.3%	0.0%	0.0%	0.4%	0.0%	0.3%	0.4%	0.4%	0.8%	
3	22	18	16	23	2	15	0	3	4	11	3	5	10	8	5	5	0	0	0	2	0	12	0	2	4	9	5		
	0.3%	0.8%	0.7%	0.9%	0.6%	0.8%	0.0%	0.6%	0.4%	1.3%	0.7%	0.7%	0.8%	0.5%	0.8%	2.5%	0.0%	0.0%	0.0%	0.6%	0.0%	1.5%	0.0%	0.3%	0.9%	0.5%	2.1%		
4	41	25	24	34	3	22	0	3	11	11	5	7	13	14	8	3	0	2	2	0	0	7	1	11	3	18	3		
	0.6%	1.0%	1.1%	1.3%	0.9%	1.1%	0.0%	0.6%	1.1%	1.3%	1.2%	1.0%	1.1%	0.9%	1.3%	1.5%	0.0%	2.1%	4.3%	0.0%	0.0%	0.8%	2.6%	1.9%	0.7%	1.1%	1.3%		
5	175	103	90	125	17	79	0	15	43	43	7	13	80	51	35	15	3	3	6	4	0	53	5	16	20	70	12		
	2.7%	4.3%	4.1%	4.7%	5.1%	4.0%	0.0%	3.2%	4.2%	5.1%	1.7%	1.9%	6.7%	3.4%	5.5%	7.5%	4.9%	3.1%	12.8%	1.2%	0.0%	6.4%	13.2%	2.7%	4.3%	4.3%	5.0%		
6	168	95	102	139	14	77	0	16	45	33	12	20	60	50	32	11	1	3	3	4	0	42	2	25	21	60	13		
	2.6%	4.0%	4.6%	5.3%	4.2%	3.9%	0.0%	3.4%	4.3%	3.9%	2.8%	3.0%	5.0%	3.3%	5.0%	5.5%	1.6%	3.1%	6.4%	1.2%	0.0%	33.3%	5.1%	5.3%	4.2%	4.6%	3.7%	5.4%	
7	450	254	214	249	34	202	1	42	116	90	22	65	150	163	71	17	6	8	3	10	0	104	0	65	50	177	23		
	7.0%	10.6%	9.8%	9.4%	10.2%	10.3%	33.3%	9.0%	11.2%	10.7%	5.2%	9.7%	12.5%	10.7%	11.1%	8.5%	9.8%	8.3%	6.4%	2.9%	0.0%	12.6%	0.0%	11.0%	10.8%	10.8%	9.6%		
8	948	419	433	508	67	336	1	62	191	156	58	120	223	258	118	34	16	15	4	48	0	155	10	101	73	297	37		
	14.8%	17.5%	19.7%	19.2%	20.1%	17.2%	33.3%	13.3%	18.5%	18.5%	13.7%	18.0%	18.6%	17.0%	18.5%	16.9%	26.2%	15.6%	8.5%	14.0%	0.0%	18.8%	26.3%	17.1%	15.8%	18.1%	15.4%		
9	1,150	417	409	505	58	342	0	78	193	139	66	106	228	270	111	30	9	20	10	56	0	139	9	114	75	286	49		
	18.0%	17.4%	18.6%	19.1%	17.4%	17.5%	0.0%	16.7%	18.6%	16.5%	15.6%	15.9%	19.1%	17.8%	17.4%	14.9%	14.8%	20.8%	21.3%	16.3%	0.0%	33.3%	16.9%	23.7%	19.3%	16.3%	17.4%	20.4%	
10 Best health plan possible	3,404	1,034	890	1,040	136	861	1	246	416	350	246	328	413	693	252	78	25	45	16	218	2	1	305	11	247	209	704	93	
	53.2%	43.2%	40.6%	39.4%	40.8%	44.0%	33.3%	52.7%	40.2%	41.5%	58.2%	49.1%	34.5%	45.6%	39.4%	38.8%	41.0%	46.9%	34.0%	63.4%	100.0%	33.3%	37.0%	28.9%	41.8%	45.3%	42.9%	38.8%	

NA - Not Applicable

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 49

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	6,550	2,452	2,219	2,641	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	155	56	25	0	10	27	0	2	24	12	8	7	21	23	7	7	0	1	0	7	0	0	16	0	8	12	34	7	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,395	2,396	2,194	2,641	333	1,959	3	467	1,035	843	423	668	1,196	1,521	639	201	61	96	47	344	2	3	824	38	591	461	1,641	240	
	97.6%	97.7%	98.9%	100.0%	97.1%	98.6%	100.0%	99.6%	97.7%	98.6%	98.1%	99.0%	98.3%	98.5%	98.9%	96.6%	100.0%	99.0%	100.0%	98.0%	100.0%	100.0%	98.1%	0.0%	98.7%	97.5%	98.0%	97.2%	
0 to 4	100	74	56	75	7	62	0	8	31	32	12	16	42	36	20	16	1	2	5	4	0	0	26	1	23	13	47	13	
	1.6%	3.1%	2.6%	2.8%	2.1%	3.2%	0.0%	1.7%	3.0%	3.8%	2.8%	2.4%	3.5%	2.4%	3.1%	8.0%	1.6%	2.1%	10.6%	1.2%	0.0%	0.0%	3.2%	2.6%	3.9%	2.8%	2.9%	5.4%	
5	175	103	90	125	17	79	0	15	43	43	7	13	80	51	35	15	3	3	6	4	0	0	53	5	16	20	70	12	
	2.7%	4.3%	4.1%	4.7%	5.1%	4.0%	0.0%	3.2%	4.2%	5.1%	1.7%	1.9%	6.7%	3.4%	5.5%	7.5%	4.9%	3.1%	12.8%	1.2%	0.0%	0.0%	6.4%	13.2%	2.7%	4.3%	4.3%	5.0%	
6 or 7	618	349	316	388	48	279	1	58	161	123	34	85	210	213	103	28	7	11	6	14	0	1	146	2	90	71	237	36	
	9.7%	14.6%	14.4%	14.7%	14.4%	14.2%	33.3%	12.4%	15.6%	14.6%	8.0%	12.7%	17.6%	14.0%	16.1%	13.9%	11.5%	11.5%	12.8%	4.1%	0.0%	33.3%	17.7%	5.3%	15.2%	15.4%	14.4%	15.0%	
8 to 10	5,502	1,870	1,732	2,053	261	1,539	2	386	800	645	370	554	864	1,221	481	142	50	80	30	322	2	2	599	30	462	357	1,287	179	
	86.0%	78.0%	78.9%	77.7%	78.4%	78.6%	66.7%	82.7%	77.3%	76.5%	87.5%	82.9%	72.2%	80.3%	75.3%	70.6%	82.0%	83.3%	63.8%	93.6%	100.0%	66.7%	72.7%	78.9%	78.2%	77.4%	78.4%	74.6%	
Significantly different from column:*		A						I	H	H	LM	KM	KL	OP	N	N	S	STW	QRY	RWY			RTY			STW			
0 to 6	443	272	248	339	38	218	0	39	119	108	31	49	182	137	87	42	5	8	14	12	0	1	121	8	64	54	177	38	
	6.9%	11.4%	11.3%	12.8%	11.4%	11.1%	0.0%	8.4%	11.5%	12.8%	7.3%	7.3%	15.2%	9.0%	13.6%	20.9%	8.2%	8.3%	29.8%	3.5%	0.0%	33.3%	14.7%	21.1%	10.8%	11.7%	10.8%	15.8%	
7 to 8	1,398	673	647	757	101	538	2	104	307	246	80	185	373	421	189	51	22	23	7	58	0	0	259	10	166	123	474	60	
	21.9%	28.1%	29.5%	28.7%	30.3%	27.5%	66.7%	22.3%	29.7%	29.2%	18.9%	27.7%	31.2%	27.7%	29.6%	25.4%	36.1%	24.0%	14.9%	16.9%	0.0%	0.0%	31.4%	26.3%	28.1%	26.7%	28.9%	25.0%	
9 to 10	4,554	1,451	1,299	1,545	194	1,203	1	324	609	489	312	434	641	963	363	108	34	65	26	274	2	2	444	20	361	284	990	142	
	71.2%	60.6%	59.2%	58.5%	58.3%	61.4%	33.3%	69.4%	58.8%	58.0%	73.8%	65.0%	53.6%	63.3%	56.8%	53.7%	55.7%	67.7%	55.3%	79.7%	100.0%	66.7%	53.9%	52.6%	61.1%	61.6%	60.3%	59.2%	
Significantly different from column:*		A						I	H	H	LM	KM	KL	OP	N	N	T	TW	T	QRSWXY			RTY	T	TW				

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 50

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,553	2,452	2,219	2,661	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	38	29	28	0	1	11	0	2	5	5	5	4	3	4	5	3	0	1	0	3	0	0	4	0	3	5	22	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,515	2,423	2,191	2,661	342	1,975	3	467	1,054	850	426	671	1,214	1,540	641	205	61	96	47	348	2	3	836	38	596	468	1,653	245	
	98.9%	98.8%	98.7%	100.0%	99.7%	99.4%	100.0%	99.6%	99.5%	99.4%	98.8%	99.4%	99.8%	99.7%	99.2%	98.6%	100.0%	99.0%	100.0%	99.1%	100.0%	100.0%	99.5%	0.0%	99.5%	98.9%	98.7%	99.2%	
Yes	1,649	1,277	1,135	1,464	171	1,054	2	201	550	499	181	342	697	725	381	146	35	41	23	147	2	2	493	22	305	119	935	201	
	46.9%	52.7%	51.8%	55.0%	50.0%	53.4%	66.7%	43.0%	52.2%	58.7%	42.5%	51.0%	57.4%	47.1%	59.4%	71.2%	57.4%	42.7%	48.9%	42.2%	100.0%	66.7%	59.0%	57.9%	51.2%	25.4%	56.6%	82.0%	
No	1,866	1,146	1,056	1,197	171	921	1	266	504	351	245	329	517	815	260	59	26	55	24	201	0	1	343	16	291	349	718	44	
	53.1%	47.3%	48.2%	45.0%	50.0%	46.6%	33.3%	57.0%	47.8%	41.3%	57.5%	49.0%	42.6%	52.9%	40.6%	28.8%	42.6%	57.3%	51.1%	57.8%	0.0%	33.3%	41.0%	42.1%	48.8%	74.6%	43.4%	18.0%	
Significantly different from column:*		A						IJ	HJ	HI	LM	KM	KL	OP	NP	NO	T	W		QWY			RTY		TW	AAAB	ZAB	ZAA	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 51

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

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q50)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,649	1,277	1,135	1,440	171	1,054	2	201	550	499	181	342	697	725	381	146	35	41	23	147	2	2	493	22	305	119	935	201	
Number missing or multiple answer	18	6	15	0	0	5	0	1	4	1	1	1	3	2	1	1	1	0	0	0	0	0	1	0	3	2	2	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,631	1,271	1,120	1,440	171	1,049	2	200	546	498	180	341	694	723	380	145	34	41	23	147	2	2	492	22	302	117	933	200	
	98.9%	99.5%	98.7%	100.0%	100.0%	99.5%	100.0%	99.5%	99.3%	99.8%	99.4%	99.7%	99.6%	99.7%	99.7%	99.3%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%	0.0%	99.0%	98.3%	99.8%	99.5%	
Never	19	12	13	19	2	10	0	2	6	4	1	2	9	10	1	1	1	0	0	0	0	3	0	6	2	6	3		
	1.2%	0.9%	1.2%	1.3%	1.2%	1.0%	0.0%	1.0%	1.1%	0.8%	0.6%	0.6%	1.3%	1.4%	0.3%	0.7%	2.9%	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%	2.0%	1.7%	0.6%	1.5%		
Sometimes	109	118	111	121	16	94	0	16	55	44	8	20	82	50	43	23	3	3	2	11	0	39	4	35	6	87	24		
	6.7%	9.3%	9.9%	8.4%	9.4%	9.0%	0.0%	8.0%	10.1%	8.8%	4.4%	5.9%	11.8%	6.9%	11.3%	15.9%	8.8%	7.3%	8.7%	7.5%	0.0%	7.9%	18.2%	11.6%	5.1%	9.3%	12.0%		
Usually	311	316	264	363	41	267	0	45	140	127	44	92	169	159	108	45	5	13	7	29	1	0	133	6	74	29	235	47	
	19.1%	24.9%	23.6%	25.2%	24.0%	25.5%	0.0%	22.5%	25.6%	25.5%	24.4%	27.0%	24.4%	22.0%	28.4%	31.0%	14.7%	31.7%	30.4%	19.7%	50.0%	0.0%	27.0%	27.3%	24.5%	24.8%	25.2%	23.5%	
Always	1,192	825	732	937	112	678	2	137	345	323	127	227	434	504	228	76	25	25	14	107	1	2	317	12	187	80	605	126	
	73.1%	64.9%	65.4%	65.1%	65.5%	64.6%	100.0%	68.5%	63.2%	64.9%	70.6%	66.6%	62.5%	69.7%	60.0%	52.4%	73.5%	61.0%	60.9%	72.8%	50.0%	100.0%	64.4%	54.5%	61.9%	68.4%	64.8%	63.0%	
Significantly different from column:*		A									M	K	OP	N	N				Y						T				
Usually or Always	1,503	1,141	996	1,300	153	945	2	182	485	450	171	319	603	663	336	121	30	38	21	136	2	2	450	18	261	109	840	173	
	92.2%	89.8%	88.9%	90.3%	89.5%	90.1%	100.0%	91.0%	88.8%	90.4%	95.0%	93.5%	86.9%	91.7%	88.4%	83.4%	88.2%	92.7%	91.3%	92.5%	100.0%	100.0%	91.5%	81.8%	86.4%	93.2%	90.0%	86.5%	
Significantly different from column:*		A									M	M	KL	P	N							Y		W					

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 52

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

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q50)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,649	1,277	1,135	1,440	171	1,054	2	201	550	499	181	342	697	725	381	146	35	41	23	147	2	2	493	22	305	119	935	201	
Number missing or multiple answer	30	22	24	0	3	17	0	2	15	3	3	6	10	12	4	4	0	0	0	1	0	0	5	1	6	3	10	4	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,619	1,255	1,111	1,440	168	1,037	2	199	535	496	178	336	687	713	377	142	35	41	23	146	2	2	488	21	299	116	925	197	
	98.2%	98.3%	97.9%	100.0%	98.2%	98.4%	100.0%	99.0%	97.3%	99.4%	98.3%	98.2%	98.6%	98.3%	99.0%	97.3%	100.0%	100.0%	100.0%	99.3%	100.0%	100.0%	99.0%	0.0%	98.0%	97.5%	98.9%	98.0%	
Yes	963	780	721	919	122	634	0	130	352	286	135	206	410	420	252	96	25	32	14	106	2	1	282	10	196	69	568	131	
	59.5%	62.2%	64.9%	63.8%	72.6%	61.1%	0.0%	65.3%	65.8%	57.7%	75.8%	61.3%	59.7%	58.9%	66.8%	67.6%	71.4%	78.0%	60.9%	72.6%	100.0%	50.0%	57.8%	47.6%	65.6%	59.5%	61.4%	66.5%	
No	656	475	390	521	46	403	2	69	183	210	43	130	277	293	125	46	10	9	9	40	0	1	206	11	103	47	357	66	
	40.5%	37.8%	35.1%	36.2%	27.4%	38.9%	100.0%	34.7%	34.2%	42.3%	24.2%	38.7%	40.3%	41.1%	33.2%	32.4%	28.6%	22.0%	39.1%	27.4%	0.0%	50.0%	42.2%	52.4%	34.4%	40.5%	38.6%	33.5%	
Significantly different from column:*					F	E			J	I	LM	K	K	O	N			WX		WX			RTY	RT	W				

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 52a

A regular dentist is one your child would go to for check-ups and cleanings or when he or she has a cavity or tooth pain. Does your child have a regular dentist?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	---	2,452	2,219	2,656	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247
Number missing or multiple answer	---	45	84	0	9	13	0	6	8	7	3	9	10	15	4	1	1	0	0	2	0	0	5	0	8	8	29	6
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	2,407	2,135	2,656	334	1,973	3	463	1,051	848	428	666	1,207	1,529	642	207	60	97	47	349	2	3	835	38	591	465	1,646	241
	---	98.2%	96.2%	100.0%	97.4%	99.3%	100.0%	98.7%	99.2%	99.2%	99.3%	98.7%	99.2%	99.0%	99.4%	99.5%	98.4%	100.0%	100.0%	99.4%	100.0%	100.0%	99.4%	0.0%	98.7%	98.3%	98.3%	97.6%
Yes	---	2,005	1,815	2,190	273	1,650	3	334	935	703	369	535	1,012	1,298	524	159	43	86	41	298	2	1	688	32	496	393	1,377	190
	---	83.3%	85.0%	82.5%	81.7%	83.6%	100.0%	72.1%	89.0%	82.9%	86.2%	80.3%	83.8%	84.9%	81.6%	76.8%	71.7%	88.7%	87.2%	85.4%	100.0%	33.3%	82.4%	84.2%	83.9%	84.5%	83.7%	78.8%
No	---	402	320	466	61	323	0	129	116	145	59	131	195	231	118	48	17	11	6	51	0	2	147	6	95	72	269	51
	---	16.7%	15.0%	17.5%	18.3%	16.4%	0.0%	27.9%	11.0%	17.1%	13.8%	19.7%	16.2%	15.1%	18.4%	23.2%	28.3%	11.3%	12.8%	14.6%	0.0%	66.7%	17.6%	15.8%	16.1%	15.5%	16.3%	21.2%
Significantly different from column:*								IJ	HJ	HI	L	K		P	N	RTWY	Q		Q			Q		Q				

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 52b

In the last 6 months, did your child go to a dentist's office or clinic for care?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	---	2,452	2,219	2,657	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	---	35	72	0	5	4	0	1	5	2	1	4	5	2	1	2	2	0	1	1	0	0	0	1	4	5	22	5	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	2,417	2,147	2,657	338	1,982	3	468	1,054	853	430	671	1,213	1,539	644	207	59	97	46	350	2	3	840	37	595	468	1,653	242	
	---	98.6%	96.8%	100.0%	98.5%	99.8%	100.0%	99.8%	99.5%	99.8%	99.8%	99.4%	99.7%	99.7%	99.7%	99.5%	96.7%	100.0%	97.9%	99.7%	100.0%	100.0%	100.0%	0.0%	99.3%	98.9%	98.7%	98.0%	
Yes	---	1,600	1,435	1,705	219	1,324	2	261	789	530	291	417	830	1,033	425	129	40	76	28	253	1	1	545	25	393	280	1,125	160	
	---	66.2%	66.8%	64.2%	64.8%	66.8%	66.7%	55.8%	74.9%	62.1%	67.7%	62.1%	68.4%	67.1%	66.0%	62.3%	67.8%	78.4%	60.9%	72.3%	50.0%	33.3%	64.9%	67.6%	66.1%	59.8%	68.1%	66.1%	
No	---	817	712	952	119	658	1	207	265	323	139	254	383	506	219	78	19	21	18	97	1	2	295	12	202	188	528	82	
	---	33.8%	33.2%	35.8%	35.2%	33.2%	33.3%	44.2%	25.1%	37.9%	32.3%	37.9%	31.6%	32.9%	34.0%	37.7%	32.2%	21.6%	39.1%	27.7%	50.0%	66.7%	35.1%	32.4%	33.9%	40.2%	31.9%	33.9%	
Significantly different from column:*								IJ	HJ	HI		M	L					SWY	R	WY		RT		RT	AA	Z			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 52c

In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating your child?

Base: All respondents whose child visited their dentist's office or clinic for care (Q52b)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	---	1,600	1,435	1,663	219	1,324	2	261	789	530	291	417	830	1,033	425	129	40	76	28	253	1	1	545	25	393	280	1,125	160	
Number missing or multiple answer	---	24	16	0	3	19	0	4	7	10	2	6	14	14	7	0	1	2	0	3	0	0	12	0	2	7	14	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	1,576	1,419	1,663	216	1,305	2	257	782	520	289	411	816	1,019	418	129	39	74	28	250	1	1	533	25	391	273	1,111	158	
	---	98.5%	98.9%	100.0%	98.6%	98.6%	100.0%	98.5%	99.1%	98.1%	99.3%	98.6%	98.3%	98.6%	98.4%	100.0%	97.5%	97.4%	100.0%	98.8%	100.0%	100.0%	97.8%	0.0%	99.5%	97.5%	98.8%	98.8%	
Never	---	20	26	39	2	18	0	1	7	11	7	5	7	14	2	4	0	1	0	5	0	9	0	3	5	15	0		
	---	1.3%	1.8%	2.3%	0.9%	1.4%	0.0%	0.4%	0.9%	2.1%	2.4%	1.2%	0.9%	1.4%	0.5%	3.1%	0.0%	1.4%	0.0%	2.0%	0.0%	1.7%	0.0%	0.8%	1.8%	1.4%	0.0%		
Sometimes	---	101	86	120	15	83	0	11	41	49	17	29	50	57	30	13	3	9	4	14	0	31	1	29	19	69	11		
	---	6.4%	6.1%	7.2%	6.9%	6.4%	0.0%	4.3%	5.2%	9.4%	5.9%	7.1%	6.1%	5.6%	7.2%	10.1%	7.7%	12.2%	14.3%	5.6%	0.0%	5.8%	4.0%	7.4%	7.0%	6.2%	7.0%		
Usually	---	273	253	296	34	229	0	39	132	100	51	62	151	153	90	29	6	25	5	55	0	83	2	68	38	197	31		
	---	17.3%	17.8%	17.8%	15.7%	17.5%	0.0%	15.2%	16.9%	19.2%	17.6%	15.1%	18.5%	15.0%	21.5%	22.5%	15.4%	33.8%	17.9%	22.0%	0.0%	15.6%	8.0%	17.4%	13.9%	17.7%	19.6%		
Always	---	1,182	1,054	1,208	165	975	2	206	602	360	214	315	608	795	296	83	30	39	19	176	1	410	22	291	211	830	116		
	---	75.0%	74.3%	72.6%	76.4%	74.7%	100.0%	80.2%	77.0%	69.2%	74.0%	76.6%	74.5%	78.0%	70.8%	64.3%	76.9%	52.7%	67.9%	70.4%	100.0%	76.9%	88.0%	74.4%	77.3%	74.7%	73.4%		
Significantly different from column:*							J	J	HI				OP	N	N	R	Q	W	XY	RW		RT	R	R					
Usually or Always	---	1,455	1,307	1,504	199	1,204	2	245	734	460	265	377	759	948	386	112	36	64	24	231	1	493	24	359	249	1,027	147		
	---	92.3%	92.1%	90.4%	92.1%	92.3%	100.0%	95.3%	93.9%	88.5%	91.7%	91.7%	93.0%	93.0%	92.3%	86.8%	92.3%	86.5%	85.7%	92.4%	100.0%	92.5%	96.0%	91.8%	91.2%	92.4%	93.0%		
Significantly different from column:*							J	J	HI				P		N														

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 52d

In the last 6 months, if your child needed to see a dentist right away because of a dental emergency, how often did he or she get to see a dentist as soon as you wanted?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	---	2,452	2,219	2,597	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	---	110	131	0	13	68	0	13	37	28	16	31	33	43	24	10	4	3	0	14	2	1	34	1	16	22	77	7	
Number no experience	---	1,739	1,615	1,472	227	1,446	2	383	746	585	284	479	910	1,149	451	126	40	60	25	248	0	1	618	28	421	328	1,199	174	
Usable responses	---	603	473	1,125	103	472	1	73	276	242	131	165	274	352	171	72	17	34	22	89	0	1	188	9	162	123	399	66	
	---	24.6%	21.3%	43.3%	30.0%	23.8%	33.3%	15.6%	26.1%	28.3%	30.4%	24.4%	22.5%	22.8%	26.5%	34.6%	27.9%	35.1%	46.8%	25.4%	0.0%	33.3%	22.4%	0.0%	27.0%	26.0%	23.8%	26.7%	
Never	---	223	185	329	40	168	0	30	92	94	42	56	107	128	68	21	7	14	9	30	0	0	62	3	62	54	142	23	
	---	37.0%	39.1%	29.2%	38.8%	35.6%	0.0%	41.1%	33.3%	38.8%	32.1%	33.9%	39.1%	36.4%	39.8%	29.2%	41.2%	41.2%	40.9%	33.7%	---	0.0%	33.0%	33.3%	38.3%	43.9%	35.6%	34.8%	
Sometimes	---	99	80	195	11	86	0	8	41	49	28	24	44	54	30	15	5	10	3	10	0	0	32	0	29	16	66	13	
	---	16.4%	16.9%	17.3%	10.7%	18.2%	0.0%	11.0%	14.9%	20.2%	21.4%	14.5%	16.1%	15.3%	17.5%	20.8%	29.4%	29.4%	13.6%	11.2%	---	0.0%	17.0%	0.0%	17.9%	13.0%	16.5%	19.7%	
Usually	---	119	82	251	28	89	0	11	65	41	26	40	50	63	36	19	2	6	4	21	0	0	42	1	31	27	79	11	
	---	19.7%	17.3%	22.3%	27.2%	18.9%	0.0%	15.1%	23.6%	16.9%	19.8%	24.2%	18.2%	17.9%	21.1%	26.4%	11.8%	17.6%	18.2%	23.6%	---	0.0%	22.3%	11.1%	19.1%	22.0%	19.8%	16.7%	
Always	---	162	126	350	24	129	1	24	78	58	35	45	73	107	37	17	3	4	6	28	0	1	52	5	40	26	112	19	
	---	26.9%	26.6%	31.1%	23.3%	27.3%	100.0%	32.9%	28.3%	24.0%	26.7%	27.3%	26.6%	30.4%	21.6%	23.6%	17.6%	11.8%	27.3%	31.5%	---	100.0%	27.7%	55.6%	24.7%	21.1%	28.1%	28.8%	
Significantly different from column:*														O	N			TW		R			R						
Usually or Always	---	281	208	601	52	218	1	35	143	99	61	85	123	170	73	36	5	10	10	49	0	1	94	6	71	53	191	30	
	---	46.6%	44.0%	53.4%	50.5%	46.2%	100.0%	47.9%	51.8%	40.9%	46.6%	51.5%	44.9%	48.3%	42.7%	50.0%	29.4%	29.4%	45.5%	55.1%	---	100.0%	50.0%	66.7%	43.8%	43.1%	47.9%	45.5%	
Significantly different from column:*		D							J	I								TW		R			R						

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 52e

Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist for your child?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)								Child's Doctor Visits in Last 6 Months (Q7)				
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	---	2,452	2,219	2,550	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	---	160	144	0	22	95	0	43	38	36	20	46	50	67	41	12	5	1	1	19	1	1	46	1	23	35	97	21	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	2,292	2,075	2,550	321	1,891	3	426	1,021	819	411	629	1,167	1,477	605	196	56	96	46	332	1	2	794	37	576	438	1,578	226	
	---	93.5%	93.5%	100.0%	93.6%	95.2%	100.0%	90.8%	96.4%	95.8%	95.4%	93.2%	95.9%	95.7%	93.7%	94.2%	91.8%	99.0%	97.9%	94.6%	50.0%	66.7%	94.5%	0.0%	96.2%	92.6%	94.2%	91.5%	
0 Extremely Difficult	---	106	92	103	14	86	0	21	39	42	13	24	65	57	35	14	2	4	3	6	0	0	46	1	24	15	73	16	
	---	4.6%	4.4%	4.0%	4.4%	4.5%	0.0%	4.9%	3.8%	5.1%	3.2%	3.8%	5.6%	3.9%	5.8%	7.1%	3.6%	4.2%	6.5%	1.8%	0.0%	0.0%	5.8%	2.7%	4.2%	3.4%	4.6%	7.1%	
1	---	28	25	49	2	25	0	4	15	9	3	4	20	18	6	4	3	0	0	3	0	0	10	1	6	3	18	6	
	---	1.2%	1.2%	1.9%	0.6%	1.3%	0.0%	0.9%	1.5%	1.1%	0.7%	0.6%	1.7%	1.2%	1.0%	2.0%	5.4%	0.0%	0.0%	0.9%	0.0%	0.0%	1.3%	2.7%	1.0%	0.7%	1.1%	2.7%	
2	---	36	51	48	3	30	0	3	16	17	2	10	21	20	14	2	0	2	2	3	0	0	12	1	8	6	20	10	
	---	1.6%	2.5%	1.9%	0.9%	1.6%	0.0%	0.7%	1.6%	2.1%	0.5%	1.6%	1.8%	1.4%	2.3%	1.0%	0.0%	2.1%	4.3%	0.9%	0.0%	0.0%	1.5%	2.7%	1.4%	1.4%	1.3%	4.4%	
3	---	59	47	76	9	49	0	11	25	21	11	13	34	32	18	8	2	2	1	8	0	0	21	0	16	6	46	7	
	---	2.6%	2.3%	3.0%	2.8%	2.6%	0.0%	2.6%	2.4%	2.6%	2.7%	2.1%	2.9%	2.2%	3.0%	4.1%	3.6%	2.1%	2.2%	2.4%	0.0%	0.0%	2.6%	0.0%	2.8%	1.4%	2.9%	3.1%	
4	---	62	56	57	7	55	0	13	23	25	7	17	38	34	21	7	0	0	3	4	0	0	28	0	18	10	42	9	
	---	2.7%	2.7%	2.2%	2.2%	2.9%	0.0%	3.1%	2.3%	3.1%	1.7%	2.7%	3.3%	2.3%	3.5%	3.6%	0.0%	0.0%	6.5%	1.2%	0.0%	0.0%	3.5%	0.0%	3.1%	2.3%	2.7%	4.0%	
5	---	190	166	179	21	165	0	31	75	84	33	48	103	107	62	21	8	12	7	17	0	0	71	5	42	39	125	21	
	---	8.3%	8.0%	7.0%	6.5%	8.7%	0.0%	7.3%	7.3%	10.3%	8.0%	7.6%	8.8%	7.2%	10.2%	10.7%	14.3%	12.5%	15.2%	5.1%	0.0%	0.0%	8.9%	13.5%	7.3%	8.9%	7.9%	9.3%	
6	---	88	76	116	17	68	0	9	41	36	12	15	58	47	30	10	0	6	2	13	0	0	35	1	17	15	58	11	
	---	3.8%	3.7%	4.5%	5.3%	3.6%	0.0%	2.1%	4.0%	4.4%	2.9%	2.4%	5.0%	3.2%	5.0%	5.1%	0.0%	6.3%	4.3%	3.9%	0.0%	0.0%	4.4%	2.7%	3.0%	3.4%	3.7%	4.9%	
7	---	142	145	194	23	110	0	24	65	52	15	42	77	93	42	7	1	8	5	18	0	0	59	0	30	25	100	12	
	---	6.2%	7.0%	7.6%	7.2%	5.8%	0.0%	5.6%	6.4%	6.3%	3.6%	6.7%	6.6%	6.3%	6.9%	3.6%	1.8%	8.3%	10.9%	5.4%	0.0%	0.0%	7.4%	0.0%	5.2%	5.7%	6.3%	5.3%	
8	---	294	269	360	61	226	0	43	128	120	58	87	140	178	90	25	5	17	4	47	0	0	97	4	74	52	206	27	
	---	12.8%	13.0%	14.1%	19.0%	12.0%	0.0%	10.1%	12.5%	14.7%	14.1%	13.8%	12.0%	12.1%	14.9%	12.8%	8.9%	17.7%	8.7%	14.2%	0.0%	0.0%	12.2%	10.8%	12.8%	11.9%	13.1%	11.9%	
9	---	305	256	367	38	255	2	60	133	110	70	80	144	198	78	27	5	14	5	69	0	1	89	10	81	67	212	23	
	---	13.3%	12.3%	14.4%	11.8%	13.5%	66.7%	14.1%	13.0%	13.4%	17.0%	12.7%	12.3%	13.4%	12.9%	13.8%	8.9%	14.6%	10.9%	20.8%	0.0%	50.0%	11.2%	27.0%	14.1%	15.3%	13.4%	10.2%	
10 Extremely Easy	---	982	892	1,001	126	822	1	207	461	303	187	289	467	693	209	71	30	31	14	144	1	1	326	14	260	200	678	84	
	---	42.8%	43.0%	39.3%	39.3%	43.5%	33.3%	48.6%	45.2%	37.0%	45.5%	45.9%	40.0%	46.9%	34.5%	36.2%	53.6%	32.3%	30.4%	43.4%	100.0%	50.0%	41.1%	37.8%	45.1%	45.7%	43.0%	37.2%	

NA - Not Applicable

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 52e

Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist for your child?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)								Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	---	2,452	2,219	2,550	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247
Number missing or multiple answer	---	160	144	0	22	95	0	43	38	36	20	46	50	67	41	12	5	1	19	1	1	46	1	23	35	97	21	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	2,292	2,075	2,550	321	1,891	3	426	1,021	819	411	629	1,167	1,477	605	196	56	96	46	332	1	2	794	37	576	438	1,578	226
	---	93.5%	93.5%	100.0%	93.6%	95.2%	100.0%	90.8%	96.4%	95.8%	95.4%	93.2%	95.9%	95.7%	93.7%	94.2%	91.8%	99.0%	97.9%	94.6%	50.0%	66.7%	94.5%	0.0%	96.2%	92.6%	94.2%	91.5%
0 to 4	---	291	271	333	35	245	0	52	118	114	36	68	178	161	94	35	7	8	9	24	0	0	117	3	72	40	199	48
	---	12.7%	13.1%	13.1%	10.9%	13.0%	0.0%	12.2%	11.6%	13.9%	8.8%	10.8%	15.3%	10.9%	15.5%	17.9%	12.5%	8.3%	19.6%	7.2%	0.0%	0.0%	14.7%	8.1%	12.5%	9.1%	12.6%	21.2%
5	---	190	166	179	21	165	0	31	75	84	33	48	103	107	62	21	8	12	7	17	0	0	71	5	42	39	125	21
	---	8.3%	8.0%	7.0%	6.5%	8.7%	0.0%	7.3%	7.3%	10.3%	8.0%	7.6%	8.8%	7.2%	10.2%	10.7%	14.3%	12.5%	15.2%	5.1%	0.0%	0.0%	8.9%	13.5%	7.3%	8.9%	7.9%	9.3%
6 or 7	---	230	221	310	40	178	0	33	106	88	27	57	135	140	72	17	1	14	7	31	0	0	94	1	47	40	158	23
	---	10.0%	10.7%	12.2%	12.5%	9.4%	0.0%	7.7%	10.4%	10.7%	6.6%	9.1%	11.6%	9.5%	11.9%	8.7%	1.8%	14.6%	15.2%	9.3%	0.0%	0.0%	11.8%	2.7%	8.2%	9.1%	10.0%	10.2%
8 to 10	---	1,581	1,417	1,728	225	1,303	3	310	722	533	315	456	751	1,069	377	123	40	62	23	260	1	2	512	28	415	319	1,096	134
	---	69.0%	68.3%	67.8%	70.1%	68.9%	100.0%	72.8%	70.7%	65.1%	76.6%	72.5%	64.4%	62.3%	62.8%	62.8%	71.4%	64.6%	50.0%	78.3%	100.0%	100.0%	64.5%	75.7%	72.0%	72.8%	69.5%	59.3%
Significantly different from column:*								J	J	HI	M	M	KL	OP	N	N	S	T	QTXWY	RSWY			STY	S	STW	AB	AB	ZAA
0 to 6	---	569	513	628	73	478	0	92	234	234	81	131	339	315	186	66	15	26	18	54	0	0	223	9	131	94	382	80
	---	24.8%	24.7%	24.6%	22.7%	25.3%	0.0%	21.6%	22.9%	28.6%	19.7%	20.8%	29.0%	21.3%	30.7%	33.7%	26.8%	27.1%	39.1%	16.3%	0.0%	0.0%	28.1%	24.3%	22.7%	21.5%	24.2%	35.4%
7 to 8	---	436	414	554	84	336	0	67	193	172	73	129	217	271	132	32	6	25	9	65	0	0	156	4	104	77	306	39
	---	19.0%	20.0%	21.7%	26.2%	17.8%	0.0%	15.7%	18.9%	21.0%	17.8%	20.5%	18.6%	18.3%	21.8%	16.3%	10.7%	26.0%	19.6%	19.6%	0.0%	0.0%	19.6%	10.8%	18.1%	17.6%	19.4%	17.3%
9 to 10	---	1,287	1,148	1,368	164	1,077	3	267	594	413	257	369	611	891	287	98	35	45	19	213	1	2	415	24	341	267	890	107
	---	56.2%	55.3%	53.6%	51.1%	57.0%	100.0%	62.7%	58.2%	50.4%	62.5%	58.7%	52.4%	60.3%	47.4%	50.0%	62.5%	46.9%	41.3%	64.2%	100.0%	100.0%	52.3%	64.9%	59.2%	61.0%	56.4%	47.3%
Significantly different from column:*								J	J	HI	M	M	KL	OP	N	N	S	TY	QTXY	RSW			TY	S	RSW	AB	AB	ZAA

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 53

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	6,550	2,452	2,219	2,650	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	59	54	22	0	6	11	0	2	5	7	2	6	9	0	0	0	0	0	0	2	0	1	5	0	9	12	35	6	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,491	2,398	2,197	2,650	337	1,975	3	467	1,054	848	429	669	1,208	1,544	646	208	61	97	47	349	2	2	835	38	590	461	1,640	241	
	99.1%	97.8%	99.0%	100.0%	98.3%	99.4%	100.0%	99.6%	99.5%	99.2%	99.5%	99.1%	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.4%	100.0%	66.7%	99.4%	0.0%	98.5%	97.5%	97.9%	97.6%	
Poor	10	16	19	33	3	11	0	2	7	7	0	3	10	0	0	16	0	1	1	0	0	0	6	0	5	1	9	6	
	0.2%	0.7%	0.9%	1.2%	0.9%	0.6%	0.0%	0.4%	0.7%	0.8%	0.0%	0.4%	0.8%	0.0%	0.0%	7.7%	0.0%	1.0%	2.1%	0.0%	0.0%	0.7%	0.0%	0.8%	0.2%	0.5%	2.5%		
Fair	193	192	174	178	19	169	1	24	72	93	55	55	73	0	0	192	3	4	3	48	0	48	1	53	24	119	41		
	3.0%	8.0%	7.9%	6.7%	5.6%	8.6%	33.3%	5.1%	6.8%	11.0%	12.8%	8.2%	6.0%	0.0%	0.0%	92.3%	4.9%	4.1%	6.4%	13.8%	0.0%	5.7%	2.6%	9.0%	5.2%	7.3%	17.0%		
Good	1,035	646	567	702	78	543	1	98	272	268	141	194	290	0	646	0	15	35	11	124	1	1	193	9	162	99	441	86	
	15.9%	26.9%	25.8%	26.5%	23.1%	27.5%	33.3%	21.0%	25.8%	31.6%	32.9%	29.0%	24.0%	0.0%	100.0%	0.0%	24.6%	36.1%	23.4%	35.5%	50.0%	50.0%	23.1%	23.7%	27.5%	21.5%	26.9%	35.7%	
Very Good	2,350	898	779	969	141	731	0	158	413	320	129	250	491	898	0	0	24	40	15	101	0	0	349	22	214	163	645	69	
	36.2%	37.4%	35.5%	36.6%	41.8%	37.0%	0.0%	33.8%	39.2%	37.7%	30.1%	37.4%	40.6%	58.2%	0.0%	0.0%	39.3%	41.2%	31.9%	28.9%	0.0%	0.0%	41.8%	57.9%	36.3%	35.4%	39.3%	28.6%	
Excellent	2,903	646	658	768	96	521	1	185	290	160	104	167	344	646	0	0	19	17	17	76	1	1	239	6	156	174	426	39	
	44.7%	26.9%	29.9%	29.0%	28.5%	26.4%	33.3%	39.6%	27.5%	18.9%	24.2%	25.0%	28.5%	41.8%	0.0%	0.0%	31.1%	17.5%	36.2%	21.8%	50.0%	50.0%	28.6%	15.8%	26.4%	37.7%	26.0%	16.2%	
Significantly different from column:*		AC						IJ	HJ	HI			OP	N	N	R	QSW	RTX	SW			RT	S		AAAB	ZAB	ZAA		
Excellent, Very Good, or Good	6,288	2,190	2,004	2,439	315	1,795	2	441	975	748	374	611	1,125	1,544	646	0	58	92	43	301	2	2	781	37	532	436	1,512	194	
	96.9%	91.3%	91.2%	92.0%	93.5%	90.9%	66.7%	94.4%	92.5%	88.2%	87.2%	91.3%	93.1%	100.0%	100.0%	0.0%	95.1%	94.8%	91.5%	86.2%	100.0%	100.0%	93.5%	97.4%	90.2%	94.6%	92.2%	80.5%	
Significantly different from column:*		A						J	J	HI	LM	K	K	P	P	NO		T		RW		TY		W	AB	AB	ZAA		

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 54

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	6,550	2,452	2,219	2,650	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	60	60	22	0	3	21	0	3	7	10	4	9	11	12	2	1	0	1	0	3	0	1	9	0	9	11	40	7	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,490	2,392	2,197	2,650	340	1,965	3	466	1,052	845	427	666	1,206	1,532	644	207	61	96	47	348	2	2	831	38	590	462	1,635	240	
	99.1%	97.6%	99.0%	100.0%	99.1%	98.9%	100.0%	99.4%	99.3%	98.8%	99.1%	98.7%	99.1%	99.2%	99.7%	99.5%	100.0%	99.0%	100.0%	99.1%	100.0%	66.7%	98.9%	0.0%	98.5%	97.7%	97.6%	97.2%	
Poor	106	96	93	103	11	77	0	5	35	55	7	27	56	24	41	27	1	2	5	6	0	0	42	1	23	15	60	19	
	1.6%	4.0%	4.2%	3.9%	3.2%	3.9%	0.0%	1.1%	3.3%	6.5%	1.6%	4.1%	4.6%	1.6%	6.4%	13.0%	1.6%	2.1%	10.6%	1.7%	0.0%	0.0%	5.1%	2.6%	3.9%	3.2%	3.7%	7.9%	
Fair	436	420	403	456	47	357	2	27	190	199	75	114	214	145	181	93	11	13	7	54	0	0	151	8	110	65	274	70	
	6.7%	17.6%	18.3%	17.2%	13.8%	18.2%	66.7%	5.8%	18.1%	23.6%	17.6%	17.1%	17.7%	9.5%	28.1%	44.9%	18.0%	13.5%	14.9%	15.5%	0.0%	0.0%	18.2%	21.1%	18.6%	14.1%	16.8%	29.2%	
Good	1,046	692	586	706	86	586	0	74	335	273	134	172	365	383	263	44	16	26	14	111	1	1	231	13	174	126	480	60	
	16.1%	28.9%	26.7%	26.6%	25.3%	29.8%	0.0%	15.9%	31.8%	32.3%	31.4%	25.8%	30.3%	25.0%	40.8%	21.3%	26.2%	27.1%	29.8%	31.9%	50.0%	50.0%	27.8%	34.2%	29.5%	27.3%	29.4%	25.0%	
Very Good	1,700	628	560	688	107	499	1	129	295	201	101	173	328	502	101	24	21	28	9	84	0	0	246	11	137	126	442	55	
	26.2%	26.3%	25.5%	26.0%	31.5%	25.4%	33.3%	27.7%	28.0%	23.8%	23.7%	26.0%	27.2%	32.8%	15.7%	11.6%	34.4%	29.2%	19.1%	24.1%	0.0%	0.0%	29.6%	28.9%	23.2%	27.3%	27.0%	22.9%	
Excellent	3,202	556	555	697	89	446	0	231	197	117	110	180	243	478	58	19	12	27	12	93	1	1	161	5	146	130	379	36	
	49.3%	23.2%	25.3%	26.3%	26.2%	22.7%	0.0%	49.6%	18.7%	13.8%	25.8%	27.0%	20.1%	31.2%	9.0%	9.2%	19.7%	28.1%	25.5%	26.7%	50.0%	50.0%	19.4%	13.2%	24.7%	28.1%	23.2%	15.0%	
Significantly different from column:*		AD						IJ	HJ	HI	M	M	KL	OP	N	N		W		W			RTY		W	AAAB	ZAB	ZAA	
Excellent, Very Good, or Good	5,948	1,876	1,701	2,091	282	1,531	1	434	827	591	345	525	936	1,363	422	87	49	81	35	288	2	2	638	29	457	382	1,301	151	
	91.6%	78.4%	77.4%	78.9%	82.9%	77.9%	33.3%	93.1%	78.6%	69.9%	80.8%	78.8%	77.6%	89.0%	65.5%	42.0%	80.3%	84.4%	74.5%	82.8%	100.0%	100.0%	76.8%	76.3%	77.5%	82.7%	79.6%	62.9%	
Significantly different from column:*		A			F	E		IJ	HJ	HI				OP	NP	NO			W			T			AB	AB	ZAA		

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 55

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,553	2,452	2,219	2,655	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	23	54	13	0	6	12	0	4	4	5	4	8	6	4	6	1	0	0	0	3	0	1	6	0	5	12	36	4	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,530	2,398	2,206	2,655	337	1,974	3	465	1,055	850	427	667	1,211	1,540	640	207	61	97	47	348	2	2	834	38	594	461	1,639	243	
	99.4%	97.8%	99.4%	100.0%	98.3%	99.4%	100.0%	99.1%	99.6%	99.4%	99.1%	98.8%	99.5%	99.7%	99.1%	99.5%	100.0%	100.0%	100.0%	99.1%	100.0%	66.7%	99.3%	0.0%	99.2%	97.5%	97.9%	98.4%	
Yes	1,000	945	832	1,056	127	784	1	99	420	417	134	246	527	493	313	134	26	30	19	93	2	1	379	18	229	89	673	159	
	28.3%	39.4%	37.7%	39.8%	37.7%	39.7%	33.3%	21.3%	39.8%	49.1%	31.4%	36.9%	43.5%	32.0%	48.9%	64.7%	42.6%	30.9%	40.4%	26.7%	100.0%	50.0%	45.4%	47.4%	38.6%	19.3%	41.1%	65.4%	
No	2,530	1,453	1,374	1,599	210	1,190	2	366	635	433	293	421	684	1,047	327	73	35	67	28	255	0	1	455	20	365	372	966	84	
	71.7%	60.6%	62.3%	60.2%	62.3%	60.3%	66.7%	78.7%	60.2%	50.9%	68.6%	63.1%	56.5%	68.0%	51.1%	35.3%	57.4%	69.1%	59.6%	73.3%	0.0%	50.0%	54.6%	52.6%	61.4%	80.7%	58.9%	34.6%	
Significantly different from column:*		A						IJ	HJ	HI	M	M	KL	OP	NP	NO	T	W		QWXY			RTY	T	TW	AAAB	ZAB	ZAA	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 56

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

Base: All respondents whose child needs/uses medicine prescribed by a doctor (Q55)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,000	945	832	1,034	127	784	1	99	420	417	134	246	527	493	313	134	26	30	19	93	2	1	379	18	229	89	673	159	
Number missing or multiple answer	22	10	8	0	0	8	0	2	4	3	4	1	2	5	2	3	0	0	0	1	0	0	2	0	2	2	5	3	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	978	935	824	1,034	127	776	1	97	416	414	130	245	525	488	311	131	26	30	19	92	2	1	377	18	227	87	668	156	
	97.8%	98.9%	99.0%	100.0%	100.0%	99.0%	100.0%	98.0%	99.0%	99.3%	97.0%	99.6%	99.0%	99.4%	97.8%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	99.5%	0.0%	99.1%	97.8%	99.3%	98.1%		
Yes	780	842	738	931	108	708	1	78	384	373	108	215	491	434	284	120	23	24	17	72	2	0	354	14	206	74	600	149	
	79.8%	90.1%	89.6%	90.0%	85.0%	91.2%	100.0%	80.4%	92.3%	90.1%	83.1%	87.8%	93.5%	88.9%	91.3%	91.6%	88.5%	80.0%	89.5%	78.3%	100.0%	0.0%	93.9%	77.8%	90.7%	85.1%	89.8%	95.5%	
No	198	93	86	103	19	68	0	19	32	41	22	30	34	54	27	11	3	6	2	20	0	1	23	4	21	13	68	7	
	20.2%	9.9%	10.4%	10.0%	15.0%	8.8%	0.0%	19.6%	7.7%	9.9%	16.9%	12.2%	6.5%	11.1%	8.7%	8.4%	11.5%	20.0%	10.5%	21.7%	0.0%	100.0%	6.1%	22.2%	9.3%	14.9%	10.2%	4.5%	
Significantly different from column:*		A			F	E		IJ	H	H	M	M	KL							WY		T		T	AB	AB	ZAA		

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 57

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

Base: All respondents whose child needs/uses medicine prescribed by a doctor for medical/behavioral/other health condition (Q55 & Q56)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	780	842	738	911	108	708	1	78	384	373	108	215	491	434	284	120	23	24	17	72	2	0	354	14	206	74	600	149	
Number missing or multiple answer	11	12	5	0	2	10	0	2	5	5	3	4	4	3	5	3	1	0	0	2	0	0	3	0	2	1	6	5	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	769	830	733	911	106	698	1	76	379	368	105	211	487	431	279	117	22	24	17	70	2	0	351	14	204	73	594	144	
	98.6%	98.6%	99.3%	100.0%	98.1%	98.6%	100.0%	97.4%	98.7%	98.7%	97.2%	98.1%	99.2%	99.3%	98.2%	97.5%	95.7%	100.0%	100.0%	97.2%	100.0%	---	99.2%	0.0%	99.0%	98.6%	99.0%	96.6%	
Yes	689	782	692	860	99	659	1	61	363	351	93	199	465	406	260	113	21	22	17	59	2	0	339	14	191	69	559	135	
	89.6%	94.2%	94.4%	94.4%	93.4%	94.4%	100.0%	80.3%	95.8%	95.4%	88.6%	94.3%	95.5%	94.2%	93.2%	96.6%	95.5%	91.7%	100.0%	84.3%	100.0%	---	96.6%	100.0%	93.6%	94.5%	94.1%	93.8%	
No	80	48	41	51	7	39	0	15	16	17	12	12	22	25	19	4	1	2	0	11	0	0	12	0	13	4	35	9	
	10.4%	5.8%	5.6%	5.6%	6.6%	5.6%	0.0%	19.7%	4.2%	4.6%	11.4%	5.7%	4.5%	5.8%	6.8%	3.4%	4.5%	8.3%	0.0%	15.7%	0.0%	---	3.4%	0.0%	6.4%	5.5%	5.9%	6.3%	
Significantly different from column:*		A						IJ	H	H	M	K								Y				T					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 58

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,553	2,452	2,219	2,638	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	50	80	41	0	5	35	0	2	15	19	7	14	18	19	14	5	1	1	2	8	0	1	7	0	8	16	50	6	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,503	2,372	2,178	2,638	338	1,951	3	467	1,044	836	424	661	1,199	1,525	632	203	60	96	45	343	2	2	833	38	591	457	1,625	241	
	98.6%	96.7%	98.2%	100.0%	98.5%	98.2%	100.0%	99.6%	98.6%	97.8%	98.4%	97.9%	98.5%	98.8%	97.8%	97.6%	98.4%	99.0%	95.7%	97.7%	100.0%	66.7%	99.2%	0.0%	98.7%	96.6%	97.0%	97.6%	
Yes	560	912	830	1,032	99	780	2	139	452	314	95	228	555	458	309	137	16	22	20	73	2	0	373	16	242	106	625	168	
	16.0%	38.4%	38.1%	39.1%	29.3%	40.0%	66.7%	29.8%	43.3%	37.6%	22.4%	34.5%	46.3%	30.0%	48.9%	67.5%	26.7%	22.9%	44.4%	21.3%	100.0%	0.0%	44.8%	42.1%	40.9%	23.2%	38.5%	69.7%	
No	2,943	1,460	1,348	1,606	239	1,171	1	328	592	522	329	433	644	1,067	323	66	44	74	25	270	0	2	460	22	349	351	1,000	73	
	84.0%	61.6%	61.9%	60.9%	70.7%	60.0%	33.3%	70.2%	56.7%	62.4%	77.6%	65.5%	53.7%	70.0%	51.1%	32.5%	73.3%	77.1%	55.6%	78.7%	0.0%	100.0%	55.2%	57.9%	59.1%	76.8%	61.5%	30.3%	
Significantly different from column:*		A			F	E		J	HJ	HI	LM	KM	KL	OP	NP	NO	WY	SWXY	RT	SWXY			QRT	RT	QRT	AAAB	ZAB	ZAA	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 59

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

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age (Q58)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	560	912	830	1,009	99	780	2	139	452	314	95	228	555	458	309	137	16	22	20	73	2	0	373	16	242	106	625	168	
Number missing or multiple answer	7	11	8	0	1	8	0	1	5	4	3	1	5	5	5	1	0	0	0	2	0	0	4	0	2	3	7	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	553	901	822	1,009	98	772	2	138	447	310	92	227	550	453	304	136	16	22	20	71	2	0	369	16	240	103	618	167	
	98.8%	98.8%	99.0%	100.0%	99.0%	99.0%	100.0%	99.3%	98.9%	98.7%	96.8%	99.6%	99.1%	98.9%	98.4%	99.3%	100.0%	100.0%	100.0%	97.3%	100.0%	---	98.9%	0.0%	99.2%	97.2%	98.9%	99.4%	
Yes	496	831	750	919	91	710	2	120	411	295	85	208	508	407	287	129	16	20	19	57	2	0	352	16	216	88	568	162	
	89.7%	92.2%	91.2%	91.1%	92.0%	92.0%	100.0%	87.0%	91.9%	95.2%	92.4%	91.6%	92.4%	89.8%	94.4%	94.9%	100.0%	90.9%	95.0%	80.3%	100.0%	---	95.4%	100.0%	90.0%	85.4%	91.9%	97.0%	
No	57	70	72	90	7	62	0	18	36	15	7	19	42	46	17	7	0	2	1	14	0	0	17	0	24	15	50	5	
	10.3%	7.8%	8.8%	8.9%	7.1%	8.0%	0.0%	13.0%	8.1%	4.8%	7.6%	8.4%	7.6%	10.2%	5.6%	5.1%	0.0%	9.1%	5.0%	19.7%	0.0%	---	4.6%	0.0%	10.0%	14.6%	8.1%	3.0%	
Significantly different from column:*								J		H				O	N					WY			TY		TW	AAAB	ZAB	ZAA	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 60

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

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age for medical/behavioral/other health condition (Q58 & Q59)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	496	831	750	906	91	710	2	120	411	295	85	208	508	407	287	129	16	20	19	57	2	0	352	16	216	88	568	162
Number missing or multiple answer	6	12	3	0	1	10	0	3	5	3	3	3	5	9	1	1	0	0	0	0	0	6	0	3	2	8	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	490	819	747	906	90	700	2	117	406	292	82	205	503	398	286	128	16	20	19	57	2	0	346	16	213	86	560	160
	98.8%	98.6%	99.6%	100.0%	98.9%	98.6%	100.0%	97.5%	98.8%	99.0%	96.5%	98.6%	99.0%	97.8%	99.7%	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	---	98.3%	0.0%	98.6%	97.7%	98.6%	98.8%
Yes	466	800	733	883	89	682	2	113	398	285	76	200	495	387	279	127	14	20	19	54	2	0	337	16	208	82	547	158
	95.1%	97.7%	98.1%	97.5%	98.9%	97.4%	100.0%	96.6%	98.0%	97.6%	92.7%	97.6%	98.4%	97.2%	97.6%	99.2%	87.5%	100.0%	100.0%	94.7%	100.0%	---	97.4%	100.0%	97.7%	95.3%	97.7%	98.8%
No	24	19	14	23	1	18	0	4	8	7	6	5	8	11	7	1	2	0	0	3	0	9	0	5	4	13	2	
	4.9%	2.3%	1.9%	2.5%	1.1%	2.6%	0.0%	3.4%	2.0%	2.4%	7.3%	2.4%	1.6%	2.8%	2.4%	0.8%	12.5%	0.0%	0.0%	5.3%	0.0%	---	2.6%	0.0%	2.3%	4.7%	2.3%	1.3%
Significantly different from column:*		A																										

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 61

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,553	2,452	2,219	2,637	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	54	69	29	0	5	21	0	5	6	9	8	9	9	12	12	4	0	1	0	7	0	1	6	0	6	13	48	5	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,499	2,383	2,190	2,637	338	1,965	3	464	1,053	846	423	666	1,208	1,532	634	204	61	96	47	344	2	2	834	38	593	460	1,627	242	
	98.5%	97.2%	98.7%	100.0%	98.5%	98.9%	100.0%	98.9%	99.4%	98.9%	98.1%	98.7%	99.3%	99.2%	98.1%	98.1%	100.0%	99.0%	100.0%	98.0%	100.0%	66.7%	99.3%	0.0%	99.0%	97.3%	97.1%	98.0%	
Yes	419	646	604	765	72	547	2	101	320	221	72	160	389	310	213	118	14	28	16	53	1	0	263	13	156	80	438	111	
	12.0%	27.1%	27.6%	29.0%	21.3%	27.8%	66.7%	21.8%	30.4%	26.1%	17.0%	24.0%	32.2%	20.2%	33.6%	57.8%	23.0%	29.2%	34.0%	15.4%	50.0%	0.0%	31.5%	34.2%	26.3%	17.4%	26.9%	45.9%	
No	3,080	1,737	1,586	1,872	266	1,418	1	363	733	625	351	506	819	1,222	421	86	47	68	31	291	1	2	571	25	437	380	1,189	131	
	88.0%	72.9%	72.4%	71.0%	78.7%	72.2%	33.3%	78.2%	69.6%	73.9%	83.0%	76.0%	67.8%	79.8%	66.4%	42.2%	77.0%	70.8%	66.0%	84.6%	50.0%	100.0%	68.5%	65.8%	73.7%	82.6%	73.1%	54.1%	
Significantly different from column:*		A			F	E		I	HJ	I	LM	KM	KL	OP	NP	NO		T	T	RSWXY			TY	T	TW	AAAB	ZAB	ZAA	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 62

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

Base: All respondents whose child is limited/prevented in ability to do things children of the same age can do (Q61)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	419	646	604	752	72	547	2	101	320	221	72	160	389	310	213	118	14	28	16	53	1	0	263	13	156	80	438	111
Number missing or multiple answer	23	12	8	0	0	10	1	3	5	4	1	5	4	5	3	4	0	0	1	1	0	0	4	0	1	1	8	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	396	634	596	752	72	537	1	98	315	217	71	155	385	305	210	114	14	28	15	52	1	0	259	13	155	79	430	109
	94.5%	98.1%	98.7%	100.0%	100.0%	98.2%	50.0%	97.0%	98.4%	98.2%	98.6%	96.9%	99.0%	98.4%	98.6%	96.6%	100.0%	100.0%	93.8%	98.1%	100.0%	---	98.5%	0.0%	99.4%	98.8%	98.2%	98.2%
Yes	332	585	541	673	67	497	1	82	291	209	61	137	370	275	195	110	14	25	14	40	1	0	249	13	142	67	398	106
	83.8%	92.3%	90.8%	89.5%	93.1%	92.6%	100.0%	83.7%	92.4%	96.3%	85.9%	88.4%	96.1%	90.2%	92.9%	96.5%	100.0%	89.3%	93.3%	76.9%	100.0%	---	96.1%	100.0%	91.6%	84.8%	92.6%	97.2%
No	64	49	55	79	5	40	0	16	24	8	10	18	15	30	15	4	0	3	1	12	0	0	10	0	13	12	32	3
	16.2%	7.7%	9.2%	10.5%	6.9%	7.4%	0.0%	16.3%	7.6%	3.7%	14.1%	11.6%	3.9%	9.8%	7.1%	3.5%	0.0%	10.7%	6.7%	23.1%	0.0%	---	3.9%	0.0%	8.4%	15.2%	7.4%	2.8%
Significantly different from column:*		A						I	H	H		M	L	P	N				Y					T	AAAB	Z	Z	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 63

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

Base: All respondents whose child is limited/prevented in ability to do things because of medical/behavioral/other health condition (Q61 & Q62)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	332	585	541	662	67	497	1	82	291	209	61	137	370	275	195	110	14	25	14	40	1	0	249	13	142	67	398	106
Number missing or multiple answer	2	5	3	0	1	4	0	1	2	2	1	1	3	2	1	1	0	0	0	1	0	0	2	0	1	0	4	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	330	580	538	662	66	493	1	81	289	207	60	136	367	273	194	109	14	25	14	39	1	0	247	13	141	67	394	105
	99.4%	99.1%	99.4%	100.0%	98.5%	99.2%	100.0%	98.8%	99.3%	99.0%	98.4%	99.3%	99.2%	99.3%	99.5%	99.1%	100.0%	100.0%	100.0%	97.5%	100.0%	---	99.2%	0.0%	99.3%	100.0%	99.0%	99.1%
Yes	317	565	533	651	64	481	1	76	281	205	55	132	361	266	187	108	14	23	13	37	1	0	243	12	139	66	385	100
	96.1%	97.4%	99.1%	98.3%	97.0%	97.6%	100.0%	93.8%	97.2%	99.0%	91.7%	97.1%	98.4%	97.4%	96.4%	99.1%	100.0%	92.0%	92.9%	94.9%	100.0%	---	98.4%	92.3%	98.6%	98.5%	97.7%	95.2%
No	13	15	5	11	2	12	0	5	8	2	5	4	6	7	7	1	0	2	1	2	0	4	1	2	1	9	5	
	3.9%	2.6%	0.9%	1.7%	3.0%	2.4%	0.0%	6.2%	2.8%	1.0%	8.3%	2.9%	1.6%	2.6%	3.6%	0.9%	0.0%	8.0%	7.1%	5.1%	0.0%	---	1.6%	7.7%	1.4%	1.5%	2.3%	4.8%
Significantly different from column:*		C																										

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 64

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,553	2,452	2,219	2,641	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247
Number missing or multiple answer	41	62	23	0	4	14	0	2	2	9	2	10	6	6	4	1	0	0	6	0	1	2	0	7	11	42	7	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,512	2,390	2,196	2,641	339	1,972	3	467	1,057	846	429	665	1,211	1,538	636	204	60	97	47	345	2	2	838	38	592	462	1,633	240
	98.8%	97.5%	99.0%	100.0%	98.8%	99.3%	100.0%	99.6%	99.8%	98.9%	99.5%	98.5%	99.5%	99.6%	98.5%	98.1%	98.4%	100.0%	100.0%	98.3%	100.0%	66.7%	99.8%	0.0%	98.8%	97.7%	97.5%	97.2%
Yes	432	579	550	702	70	491	0	145	283	146	87	144	327	298	192	85	9	27	20	71	1	1	210	8	143	71	396	97
	12.3%	24.2%	25.0%	26.6%	20.6%	24.9%	0.0%	31.0%	26.8%	17.3%	20.3%	21.7%	27.0%	19.4%	30.2%	41.7%	15.0%	27.8%	42.6%	20.6%	50.0%	50.0%	25.1%	21.1%	24.2%	15.4%	24.2%	40.4%
No	3,080	1,811	1,646	1,939	269	1,481	3	322	774	700	342	521	884	1,240	444	119	51	70	27	274	1	1	628	30	449	391	1,237	143
	87.7%	75.8%	75.0%	73.4%	79.4%	75.1%	100.0%	69.0%	73.2%	82.7%	79.7%	78.3%	73.0%	80.6%	69.8%	58.3%	85.0%	72.2%	57.4%	79.4%	50.0%	50.0%	74.9%	78.9%	75.8%	84.6%	75.8%	59.6%
Significantly different from column:*		A						J	J	HI	M	M	KL	OP	NP	NO	S		QTWXY	S		S	S	S	AAAB	ZAB	ZAA	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 65

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

Base: All respondents whose child needs/gets special therapy (Q64)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	432	579	550	677	70	491	0	145	283	146	87	144	327	298	192	85	9	27	20	71	1	1	210	8	143	71	396	97	
Number missing or multiple answer	11	12	8	0	1	9	0	4	4	3	4	4	3	8	3	1	0	0	1	3	0	0	0	2	3	2	9	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	421	567	542	677	69	482	0	141	279	143	83	140	324	290	189	84	9	27	19	68	1	1	210	6	140	69	387	96	
	97.5%	97.9%	98.5%	100.0%	98.6%	98.2%	---	97.2%	98.6%	97.9%	95.4%	97.2%	99.1%	97.3%	98.4%	98.8%	100.0%	100.0%	95.0%	95.8%	100.0%	100.0%	100.0%	0.0%	97.9%	97.2%	97.7%	99.0%	
Yes	307	473	439	533	55	404	0	92	247	131	59	113	283	230	161	79	6	22	17	48	1	1	184	5	122	52	329	82	
	72.9%	83.4%	81.0%	78.7%	79.7%	83.8%	---	65.2%	88.5%	91.6%	71.1%	80.7%	87.3%	79.3%	85.2%	94.0%	66.7%	81.5%	89.5%	70.6%	100.0%	100.0%	87.6%	83.3%	87.1%	75.4%	85.0%	85.4%	
No	114	94	103	144	14	78	0	49	32	12	24	27	41	60	28	5	3	5	2	20	0	0	26	1	18	17	58	14	
	27.1%	16.6%	19.0%	21.3%	20.3%	16.2%	---	34.8%	11.5%	8.4%	28.9%	19.3%	12.7%	20.7%	14.8%	6.0%	33.3%	18.5%	10.5%	29.4%	0.0%	0.0%	12.4%	16.7%	12.9%	24.6%	15.0%	14.6%	
Significantly different from column:*		AD						IJ	H	H	M	K	P	P	NO					WY			T	T	AA	Z			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 66

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

Base: All respondents whose child needs/gets special therapy for medical/behavioral/other health condition (Q64 & Q65)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	307	473	439	522	55	404	0	92	247	131	59	113	283	230	161	79	6	22	17	48	1	1	184	5	122	52	329	82	
Number missing or multiple answer	6	4	7	0	0	4	0	2	2	0	2	1	1	3	1	0	1	0	0	1	0	0	0	0	0	2	1	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	301	469	432	522	55	400	0	90	245	131	57	112	282	227	160	79	5	22	17	47	1	1	184	5	120	51	326	82	
	98.0%	99.2%	98.4%	100.0%	100.0%	99.0%	---	97.8%	99.2%	100.0%	96.6%	99.1%	99.6%	98.7%	99.4%	100.0%	83.3%	100.0%	100.0%	97.9%	100.0%	100.0%	100.0%	0.0%	98.4%	98.1%	99.1%	100.0%	
Yes	270	438	419	497	54	371	0	85	230	120	49	104	268	208	152	75	5	21	16	40	1	1	171	5	113	46	305	77	
	89.7%	93.4%	97.0%	95.2%	98.2%	92.8%	---	94.4%	93.9%	91.6%	86.0%	92.9%	95.0%	91.6%	95.0%	94.9%	100.0%	95.5%	94.1%	85.1%	100.0%	100.0%	92.9%	100.0%	0.0%	94.2%	90.2%	93.6%	93.9%
No	31	31	13	25	1	29	0	5	15	11	8	8	14	19	8	4	0	1	1	7	0	0	13	0	7	5	21	5	
	10.3%	6.6%	3.0%	4.8%	1.8%	7.3%	---	5.6%	6.1%	8.4%	14.0%	7.1%	5.0%	8.4%	5.0%	5.1%	0.0%	4.5%	5.9%	14.9%	0.0%	0.0%	7.1%	0.0%	5.8%	9.8%	6.4%	6.1%	
Significantly different from column:*		C																											

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 67

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,553	2,452	2,219	2,633	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	51	72	32	0	2	23	0	3	6	11	7	11	7	12	14	4	0	2	0	6	0	1	3	0	11	14	48	7	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,502	2,380	2,187	2,633	341	1,963	3	466	1,053	844	424	664	1,210	1,532	632	204	61	95	47	345	2	2	837	38	588	459	1,627	240	
	98.6%	97.1%	98.6%	100.0%	99.4%	98.8%	100.0%	99.4%	99.4%	98.7%	98.4%	98.4%	99.4%	99.2%	97.8%	98.1%	100.0%	97.9%	100.0%	98.3%	100.0%	66.7%	99.6%	0.0%	98.2%	97.0%	97.1%	97.2%	
Yes	620	953	841	975	113	814	0	94	496	361	113	233	579	525	300	120	23	27	22	85	0	1	395	18	246	125	666	145	
	17.7%	40.0%	38.5%	37.0%	33.1%	41.5%	0.0%	20.2%	47.1%	42.8%	26.7%	35.1%	47.9%	34.3%	47.5%	58.8%	37.7%	28.4%	46.8%	24.6%	0.0%	50.0%	47.2%	47.4%	41.8%	27.2%	40.9%	60.4%	
No	2,882	1,427	1,346	1,658	228	1,149	3	372	557	483	311	431	631	1,007	332	84	38	68	25	260	2	1	442	20	342	334	961	95	
	82.3%	60.0%	61.5%	63.0%	66.9%	58.5%	100.0%	79.8%	52.9%	57.2%	73.3%	64.9%	52.1%	65.7%	52.5%	41.2%	62.3%	71.6%	53.2%	75.4%	100.0%	50.0%	52.8%	52.6%	58.2%	72.8%	59.1%	39.6%	
Significantly different from column:*		AD			F	E		IJ	H	H	LM	KM	KL	OP	NP	NO	T	SWXY	RT	QSWXY		RTY	RT	RTW	AAAB	ZAB	ZAA		

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 68

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

Base: All respondents whose child has emotional, developmental or behavioral problem for which s/he gets treatment (Q67)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	620	953	841	944	113	814	0	94	496	361	113	233	579	525	300	120	23	27	22	85	0	1	395	18	246	125	666	145	
Number missing or multiple answer	21	24	24	0	5	19	0	0	12	12	4	7	13	11	8	4	0	0	0	6	0	1	9	0	4	2	18	4	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	599	929	817	944	108	795	0	94	484	349	109	226	566	514	292	116	23	27	22	79	0	0	386	18	242	123	648	141	
	96.6%	97.5%	97.1%	100.0%	95.6%	97.7%	---	100.0%	97.6%	96.7%	96.5%	97.0%	97.8%	97.9%	97.3%	96.7%	100.0%	100.0%	100.0%	92.9%	---	0.0%	97.7%	0.0%	98.4%	98.4%	97.3%	97.2%	
Yes	548	873	783	887	99	749	0	88	454	330	100	209	537	480	276	110	22	26	21	66	0	0	366	15	231	113	610	134	
	91.5%	94.0%	95.8%	94.0%	91.7%	94.2%	---	93.6%	93.8%	94.6%	91.7%	92.5%	94.9%	93.4%	94.5%	94.8%	95.7%	96.3%	95.5%	83.5%	---	---	94.8%	83.3%	95.5%	91.9%	94.1%	95.0%	
No	51	56	34	57	9	46	0	6	30	19	9	17	29	34	16	6	1	1	1	13	0	0	20	3	11	10	38	7	
	8.5%	6.0%	4.2%	6.0%	8.3%	5.8%	---	6.4%	6.2%	5.4%	8.3%	7.5%	5.1%	6.6%	5.5%	5.2%	4.3%	3.7%	4.5%	16.5%	---	---	5.2%	16.7%	4.5%	8.1%	5.9%	5.0%	
Significantly different from column:*																				WY			T		T				

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 69

What is your child's age?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	6,550	2,452	2,219	2,642	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	131	69	27	0	5	15	0	0	0	0	4	7	9	18	8	3	1	1	2	2	0	1	4	1	7	17	44	5	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,419	2,383	2,192	2,642	338	1,971	3	469	1,059	855	427	668	1,208	1,526	638	205	60	96	45	349	2	2	836	37	592	456	1,631	242	
	98.0%	97.2%	98.8%	100.0%	98.5%	99.2%	100.0%	100.0%	100.0%	100.0%	99.1%	99.0%	99.3%	98.8%	98.8%	98.6%	98.4%	99.0%	95.7%	99.4%	100.0%	66.7%	99.5%	0.0%	98.8%	96.4%	97.4%	98.0%	
Less than 1 year old	187	6	2	4	0	6	0	6	0	0	1	1	4	4	2	0	0	0	0	1	0	0	1	0	2	0	6	0	
	2.9%	0.3%	0.1%	0.2%	0.0%	0.3%	0.0%	1.3%	0.0%	0.0%	0.2%	0.1%	0.3%	0.3%	0.3%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.1%	0.0%	0.3%	0.0%	0.4%	0.0%	
1 year old	367	68	73	139	8	58	0	68	0	0	14	19	32	49	15	4	5	0	2	9	0	0	22	1	17	5	52	11	
	5.7%	2.9%	3.3%	5.3%	2.4%	2.9%	0.0%	14.5%	0.0%	0.0%	3.3%	2.8%	2.6%	3.2%	2.4%	2.0%	8.3%	0.0%	4.4%	2.6%	0.0%	0.0%	2.6%	2.7%	2.9%	1.1%	3.2%	4.5%	
2 years old	364	110	95	125	12	94	0	110	0	0	13	44	52	83	23	4	5	5	1	20	0	0	30	2	32	17	82	9	
	5.7%	4.6%	4.3%	4.7%	3.6%	4.8%	0.0%	23.5%	0.0%	0.0%	3.0%	6.6%	4.3%	5.4%	3.6%	2.0%	8.3%	5.2%	2.2%	5.7%	0.0%	0.0%	3.6%	5.4%	5.4%	3.7%	5.0%	3.7%	
3 years old	376	92	102	132	11	79	0	92	0	0	17	34	40	67	21	4	5	4	0	19	0	0	32	1	18	16	62	12	
	5.9%	3.9%	4.7%	5.0%	3.3%	4.0%	0.0%	19.6%	0.0%	0.0%	4.0%	5.1%	3.3%	4.4%	3.3%	2.0%	8.3%	4.2%	0.0%	5.4%	0.0%	0.0%	3.8%	2.7%	3.0%	3.5%	3.8%	5.0%	
4 to 6 years old	984	301	287	401	25	264	2	193	108	0	50	92	147	210	65	23	5	12	7	45	0	0	100	1	79	56	205	36	
	15.3%	12.6%	13.1%	15.2%	7.4%	13.4%	66.7%	41.2%	10.2%	0.0%	11.7%	13.8%	12.2%	13.8%	10.2%	11.2%	8.3%	12.5%	15.6%	12.9%	0.0%	0.0%	12.0%	2.7%	13.3%	12.3%	12.6%	14.9%	
7 to 9 years old	965	349	354	373	50	289	0	349	0	0	55	87	194	248	81	19	3	20	2	45	1	1	107	9	96	76	233	30	
	15.0%	14.6%	16.1%	14.1%	14.8%	14.7%	0.0%	0.0%	33.0%	0.0%	12.9%	13.0%	16.1%	16.3%	12.7%	9.3%	5.0%	20.8%	4.4%	12.9%	50.0%	50.0%	12.8%	24.3%	16.2%	16.7%	14.3%	12.4%	
10 to 13 years old	1,452	602	587	641	90	492	1	602	0	0	99	165	311	385	163	51	15	27	12	78	0	0	223	9	146	125	404	57	
	22.6%	25.3%	26.8%	24.3%	26.6%	25.0%	33.3%	0.0%	56.8%	0.0%	23.2%	24.7%	25.7%	25.2%	25.5%	24.9%	25.0%	28.1%	26.7%	22.3%	0.0%	0.0%	26.7%	24.3%	24.7%	27.4%	24.8%	23.6%	
14 to 18 years old	1,724	855	692	827	142	689	0	855	0	0	855	178	226	428	480	268	100	22	28	21	132	1	1	321	14	202	161	587	87
	26.9%	35.9%	31.6%	31.3%	42.0%	35.0%	0.0%	0.0%	0.0%	100.0%	41.7%	33.8%	35.4%	31.5%	42.0%	48.8%	36.7%	29.2%	46.7%	37.8%	50.0%	50.0%	38.4%	37.8%	34.1%	35.3%	36.0%	36.0%	
3 years old or younger	1,294	276	272	400	31	237	0	276	0	0	45	98	128	203	61	12	15	9	3	49	0	0	85	4	69	38	202	32	
	20.2%	11.6%	12.4%	15.1%	9.2%	12.0%	0.0%	58.8%	0.0%	0.0%	10.5%	14.7%	10.6%	13.3%	9.6%	5.9%	25.0%	9.4%	6.7%	14.0%	0.0%	0.0%	10.2%	10.8%	11.7%	8.3%	12.4%	13.2%	
Significantly different from column:*		AD						IJ	H	H	L	KM	L	OP	N	N	RSTWY	Q	Q	Q			Q	Q	Q	AAAB	Z	Z	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 70

What was your child's biological sex at birth?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	6,550	2,452	2,219	2,644	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	86	71	27	0	3	13	0	3	4	6	9	5	3	18	12	2	1	0	0	9	0	1	1	0	5	19	42	5	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,464	2,381	2,192	2,644	340	1,973	3	466	1,055	849	422	670	1,214	1,526	634	206	60	97	47	342	2	2	839	38	594	454	1,633	242	
	98.7%	97.1%	98.8%	100.0%	99.1%	99.3%	100.0%	99.4%	99.6%	99.3%	97.9%	99.3%	99.8%	98.8%	98.1%	99.0%	98.4%	100.0%	100.0%	97.4%	100.0%	66.7%	99.9%	0.0%	99.2%	96.0%	97.5%	98.0%	
Male	3,335	1,300	1,181	1,429	203	1,056	3	275	601	420	207	354	695	840	333	120	28	56	31	178	1	1	456	17	341	255	886	133	
	51.6%	54.6%	53.9%	54.0%	59.7%	53.5%	100.0%	59.0%	57.0%	49.5%	49.1%	52.8%	57.2%	55.0%	52.5%	58.3%	46.7%	57.7%	66.0%	52.0%	50.0%	50.0%	54.4%	44.7%	57.4%	56.2%	54.3%	55.0%	
Female	3,129	1,081	1,011	1,215	137	917	0	191	454	429	215	316	519	686	301	86	32	41	16	164	1	1	383	21	253	199	747	109	
	48.4%	45.4%	46.1%	46.0%	40.3%	46.5%	0.0%	41.0%	43.0%	50.5%	50.9%	47.2%	42.8%	45.0%	47.5%	41.7%	53.3%	42.3%	34.0%	48.0%	50.0%	50.0%	45.6%	55.3%	42.6%	43.8%	45.7%	45.0%	
Significantly different from column:*		A			F	E		J	J	HI	M		K				S		QX				S						

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 71

What is your child's current gender identity?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	---	2,452	---	---	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	---	90	---	---	6	16	0	5	15	12	11	6	11	28	19	4	1	0	1	7	0	1	6	0	7	20	57	8	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	2,362	---	---	337	1,970	3	464	1,044	843	420	669	1,206	1,516	627	204	60	97	46	344	2	2	834	38	592	453	1,618	239	
	---	96.3%	---	---	98.3%	99.2%	100.0%	98.9%	98.6%	98.6%	97.4%	99.1%	99.1%	98.2%	97.1%	98.1%	98.4%	100.0%	97.9%	98.0%	100.0%	66.7%	99.3%	0.0%	98.8%	95.8%	96.6%	96.8%	
Male	---	1,280	---	---	198	1,047	2	270	594	412	203	350	685	826	332	115	27	56	30	178	1	1	455	16	335	254	876	126	
	---	54.2%	---	---	58.8%	53.1%	66.7%	58.2%	56.9%	48.9%	48.3%	52.3%	56.8%	54.5%	53.0%	56.4%	45.0%	57.7%	65.2%	51.7%	50.0%	50.0%	54.6%	42.1%	56.6%	56.1%	54.1%	52.7%	
Female	---	1,053	---	---	134	900	0	193	444	409	216	310	502	676	286	83	31	41	16	165	1	1	365	21	249	194	728	104	
	---	44.6%	---	---	39.8%	45.7%	0.0%	41.6%	42.5%	48.5%	51.4%	46.3%	41.6%	44.6%	45.6%	40.7%	51.7%	42.3%	34.8%	48.0%	50.0%	50.0%	43.8%	55.3%	42.1%	42.8%	45.0%	43.5%	
Transgender	---	7	---	---	1	6	0	0	2	5	0	4	3	4	2	1	0	0	0	0	0	0	5	0	0	1	3	3	
	---	0.3%	---	---	0.3%	0.3%	0.0%	0.0%	0.2%	0.6%	0.0%	0.6%	0.2%	0.3%	0.3%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	0.2%	0.0%	0.2%	1.3%	
Non-binary, genderqueer, or other	---	22	---	---	4	17	1	1	4	17	1	5	16	10	7	5	2	0	0	1	0	0	9	1	8	4	11	6	
	---	0.9%	---	---	1.2%	0.9%	33.3%	0.2%	0.4%	2.0%	0.2%	0.7%	1.3%	0.7%	1.1%	2.5%	3.3%	0.0%	0.0%	0.3%	0.0%	0.0%	1.1%	2.6%	1.4%	0.9%	0.7%	2.5%	

NA - Not Applicable

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 72

What is your age?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	6,550	2,452	2,219	2,635	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	95	98	35	0	2	6	0	11	23	14	3	1	3	41	16	5	0	0	1	2	0	0	2	0	0	22	64	9	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,455	2,354	2,184	2,635	341	1,980	3	458	1,036	841	428	674	1,214	1,503	630	203	61	97	46	349	2	3	838	38	599	451	1,611	238	
	98.5%	96.0%	98.4%	100.0%	99.4%	99.7%	100.0%	97.7%	97.8%	98.4%	99.3%	99.9%	99.8%	97.3%	97.5%	97.6%	100.0%	100.0%	97.9%	99.4%	100.0%	100.0%	99.8%	0.0%	100.0%	95.3%	96.2%	96.4%	
Under 18	712	58	85	125	14	40	0	7	25	22	22	12	21	33	16	6	4	4	4	2	0	0	21	1	16	14	36	6	
	11.0%	2.5%	3.9%	4.7%	4.1%	2.0%	0.0%	1.5%	2.4%	2.6%	5.1%	1.8%	1.7%	2.2%	2.5%	3.0%	6.6%	4.1%	8.7%	0.6%	0.0%	0.0%	2.5%	2.6%	2.7%	3.1%	2.2%	2.5%	
18 to 24	280	68	61	90	10	58	0	56	5	7	13	34	20	49	13	5	7	1	2	13	0	0	15	1	17	9	51	7	
	4.3%	2.9%	2.8%	3.4%	2.9%	2.9%	0.0%	12.2%	0.5%	0.8%	3.0%	5.0%	1.6%	3.3%	2.1%	2.5%	11.5%	1.0%	4.3%	3.7%	0.0%	0.0%	1.8%	2.6%	2.8%	2.0%	3.2%	2.9%	
25 to 34	1,446	463	493	637	39	419	1	191	231	36	78	151	227	324	109	28	16	10	8	78	0	2	144	6	125	78	332	46	
	22.4%	19.7%	22.6%	24.2%	11.4%	21.2%	33.3%	41.7%	22.3%	4.3%	18.2%	22.4%	18.7%	21.6%	17.3%	13.8%	26.2%	10.3%	17.4%	22.3%	0.0%	66.7%	17.2%	15.8%	20.9%	17.3%	20.6%	19.3%	
35 to 44	2,010	854	744	907	107	737	0	157	406	286	184	241	413	543	224	83	14	35	16	158	0	1	279	12	217	202	543	91	
	31.1%	36.3%	34.1%	34.4%	31.4%	37.2%	0.0%	34.3%	39.2%	34.0%	43.0%	35.8%	34.0%	36.1%	35.6%	40.9%	23.0%	36.1%	34.8%	45.3%	0.0%	33.3%	33.3%	31.6%	36.2%	44.8%	33.7%	38.2%	
45 to 54	1,195	523	496	529	90	427	0	28	214	278	103	120	293	308	167	45	8	39	7	79	2	0	194	5	135	88	366	53	
	18.5%	22.2%	22.7%	20.1%	26.4%	21.6%	0.0%	6.1%	20.7%	33.1%	24.1%	17.8%	24.1%	20.5%	26.5%	22.2%	13.1%	40.2%	15.2%	22.6%	100.0%	0.0%	23.2%	13.2%	22.5%	19.5%	22.7%	22.3%	
55 to 64	523	240	168	226	55	182	2	13	91	134	21	74	143	155	58	24	9	7	7	12	0	0	108	9	59	40	170	26	
	8.1%	10.2%	7.7%	8.6%	16.1%	9.2%	66.7%	2.8%	8.8%	15.9%	4.9%	11.0%	11.8%	10.3%	9.2%	11.8%	14.8%	7.2%	15.2%	3.4%	0.0%	0.0%	12.9%	23.7%	9.8%	8.9%	10.6%	10.9%	
65 to 74	239	123	108	101	23	96	0	5	57	61	6	35	81	74	37	10	2	1	2	6	0	0	63	3	26	15	94	8	
	3.7%	5.2%	4.9%	3.8%	6.7%	4.8%	0.0%	1.1%	5.5%	7.3%	1.4%	5.2%	6.7%	4.9%	5.9%	4.9%	3.3%	1.0%	4.3%	1.7%	0.0%	0.0%	7.5%	7.9%	4.3%	3.3%	5.8%	3.4%	
75 or older	50	25	29	20	3	21	0	1	7	17	1	7	16	17	6	2	1	0	0	1	0	0	14	1	4	5	19	1	
	0.8%	1.1%	1.3%	0.8%	0.9%	1.1%	0.0%	0.2%	0.7%	2.0%	0.2%	1.0%	1.3%	1.1%	1.0%	1.0%	1.6%	0.0%	0.0%	0.3%	0.0%	0.0%	1.7%	2.6%	0.7%	1.1%	1.2%	0.4%	
35 or older	4,017	1,765	1,545	1,783	278	1,463	2	204	775	776	315	477	946	1,097	492	164	34	82	32	256	2	1	658	30	441	350	1,192	179	
	62.2%	75.0%	70.7%	67.7%	81.5%	73.9%	66.7%	44.5%	74.8%	92.3%	73.6%	70.8%	77.9%	73.0%	78.1%	80.8%	55.7%	84.5%	69.6%	73.4%	100.0%	33.3%	78.5%	78.9%	73.6%	77.6%	74.0%	75.2%	
Significantly different from column:*		ACD			F	E		IJ	HJ	HI		M	L	OP	N	N	RTWXY	QSTY	R	QR		QY	Q	QRW					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 73

What is your current gender identity?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	---	2,452	---	---	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	---	117	---	---	0	0	0	16	28	24	5	3	7	51	24	5	0	0	1	4	0	0	3	1	3	23	76	13	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	2,335	---	---	343	1,986	3	453	1,031	831	426	672	1,210	1,493	622	203	61	97	46	347	2	3	837	37	596	450	1,599	234	
	---	95.2%	---	---	100.0%	100.0%	100.0%	96.6%	97.4%	97.2%	98.8%	99.6%	99.4%	96.7%	96.3%	97.6%	100.0%	100.0%	97.9%	98.9%	100.0%	100.0%	99.6%	0.0%	99.5%	95.1%	95.5%	94.7%	
Male	---	343	---	---	343	0	0	45	151	142	76	96	166	237	78	22	3	32	10	28	0	0	126	9	97	71	232	29	
	---	14.7%	---	---	100.0%	0.0%	0.0%	9.9%	14.6%	17.1%	17.8%	14.3%	13.7%	15.9%	12.5%	10.8%	4.9%	33.0%	21.7%	8.1%	0.0%	0.0%	15.1%	24.3%	16.3%	15.8%	14.5%	12.4%	
Female	---	1,986	---	---	0	1,986	0	405	877	689	350	575	1,039	1,252	543	180	58	65	36	319	2	3	708	27	498	377	1,364	204	
	---	85.1%	---	---	0.0%	100.0%	0.0%	89.4%	85.1%	82.9%	82.2%	85.6%	85.9%	83.9%	87.3%	88.7%	95.1%	67.0%	78.3%	91.9%	100.0%	100.0%	84.6%	73.0%	83.6%	83.8%	85.3%	87.2%	
Transgender	---	3	---	---	0	0	3	1	2	0	0	1	2	1	1	1	0	0	0	0	0	0	1	0	1	1	1	1	
	---	0.1%	---	---	0.0%	0.0%	100.0%	0.2%	0.2%	0.0%	0.0%	0.1%	0.2%	0.1%	0.2%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.2%	0.2%	0.1%	0.4%	
Non-binary, genderqueer, or other	---	3	---	---	0	0	0	2	1	0	0	0	3	3	0	0	0	0	0	0	0	0	2	1	0	1	2	0	
	---	0.1%	---	---	0.0%	0.0%	0.0%	0.4%	0.1%	0.0%	0.0%	0.0%	0.2%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	2.7%	0.0%	0.2%	0.1%	0.0%	

NA - Not Applicable

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 74

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	6,550	2,452	2,219	2,622	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	145	129	41	0	5	22	0	14	43	23	0	0	59	21	12	0	0	1	1	9	0	0	2	1	7	30	81	13	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,405	2,323	2,178	2,622	338	1,964	3	455	1,016	832	431	675	1,217	1,485	625	196	61	96	46	342	2	3	838	37	592	443	1,594	234	
	97.8%	94.7%	98.2%	100.0%	98.5%	98.9%	100.0%	97.0%	95.9%	97.3%	100.0%	100.0%	100.0%	96.2%	96.7%	94.2%	100.0%	99.0%	97.9%	97.4%	100.0%	100.0%	99.8%	0.0%	98.8%	93.7%	95.2%	94.7%	
8th grade or less	444	208	190	222	37	167	0	23	91	91	208	0	0	98	85	24	3	10	2	102	0	0	14	1	60	60	118	16	
	6.9%	9.0%	8.7%	8.5%	10.9%	8.5%	0.0%	5.1%	9.0%	10.9%	48.3%	0.0%	0.0%	6.6%	13.6%	12.2%	4.9%	10.4%	4.3%	29.8%	0.0%	0.0%	1.7%	2.7%	10.1%	13.5%	7.4%	6.8%	
Some high school, but did not graduate	696	223	216	276	39	183	0	51	84	87	223	0	0	135	56	31	11	4	3	71	1	0	38	2	63	54	143	18	
	10.9%	9.6%	9.9%	10.5%	11.5%	9.3%	0.0%	11.2%	8.3%	10.5%	51.7%	0.0%	0.0%	9.1%	9.0%	15.8%	18.0%	4.2%	6.5%	20.8%	50.0%	0.0%	4.5%	5.4%	10.6%	12.2%	9.0%	7.7%	
High school graduate or GED	2,051	675	592	753	96	575	1	163	279	226	0	675	0	417	194	58	22	22	9	106	1	0	216	14	178	139	467	55	
	32.0%	29.1%	27.2%	28.7%	28.4%	29.3%	33.3%	35.8%	27.5%	27.2%	0.0%	100.0%	0.0%	28.1%	31.0%	29.6%	36.1%	22.9%	19.6%	31.0%	50.0%	0.0%	25.8%	37.8%	30.1%	31.4%	29.3%	23.5%	
Some college or 2-year degree	2,067	822	756	938	106	707	1	145	377	294	0	0	822	549	212	56	17	27	25	45	0	3	388	13	189	132	591	86	
	32.3%	35.4%	34.7%	35.8%	31.4%	36.0%	33.3%	31.9%	37.1%	35.3%	0.0%	0.0%	67.5%	37.0%	33.9%	28.6%	27.9%	28.1%	54.3%	13.2%	0.0%	100.0%	46.3%	35.1%	31.9%	29.8%	37.1%	36.8%	
4-year college graduate	674	234	243	258	33	199	1	41	112	79	0	0	234	170	48	14	4	19	4	11	0	0	108	6	59	35	163	34	
	10.5%	10.1%	11.2%	9.8%	9.8%	10.1%	33.3%	9.0%	11.0%	9.5%	0.0%	0.0%	19.2%	11.4%	7.7%	7.1%	6.6%	19.8%	8.7%	3.2%	0.0%	0.0%	12.9%	16.2%	10.0%	7.9%	10.2%	14.5%	
More than 4-year college degree	473	161	181	175	27	133	0	32	73	55	0	0	161	116	30	13	4	14	3	7	0	0	74	1	43	23	112	25	
	7.4%	6.9%	8.3%	6.7%	8.0%	6.8%	0.0%	7.0%	7.2%	6.6%	0.0%	0.0%	13.2%	7.8%	4.8%	6.6%	6.6%	14.6%	6.5%	2.0%	0.0%	0.0%	8.8%	2.7%	7.3%	5.2%	7.0%	10.7%	
4-year college graduate or more	1,147	395	424	433	60	332	1	73	185	134	0	0	395	286	78	27	8	33	7	18	0	0	182	7	102	58	275	59	
	17.9%	17.0%	19.5%	16.5%	17.8%	16.9%	33.3%	16.0%	18.2%	16.1%	0.0%	0.0%	32.5%	19.3%	12.5%	13.8%	13.1%	34.4%	15.2%	5.3%	0.0%	0.0%	21.7%	18.9%	17.2%	13.1%	17.3%	25.2%	
Significantly different from column:*		C									M	M	KL	O	N		R	GSTWY	R	RWY			RTY		RTW	AAAB	ZAB	ZAA	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 75

How are you related to the child?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	6,550	2,452	2,219	2,582	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	277	184	79	0	11	76	0	21	68	47	8	26	53	106	37	5	2	1	2	5	0	0	40	4	20	36	123	18	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,273	2,268	2,140	2,582	332	1,910	3	448	991	808	423	649	1,164	1,438	609	203	59	96	45	346	2	3	800	34	579	437	1,552	229	
	95.8%	92.5%	96.4%	100.0%	96.8%	96.2%	100.0%	95.5%	93.6%	94.5%	98.1%	96.1%	95.6%	93.1%	94.3%	97.6%	96.7%	99.0%	95.7%	98.6%	100.0%	100.0%	95.2%	0.0%	96.7%	92.4%	92.7%	92.7%	
Mother or father	5,570	1,946	1,846	2,269	289	1,638	3	407	849	670	398	564	954	1,243	512	176	45	94	38	333	2	3	649	26	504	395	1,308	198	
	88.8%	85.8%	86.3%	87.9%	87.0%	85.8%	100.0%	90.8%	85.7%	82.9%	94.1%	86.9%	82.0%	86.4%	84.1%	86.7%	76.3%	97.9%	84.4%	96.2%	100.0%	100.0%	81.1%	76.5%	87.0%	90.4%	84.3%	86.5%	
Grandparent	505	164	155	168	22	138	0	14	79	70	16	52	95	97	55	10	4	0	2	5	0	0	84	2	38	26	124	12	
	8.1%	7.2%	7.2%	6.5%	6.6%	7.2%	0.0%	3.1%	8.0%	8.7%	3.8%	8.0%	8.2%	6.7%	9.0%	4.9%	6.8%	0.0%	4.4%	1.4%	0.0%	0.0%	10.5%	5.9%	6.6%	5.9%	8.0%	5.2%	
Aunt or uncle	37	25	15	18	3	22	0	4	9	12	3	5	17	18	4	3	1	0	1	1	0	0	8	0	9	6	15	4	
	0.6%	1.1%	0.7%	0.7%	0.9%	1.2%	0.0%	0.9%	0.9%	1.5%	0.7%	0.8%	1.5%	1.3%	0.7%	1.5%	1.7%	0.0%	2.2%	0.3%	0.0%	0.0%	1.0%	0.0%	1.6%	1.4%	1.0%	1.7%	
Older brother or sister	11	6	0	3	3	3	0	0	1	5	1	2	3	4	0	2	0	1	0	2	0	0	0	0	0	1	0	5	1
	0.2%	0.3%	0.0%	0.1%	0.9%	0.2%	0.0%	0.0%	0.1%	0.6%	0.2%	0.3%	0.3%	0.3%	0.0%	1.0%	0.0%	1.0%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.3%	0.4%	
Other relative	7	11	7	5	1	10	0	4	5	2	0	6	5	6	4	1	0	0	1	2	0	0	6	1	1	1	9	1	
	0.1%	0.5%	0.3%	0.2%	0.3%	0.5%	0.0%	0.9%	0.5%	0.2%	0.0%	0.9%	0.4%	0.4%	0.7%	0.5%	0.0%	0.0%	2.2%	0.6%	0.0%	0.0%	0.8%	2.9%	0.2%	0.2%	0.6%	0.4%	
Legal guardian	120	79	76	79	9	67	0	12	33	34	3	16	59	49	23	7	9	0	2	1	0	0	35	5	15	6	64	6	
	1.9%	3.5%	3.6%	3.1%	2.7%	3.5%	0.0%	2.7%	3.3%	4.2%	0.7%	2.5%	5.1%	3.4%	3.8%	3.4%	15.3%	0.0%	4.4%	0.3%	0.0%	0.0%	4.4%	14.7%	2.6%	1.4%	4.1%	2.6%	
Someone else	23	37	41	40	5	32	0	7	15	15	2	4	31	21	11	4	0	1	1	2	0	0	18	0	11	3	27	7	
	0.4%	1.6%	1.9%	1.5%	1.5%	1.7%	0.0%	1.6%	1.5%	1.9%	0.5%	0.6%	2.7%	1.5%	1.8%	2.0%	0.0%	1.0%	2.2%	0.6%	0.0%	0.0%	2.3%	0.0%	1.9%	0.7%	1.7%	3.1%	

NA - Not Applicable

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 76

Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	---	2,452	---	---	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	---	414	---	---	38	270	1	74	177	113	46	107	153	247	95	35	0	0	0	0	0	0	0	0	0	80	265	49	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	2,038	---	---	305	1,716	2	395	882	742	385	568	1,064	1,297	551	173	61	97	47	351	2	3	840	38	599	393	1,410	198	
	---	83.1%	---	---	88.9%	86.4%	66.7%	84.2%	83.3%	86.8%	89.3%	84.1%	87.4%	84.0%	85.3%	83.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.1%	84.2%	80.2%	
American Indian	---	237	---	---	30	206	0	46	106	83	43	73	119	157	61	16	53	0	0	0	0	0	0	0	0	184	50	163	18
	---	11.6%	---	---	9.8%	12.0%	0.0%	11.6%	12.0%	11.2%	11.2%	12.9%	11.2%	12.1%	11.1%	9.2%	86.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	30.7%	12.7%	11.6%	9.1%
Alaska Native	---	12	---	---	3	9	0	2	4	5	4	3	10	1	0	2	0	0	0	0	0	0	0	0	0	10	3	9	0
	---	0.6%	---	---	1.0%	0.5%	0.0%	0.5%	0.5%	0.7%	1.0%	0.7%	0.3%	0.8%	0.2%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%	0.8%	0.6%	0.0%
Canadian Inuit, Metis, or First Nation	---	11	---	---	1	10	0	0	6	5	3	5	3	6	3	2	2	0	0	0	0	0	0	0	0	9	3	6	2
	---	0.5%	---	---	0.3%	0.6%	0.0%	0.0%	0.7%	0.7%	0.8%	0.9%	0.3%	0.5%	0.5%	1.2%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%	0.8%	0.4%	1.0%
Indigenous Mexican, Central American, or South American	---	186	---	---	29	157	0	41	77	63	69	66	47	110	53	21	8	0	0	0	0	0	0	0	0	178	40	124	13
	---	9.1%	---	---	9.5%	9.1%	0.0%	10.4%	8.7%	8.5%	17.9%	11.6%	4.4%	8.5%	9.6%	12.1%	13.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	29.7%	10.2%	8.8%	6.6%
Asian Indian	---	17	---	---	4	13	0	3	5	9	2	6	9	13	2	2	0	5	0	0	0	0	0	0	0	12	5	11	0
	---	0.8%	---	---	1.3%	0.8%	0.0%	0.8%	0.6%	1.2%	0.5%	1.1%	0.8%	1.0%	0.4%	1.2%	0.0%	5.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%	1.3%	0.8%	0.0%
Chinese	---	45	---	---	11	34	0	10	26	8	7	9	29	23	16	6	0	34	0	0	0	0	0	0	0	11	12	30	3
	---	2.2%	---	---	3.6%	2.0%	0.0%	2.5%	2.9%	1.1%	1.8%	1.6%	2.7%	1.8%	2.9%	3.5%	0.0%	35.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.8%	3.1%	2.1%	1.5%
Filipino/a	---	24	---	---	3	21	0	5	11	8	1	6	17	16	6	2	0	10	0	0	0	0	0	0	0	14	6	15	2
	---	1.2%	---	---	1.0%	1.2%	0.0%	1.3%	1.2%	1.1%	0.3%	1.1%	1.6%	1.2%	1.1%	1.2%	0.0%	10.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	1.5%	1.1%	1.0%
Hmong	---	1	---	---	1	0	0	0	0	1	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1
	---	0.0%	---	---	0.3%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.1%	0.0%	0.2%	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%
Japanese	---	15	---	---	5	10	0	5	4	6	1	2	12	11	3	0	0	4	0	0	0	0	0	0	0	11	4	11	0
	---	0.7%	---	---	1.6%	0.6%	0.0%	1.3%	0.5%	0.8%	0.3%	0.4%	1.1%	0.8%	0.5%	0.0%	0.0%	4.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.8%	1.0%	0.8%	0.0%
Korean	---	9	---	---	3	6	0	1	2	5	0	1	8	6	1	1	0	7	0	0	0	0	0	0	0	2	0	6	3
	---	0.4%	---	---	1.0%	0.3%	0.0%	0.3%	0.2%	0.7%	0.0%	0.2%	0.8%	0.5%	0.2%	0.6%	0.0%	7.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.4%	1.5%
Laotian	---	5	---	---	1	4	0	1	2	2	1	1	3	3	2	0	0	1	0	0	0	0	0	0	0	4	1	3	1
	---	0.2%	---	---	0.3%	0.2%	0.0%	0.3%	0.2%	0.3%	0.3%	0.2%	0.3%	0.2%	0.4%	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%	0.3%	0.2%	0.5%
South Asian	---	11	---	---	3	8	0	3	3	5	1	2	8	3	4	3	0	4	0	0	0	0	0	0	0	7	2	8	1
	---	0.5%	---	---	1.0%	0.5%	0.0%	0.8%	0.3%	0.7%	0.3%	0.4%	0.8%	0.2%	0.7%	1.7%	0.0%	4.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%	0.5%	0.6%	0.5%
Vietnamese	---	31	---	---	17	14	0	3	20	8	2	8	20	18	13	0	0	26	0	0	0	0	0	0	0	5	6	24	1
	---	1.5%	---	---	5.6%	0.8%	0.0%	0.8%	2.3%	1.1%	0.5%	1.4%	1.9%	1.4%	2.4%	0.0%	0.0%	26.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	1.5%	1.7%	0.5%
Other Asian	---	28	---	---	11	17	0	7	11	10	7	8	13	14	11	2	0	13	0	0	0	0	0	0	0	15	5	21	2
	---	1.4%	---	---	3.6%	1.0%	0.0%	1.8%	1.2%	1.3%	1.8%	1.4%	1.2%	1.1%	2.0%	1.2%	0.0%	13.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.5%	1.3%	1.5%	1.0%

NA - Not Applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 76

Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	---	2,452	---	---	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	---	414	---	---	38	270	1	74	177	113	46	107	153	247	95	35	0	0	0	0	0	0	0	0	0	0	80	265	49
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	2,038	---	---	305	1,716	2	395	882	742	385	568	1,064	1,297	551	173	61	97	47	351	2	3	840	38	599	393	1,410	198	
	---	83.1%	---	---	88.9%	86.4%	66.7%	84.2%	83.3%	86.8%	89.3%	84.1%	87.4%	84.0%	85.3%	83.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.1%	84.2%	80.2%
African American	---	109	---	---	16	90	1	21	52	34	6	22	79	71	28	10	0	0	40	0	0	0	0	0	0	69	20	80	8
	---	5.3%	---	---	5.2%	5.2%	50.0%	5.3%	5.9%	4.6%	1.6%	3.9%	7.4%	5.5%	5.1%	5.8%	0.0%	0.0%	85.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.5%	5.1%	5.7%	4.0%
African (Black)	---	28	---	---	5	23	0	6	11	11	3	9	16	19	8	1	0	0	12	0	0	0	0	0	0	16	7	19	2
	---	1.4%	---	---	1.6%	1.3%	0.0%	1.5%	1.2%	1.5%	0.8%	1.6%	1.5%	1.5%	1.5%	0.6%	0.0%	0.0%	25.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%	1.8%	1.3%	1.0%
Caribbean (Black)	---	9	---	---	2	7	0	2	3	4	1	2	6	3	3	3	0	0	1	0	0	0	0	0	0	8	0	7	2
	---	0.4%	---	---	0.7%	0.4%	0.0%	0.5%	0.3%	0.5%	0.3%	0.4%	0.6%	0.2%	0.5%	1.7%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.5%	1.0%
Other Black	---	14	---	---	3	11	0	4	7	3	1	4	9	8	3	3	0	0	4	0	0	0	0	0	0	10	1	12	1
	---	0.7%	---	---	1.0%	0.6%	0.0%	1.0%	0.8%	0.4%	0.3%	0.7%	0.8%	0.6%	0.5%	1.7%	0.0%	0.0%	8.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%	0.3%	0.9%	0.5%
Hispanic or Latino/a Central American	---	84	---	---	12	72	0	25	33	26	31	27	25	57	17	10	0	0	0	23	0	0	0	0	0	61	21	50	11
	---	4.1%	---	---	3.9%	4.2%	0.0%	6.3%	3.7%	3.5%	8.1%	4.8%	2.3%	4.4%	3.1%	5.8%	0.0%	0.0%	0.0%	6.6%	0.0%	0.0%	0.0%	0.0%	0.0%	10.2%	5.3%	3.5%	5.6%
Hispanic or Latino/a Mexican	---	576	---	---	66	505	0	128	236	206	239	178	145	309	193	68	0	0	0	309	0	0	0	0	0	267	148	370	43
	---	28.3%	---	---	21.6%	29.4%	0.0%	32.4%	26.8%	27.8%	62.1%	31.3%	13.6%	23.8%	35.0%	39.3%	0.0%	0.0%	0.0%	88.0%	0.0%	0.0%	0.0%	0.0%	0.0%	44.6%	37.7%	26.2%	21.7%
Hispanic or Latino/a South American	---	40	---	---	5	35	0	12	19	8	16	11	13	22	15	2	0	0	0	14	0	0	0	0	0	26	13	24	2
	---	2.0%	---	---	1.6%	2.0%	0.0%	3.0%	2.2%	1.1%	4.2%	1.9%	1.2%	1.7%	2.7%	1.2%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	3.3%	1.7%	1.0%
Other Hispanic or Latino/a	---	188	---	---	22	164	0	38	75	75	85	59	42	103	59	26	0	0	0	93	0	0	0	0	0	95	45	125	16
	---	9.2%	---	---	7.2%	9.6%	0.0%	9.6%	8.5%	10.1%	22.1%	10.4%	3.9%	7.9%	10.7%	15.0%	0.0%	0.0%	0.0%	26.5%	0.0%	0.0%	0.0%	0.0%	0.0%	15.9%	11.5%	8.9%	8.1%
Middle Eastern	---	16	---	---	0	15	0	4	5	7	3	7	6	11	4	1	0	0	0	0	2	0	0	0	0	14	3	13	0
	---	0.8%	---	---	0.0%	0.9%	0.0%	1.0%	0.6%	0.9%	0.8%	1.2%	0.6%	0.8%	0.7%	0.6%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	2.3%	0.8%	0.9%	0.0%
Northern African	---	2	---	---	0	2	0	0	0	2	0	2	0	1	1	0	0	0	0	0	0	0	0	0	0	2	1	1	0
	---	0.1%	---	---	0.0%	0.1%	0.0%	0.0%	0.0%	0.3%	0.0%	0.4%	0.0%	0.1%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.3%	0.1%	0.0%

NA - Not Applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 76

Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	---	2,452	---	---	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	---	414	---	---	38	270	1	74	177	113	46	107	153	247	95	35	0	0	0	0	0	0	0	0	0	80	265	49	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	2,038	---	---	305	1,716	2	395	882	742	385	568	1,064	1,297	551	173	61	97	47	351	2	3	840	38	599	393	1,410	198	
	---	83.1%	---	---	88.9%	86.4%	66.7%	84.2%	83.3%	86.8%	89.3%	84.1%	87.4%	84.0%	85.3%	83.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.1%	84.2%	80.2%	
Guamanian or Chamorro	---	3	---	---	0	3	0	1	2	0	1	2	1	2	0	0	0	0	0	0	0	0	0	0	3	0	2	1	
	---	0.1%	---	---	0.0%	0.2%	0.0%	0.3%	0.2%	0.0%	0.2%	0.2%	0.1%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.0%	0.1%	0.5%	
Micronesian	---	2	---	---	0	2	0	0	1	1	0	2	1	1	0	0	0	0	0	0	0	2	0	0	0	0	2	0	
	---	0.1%	---	---	0.0%	0.1%	0.0%	0.0%	0.1%	0.1%	0.0%	0.2%	0.1%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	66.7%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	
Native Hawaiian	---	3	---	---	0	3	0	1	1	1	0	3	3	0	0	0	0	0	0	0	0	0	0	0	3	1	2	0	
	---	0.1%	---	---	0.0%	0.2%	0.0%	0.3%	0.1%	0.1%	0.0%	0.3%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.3%	0.1%	0.0%	
Samoa	---	4	---	---	0	4	0	1	1	1	0	4	3	0	0	0	0	0	0	0	0	1	0	0	3	1	3	0	
	---	0.2%	---	---	0.0%	0.2%	0.0%	0.3%	0.1%	0.1%	0.0%	0.4%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	0.5%	0.3%	0.2%	0.0%	
Tongan	---	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%	0.0%	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%	0.0%	0.0%	
Other Pacific Islander	---	15	---	---	0	15	0	1	7	6	0	6	9	6	6	3	0	0	0	0	0	2	0	0	13	2	13	0	
	---	0.7%	---	---	0.0%	0.9%	0.0%	0.3%	0.8%	0.8%	0.0%	1.1%	0.8%	0.5%	1.1%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	66.7%	0.0%	0.0%	2.2%	0.5%	0.9%	0.0%	
Eastern European	---	204	---	---	31	171	2	36	102	65	9	41	153	140	50	12	0	0	0	0	0	0	127	0	77	26	160	18	
	---	10.0%	---	---	10.2%	10.0%	100.0%	9.1%	11.6%	8.8%	2.3%	7.2%	14.4%	10.8%	9.1%	6.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	15.1%	0.0%	12.9%	6.6%	11.3%	9.1%	
Slavic	---	30	---	---	2	28	0	1	18	10	1	8	21	20	7	2	0	0	0	0	0	21	0	9	4	23	3		
	---	1.5%	---	---	0.7%	1.6%	0.0%	0.3%	2.0%	1.3%	0.3%	1.4%	2.0%	1.5%	1.3%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.5%	0.0%	1.5%	1.0%	1.6%	1.5%	
Western European	---	364	---	---	64	297	1	67	164	130	11	47	305	254	80	27	0	0	0	0	0	244	0	120	59	245	54		
	---	17.9%	---	---	21.0%	17.3%	50.0%	17.0%	18.6%	17.5%	2.9%	8.3%	28.7%	19.6%	14.5%	15.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	29.0%	0.0%	20.0%	15.0%	17.4%	27.3%	
Other White	---	816	---	---	116	696	0	153	366	293	91	269	453	541	211	55	0	0	0	0	0	0	540	0	276	131	585	87	
	---	40.0%	---	---	38.0%	40.6%	0.0%	38.7%	41.5%	39.5%	23.6%	47.4%	42.6%	41.7%	38.3%	31.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	64.3%	0.0%	46.1%	33.3%	41.5%	43.9%	
Other	---	143	---	---	35	104	0	29	64	49	18	54	69	94	34	15	0	0	0	0	0	0	38	105	29	100	13		
	---	7.0%	---	---	11.5%	6.1%	0.0%	7.3%	7.3%	6.6%	4.7%	9.5%	6.5%	7.2%	6.2%	8.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	17.5%	7.4%	7.1%	6.6%		

NA - Not Applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 78

How well do you speak English?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	2,452	---	---	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247
Number missing or multiple answer	---	156	---	---	10	50	1	36	46	25	8	21	27	81	29	10	5	2	8	0	1	12	0	10	31	102	17	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	2,296	---	---	333	1,936	2	433	1,013	830	423	654	1,190	1,463	617	198	56	95	45	343	2	2	828	38	589	442	1,573	230
	---	93.6%	---	---	97.1%	97.5%	66.7%	92.3%	95.7%	97.1%	98.1%	96.9%	97.8%	94.8%	95.5%	95.2%	91.8%	97.9%	95.7%	97.7%	100.0%	66.7%	98.6%	0.0%	98.3%	93.4%	93.9%	93.1%
Very well	---	1,662	---	---	246	1,399	0	176	777	692	242	474	928	1,127	404	116	46	47	32	177	2	2	686	30	413	316	1,141	175
	---	72.4%	---	---	73.9%	72.3%	0.0%	40.6%	76.7%	83.4%	57.2%	72.5%	78.0%	77.0%	65.5%	58.6%	82.1%	49.5%	71.1%	51.6%	100.0%	100.0%	82.9%	78.9%	70.1%	71.5%	72.5%	76.1%
Well	---	395	---	---	61	328	1	110	172	110	123	110	153	210	130	53	5	26	9	112	0	0	81	7	105	99	258	24
	---	17.2%	---	---	18.3%	16.9%	50.0%	25.4%	17.0%	13.3%	29.1%	16.8%	12.9%	14.4%	21.1%	26.8%	8.9%	27.4%	20.0%	32.7%	0.0%	0.0%	9.8%	18.4%	17.8%	22.4%	16.4%	10.4%
Not well	---	144	---	---	15	125	1	85	39	20	36	42	65	83	47	14	4	14	0	31	0	0	40	0	41	19	106	14
	---	6.3%	---	---	4.5%	6.5%	50.0%	19.6%	3.8%	2.4%	8.5%	6.4%	5.5%	5.7%	7.6%	7.1%	7.1%	14.7%	0.0%	9.0%	0.0%	0.0%	4.8%	0.0%	7.0%	4.3%	6.7%	6.1%
Not at all	---	95	---	---	11	84	0	62	25	8	22	28	44	43	36	15	1	8	4	23	0	0	21	1	30	8	68	17
	---	4.1%	---	---	3.3%	4.3%	0.0%	14.3%	2.5%	1.0%	5.2%	4.3%	3.7%	2.9%	5.8%	7.6%	1.8%	8.4%	8.9%	6.7%	0.0%	0.0%	2.5%	2.6%	5.1%	1.8%	4.3%	7.4%
Very well or Well	---	2,057	---	---	307	1,727	1	286	949	802	365	584	1,081	1,337	534	169	51	73	41	289	2	2	767	37	518	415	1,399	199
	---	89.6%	---	---	92.2%	89.2%	50.0%	66.1%	93.7%	96.6%	86.3%	89.3%	90.8%	91.4%	86.5%	85.4%	91.1%	76.8%	91.1%	84.3%	100.0%	100.0%	92.6%	97.4%	87.9%	93.9%	88.9%	86.5%
Significantly different from column:*								IJ	HJ	HI	M	K	OP	N	N	R	QSWXY	R	WX			RTY	RT	RW	AAAB	Z	Z	Z

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 79

What language do you mainly speak at home?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	---	2,452	---	---	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	---	245	---	---	22	122	1	50	86	55	32	42	68	129	59	19	5	18	2	32	0	1	26	5	38	51	157	28	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	2,207	---	---	93.6%	93.9%	66.7%	89.3%	91.9%	93.6%	92.6%	93.8%	94.4%	91.6%	90.9%	90.9%	91.8%	81.4%	95.7%	90.9%	100.0%	66.7%	96.9%	0.0%	93.7%	89.2%	90.6%	88.7%	
English	---	1,717	---	---	250	1,448	2	298	774	633	151	485	1,067	1,176	408	120	49	54	42	71	1	2	798	31	406	291	1,220	180	
	---	77.8%	---	---	77.9%	77.7%	100.0%	71.1%	79.5%	79.1%	37.8%	76.6%	92.9%	83.1%	69.5%	63.5%	87.5%	68.4%	93.3%	22.3%	50.0%	100.0%	98.0%	93.9%	72.4%	69.0%	80.4%	82.2%	
Spanish	---	412	---	---	48	361	0	98	160	151	225	128	47	204	147	58	7	0	0	238	0	0	5	2	134	113	251	28	
	---	18.7%	---	---	15.0%	19.4%	0.0%	23.4%	16.4%	18.9%	56.4%	20.2%	4.1%	14.4%	25.0%	30.7%	12.5%	0.0%	0.0%	74.6%	0.0%	0.0%	0.6%	6.1%	23.9%	26.8%	16.5%	12.8%	
Other	---	78	---	---	23	55	0	23	39	16	23	20	35	35	32	11	0	25	3	10	1	0	11	0	21	18	47	11	
	---	3.5%	---	---	7.2%	3.0%	0.0%	5.5%	4.0%	2.0%	5.8%	3.2%	3.0%	2.5%	5.5%	5.8%	0.0%	31.6%	6.7%	3.1%	50.0%	0.0%	1.4%	0.0%	3.7%	4.3%	3.1%	5.0%	

NA - Not Applicable

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 80

Does your child need an interpreter for us to communicate with you?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	---	2,452	---	---	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	---	145	---	---	11	37	1	27	41	29	11	17	16	73	28	8	5	0	2	10	0	1	7	1	6	34	93	13	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	2,307	---	---	332	1,949	2	442	1,018	826	420	658	1,201	1,471	618	200	56	97	45	341	2	2	833	37	593	439	1,582	234	
	---	94.1%	---	---	96.8%	98.1%	66.7%	94.2%	96.1%	96.6%	97.4%	97.5%	98.7%	95.3%	95.7%	96.2%	91.8%	100.0%	95.7%	97.2%	100.0%	66.7%	99.2%	0.0%	99.0%	92.8%	94.4%	94.7%	
Yes	---	134	---	---	14	120	0	56	58	20	57	49	27	72	42	20	1	14	1	53	0	0	15	0	41	26	85	18	
	---	5.8%	---	---	4.2%	6.2%	0.0%	12.7%	5.7%	2.4%	13.6%	7.4%	2.2%	4.9%	6.8%	10.0%	1.8%	14.4%	2.2%	15.5%	0.0%	0.0%	1.8%	0.0%	6.9%	5.9%	5.4%	7.7%	
No	---	2,173	---	---	318	1,829	2	386	960	806	363	609	1,174	1,399	576	180	55	83	44	288	2	2	818	37	552	413	1,497	216	
	---	94.2%	---	---	95.8%	93.8%	100.0%	87.3%	94.3%	97.6%	86.4%	92.6%	97.8%	95.1%	93.2%	90.0%	98.2%	85.6%	97.8%	84.5%	100.0%	100.0%	98.2%	100.0%	93.1%	94.1%	94.6%	92.3%	
Significantly different from column:*								IJ	HJ	HI	LM	KM	KL	P	N	RT	QY	T	QSWXY			TY	T	RTW					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 81

Does your child need a sign language interpreter for us to communicate with you?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	---	2,452	---	---	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	---	136	---	---	10	32	1	17	43	28	12	13	14	70	23	7	4	1	1	9	0	1	4	1	8	31	87	12	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	2,316	---	---	333	1,954	2	452	1,016	827	419	662	1,203	1,474	623	201	57	96	46	342	2	2	836	37	591	442	1,588	235	
	---	94.5%	---	---	97.1%	98.4%	66.7%	96.4%	95.9%	96.7%	97.2%	98.1%	98.8%	95.5%	96.4%	96.6%	93.4%	99.0%	97.9%	97.4%	100.0%	66.7%	99.5%	0.0%	98.7%	93.4%	94.8%	95.1%	
Yes	---	36	---	---	2	33	0	19	13	4	14	13	9	18	10	8	1	1	2	11	0	6	1	13	3	26	6		
	---	1.6%	---	---	0.6%	1.7%	0.0%	4.2%	1.3%	0.5%	3.3%	2.0%	0.7%	1.2%	1.6%	4.0%	1.8%	1.0%	4.3%	3.2%	0.0%	0.7%	2.7%	2.2%	0.7%	1.6%	2.6%		
No	---	2,280	---	---	331	1,921	2	433	1,003	823	405	649	1,194	1,456	613	193	56	95	44	331	2	2	830	36	578	439	1,562	229	
	---	98.4%	---	---	99.4%	98.3%	100.0%	95.8%	98.7%	99.5%	96.7%	98.0%	99.3%	98.8%	98.4%	96.0%	98.2%	99.0%	95.7%	96.8%	100.0%	100.0%	99.3%	97.3%	97.8%	99.3%	98.4%	97.4%	
Significantly different from column:*								IJ	H	H	M	M	KL									Y	W						

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 82

Does your child need written materials in an alternate format (Braille, large print, audio recordings, etc.)?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	---	2,452	---	---	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	---	169	---	---	14	61	1	23	56	41	16	26	29	85	37	10	4	1	13	0	1	15	1	21	37	108	15		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	---	2,283	---	---	329	1,925	2	446	1,003	814	415	649	1,188	1,459	609	198	57	96	46	338	2	2	825	37	578	436	1,567	232	
	---	93.1%	---	---	95.9%	96.9%	66.7%	95.1%	94.7%	95.2%	96.3%	96.1%	97.6%	94.5%	94.3%	95.2%	93.4%	99.0%	97.9%	96.3%	100.0%	66.7%	98.2%	0.0%	96.5%	92.2%	93.6%	93.9%	
Yes	---	39	---	---	5	34	0	6	20	13	7	9	23	13	15	11	0	3	3	2	0	0	10	1	10	4	22	9	
	---	1.7%	---	---	1.5%	1.8%	0.0%	1.3%	2.0%	1.6%	1.7%	1.4%	1.9%	0.9%	2.5%	5.6%	0.0%	3.1%	6.5%	0.6%	0.0%	0.0%	1.2%	2.7%	1.7%	0.9%	1.4%	3.9%	
No	---	2,244	---	---	324	1,891	2	440	983	801	408	640	1,165	1,446	594	187	57	93	43	336	2	2	815	36	568	432	1,545	223	
	---	98.3%	---	---	98.5%	98.2%	100.0%	98.7%	98.0%	98.4%	98.3%	98.6%	98.1%	99.1%	97.5%	94.4%	100.0%	96.9%	93.5%	99.4%	100.0%	100.0%	98.8%	97.3%	98.3%	99.1%	98.6%	96.1%	
Significantly different from column:*														O	NP	O													

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 83

Is your child deaf or do you have serious difficulty hearing?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	---	2,452	---	---	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	---	107	---	---	4	37	1	9	32	19	8	15	15	41	26	5	3	1	1	6	0	1	7	1	8	24	67	11	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	2,345	---	---	339	1,949	2	460	1,027	836	423	660	1,202	1,503	620	203	58	96	46	345	2	2	833	37	591	449	1,608	236	
	---	95.6%	---	---	98.8%	98.1%	66.7%	98.1%	97.0%	97.8%	98.1%	97.8%	98.8%	97.3%	96.0%	97.6%	95.1%	99.0%	97.9%	98.3%	100.0%	66.7%	99.2%	0.0%	98.7%	94.9%	96.0%	95.5%	
Yes	---	44	---	---	7	37	0	8	25	11	6	12	26	25	14	5	1	2	1	3	0	0	19	0	12	3	29	12	
	---	1.9%	---	---	2.1%	1.9%	0.0%	1.7%	2.4%	1.3%	1.4%	1.8%	2.2%	1.7%	2.3%	2.5%	1.7%	2.1%	2.2%	0.9%	0.0%	0.0%	2.3%	0.0%	2.0%	0.7%	1.8%	5.1%	
No	---	2,301	---	---	332	1,912	2	452	1,002	825	417	648	1,176	1,478	606	198	57	94	45	342	2	2	814	37	579	446	1,579	224	
	---	98.1%	---	---	97.9%	98.1%	100.0%	98.3%	97.6%	98.7%	98.6%	98.2%	97.8%	98.3%	97.7%	97.5%	98.3%	97.9%	97.8%	99.1%	100.0%	100.0%	97.7%	100.0%	98.0%	99.3%	98.2%	94.9%	
Significantly different from column:*																													

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 84

Is your child blind or do you have serious difficulty seeing, even when wearing glasses?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	---	2,452	---	---	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	---	107	---	---	6	35	1	9	29	22	11	13	15	41	25	6	3	1	1	8	0	1	5	0	10	26	65	11	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	2,345	---	---	337	1,951	2	460	1,030	833	420	662	1,202	1,503	621	202	58	96	46	343	2	2	835	38	589	447	1,610	236	
	---	95.6%	---	---	98.3%	98.2%	66.7%	98.1%	97.3%	97.4%	97.4%	98.1%	98.8%	97.3%	96.1%	97.1%	95.1%	99.0%	97.9%	97.7%	100.0%	66.7%	99.4%	0.0%	98.3%	94.5%	96.1%	95.5%	
Yes	---	69	---	---	6	61	0	8	29	30	24	16	29	27	26	15	3	2	3	14	0	0	17	4	20	7	44	15	
	---	2.9%	---	---	1.8%	3.1%	0.0%	1.7%	2.8%	3.6%	5.7%	2.4%	2.4%	1.8%	4.2%	7.4%	5.2%	2.1%	6.5%	4.1%	0.0%	2.0%	10.5%	3.4%	1.6%	2.7%	6.4%		
No	---	2,276	---	---	331	1,890	2	452	1,001	803	396	646	1,173	1,476	595	187	55	94	43	329	2	2	818	34	569	440	1,566	221	
	---	97.1%	---	---	98.2%	96.9%	100.0%	98.3%	97.2%	96.4%	94.3%	97.6%	97.6%	98.2%	95.8%	92.6%	94.8%	97.9%	93.5%	95.9%	100.0%	100.0%	98.0%	89.5%	96.6%	98.4%	97.3%	93.6%	
Significantly different from column:*												LM	K	K	O	N				W			T			AB	AB	ZAA	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 85

Does a physical, mental, or emotional condition limit your child's activities in any way?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	---	2,452	---	---	343	1,986	3	469	1,059	855	431	675	1,217	1,544	646	208	61	97	47	351	2	3	840	38	599	473	1,675	247	
Number missing or multiple answer	---	116	---	---	5	45	1	13	30	26	11	15	20	42	30	9	3	1	1	10	0	1	5	0	12	26	69	13	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	2,336	---	---	338	1,941	2	456	1,029	829	420	660	1,197	1,502	616	199	58	96	46	341	2	2	835	38	587	447	1,606	234	
	---	95.3%	---	---	98.5%	97.7%	66.7%	97.2%	97.2%	97.0%	97.4%	97.8%	98.4%	97.3%	95.4%	95.7%	95.1%	99.0%	97.9%	97.2%	100.0%	66.7%	99.4%	0.0%	98.0%	94.5%	95.9%	94.7%	
Yes	---	603	---	---	68	512	2	73	292	236	60	138	387	269	217	110	11	16	17	40	1	0	265	10	153	63	416	114	
	---	25.8%	---	---	20.1%	26.4%	100.0%	16.0%	28.4%	28.5%	14.3%	20.9%	32.3%	17.9%	35.2%	55.3%	19.0%	16.7%	37.0%	11.7%	50.0%	0.0%	31.7%	26.3%	26.1%	14.1%	25.9%	48.7%	
No	---	1,733	---	---	270	1,429	0	383	737	593	360	522	810	1,233	399	89	47	80	29	301	1	2	570	28	434	384	1,190	120	
	---	74.2%	---	---	79.9%	73.6%	0.0%	84.0%	71.6%	71.5%	85.7%	79.1%	67.7%	82.1%	64.8%	44.7%	81.0%	83.3%	63.0%	88.3%	50.0%	100.0%	68.3%	73.7%	73.9%	85.9%	74.1%	51.3%	
Significantly different from column:*					F	E		IJ	H	H	LM	KM	KL	OP	NP	NO	SW	SWY	QRT	SWXY			QRTY	T	RTW	AAAB	ZAB	ZAA	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 86

Does your child have serious difficulty walking or climbing stairs?

Base: All respondents with children 5 or older

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	---	2,020	---	---	303	1,654	3	106	1,059	855	366	542	1,040	1,257	561	188	45	84	37	286	2	2	725	32	497	403	1,367	201	
Number missing or multiple answer	---	179	---	---	23	131	1	14	90	75	50	45	56	102	51	24	7	8	3	39	0	1	35	3	41	40	118	15	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	1,841	---	---	280	1,523	2	92	969	780	316	497	984	1,155	510	164	38	76	34	247	2	1	690	29	456	363	1,249	186	
	---	91.1%	---	---	92.4%	92.1%	66.7%	86.8%	91.5%	91.2%	86.3%	91.7%	94.6%	91.9%	90.9%	87.2%	84.4%	90.5%	91.9%	86.4%	100.0%	50.0%	95.2%	0.0%	91.8%	90.1%	91.4%	92.5%	
Yes	---	65	---	---	7	57	0	2	36	27	6	20	38	14	25	25	1	4	2	5	1	0	24	1	16	6	41	15	
	---	3.5%	---	---	2.5%	3.7%	0.0%	2.2%	3.7%	3.5%	1.9%	4.0%	3.9%	1.2%	4.9%	15.2%	2.6%	5.3%	5.9%	2.0%	50.0%	0.0%	3.5%	3.4%	3.5%	1.7%	3.3%	8.1%	
No	---	1,776	---	---	273	1,466	2	90	933	753	310	477	946	1,141	485	139	37	72	32	242	1	1	666	28	440	357	1,208	171	
	---	96.5%	---	---	97.5%	96.3%	100.0%	97.8%	96.3%	96.5%	98.1%	96.0%	96.1%	98.8%	95.1%	84.8%	97.4%	94.7%	94.1%	98.0%	50.0%	100.0%	96.5%	96.6%	96.5%	98.3%	96.7%	91.9%	
Significantly different from column:*														O	NP	O										AB	AB	ZAA	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 87

Does your child have difficulty dressing or bathing?

Base: All respondents with children 5 or older

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	---	2,020	---	---	303	1,654	3	106	1,059	855	366	542	1,040	1,257	561	188	45	84	37	286	2	2	725	32	497	403	1,367	201	
Number missing or multiple answer	---	183	---	---	23	135	1	14	90	79	53	47	55	104	53	24	7	8	3	42	0	1	33	3	43	39	123	15	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	1,837	---	---	280	1,519	2	92	969	776	313	495	985	1,153	508	164	38	76	34	244	2	1	692	29	454	364	1,244	186	
	---	90.9%	---	---	92.4%	91.8%	66.7%	86.8%	91.5%	90.8%	85.5%	91.3%	94.7%	91.7%	90.6%	87.2%	84.4%	90.5%	91.9%	85.3%	100.0%	50.0%	95.4%	0.0%	91.3%	90.3%	91.0%	92.5%	
Yes	---	135	---	---	18	112	1	9	91	35	11	33	87	56	49	28	2	13	4	15	1	0	48	2	33	15	93	19	
	---	7.3%	---	---	6.4%	7.4%	50.0%	9.8%	9.4%	4.5%	3.5%	6.7%	8.8%	4.9%	9.6%	17.1%	5.3%	17.1%	11.8%	6.1%	50.0%	0.0%	6.9%	6.9%	7.3%	4.1%	7.5%	10.2%	
No	---	1,702	---	---	262	1,407	1	83	878	741	302	462	898	1,097	459	136	36	63	30	229	1	1	644	27	421	349	1,151	167	
	---	92.7%	---	---	93.6%	92.6%	50.0%	90.2%	90.6%	95.5%	96.5%	93.3%	91.2%	95.1%	90.4%	82.9%	94.7%	82.9%	88.2%	93.9%	50.0%	100.0%	93.1%	93.1%	92.7%	95.9%	92.5%	89.8%	
Significantly different from column:*									J	I	M	K	OP	NP	NO		TWY		R			R		R	AAAB	Z	Z		

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 88

Because of a physical, mental, or emotional condition, does your child have serious difficulty concentrating, remembering or making decisions?

Base: All respondents with children 5 or older

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	---	2,020	---	---	303	1,654	3	106	1,059	855	366	542	1,040	1,257	561	188	45	84	37	286	2	2	725	32	497	403	1,367	201	
Number missing or multiple answer	---	189	---	---	25	139	1	14	94	81	50	54	55	111	53	23	9	8	3	41	0	1	35	4	42	42	125	16	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	1,831	---	---	278	1,515	2	92	965	774	316	488	985	1,146	508	165	36	76	34	245	2	1	690	28	455	361	1,242	185	
	---	90.6%	---	---	91.7%	91.6%	66.7%	86.8%	91.1%	90.5%	86.3%	90.0%	94.7%	91.2%	90.6%	87.8%	80.0%	90.5%	91.9%	85.7%	100.0%	50.0%	95.2%	0.0%	91.5%	89.6%	90.9%	92.0%	
Yes	---	631	---	---	69	546	2	24	350	257	71	138	406	317	214	93	13	21	20	47	0	1	259	13	165	87	431	99	
	---	34.5%	---	---	24.8%	36.0%	100.0%	26.1%	36.3%	33.2%	22.5%	28.3%	41.2%	27.7%	42.1%	56.4%	36.1%	27.6%	58.8%	19.2%	0.0%	100.0%	37.5%	46.4%	36.3%	24.1%	34.7%	53.5%	
No	---	1,200	---	---	209	969	0	68	615	517	245	350	579	829	294	72	23	55	14	198	2	0	431	15	290	274	811	86	
	---	65.5%	---	---	75.2%	64.0%	0.0%	73.9%	63.7%	66.8%	77.5%	71.7%	58.8%	72.3%	57.9%	43.6%	63.9%	72.4%	41.2%	80.8%	100.0%	0.0%	62.5%	53.6%	63.7%	75.9%	65.3%	46.5%	
Significantly different from column:*					F	E					M	M	KL	OP	NP	NO	T	S	RTWY	QSWXY		ST	T	ST	AAAB	ZAB	ZAA		

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

State Oregon Health Plan - Claims Stratum: with Chronic Conditions

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 89

Because of a physical, mental, or emotional condition, does your child have serious difficulty doing errands alone such as visiting a doctor's office or shopping?

Base: All respondents with children 15 or older

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	---	668	---	---	111	539	0	0	0	668	136	179	336	371	206	85	16	23	19	104	1	1	254	9	150	132	445	75	
Number missing or multiple answer	---	76	---	---	6	61	0	0	0	76	18	21	30	42	21	12	2	4	3	15	0	1	19	1	15	18	50	6	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	592	---	---	105	478	0	0	0	592	118	158	306	329	185	73	14	19	16	89	1	0	235	8	135	114	395	69	
	---	88.6%	---	---	94.6%	88.7%	---	---	---	88.6%	88.3%	91.1%	88.7%	89.8%	85.9%	87.5%	82.6%	84.2%	85.6%	100.0%	0.0%	92.5%	0.0%	90.0%	86.4%	88.8%	92.0%		
Yes	---	137	---	---	14	121	0	0	0	137	12	36	87	53	55	27	6	2	6	11	1	0	57	2	34	18	92	24	
	---	23.1%	---	---	13.3%	25.3%	---	---	---	23.1%	10.2%	22.8%	28.4%	16.1%	29.7%	37.0%	42.9%	10.5%	37.5%	12.4%	100.0%	---	24.3%	25.0%	25.2%	15.8%	23.3%	34.8%	
No	---	455	---	---	91	357	0	0	0	455	106	122	219	276	130	46	8	17	10	78	0	0	178	6	101	96	303	45	
	---	76.9%	---	---	86.7%	74.7%	---	---	---	76.9%	89.8%	77.2%	71.6%	83.9%	70.3%	63.0%	57.1%	89.5%	62.5%	87.6%	0.0%	---	75.7%	75.0%	74.8%	84.2%	76.7%	65.2%	
Significantly different from column:*					F	E					LM	K	K	OP	N	N				WY		T		T	AB	AB	ZAA		

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

SURVEY INSTRUMENT

Survey Instructions

Answer each question by marking the box to the left of your answer.

You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

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

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

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits 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 1-833-257-1377. For the hearing or speech impaired, call 711 to use the Telecommunications Relay Service (TRS).

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 Oregon Health Plan. 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?

- ₀ None → ***If None, Go to Question 11***
- ₁ 1 time
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5 to 9
- ₆ 10 or more times

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

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

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

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

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

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

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

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

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

₁ Yes

₂ No → **If No, Go to Question 14**

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

₁ Yes

₂ No

Specialized Services

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

₁ Yes

₂ No → **If No, Go to Question 17**

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

₁ Never

₂ Sometimes

₃ Usually

₄ Always

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

₁ Yes

₂ No

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

₁ Yes

₂ No → **If No, Go to Question 20**

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

₁ Never

₂ Sometimes

₃ Usually

₄ Always

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

₁ Yes

₂ No

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

₁ Yes

₂ No → **If No, Go to Question 23**

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

₁ Never

₂ Sometimes

₃ Usually

₄ Always

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

₁ Yes

₂ No

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

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

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

- ₁ Yes
- ₂ No

Your Child's Personal Doctor

25. A personal doctor is the one your child would 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 40**

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

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

26a. In the last 6 months, how often did you have a hard time speaking with or understanding your child's personal doctor because you spoke different languages?

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- ₁ Yes
- ₂ No

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

- ₁ Yes
- ₂ No → ***If No, Go to Question 36***

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

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

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

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

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

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

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

- ₁ Yes
- ₂ No

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

- ₁ Yes
- ₂ No

Getting Health Care from Specialists

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

40. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?
- ₁ Yes
 - ₂ No → **If No, Go to Question 44**
41. 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
42. How many specialists has your child seen in the last 6 months?
- ₀ None → **If None, Go to Question 44**
 - ₁ 1 specialist
 - ₂ 2
 - ₃ 3
 - ₄ 4
 - ₅ 5 or more specialists

43. We want to know your rating of the specialist your child 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 0 Worst specialist possible
- ₁ 1
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5
- ₆ 6
- ₇ 7
- ₈ 8
- ₉ 9
- ₁₀ 10 Best specialist possible

Your Child's Health Plan

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

44. In the last 6 months, did you get information or help from customer service at your child's health plan?
- ₁ Yes
 - ₂ No → **If No, Go to Question 47**
45. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?
- ₁ Never
 - ₂ Sometimes
 - ₃ Usually
 - ₄ Always

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

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

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

- ₁ Yes
- ₂ No → ***If No, Go to Question 49***

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

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

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

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

Prescription Medicines

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

- ₁ Yes
- ₂ No → ***If No, Go to Question 52a***

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

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

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

- ₁ Yes
- ₂ No

Access to Dental Care

52a. A regular dentist is one your child would go to for check-ups and cleanings or when he or she has a cavity or tooth pain. Does your child have a regular dentist?

- ₁ Yes
- ₂ No

52b. In the last 6 months, did your child go to a dentist's office or clinic for care?

- ₁ Yes
- ₂ No → ***If No, Go to Question 52d***

52c. In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating your child?

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

52d. In the last 6 months, if your child needed to see a dentist right away because of a dental emergency, how often did he or she get to see a dentist as soon as you wanted?

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always
- ₅ My child did not have a dental emergency in the last 6 months

52e. Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist for your child?

- ₀ 0 Extremely difficult
- ₁ 1
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5
- ₆ 6
- ₇ 7
- ₈ 8
- ₉ 9
- ₁₀ 10 Extremely easy

About Your Child and You

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

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

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

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

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

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

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

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

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

- ₁ Yes
- ₂ No

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

₁ Yes

₂ No → **If No, Go to Question 61**

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

₁ Yes

₂ No → **If No, Go to Question 61**

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

₁ Yes

₂ No

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

₁ Yes

₂ No → **If No, Go to Question 64**

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

₁ Yes

₂ No → **If No, Go to Question 64**

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

₁ Yes

₂ No

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

₁ Yes

₂ No → **If No, Go to Question 67**

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

₁ Yes

₂ No → **If No, Go to Question 67**

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

₁ Yes

₂ No

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

₁ Yes

₂ No → **If No, Go to Question 69**

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

₁ Yes

₂ No

69. What is your child's age?

₀₀ Less than 1 year old

_____ YEARS OLD (*write in*)

70. What was your child's biological sex at birth?

₁ Male

₂ Female

71. What is your child's current gender identity?

₁ Male

₂ Female

₃ Transgender

₄ Non-binary, genderqueer, or other

72. 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

73. What is your current gender identity?

- ₁ Male
- ₂ Female
- ₃ Transgender
- ₄ Non-binary, genderqueer, or other

74. 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

75. 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

76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.

American Indian or Alaska Native

- _A American Indian
- _B Alaska Native
- _C Canadian Inuit, Metis, or First Nation
- _D Indigenous Mexican, Central American, or South American

Asian

- _E Asian Indian
- _F Chinese
- _G Filipino/a
- _H Hmong
- _I Japanese
- _J Korean
- _K Laotian
- _L South Asia
- _M Vietnamese
- _N Other Asian

Black or African American

- _O African American
- _P African (Black)
- _Q Caribbean (Black)
- _R Other Black

Hispanic or Latino/a

- _S Hispanic or Latino/a Central American
- _T Hispanic or Latino/a Mexican
- _U Hispanic or Latino/a South American
- _V Other Hispanic or Latino/a

Middle Eastern/Northern African

- _W Middle Eastern
- _X Northern African

Native Hawaiian or Pacific Islander

- _Y Guamanian or Chamorro
- _Z Micronesian
- _{AA} Native Hawaiian
- _{AB} Samoan
- _{AC} Tongan
- _{AD} Other Pacific Islander

White

- _{AE} Eastern European
- _{AF} Slavic
- _{AG} Western European
- _{AH} Other White

Other Categories

- _{AI} Other

77. Regardless of your response to the previous question, how do you identify your child's race, ethnicity, tribal affiliation, country of origin, or ancestry?
(Please print)

78. How well does your child speak English?

- ₁ Very well
- ₂ Well
- ₃ Not well
- ₄ Not at all

79. What language does your child mainly speak at home?

- ₁ English
 - ₂ Spanish
 - ₃ Other (Please print)
-

80. Does your child need an interpreter for us to communicate with them?

- ₁ Yes
- ₂ No

81. Does your child need a sign language interpreter for us to communicate with them?

- ₁ Yes
- ₂ No → **If No, Go to Question 82**

81a. Which type of sign language interpreter does your child need us to communicate with them? (ASL, PSE, tactile interpreting, etc.)
(Please print)

82. Does your child need written materials in an alternate format (Braille, large print, audio recordings, etc.)?

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

82a. Which alternate format does your child need?
(Please print)

83. Is your child deaf or does your child have serious difficulty hearing?

- ₁ Yes
₂ No

84. Is your child blind or does your child have serious difficulty seeing, even when wearing glasses?

- ₁ Yes
₂ No

85. Does a physical, mental, or emotional condition limit your child's activities in any way?

- ₁ Yes
₂ No

Please stop now if your child is under age 5.

86. Does your child have serious difficulty walking or climbing stairs?

- ₁ Yes
₂ No

87. Does your child have difficulty dressing or bathing?

- ₁ Yes
₂ No

88. Because of a physical, mental, or emotional condition, does your child have serious difficulty concentrating, remembering or making decisions?

- ₁ Yes
₂ No

Please stop now if your child is under age 15.

89. Because of a physical, mental, or emotional condition, does your child have serious difficulty doing errands alone such as visiting a doctor's office or shopping?

- ₁ Yes
₂ No

Thank You

Please return the completed survey in the postage-paid envelope to:

Center for the Study of Services
PO Box 10820
Herndon, VA 20172

Please do not include any other correspondence.

Instrucciones para el cuestionario

Conteste cada pregunta marcando el cuadro que aparece a la izquierda de su respuesta.

A veces hay que saltarse alguna pregunta del cuestionario. Cuando esto ocurra, verá una flecha con una nota que le indicará cuál es la siguiente pregunta a la que tiene que pasar. Por ejemplo:

- ₁ Sí → **Si contestó "Sí", pase a la pregunta 1**
₂ No

La información personal identificable no se hará pública y solo se dará a conocer de conformidad con las leyes y reglamentos federales.

Usted puede optar por responder a esta encuesta o no. Si decide no participar, esto no afectará los beneficios que su niño obtenga. Usted notará un número en la portada de esta encuesta. Este número se utiliza SOLO para hacernos saber si usted ya envió su encuesta para que no tengamos que enviarle recordatorios.

Si quiere informarse más sobre este estudio, llame al 1-833-257-1377. Las personas con problemas de audición o del habla pueden llamar al 711 para usar el Servicio de Retransmisión de Telecomunicaciones (TRS).

Conteste las preguntas para el niño cuyo nombre figura en el sobre. No las conteste para ningún otro niño.

1. Nuestros registros muestran que su niño actualmente está inscrito en Oregon Health Plan. ¿Es correcta esta información?
₁ Sí → **Si contestó "Sí", pase a la pregunta 3**
₂ No
2. ¿Cómo se llama el plan de salud de su niño?
(Escriba en letra imprenta)

La atención médica que recibió su niño en los últimos 6 meses

Estas preguntas son acerca de la atención médica que ha recibido su niño. No incluya la atención que recibió su niño cuando pasó la noche hospitalizado. No incluya las consultas de su niño al dentista.

3. En los últimos 6 meses, ¿tuvo su niño una enfermedad, lesión o problema de salud para el cual necesitó atención inmediata en una clínica, en una sala de emergencia o en un consultorio médico?
₁ Sí
₂ No → **Si contestó "No", pase a la pregunta 5**

4. En los últimos 6 meses, cuando su niño necesitó atención inmediata, ¿con qué frecuencia atendieron a su niño tan pronto como lo necesitaba?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

5. En los últimos 6 meses, ¿hizo alguna cita para un chequeo o una consulta de rutina para su niño en un consultorio médico o en una clínica?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 7***

6. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita para un chequeo o una consulta de rutina para su niño en un consultorio médico o en una clínica tan pronto como lo necesitaba?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

7. En los últimos 6 meses, sin contar las veces que su niño fue a una sala de emergencia, ¿cuántas veces fue su niño a un consultorio médico o a una clínica para que lo atendieran?

- ₀ Ninguna vez → ***Si contestó "Ninguna vez", pase a la pregunta 11***

- ₁ 1 vez
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5 a 9
- ₆ 10 veces o más

8. En los últimos 6 meses, ¿con qué frecuencia le contestaron sus preguntas los doctores u otros profesionales médicos de su niño?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

9. Usando un número del 0 al 10, siendo 0 la peor atención médica posible y 10 la mejor atención médica posible, ¿qué número usaría para calificar toda la atención médica que su niño ha recibido en los últimos 6 meses?

- ₀ 0 La peor atención médica posible
- ₁ 1
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5
- ₆ 6
- ₇ 7
- ₈ 8
- ₉ 9
- ₁₀ 10 La mejor atención médica posible

10. En los últimos 6 meses, ¿con qué frecuencia le fue fácil conseguir la atención, los exámenes o el tratamiento que su niño necesitaba?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

11. ¿Está matriculado actualmente su niño en algún tipo de escuela o guardería?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 14***

12. En los últimos 6 meses, ¿necesitó que los doctores u otros profesionales médicos de su niño se pusieran en contacto con una escuela o guardería acerca de la salud o la atención médica de su niño?

₁ Sí

₂ No → ***Si contestó “No”, pase a la pregunta 14***

13. En los últimos 6 meses, ¿necesitó que los doctores u otros profesionales médicos de su niño se pusieran en contacto con una escuela o guardería acerca de la salud o la atención médica de su niño?

₁ Sí

₂ No

Servicios especializados

14. En el equipo o dispositivo médico especial se incluye un andador, silla de ruedas, nebulizador, tubos de alimentación o equipo de oxígeno. En los últimos 6 meses, ¿consiguió o intentó conseguir algún equipo o dispositivo médico especial para su niño?

₁ Sí

₂ No → ***Si contestó “No”, pase a la pregunta 17***

15. En los últimos 6 meses, ¿con qué frecuencia le fue fácil conseguir el equipo o dispositivos médicos especiales para su niño?

₁ Nunca

₂ A veces

₃ La mayoría de las veces

₄ Siempre

16. ¿Alguien del consultorio médico o clínica del plan de salud de su niño le ayudó a conseguir el equipo o dispositivos médicos especiales para su niño?

₁ Sí

₂ No

17. En los últimos 6 meses, ¿consiguió o intentó conseguir terapia especial para su niño, tal como terapia física, ocupacional o del habla?

₁ Sí

₂ No → ***Si contestó “No”, pase a la pregunta 20***

18. En los últimos 6 meses, ¿con qué frecuencia le fue fácil conseguir esta terapia para su niño?

₁ Nunca

₂ A veces

₃ La mayoría de las veces

₄ Siempre

19. ¿Alguien del consultorio médico o clínica del plan de salud de su niño le ayudó a conseguir esta terapia para su niño?

₁ Sí

₂ No

20. En los últimos 6 meses, ¿consiguió o intentó conseguir tratamiento o consejería para su niño, para un problema emocional, de desarrollo o de comportamiento?

₁ Sí

₂ No → ***Si contestó “No”, pase a la pregunta 23***

21. En los últimos 6 meses, ¿con qué frecuencia le fue fácil conseguir este tratamiento o consejería para su niño?
- ₁ Nunca
 - ₂ A veces
 - ₃ La mayoría de las veces
 - ₄ Siempre
22. ¿Alguien del consultorio médico o clínica del plan de salud de su niño le ayudó a conseguir este tratamiento o consejería para su niño?
- ₁ Sí
 - ₂ No
23. En los últimos 6 meses, ¿recibió su niño atención de más de un tipo de profesional médico, o usó más de un tipo de servicio de salud?
- ₁ Sí
 - ₂ No → ***Si contestó “No”, pase a la pregunta 25***
24. En los últimos 6 meses, ¿alguien del consultorio médico o clínica del plan de salud de su niño le ayudó a coordinar la atención médica de su niño entre estos diferentes profesionales o servicios?
- ₁ Sí
 - ₂ No

El doctor personal de su niño

25. El doctor personal es aquel a quien su niño acude si necesita un chequeo, tiene un problema de salud o si se enferma o lastima. ¿Tiene su niño un doctor personal?
- ₁ Sí
 - ₂ No → ***Si contestó “No”, pase a la pregunta 40***

26. En los últimos 6 meses, ¿cuántas veces fue su niño a ver a su doctor personal para recibir atención médica?
- ₀ Ninguna vez → ***Si contestó “Ninguna vez”, pase a la pregunta 36***
 - ₁ 1 vez
 - ₂ 2
 - ₃ 3
 - ₄ 4
 - ₅ 5 a 9
 - ₆ 10 veces o más
- 26a. En los últimos 6 meses, ¿con qué frecuencia se le hizo difícil hablar con el doctor personal de su niño o entenderlo porque hablaban idiomas diferentes?
- ₁ Nunca
 - ₂ A veces
 - ₃ La mayoría de las veces
 - ₄ Siempre
27. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le explicó los aspectos sobre la salud de su niño de una manera fácil de entender?
- ₁ Nunca
 - ₂ A veces
 - ₃ La mayoría de las veces
 - ₄ Siempre
28. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le escuchó a usted con atención?
- ₁ Nunca
 - ₂ A veces
 - ₃ La mayoría de las veces
 - ₄ Siempre

29. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño demostró respeto por lo que usted tenía que decir?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

30. ¿Su niño puede hablar con los doctores sobre su atención médica?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 32***

31. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le explicó las cosas a su niño de una manera fácil de entender?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

32. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño pasó suficiente tiempo con este?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

33. En los últimos 6 meses, ¿habló el doctor personal de su niño con usted sobre cómo su niño se estaba sintiendo, estaba creciendo o se estaba comportando?

- ₁ Sí
- ₂ No

34. En los últimos 6 meses, ¿atendió a su niño algún doctor u otro profesional médico además de su doctor personal?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 36***

35. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño parecía estar informado y al día acerca de la atención que su niño había recibido de estos doctores u otros profesionales médicos?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

36. Usando un número del 0 al 10, siendo 0 el peor doctor personal posible y 10 el mejor doctor personal posible, ¿qué número usaría para calificar al doctor personal de su niño?

- ₀ 0 El peor doctor personal posible
- ₁ 1
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5
- ₆ 6
- ₇ 7
- ₈ 8
- ₉ 9
- ₁₀ 10 El mejor doctor personal posible

37. ¿Tiene su niño alguna condición médica, de comportamiento u otra condición de salud que haya durado más de 3 meses?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 40***

38. ¿El doctor personal de su niño entiende cómo estas condiciones médicas, de comportamiento u otras condiciones de salud afectan la vida cotidiana de su niño?

- ₁ Sí
₂ No

39. ¿El doctor personal de su niño entiende cómo estas condiciones médicas, de comportamiento u otras condiciones de salud afectan la vida cotidiana de su familia?

- ₁ Sí
₂ No

La atención médica que recibió de especialistas

Al contestar las siguientes preguntas no incluya las consultas de su niño al dentista ni la atención que recibió cuando pasó la noche hospitalizado.

40. Los especialistas son doctores que se especializan en un área de la medicina. Pueden ser cirujanos, doctores especialistas en el corazón, las alergias, la piel y otras áreas. En los últimos 6 meses, ¿hizo alguna cita para su niño con un especialista?

- ₁ Sí
₂ No → ***Si contestó "No", pase a la pregunta 44***

41. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita con un especialista para su niño tan pronto como la necesitaba?

- ₁ Nunca
₂ A veces
₃ La mayoría de las veces
₄ Siempre

42. ¿Cuántos especialistas ha visto su niño en los últimos 6 meses?

- ₀ Ninguno → ***Si contestó "Ninguno", pase a la pregunta 44***
₁ 1 especialista
₂ 2
₃ 3
₄ 4
₅ 5 especialistas o más

43. Queremos saber cómo califica al especialista al que su niño acudió con más frecuencia en los últimos 6 meses. Usando un número del 0 al 10, siendo 0 el peor especialista posible y 10 el mejor especialista posible, ¿qué número usaría para calificar a ese especialista?

- ₀ 0 El peor especialista posible
₁ 1
₂ 2
₃ 3
₄ 4
₅ 5
₆ 6
₇ 7
₈ 8
₉ 9
₁₀ 10 El mejor especialista posible

El plan de salud de su niño

Las siguientes preguntas son acerca de su experiencia con el plan de salud de su niño.

44. En los últimos 6 meses, ¿recibió información o ayuda por parte del servicio al cliente del plan de salud de su niño?

- ₁ Sí
₂ No → ***Si contestó "No", pase a la pregunta 47***

45. En los últimos 6 meses, ¿con qué frecuencia el servicio al cliente del plan de salud de su niño le dio la información o ayuda que usted necesitaba?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

46. En los últimos 6 meses, ¿con qué frecuencia el personal de servicio al cliente del plan de salud de su niño le trató con cortesía y respeto?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

47. En los últimos 6 meses, ¿le dio el plan de salud de su niño algún formulario para completar?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 49***

48. En los últimos 6 meses, ¿con qué frecuencia fueron fáciles de completar los formularios del plan de salud de su niño?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

49. Usando un número del 0 al 10, siendo 0 el peor plan de salud posible y 10 el mejor plan de salud posible, ¿qué número usaría para calificar al plan de salud de su niño?

- ₀ 0 El peor plan de salud posible
- ₁ 1
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5
- ₆ 6
- ₇ 7
- ₈ 8
- ₉ 9
- ₁₀ 10 El mejor plan de salud posible

Medicinas recetadas

50. En los últimos 6 meses, ¿consiguió o renovó alguna medicina recetada para su niño?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 52a***

51. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir medicinas recetadas para su niño a través de su plan de salud?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

52. ¿Alguien del consultorio médico o clínica del plan de salud de su niño le ayudó a conseguir las medicinas recetadas para su niño?

- ₁ Sí
- ₂ No

Acceso a atención dental

52a. Un dentista regular es a quien su niño va a ver para un chequeo y limpieza o cuando tiene una carie o un dolor de diente. ¿Su niño tiene un dentista regular?

- ₁ Sí
₂ No

52b. En los últimos 6 meses, ¿fue su niño al consultorio de un dentista o a una clínica dental para recibir atención?

- ₁ Sí
₂ No → ***Si contestó "No", pase a la pregunta 52d***

52c. En los últimos 6 meses, ¿con qué frecuencia el personal dental o el dentista le explicaron lo que le hacían mientras trataron a su niño?

- ₁ Nunca
₂ A veces
₃ La mayoría de las veces
₄ Siempre

52d. En los últimos 6 meses, si su niño necesitó ver a un dentista de inmediato por una emergencia dental, ¿con qué frecuencia él o ella pudo ver a un dentista tan pronto como usted quería?

- ₁ Nunca
₂ A veces
₃ La mayoría de las veces
₄ Siempre
₅ Mi niño no tuvo una emergencia dental en los últimos 6 meses

52e. Usando un número del 0 al 10, el 0 siendo extremadamente difícil y el 10 extremadamente fácil, ¿qué número usaría para calificar cuán fácil le fue encontrar un dentista para su niño?

- ₀ 0 Extremadamente difícil
₁ 1
₂ 2
₃ 3
₄ 4
₅ 5
₆ 6
₇ 7
₈ 8
₉ 9
₁₀ 10 Extremadamente fácil

Acerca de usted y de su niño

53. En general, ¿cómo calificaría toda la salud de su niño?

- ₁ Excelente
₂ Muy buena
₃ Buena
₄ Regular
₅ Mala

54. En general, ¿cómo calificaría toda la salud mental o emocional de su niño?

- ₁ Excelente
₂ Muy buena
₃ Buena
₄ Regular
₅ Mala

55. ¿Actualmente necesita o usa su niño una medicina recetada por un doctor (aparte de vitaminas)?

- ₁ Sí
₂ No → ***Si contestó "No", pase a la pregunta 58***

56. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

₁ Sí

₂ No → ***Si contestó “No”, pase a la pregunta 58***

57. ¿Es esta una condición que ha durado o que se espera que dure por lo menos 12 meses?

₁ Sí

₂ No

58. ¿Necesita o usa su niño más servicios médicos, de salud mental o educativos de lo que es normal para la mayoría de los niños de la misma edad?

₁ Sí

₂ No → ***Si contestó “No”, pase a la pregunta 61***

59. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

₁ Sí

₂ No → ***Si contestó “No”, pase a la pregunta 61***

60. ¿Es esta una condición que ha durado o que se espera que dure por lo menos 12 meses?

₁ Sí

₂ No

61. ¿Está su niño limitado o impedido de alguna manera en su habilidad de hacer lo que pueden hacer la mayoría de los niños de la misma edad?

₁ Sí

₂ No → ***Si contestó “No”, pase a la pregunta 64***

62. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

₁ Sí

₂ No → ***Si contestó “No”, pase a la pregunta 64***

63. ¿Es esta una condición que ha durado o que se espera que dure por lo menos 12 meses?

₁ Sí

₂ No

64. ¿Necesita o recibe su niño terapia especial, tal como terapia física, ocupacional o del habla?

₁ Sí

₂ No → ***Si contestó “No”, pase a la pregunta 67***

65. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

₁ Sí

₂ No → ***Si contestó “No”, pase a la pregunta 67***

66. ¿Es esta una condición que ha durado o que se espera que dure por lo menos 12 meses?

₁ Sí

₂ No

67. ¿Tiene su niño algún problema emocional, de desarrollo o de comportamiento, para el cual necesita o recibe tratamiento o consejería?

₁ Sí

₂ No → ***Si contestó “No”, pase a la pregunta 69***

68. ¿Ha durado este problema o se espera que dure por lo menos 12 meses?

₁ Sí

₂ No

69. ¿Qué edad tiene su niño?

₀₀ Menos de un año

_____ AÑOS (*escriba la respuesta*)

70. ¿Cuál es el sexo biológico de su niño?

₁ Masculino

₂ Femenino

71. ¿Cuál es su identidad de género actual de su niño?

₁ Masculino

₂ Femenino

₃ Transgénero

₄ No binario, intergénero, u otra

72. ¿Qué edad tiene usted?

₀ Menos de 18 años

₁ 18 a 24

₂ 25 a 34

₃ 35 a 44

₄ 45 a 54

₅ 55 a 64

₆ 65 a 74

₇ 75 años o más

73. ¿Cuál es su identidad de género actual?

₁ Masculino

₂ Femenino

₃ Transgénero

₄ No binario, intergénero, u otra

74. ¿Cuál es el grado o nivel escolar más alto que ha completado?

₁ 8 años de escuela o menos

₂ 9 a 12 años de escuela, pero sin graduarse

₃ Graduado de la escuela secundaria (*high school*), Diploma de escuela secundaria, preparatoria o su equivalente (o GED)

₄ Algunos cursos universitarios o un título universitario de un programa de 2 años

₅ Título universitario de 4 años

₆ Título universitario de más de 4 años

75. ¿Qué relación tiene con el niño?

₁ Madre o padre

₂ Abuelo o abuela

₃ Tía o tío

₄ Hermano o hermana mayor

₅ Otro familiar

₆ Tutor legal del niño

₇ Otra persona

76. ¿Cuál de las siguientes opciones describe la identidad racial o étnica de su niño? Marque TODAS las opciones que correspondan.

Indígena estadounidense o nativo de Alaska

_A Indígena norteamericano/a

_B Indígena de Alaska

_C Inuit canadiense, métis o indígena canadiense (First Nation)

_D Indígena mexicano/a, centroamericano/a o sudamericano/a

Asiático/a

- _E Indio/a asiático/a
- _F Chino/a
- _G Filipino/a
- _H Hmong
- _I Japonés/a
- _J Coreano/a
- _K Laociano/a
- _L Sudasiático/a
- _M Vietnamita
- _N Asiático/a de otro tipo

Negro/a o afroamericano/a

- _O Afroamericano/a
- _P Africano/a (negro/a)
- _Q Caribeño/a (negro/a)
- _R Negro/a de otro tipo

Hispano/a o latino/a

- _S Centroamericano/a, hispano/a o latino/a
- _T Mexicano/a hispano/a o latino/a
- _U Sudamericano/a, hispano/a o latino/a
- _V Hispano/a o latino/a de otro tipo

Medio oriental/norteafricano

- _W Del oriente medio
- _X Norafricano/a

Nativo/a de Hawái o de las Islas del Pacífico

- _Y Guameño/a o chamorro/a
- _Z Micronesio/a
- _{AA} Indígena de Hawái
- _{AB} Samoano/a
- _{AC} Tongano/a
- _{AD} De otras islas del Pacífico

Blanco/a

- _{AE} Europeo/a oriental
- _{AF} Eslavo/a
- _{AG} Europeo/a occidental
- _{AH} Blanco/a de otro tipo

Otras categorías

- _{AI} Otra

77. Independientemente de su respuesta anterior, ¿cómo identifica usted la raza, grupo étnico, origen tribal, país de origen o ascendencia de su niño? (*Escriba en letra imprenta*)

78. ¿Qué tan bien habla inglés su niño?

- ₁ Muy bien
- ₂ Bien
- ₃ No bien
- ₄ Para nada

79. ¿Qué idioma habla usted principalmente su niño en el hogar?

- ₁ Inglés
 - ₂ Español
 - ₃ Otra (*Escriba en letra imprenta*)
-

80. ¿Necesita su niño un intérprete para que nos podamos comunicar con él?

- ₁ Sí
- ₂ No

81. ¿Necesita su niño un intérprete de lenguaje de señas para que nosotros podamos comunicarnos con él?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 82***

81a. ¿Qué tipo de intérprete necesita su niño para que nosotros podamos comunicarnos con él? (Intérprete ASL, inglés Pidgin por señas [PSE, por sus siglas en inglés], interpretación táctil, etc.) *(Escriba en letra imprenta)*

82. ¿Necesita su niño materiales escritos en un formato alternativo (Braille, letra grande, grabaciones de audio, etc.)?

₁ Sí

₂ No → **Si contestó “No”, pase a la pregunta 83**

82a. ¿Qué formato alternativo necesita su niño? *(Escriba en letra imprenta)*

83. ¿Es su niño sordo/a o tiene dificultad seria para oír?

₁ Sí

₂ No

84. ¿Es su niño ciego/a o tiene dificultad seria para ver, aunque lleve puestos lentes?

₁ Sí

₂ No

85. ¿Alguna condición física, mental o emocional limita sus actividades de su niño de alguna manera?

₁ Sí

₂ No

Deténgase aquí si su niño tiene menos de 5 años.

86. ¿Tiene su niño dificultad seria para caminar o subir escaleras?

₁ Sí

₂ No

87. ¿Tiene su niño dificultad para vestirse o bañarse?

₁ Sí

₂ No

88. Debido a una condición física, mental o emocional, ¿tiene su niño dificultad seria para concentrarse, recordar o tomar decisiones?

₁ Sí

₂ No

Deténgase aquí si su niño tiene menos de 15 años.

89. Debido a una condición física, mental o emocional, ¿tiene su niño dificultad seria para hacer los mandados solo/a, por ejemplo, ir a ver al médico o ir de compras?

₁ Sí

₂ No

Gracias

Por favor devuelva esta encuesta en el sobre con el porte o franqueo pagado a:

Center for the Study of Services
PO Box 10820
Herndon, VA 20172

Por favor no incluya cualquier otra correspondencia.

CALCULATION GUIDELINES FOR GLOBAL PROPORTIONS

NCQA's *HEDIS 2020, Volume 3: Specifications for Survey Measures* contains detailed guidelines for calculation of survey results. These guidelines include:

- Criteria for including a survey in the results calculation. A questionnaire must have the final disposition code of *Complete and Valid Survey* to be included in the calculation of plan-level scores.
- Rules for handling appropriately answered questions (i.e., questions that comply with survey skip-pattern instructions).
- Rules for handling inappropriately answered questions (e.g., unanswered questions, multiple-mark questions, questions that should have been skipped, and questions within a skip pattern of an inappropriately answered or skipped gate item).
- Rules for calculating denominators for questions and composites. The denominator for a question is equal to the total number of responses to that question. The denominator for a composite is the average number of responses across all questions in the composite.
- Rules for calculating rolling average composites and question summary rates. *For OHA analysis, rolling average measures were calculated using single year rates.*
- Rules for handling changes in submission entity (i.e., if a health plan changes how it reports CAHPS results from one year to the next.)

COMPOSITE GLOBAL PROPORTIONS

Global Proportions are *average* proportions of respondents who gave the plan a favorable rating on each question in a composite. There are three steps needed to calculate the composite global proportion:

Step 1

For each question in a composite, count the number of members who selected a favorable response option (i.e., *Usually/Always* or *Yes*).

Step 2

For each question, determine the proportion of respondents rating favorably (i.e., *Usually/Always* or *Yes*).

Step 3

Calculate the average proportion rating favorably across all the questions in the composite. These are the composite global proportions. Note: each question in a composite is weighted equally, regardless of how many members respond.

Using the example above, here is an illustration of the step-by-step calculation of the *Getting Care Quickly* composite global proportion. Missing responses are not included in the denominator.

Response option	Q4	Q6	Global Proportion
<i>Never or Sometimes</i>	$1 / 5 = 0.20$	$1 / 4 = 0.25$	$(0.20 + 0.25) / 2 = 0.2250$
<i>Usually</i>	$2 / 5 = 0.40$	$1 / 4 = 0.25$	$(0.40 + 0.25) / 2 = 0.3250$
<i>Always</i>	$2 / 5 = 0.40$	$2 / 4 = 0.50$	$(0.40 + 0.50) / 2 = 0.4500$
<i>Always or Usually</i>	$4 / 5 = 0.80$	$3 / 4 = 0.75$	$(0.80 + 0.75) / 2 = 0.7750$

Therefore, 80.00 percent and 75.00 percent of members respectively provided favorable responses to the *Getting Care Quickly* questions Q4 and Q6. Averaging these two proportions yields the global proportion score of 77.50 percent for the *Getting Care Quickly* composite.

GLOSSARY OF TERMS

Attributes	Areas of health plan performance and member experience assessed with the CAHPS survey
Benchmark	A reference score (e.g., the State Oregon Health Plan, the CSS Average, the highest or lowest performing CCO, or the CCO's own prior-year rate) against which performance on the measure is assessed. See <i>Comparisons to Benchmarks and Prior-Year Results</i> .
CAHPS 5.0H Surveys	Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a series of surveys designed to collect consumer feedback on their health care experiences. The CAHPS 5.0H Health Plan Survey asks members to report on their experiences with access to appointments and care through their health plan, communication with doctors available through the plan, and customer service. The Commercial plan version asks about member experiences in the previous 12 months, whereas the Medicaid version refers to the previous six (6) months. The Medicaid version is available for adults and children; the Commercial version is for adults only. The Adult survey is intended for respondents who are 18 and older; the Child survey asks parents or guardians about the experiences of children 17 and younger. Health plans report survey results as part of HEDIS data collection. NCQA uses survey results in health plan performance reports, to inform accreditation decisions, and to create national benchmarks for care. Health plans might also collect CAHPS survey data for internal quality improvement purposes.
Composite Measures	Composite measures combine results from related survey questions into a single score to summarize health plan performance in a specific area of care or service. The set of applicable composites varies slightly by survey version. See <i>Patient Experience of Care Measures</i> .
Confidence Level	A confidence level is associated with tests of statistical significance of observed differences in survey scores. It is expressed as a percentage and represents how often the observed difference (e.g., between the plan's current-year rate and the relevant benchmark rate) is real and not simply due to chance. A 95% confidence level associated with a statistical test means that if repeated samples were surveyed, in 95 out of 100 samples the observed measure score would be truly different from the comparison score.
Correlation	A degree of association between two variables, or attributes, typically measured by the <i>Pearson correlation coefficient</i> . The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all.
Denominator (<i>n</i> , or Usable Responses)	Number of valid (appropriately answered) responses available to calculate a measure result. Examples of inappropriately answered questions include ambiguously marked answers, multiple marks when a single answer choice is expected, and responses that violate survey skip patterns. The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite. If the denominator is less than 30 responses, a measure result of "Low n" was assigned.

Disposition	The final status given to a member record in the survey sample at the end of the study (e.g., completed survey, refusal, non-response, etc.) See <i>Member Dispositions and Response Rate</i> .
Effectiveness of Care	Effectiveness of Care measures are relevant to Adult surveys only and include <i>Flu Vaccinations for Adults Ages 18–64 (FVA)</i> and <i>Medical Assistance with Smoking and Tobacco Use Cessation (MSC)</i> .
Eligible Population	Members who are eligible to participate in the survey based on the following criteria: <ul style="list-style-type: none"> - Current enrollment (as of the date the sample frame is generated). Some members may no longer be enrolled by the time they complete the survey. They become ineligible and will be excluded from survey results based on their responses to the first two questions on the survey, which confirm membership. - Continuous enrollment (six months for Medicaid, with no more than one enrollment break of 45 days or less); - Member age (18 years old or older for the Adult survey and 17 years old or younger for the Child survey as of November 30 of the measurement year); - Primary coverage (through Medicaid or a commercial product line for Medicaid and Commercial surveys, respectively).
Global proportions	Applies to composite measures. The proportion of respondents selecting the favorable response(s) (e.g., <i>Always</i> or <i>Usually</i>) averaged across the questions that make up the composite. See <i>Question Summary Rates and Composite Global Proportions</i> .
HEDIS	The Healthcare Effectiveness Data and Information Set (HEDIS) is a set of performance measures in the managed care industry, developed and maintained by NCQA. HEDIS was designed to allow consumers to compare health plan performance to other plans and to national or regional benchmarks as well as to track year-to-year performance. HEDIS is one component of NCQA's accreditation process, although some plans submit HEDIS data without seeking accreditation. CAHPS measures are a subset of HEDIS.
Key Drivers and Priorities for Improvement	Key Drivers are plan attributes that have been shown to be closely related to members' overall assessment of the plan. Performance on these attributes predicts how the plan is rated overall and, viewed from the industry perspective, helps to distinguish high-rated plans from poorly rated plans. Specific priorities for improvement for <i>your organization</i> are identified based on how it is currently performing on the key driver attributes compared to industry best practices.
NCQA	The National Committee for Quality Assurance (NCQA) is an independent non-profit organization that works to improve health care quality through the administration of evidence-based standards, measures, programs, and accreditation. NCQA manages voluntary accreditation programs for individual physicians, health plans, and medical groups. Health plans seek accreditation and measure performance through the administration and submission of the Healthcare Effectiveness Data and Information Set (HEDIS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey.

Question Summary Rate

Question Summary Rates (QSRs) express the proportion of respondents selecting the response option(s) of interest (typically representing the most favorable outcome(s) from a given question on the survey). Many survey items use a *Never, Sometimes, Usually, or Always* response scale, with *Always* being the most favorable outcome. Results are typically reported as the proportion of members selecting *Usually* or *Always*. See *Question Summary Rates and Composite Global Proportions*.

Response Rate

Survey response rate is calculated using the following formula:

$$\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{[\text{Complete and Eligible} + \text{Incomplete (but Eligible)} + \text{Refusal} + \text{Nonresponse after maximum attempts} + \text{Added to Do Not Call (DNC) List}]}$$

Sample size

OHA’s methodology used a sample size of 1,125 for Adult Medicaid samples, 925 for Child Medicaid samples, and 575 for Child Medicaid with Chronic Conditions samples.

Statistically Significant Difference

When survey results are calculated based on sample data and compared to a benchmark score (e.g., State Oregon Health Plan, the highest or lowest performing CCO, or the CCO’s own prior-year rate), the question is whether the observed difference is real or due to chance. A difference is said to be statistically significant at a given confidence level (e.g., 95%) if it has a 95% chance of being true.

Trending

Comparison of survey results over time

Usable Responses (n)

See *Denominator*

Valid Response

Any acceptable (falling within a pre-defined set) response to a survey question that follows the NCQA skip pattern rules and data cleaning guidelines.