Oregon Health Plan Report of Results for

Jackson Care Connect Child Population

2019 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

Center for the Study of Services

Table of Contents

Introduction **4**

Executive Summary **5**

Results on Key Survey Measures 5

Top Priorities for Quality Improvement 5

Survey Results at a Glance 7

About This Report **8**

Survey Methodology **10**

Survey Protocol and Timeline 10

Survey Materials 10

Sample Selection 10

Data Capture 11

Member Dispositions and Response Rate **12**

Satisfaction with the Experience of Care **13**

Experience of Care Measures 13

Calculation and Reporting of Results 16

Summary of Survey Results 17

Detailed Performance Charts 19

Member Profile and Analysis of Plan Ratings by Member Segment **44**

Health Status and Demographics 45

Use of Services 51

Key Driver Analysis **54**

Objectives 54
Technical Approach 54
Industry Key Driver Model 55
Opportunities for Plan Quality Improvement 56
Health Plan Quality Improvement Resources for Key Drivers 58
Appendix I
Cross-Tabulations of Survey Responses II
Survey Instrument III
Calculation Guidelines for Global Proportions IV
Glossary of Terms VI

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.

EXECUTIVE SUMMARY

CSS administered the Child Medicaid with CCC Measure version of the 2019 CAHPS Health Plan Survey for the Oregon Health Authority on behalf of Jackson Care Connect between January 9 and April 9, 2019. The final Child Medicaid with CCC Measure survey sample for Jackson Care Connect included 450 members. 113 members completed the survey, resulting in a response rate of 25.28 percent.

This section highlights some of the key survey findings for Jackson Care Connect, 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; *Yes* for the *Shared Decision Making* composite; and *Usually* or *Always* for all other measures. Statistical significance tests were conducted at the 95% confidence level. Up to five 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 2018

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

STATISTICALLY SIGNIFICANT DIFFERENCES FROM STATE OREGON HEALTH PLAN

Reportable Rate ABOVE State OHP	Reportable Rate BELOW State OHP
2019 State OHP	
None	None

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 Jackson Care Connect 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 ability of the health plan customer service to treat members with courtesy and respect
2. Improving member access to care (getting an appointment to see a specialist)
3. Improving the quality of physicians in the plan's network (personal doctors)
4. Improving member access to care (having a personal doctor)

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

SURVEY RESULTS AT A GLANCE

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

EXHIBIT 1. 2019 JACKSON CARE CONNECT CHILD MEDICAID WITH CCC MEASURE SURVEY RESULTS AT A GLANCE

CAHPS 5.0H Survey Measures		Global Proportions and Question Summary Rates		Valid Responses		2019 State OHP
		2018	2019	2018	2019	
Overall Ratings (% 8, 9, or 10)	Q14. Rating of All Health Care	82.65%	**90.48%**	98	**84**	82.91%
	Q41. Rating of Personal Doctor	90.57%	**92.31%**	106	**104**	88.32%
	Q48. Rating of Specialist Seen Most Often	83.33%	**93.75%**	30	**32**	84.25%
	Q54. Rating of Health Plan	80.17%	**85.84%**	121	**113**	78.94%
Getting Needed Care (% Always or Usually)	***Getting Needed Care Composite***	77.80%	**86.51%**	66	**60**	82.67%
	Q15. Easy to get needed care	91.09%	**95.24%**	101	**84**	88.30%
	Q46. Easy to see specialists	64.52%	**77.78%**	31	**36**	77.04%
Getting Care Quickly (% Always or Usually)	***Getting Care Quickly Composite***	94.46%	**93.30%**	69	**60**	89.95%
	Q4. Got urgent care as soon as needed	97.92%	**97.06%**	48	**34**	92.02%
	Q6. Got routine care as soon as needed	91.01%	**89.53%**	89	**86**	87.89%
How Well Doctors Communicate* (% Always or Usually)	***How Well Doctors Communicate Composite***	93.16%	**95.99%**	92	**81**	93.91%
	Q32. Doctor explained things	94.57%	**96.30%**	92	**81**	94.39%
	Q33. Doctor listened carefully	93.48%	**100.00%**	92	**80**	95.03%
	Q34. Doctor showed respect	95.60%	**98.77%**	91	**81**	95.66%
	Q37. Doctor spent enough time	89.01%	**88.89%**	91	**81**	90.54%
Customer Service (% Always or Usually)	***Customer Service Composite***	82.61% (Low n)	**88.33%**	23	**30**	87.47%
	Q50. Provided needed information/help	78.26% (Low n)	**83.33%**	23	**30**	81.08%
	Q51. Treated with courtesy/respect	86.96% (Low n)	**93.33%**	23	**30**	93.85%
Shared Decision Making** (% Yes)	***Shared Decision Making Composite***	74.87%	**85.19% (Low n)**	41	**27**	83.16%
	Q11. Discussed reasons to take a medicine	90.48%	**96.30% (Low n)**	42	**27**	94.30%
	Q12. Discussed reasons not to take a medicine	68.29%	**77.78% (Low n)**	41	**27**	74.32%
	Q13. Discussed what was best for you	65.85%	**81.48% (Low n)**	41	**27**	80.85%
Other Areas	Q8. Health Promotion and Education (% Yes)	80.20%	**71.43%**	101	**84**	75.28%
	Q40. Coordination of Care (% Always or Usually)	88.64%	**90.24%**	44	**41**	82.37%
Children with Chronic Conditions Measures	. Access to Prescription Medicines	96.88%	**95.83%**	64	**48**	88.93%
	. Access to Specialized Services	65.79% (Low n)	**62.73% (Low n)**	23	**18**	68.66%
	. Getting Needed Information	92.00%	**94.05%**	100	**84**	91.48%
	. Personal Doctor Who Knows Child	87.35%	**84.20%**	63	**58**	87.43%
	. Coordination of Care for Children With Chronic Conditions	74.92%	**84.52% (Low n)**	30	**29**	78.49%

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 2019 CAHPS report, prepared by CSS for Jackson Care Connect, are highlighted below.

- Survey results presented in this report were calculated following the NCQA guidelines published in *HEDIS* 2019*, 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 2019 Jackson Care Connect survey results are compared to the 2019 State OHP. The 2019 State OHP is calculated by pooling Child Medicaid survey responses across CCOs surveyed by the Oregon Health Authority.

- *Executive Summary* provides a high-level overview of survey findings. This section highlights the areas where Jackson Care Connect performs significantly above or below the State Oregon Health Plan 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 2019 Jackson Care Connect 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 Oregon Health Plan 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 2019 Jackson Care Connect QSRs and global proportions are compared to the 2019 State OHP 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 2019 Jackson Care Connect respondent profile to the appropriate reference distribution (i.e., all plans included in the 2019 State OHP) 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 2019 Jackson Care Connect results on each key driver are compared to the highest score among the one Child Medicaid plans contributing to the 2019 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 Jackson Care Connect *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 2019 CAHPS Health Plan Survey for the Oregon Health Authority on behalf of Jackson Care Connect 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 9;
- An initial questionnaire with cover letter, which was mailed on January 16;
- 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 6; and
- Close of data collection on April 9, 2019.

SURVEY MATERIALS

The survey instruments (both English and Spanish) used for Jackson Care Connect are provided in the Appendix. CSS designed the survey following instructions from OHA and the NCQA specifications detailed in *HEDIS 2019, Volume 3: Specifications for Survey Measures* and *Quality Assurance Plan for HEDIS 2019 Survey Measures*. The materials referred to Oregon Health Plan and included the Oregon Health Authority logo on all of the mailing materials. Each survey package included a postage-paid return envelope. Besides the core CAHPS questions, the survey included 12 additional questions added by OHA. These included questions on cultural competency, access to dental care, and kindergarten readiness. 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 Jackson Care Connect. Sample-eligible members were defined as plan members who were 17 years old or younger as of November 30, 2018; 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 to receive the CCC instrument. 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. The final survey sample for Jackson Care Connect included 450 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 Jackson Care Connect sample members who met final eligibility criteria, 113 completed the survey, resulting in a response rate of 25.28 percent. Additional detail on sample member status at the end of data collection (dispositions) is provided in Exhibit 2.

EXHIBIT 2. 2019 JACKSON CARE CONNECT CHILD MEDICAID WITH CCC MEASURE CAHPS SURVEY: SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

Disposition	Total		2019 State OHP
	Number	% Initial Sample	
Initial Sample	450	100.00%	---
Disposition			
Complete and Eligible - Mail	59	13.11%	13.05%
Complete and Eligible - Phone	47	10.44%	10.56%
Complete and Eligible - Internet	7	1.56%	0.91%
Complete and Eligible - Total	113	25.11%	24.52%
Does not meet Eligible Population criteria	3	0.67%	0.78%
Incomplete (but Eligible)	5	1.11%	0.82%
Ineligible	0	0.00%	1.82%
- Language barrier	0	0.00%	0.61%
- Mentally or physically incapacitated	0	0.00%	0.00%
- Deceased	0	0.00%	0.01%
Refusal	4	0.89%	1.58%
Nonresponse after maximum attempts	322	71.56%	71.18%
Added to Do Not Call (DNC) list	3	0.67%	0.50%
Response Rate*		**25.28%**	**24.87%**

11370

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

SATISFACTION WITH THE EXPERIENCE OF CARE

EXPERIENCE OF CARE MEASURES

CAHPS Health Plan Survey 5.0H, Child Medicaid with CCC Measure version includes four global ***rating questions*** that ask respondents to rate the following items on a *0* to *10* scale:

- ***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)

The results for eight ***composite measures*** are also reported. Composite measures combine results from related survey questions into a single measure to summarize health plan performance in the areas listed below.

- ***Getting Needed Care*** combines responses to two survey questions that address member access to care:
  - *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 routine care:
  - *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:
  - *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:
  - *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?*
- ***Shared Decision Making*** combines responses to three survey questions that focus on decisions about taking prescription medicines:
  - *Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?*
  - *Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?*
  - *When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?*

The following composite measures are calculated and reported for the 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:
  - *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:
  - *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:
  - *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?*

In addition to the eight composite measures listed above, question summary rates are also reported for two survey items summarizing the following concepts:

- ***Health Promotion and Education***

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

- ***Coordination of Care***

  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?

The results for *Health Promotion and Education* and *Coordination of Care* are reported for the child Medicaid survey. Additional question summary rates calculated and reported for the CCC instrument include:

- ***Getting Needed Information***

  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***

  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.

- Rating questions use a *0* to *10* scale with *10* being the most favorable response. Results are reported as the proportion of members selecting one of the top three responses (*8*, *9*, or *10*).
- Most survey items 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*.
- *Shared Decision Making* and *Health Promotion and Education* use a *Yes* or *No* scale, with *Yes* being the desired response. Results are reported as the proportion of members selecting *Yes*.
- Items contributing to CCC composites *Personal Doctor Who Knows Child* and *Coordination of Care for Children with Chronic Conditions* use a *Yes* or *No* scale, with *Yes* being the most favorable response. Results are reported as the proportion of members selecting *Yes*.

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.

- For composite measures except *Shared Decision Making*, results are reported as *Usually* or *Always* global proportions.
- For the *Shared Decision Making* composite, the proportion of *Yes* is reported.
- For two of the three CCC composites (*Personal Doctor Who Knows Child* and *Coordination of Care for Children with Chronic Conditions*), the proportion of *Yes* is reported.

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 2019, 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 2019 Jackson Care Connect results are compared to the 2019 State OHP as well as to the highest and lowest performing CCO. The 2019 State OHP is calculated by pooling Child Medicaid survey responses across CCOs surveyed by the Oregon Health Authority. If available, prior-year survey results are provided for comparison and year-to-year changes in results are tested for statistical significance. All of 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 Jackson Care Connect 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. 2019 JACKSON CARE CONNECT CHILD MEDICAID WITH CCC MEASURE CAHPS SURVEY: SUMMARY OF RESULTS ON KEY MEASURES

CAHPS 5.0H Survey Measures*		2019 Rate	Difference** between 2019 Rate and...	
			2018 Rate	2019 State OHP
Ratings				
Rating of Personal Doctor		92.31%	1.74%	3.99%
Rating of Specialist Seen Most Often		93.75%	10.42%	9.50%
Rating of All Health Care		90.48%	7.82%	7.57%
Rating of Health Plan		85.84%	5.68%	6.90%
Composite Measures				
Getting Needed Care		86.51%	8.71%	3.84%
Getting Care Quickly		93.30%	-1.17%	3.34%
How Well Doctors Communicate		95.99%	2.82%	2.08%
Customer Service		88.33%	5.72%	0.87%
Shared Decision Making	Low n	85.19%	10.31%	2.03%
Additional Content Areas				
Health Promotion and Education		71.43%	-8.77%	-3.85%
Coordination of Care		90.24%	1.61%	7.88%
Children with Chronic Conditions Measures				
Access to Prescription Medicines		95.83%	-1.04%	6.90%
Access to Specialized Services	Low n	62.73%	-3.06%	-5.93%
Getting Needed Information		94.05%	2.05%	2.56%
Personal Doctor Who Knows Child		84.20%	-3.15%	-3.23%
Coordination of Care for Children With Chronic Conditions	Low n	84.52%	9.61%	6.04%

* 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

- Jackson Care Connect 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 or if the measure is new or is not deemed appropriate for trending. In such cases, "No data" appears in place of the score.

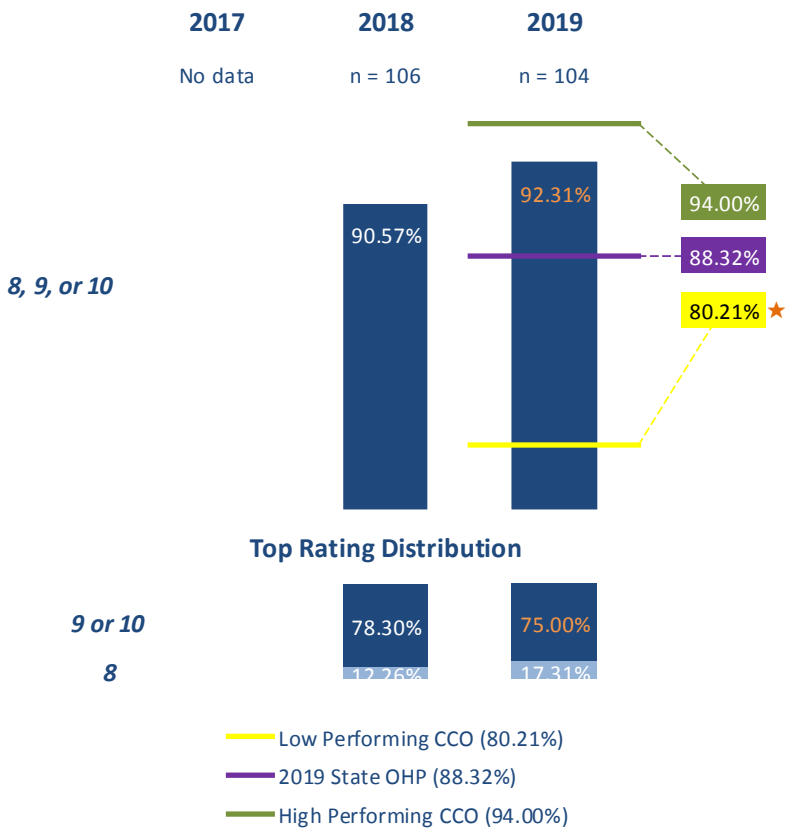
- Where appropriate, changes in the distribution of favorable ratings over time are shown in the *Top Rating Distribution* panel of the chart (i.e., percent responding *8* vs. percent responding *9* or *10*, or percent responding *Usually* vs. percent responding *Always*).

- 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 2018 rate denotes a statistically significant difference between the 2019 and 2018 rates.

Rating of Personal Doctor

Percent Responding 8, 9, or 10



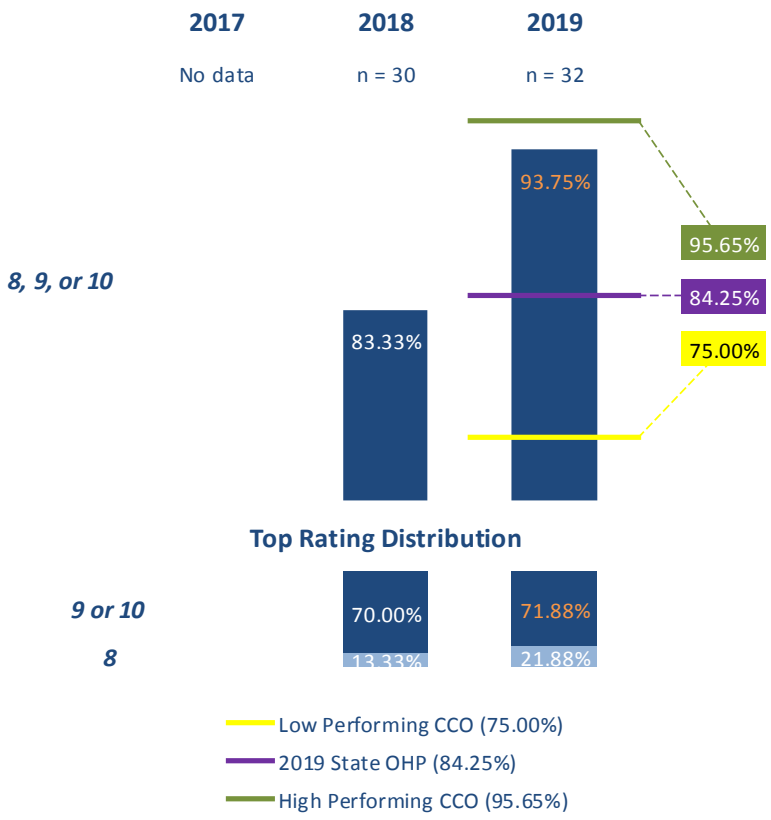
11370

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



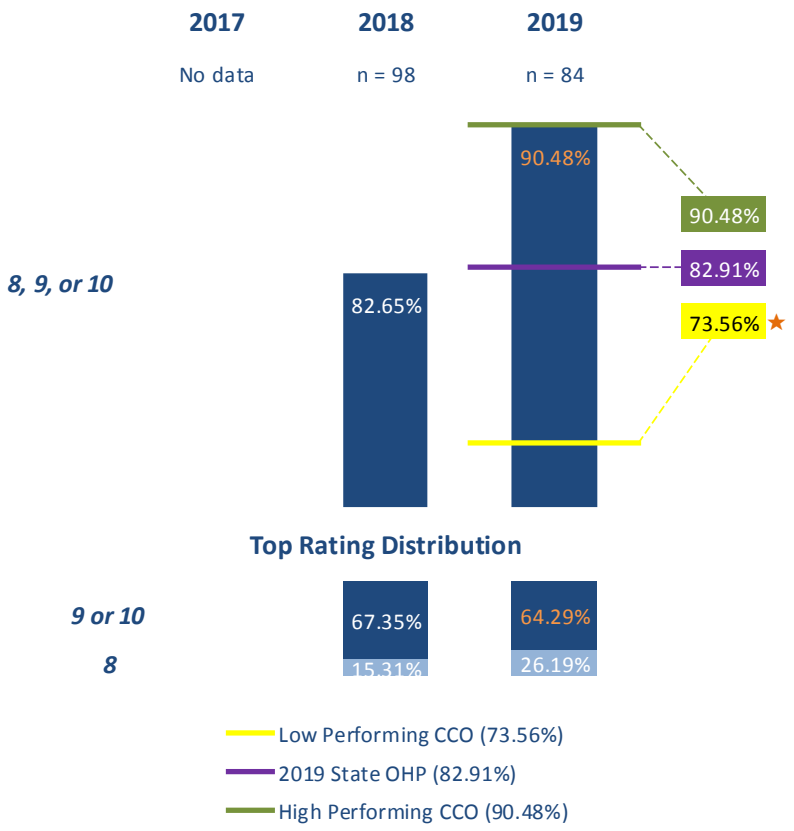
11370

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



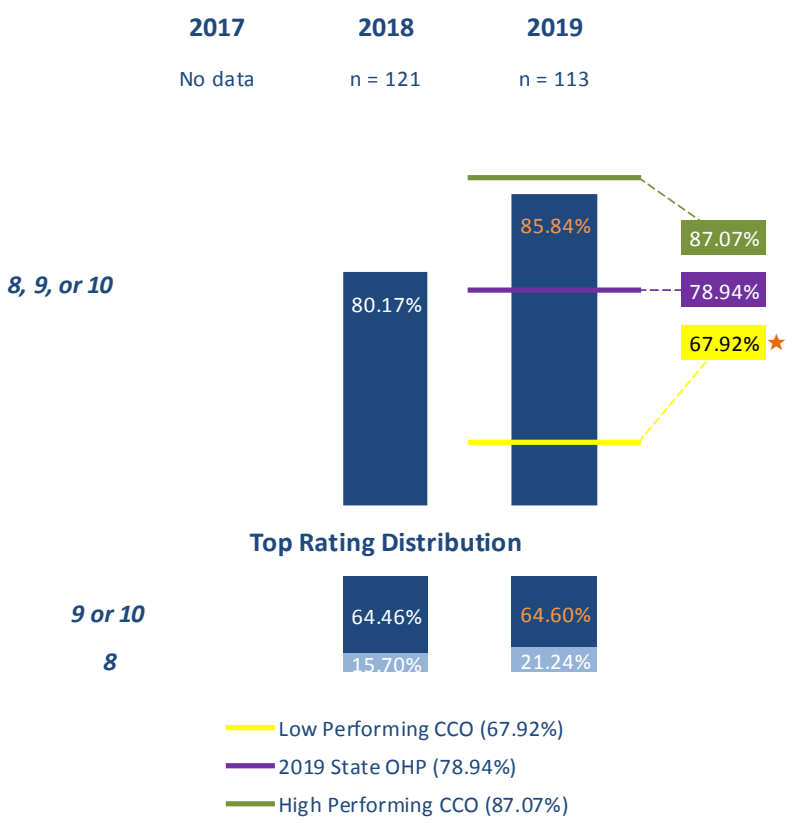
11370

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



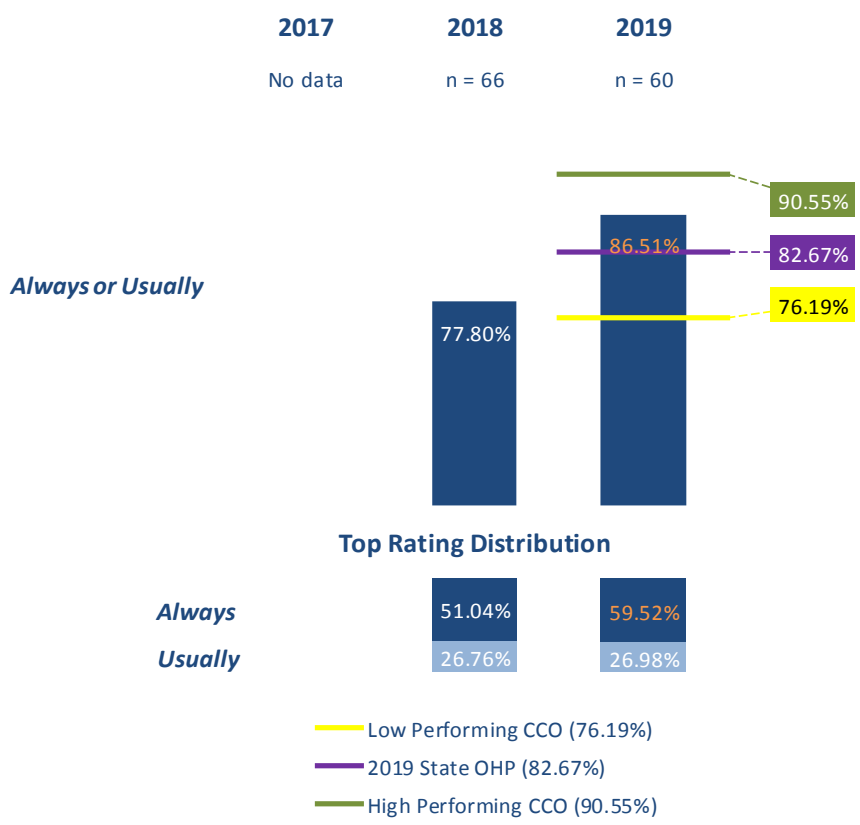
11370

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



11370

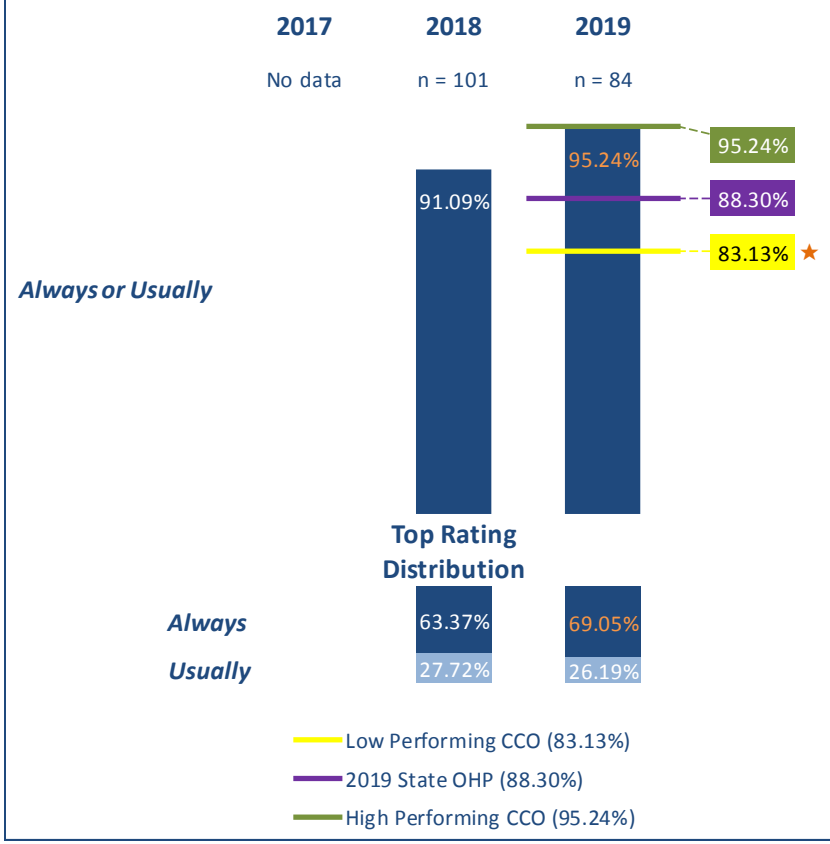
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always.* Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

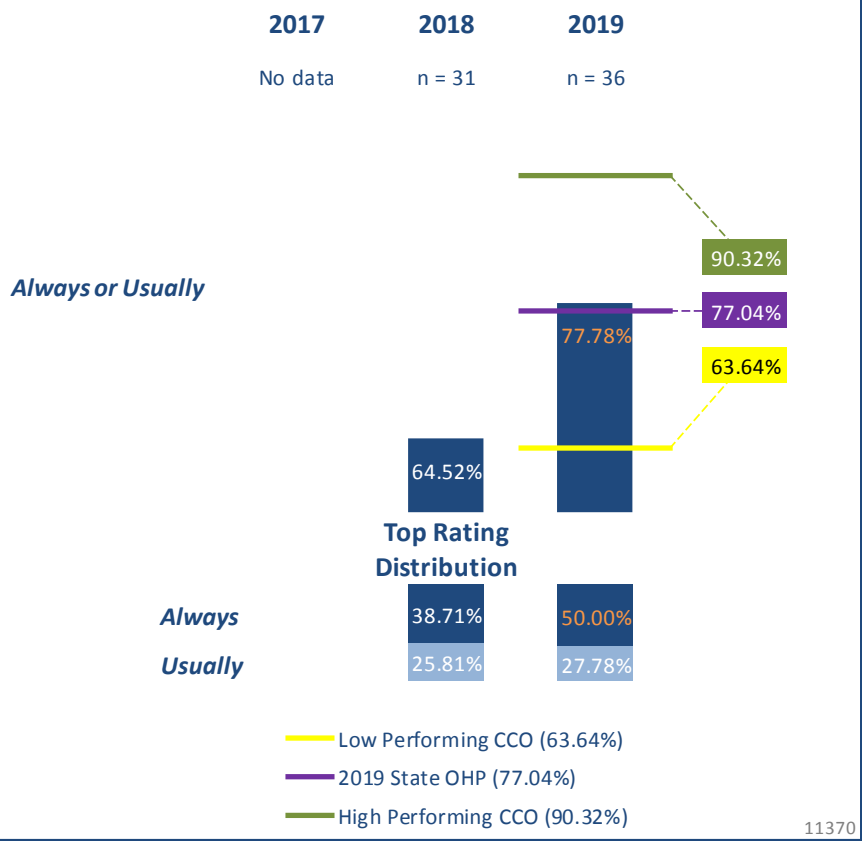
Getting Needed Care (Contributing Items)

Percent Responding Always or Usually

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



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



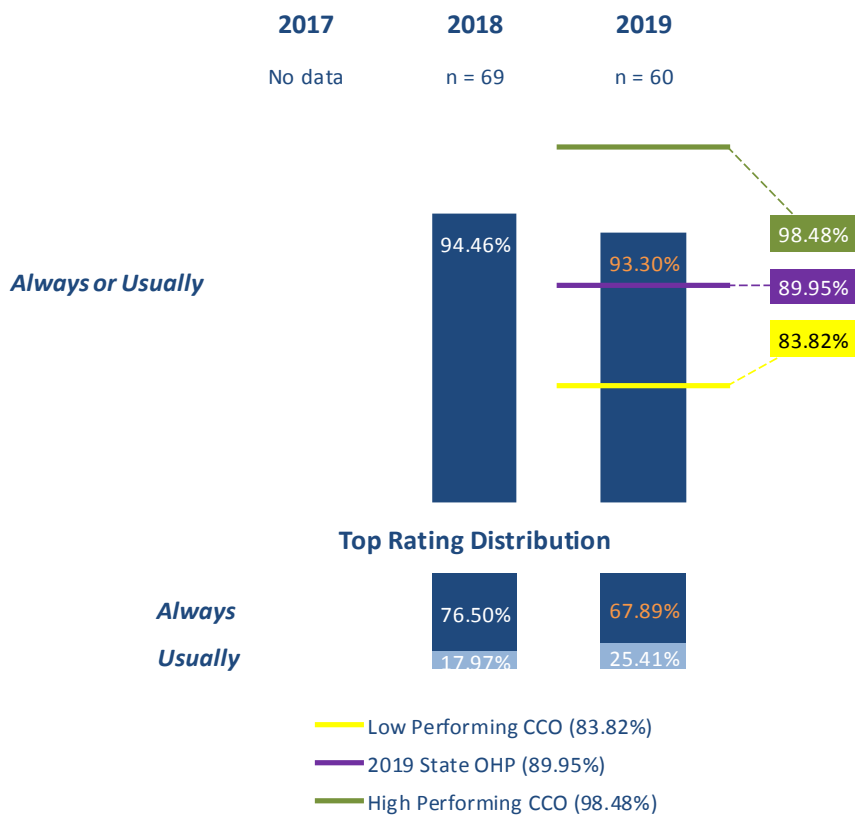
11370

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



11370

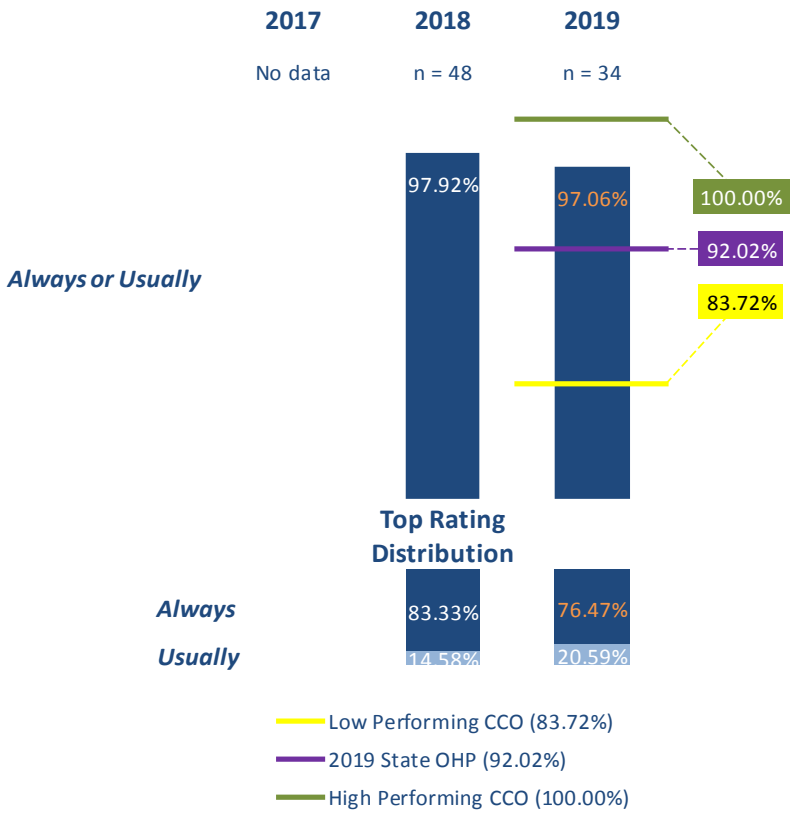
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always.* Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

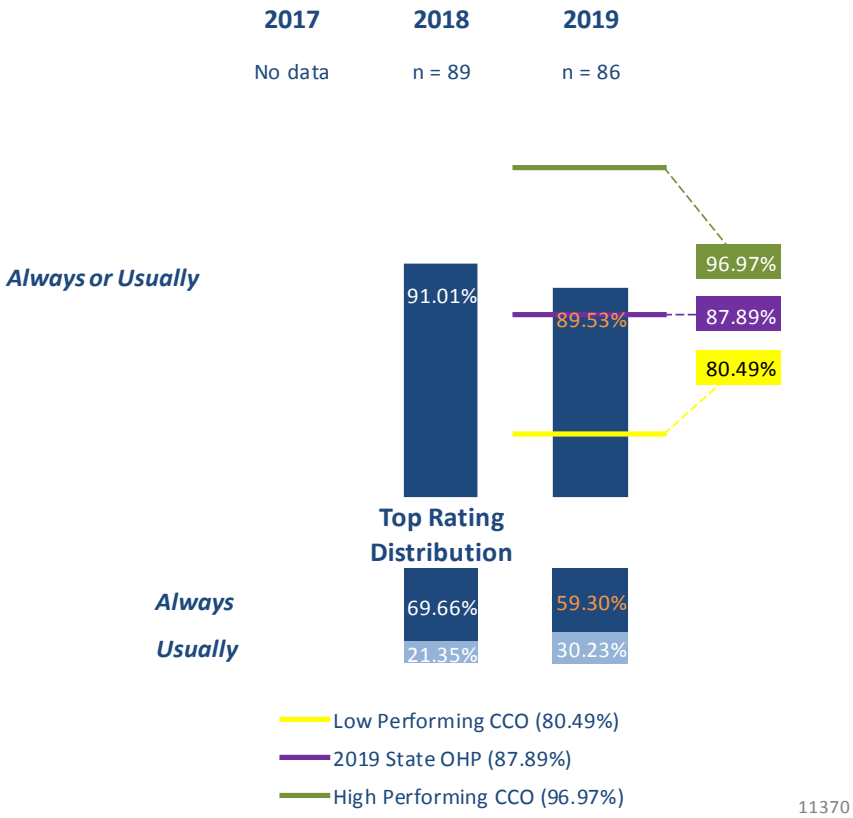
Getting Care Quickly (Contributing Items)

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?



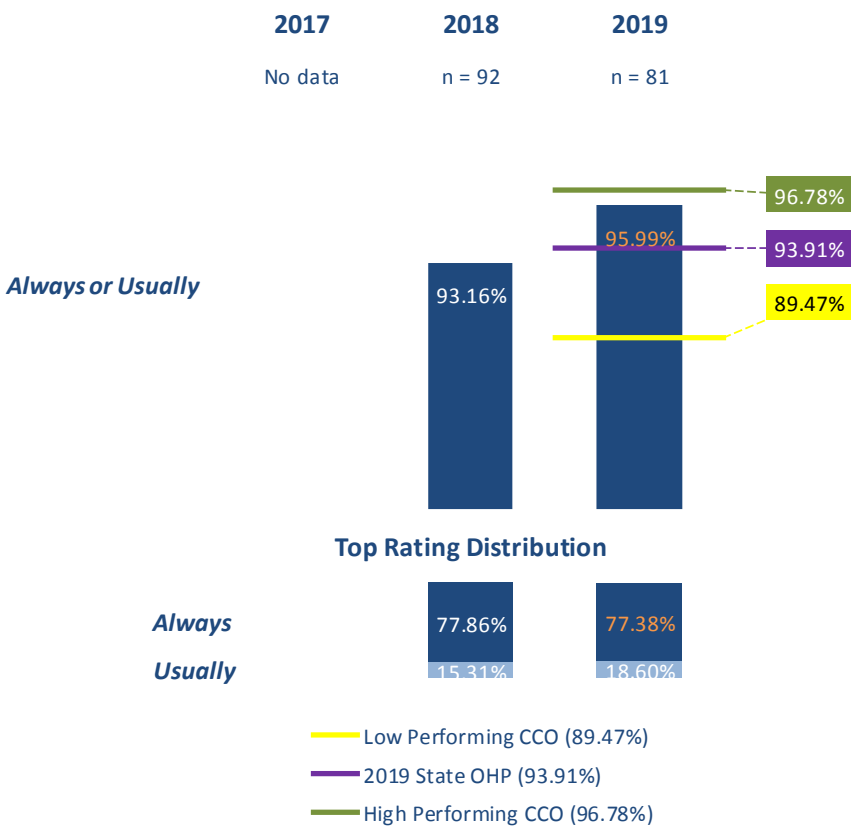
11370

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



11370

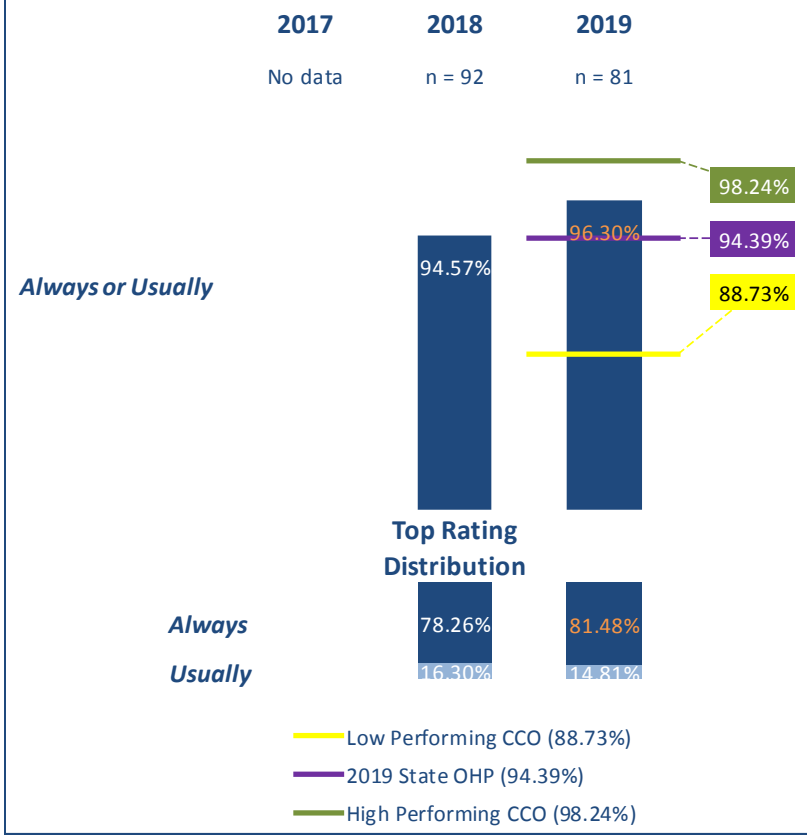
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always.* Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

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



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

11370

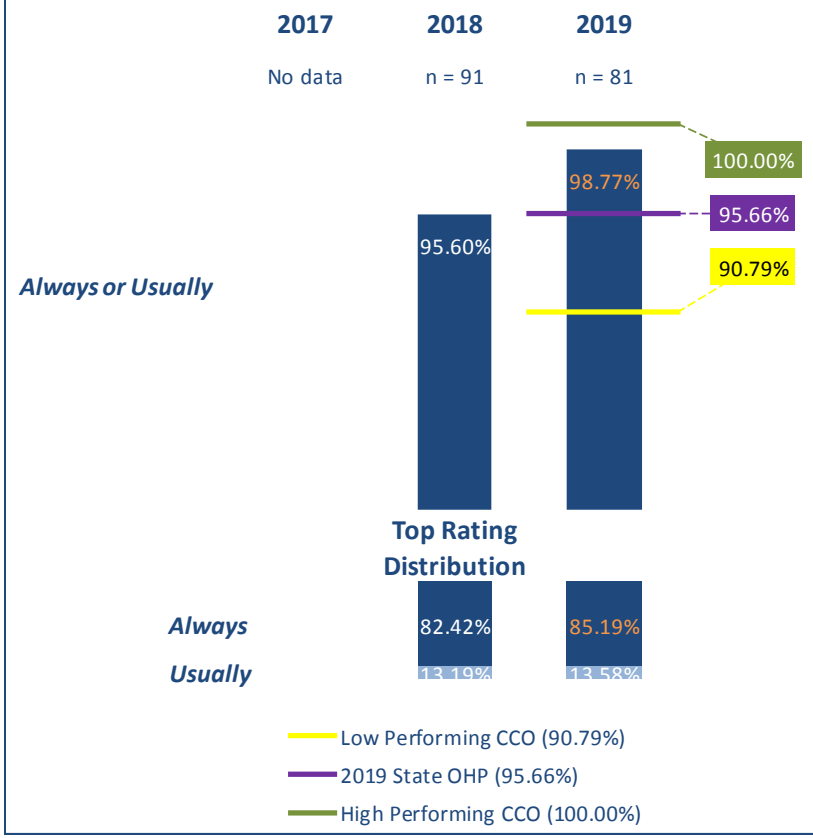
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always.* Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

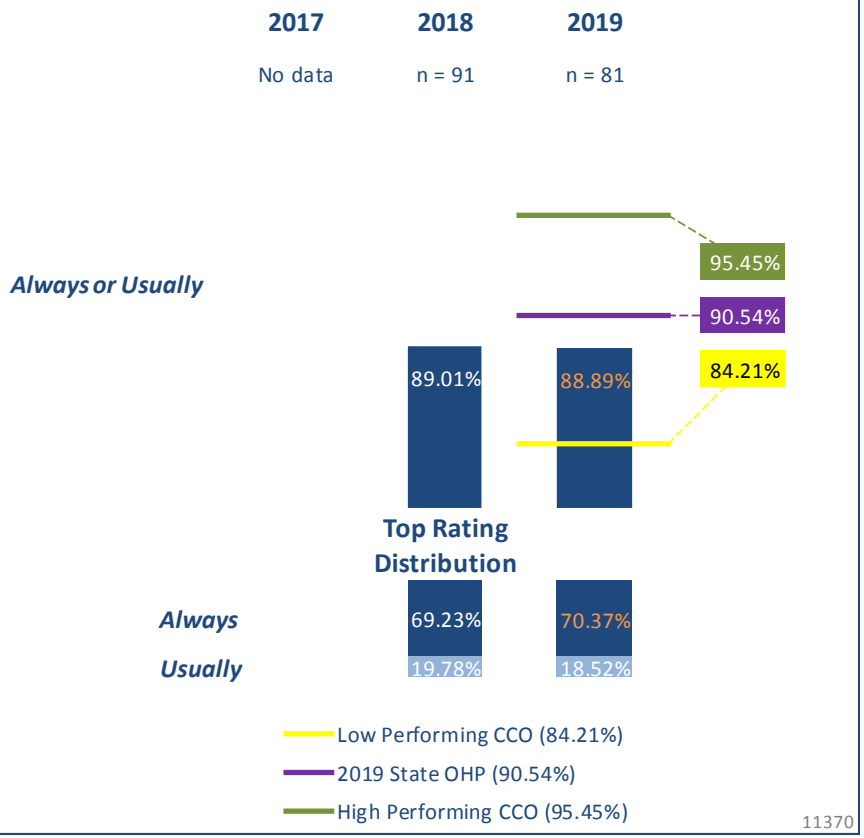
How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

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



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

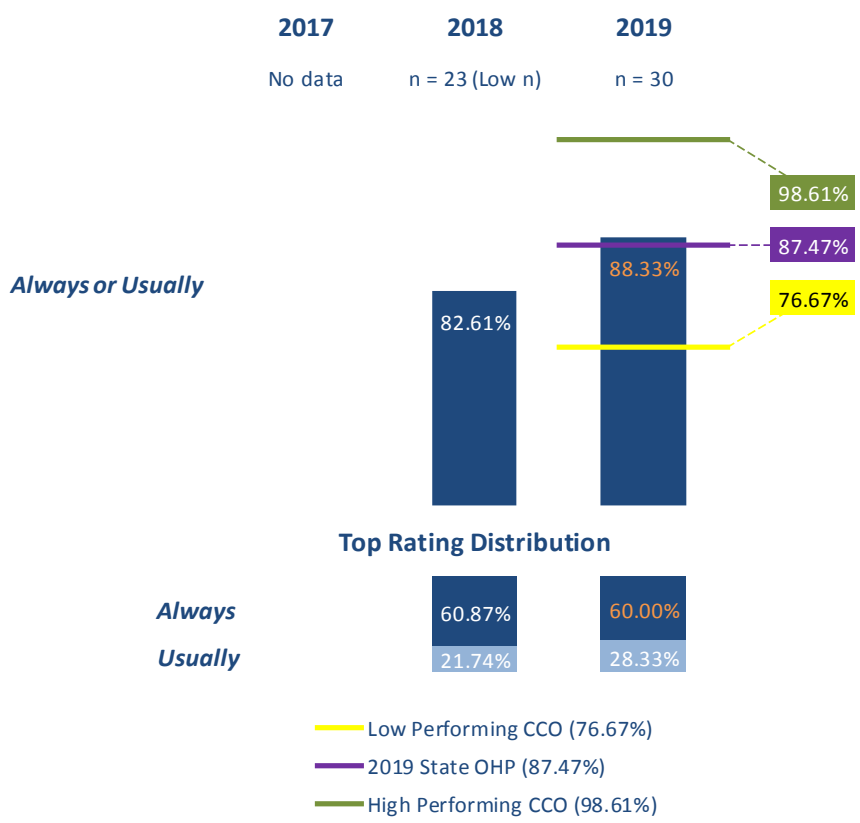


Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always.* Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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



11370

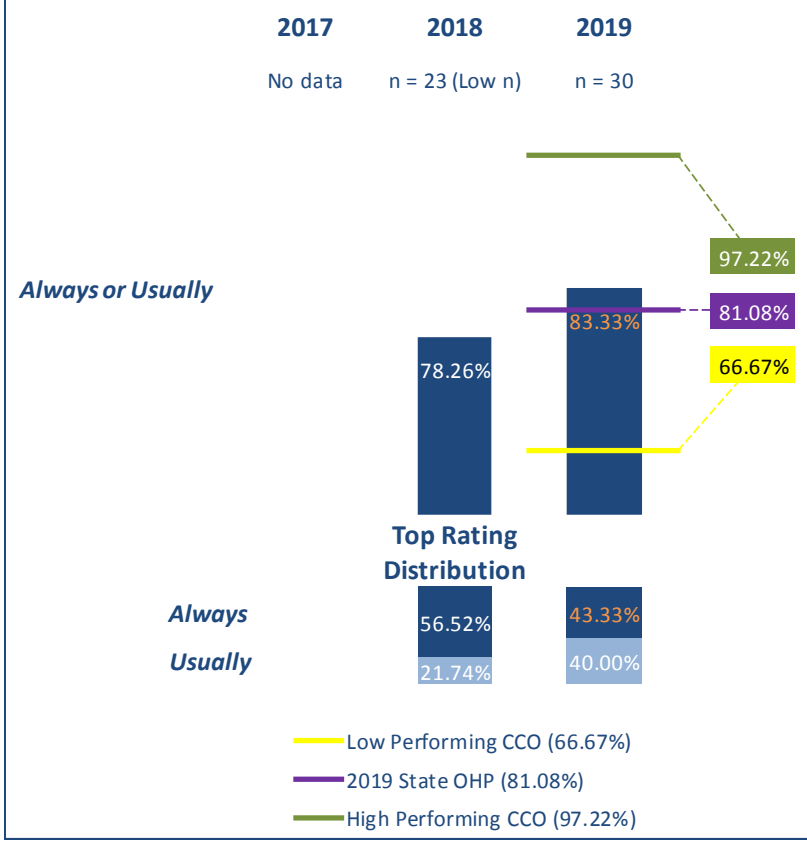
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always.* Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

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



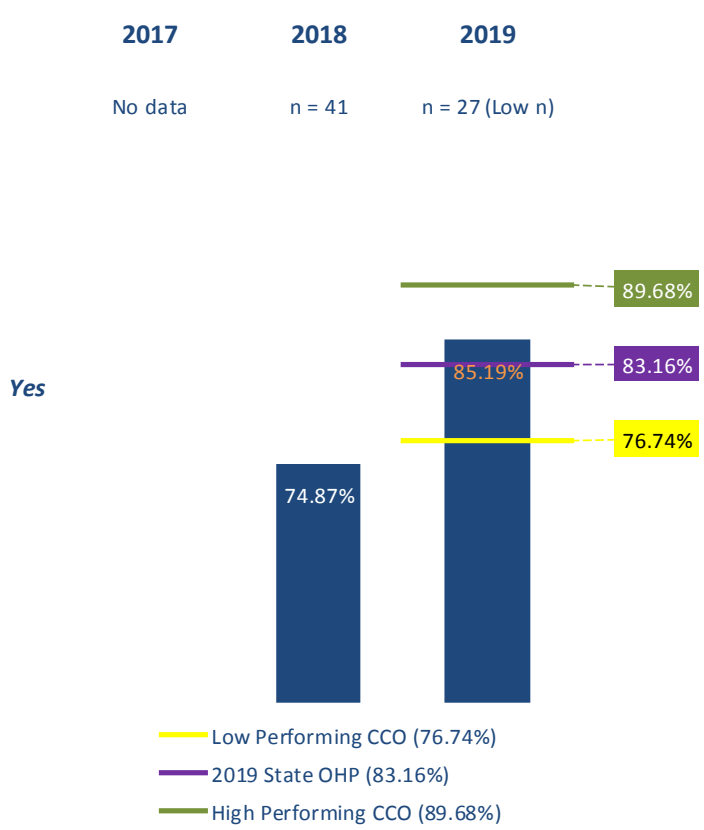
Q51. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

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.

Shared Decision Making (Composite)

Percent Responding Yes



11370

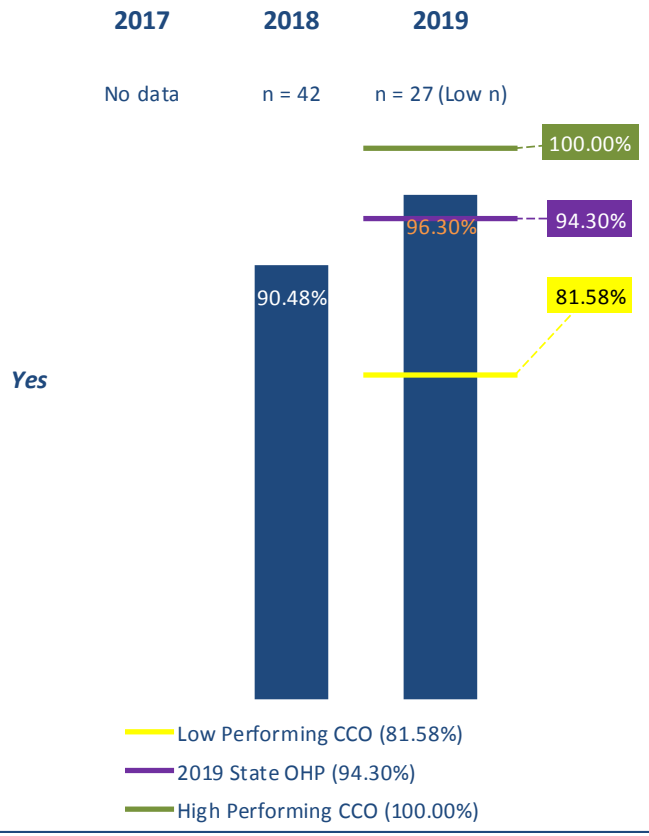
Tests of statistical significance were conducted for the *Yes* rate. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

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.

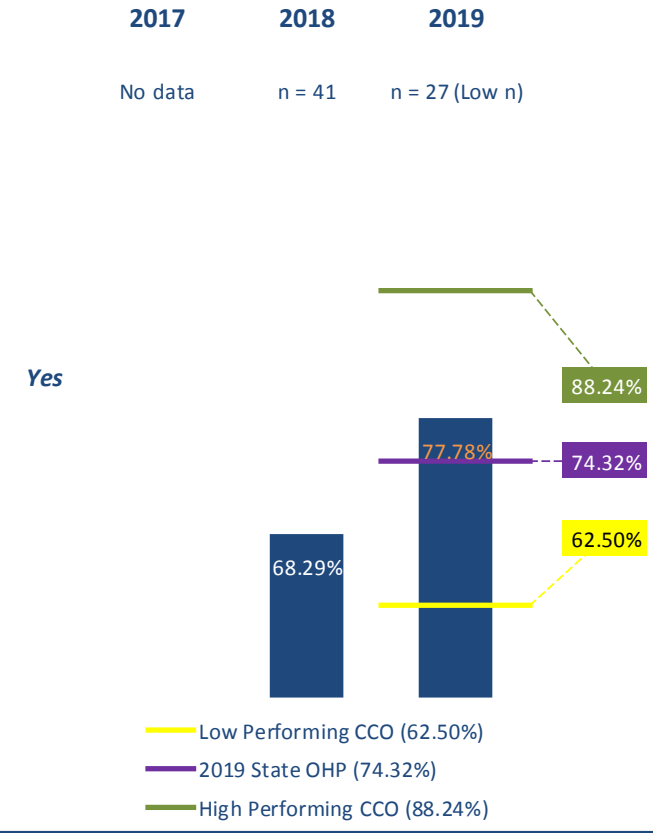
Shared Decision Making (Contributing Items)

Percent Responding Yes

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



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



11370

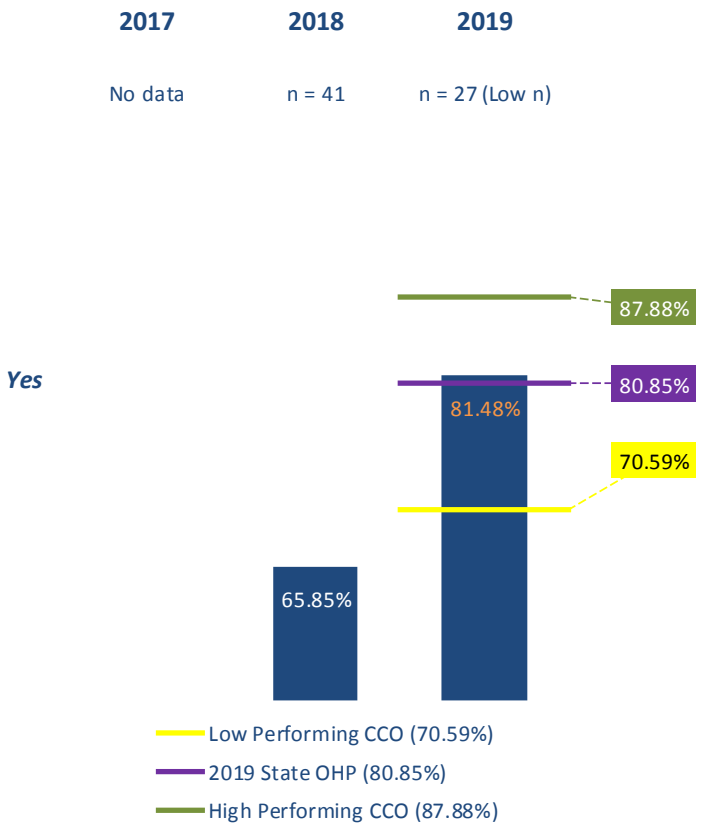
Tests of statistical significance were conducted for the *Yes* rate. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

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.

Shared Decision Making (Contributing Items)

Percent Responding Yes

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



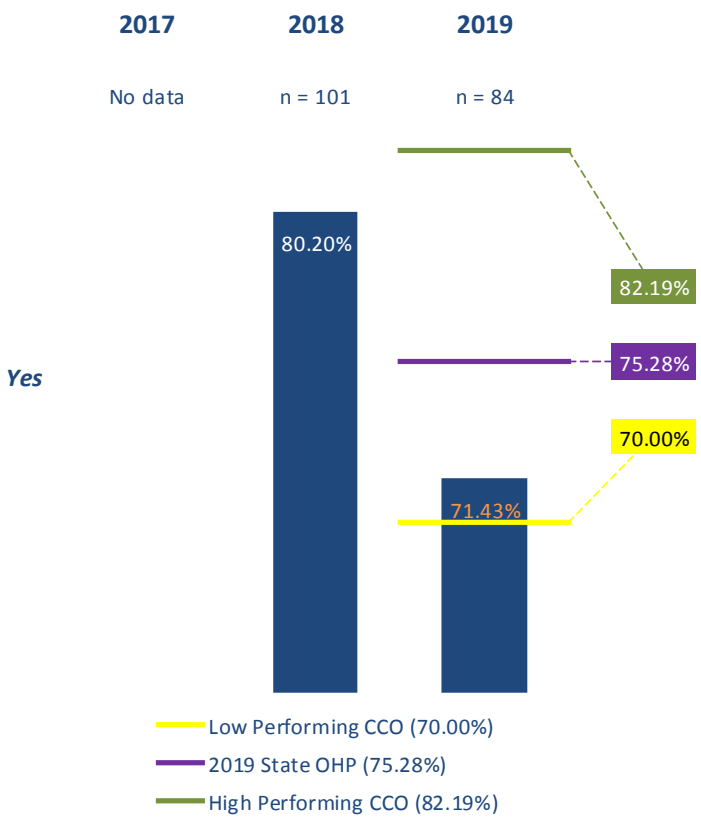
11370

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.

Health Promotion and Education (Single Item)

Percent Responding Yes



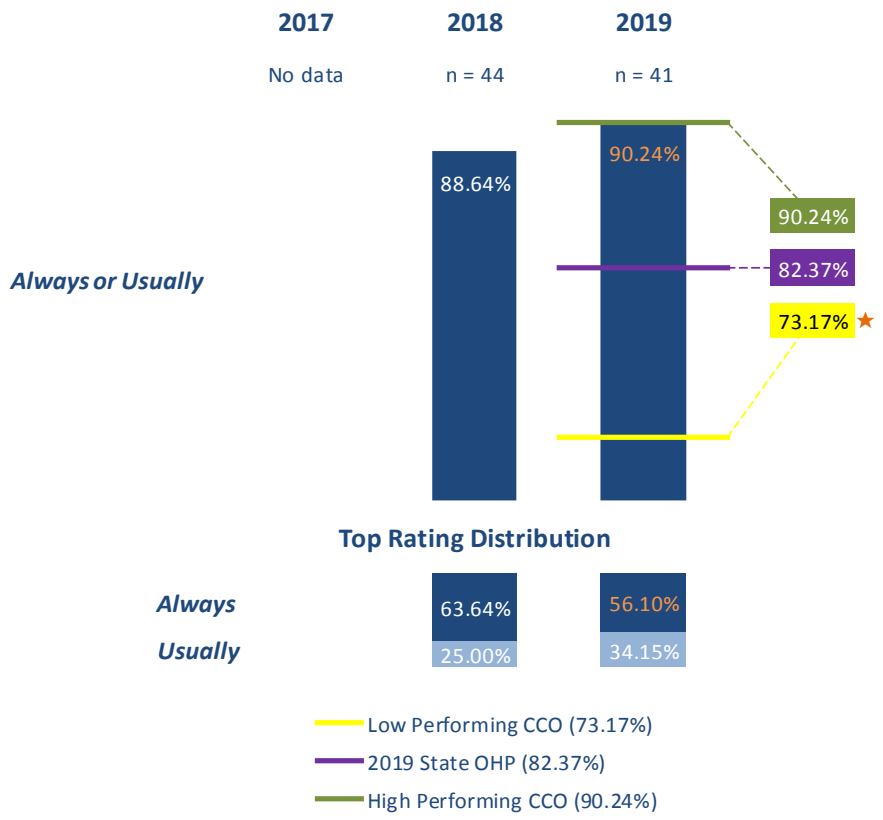
11370

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 (Single Item)

Percent Responding Always or Usually



11370

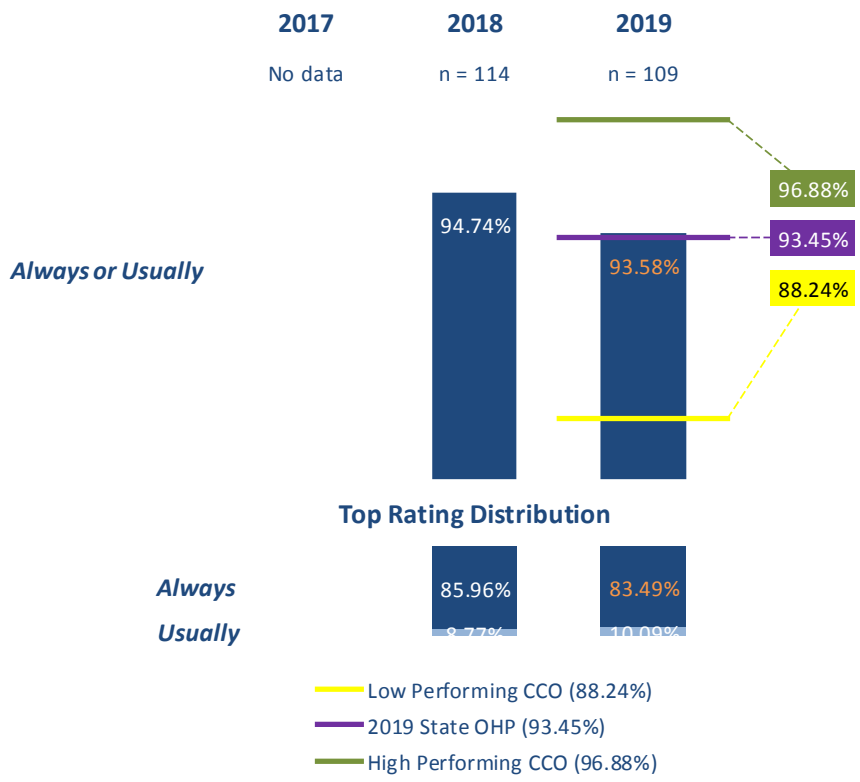
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always.* Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

Q53. 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".)



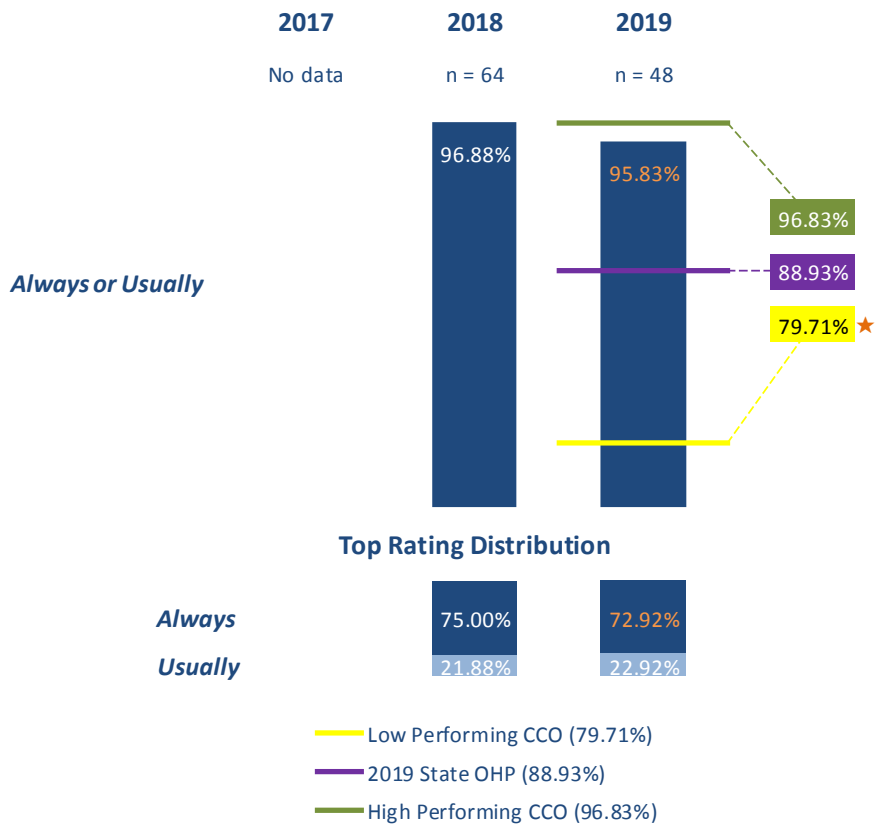
11370

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



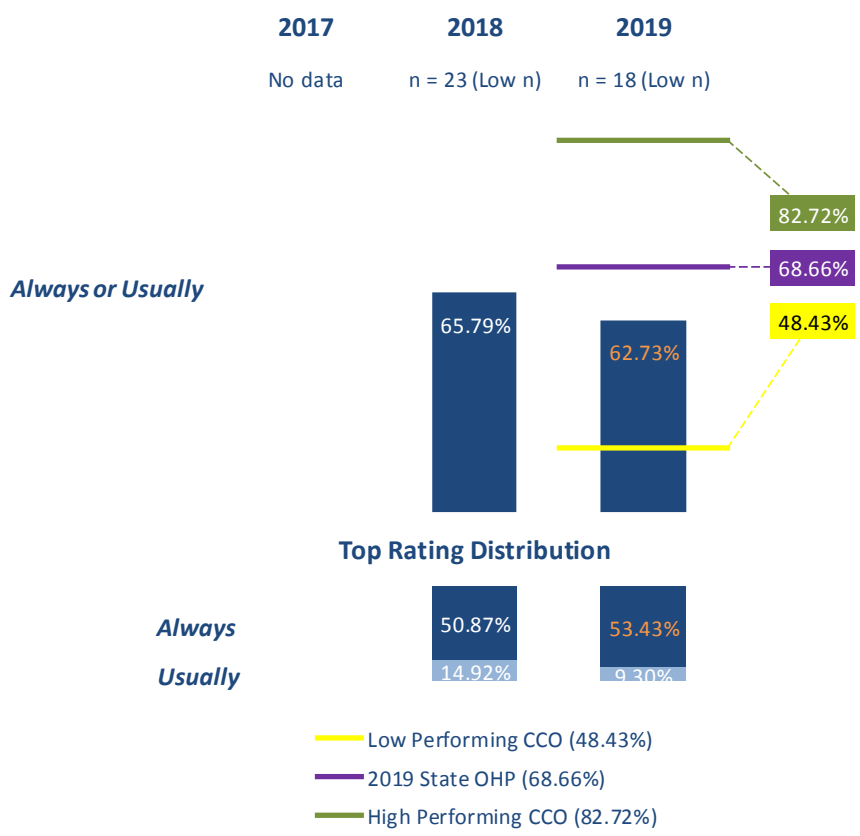
11370

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



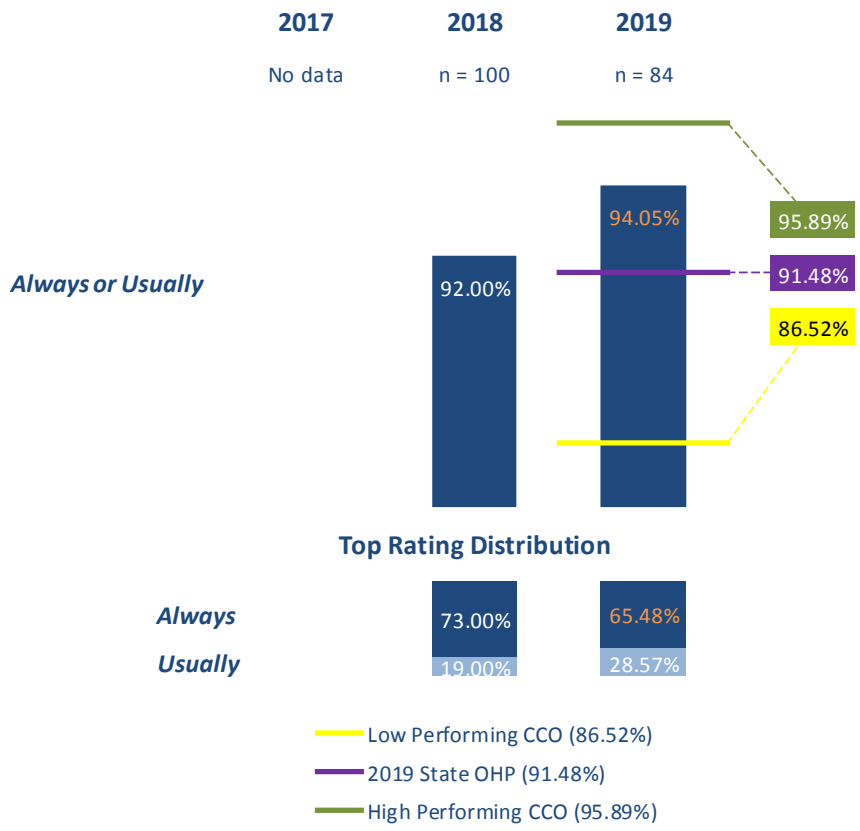
11370

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



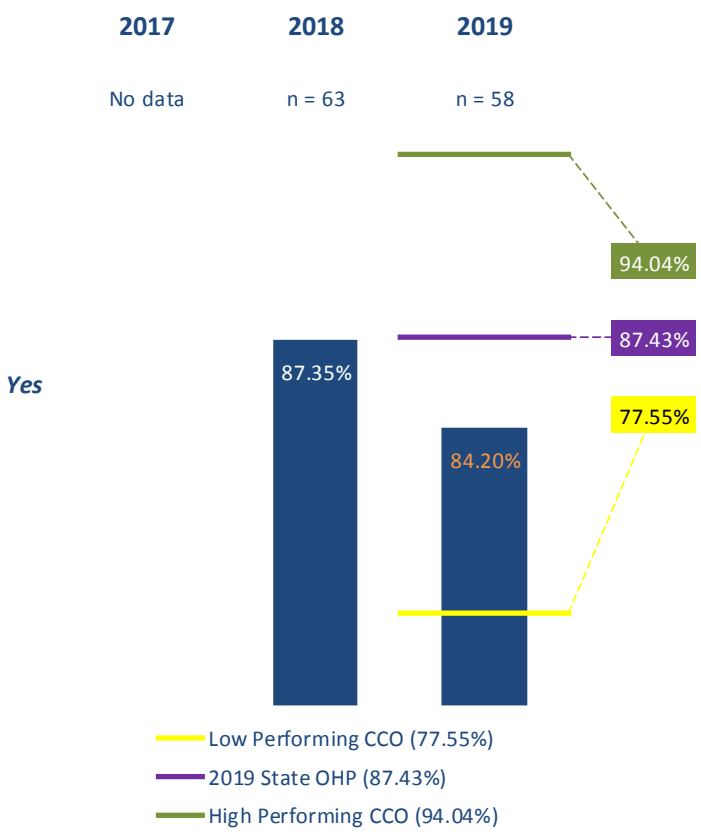
11370

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



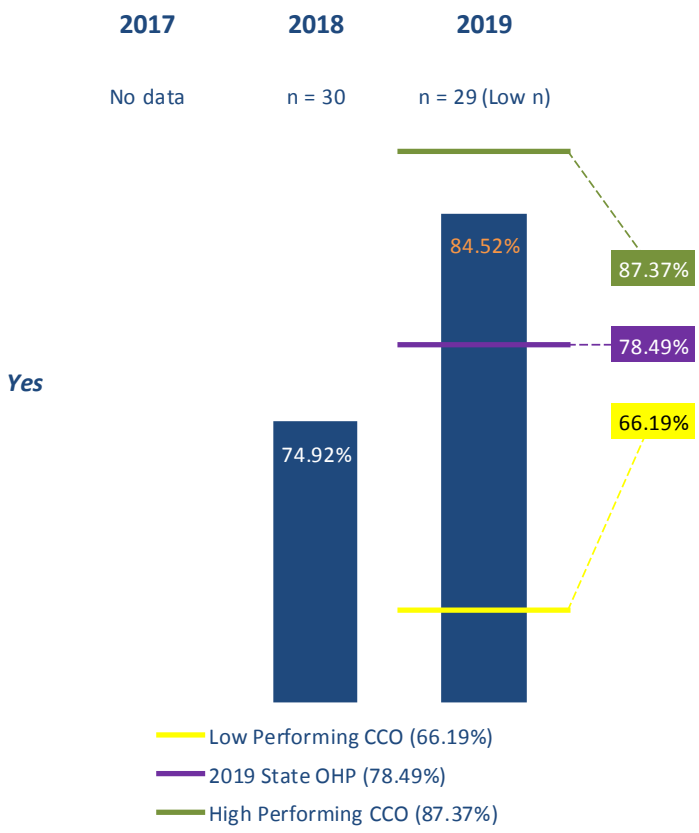
11370

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



11370

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 Jackson Care Connect 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 Jackson Care Connect membership profile to the relevant Oregon Health Plan distribution on demographic characteristics and utilization patterns. The pie chart in the upper half of each panel contrasts the distribution of the Jackson Care Connect membership on a given member attribute (e.g., gender, education level, number of doctor visits, etc.) with the Oregon Health Plan 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.

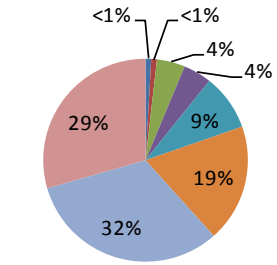
HEALTH STATUS AND DEMOGRAPHICS

The following characteristics are profiled in this section:

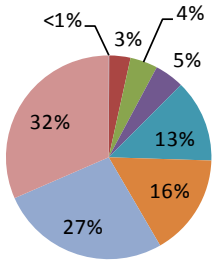
- Child's age
- Child's gender
- Child's health status
- Child's mental or emotional health status
- Respondent's age
- Respondent's gender
- Respondent's education level
- Respondent's relationship to the child
- Child's race
- Child's ethnicity (Hispanic or Latino)

Q74. What is your child's age?

Your Organization

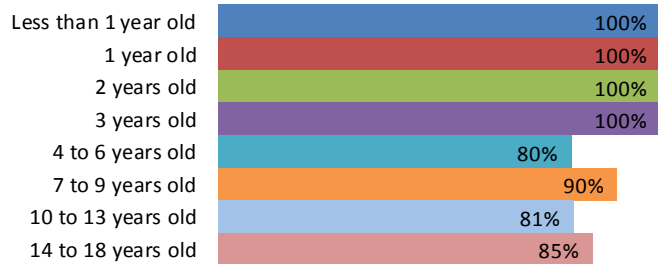


State OHP*



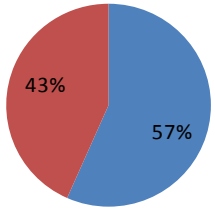
Less than 1 year old
1 year old
2 years old
3 years old
4 to 6 years old
7 to 9 years old
10 to 13 years old
14 to 18 years old

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

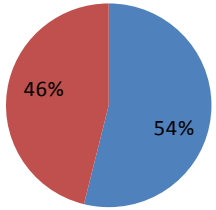


Q75. Is your child male or female?

Your Organization



State OHP*



Male
Female

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

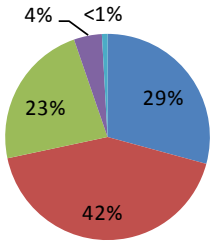
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small. 11370

* Represents the combined distribution of responses to this question for all plans included in the 2019 State OHP.

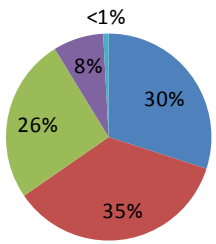
** Includes members who answered the question and provided a valid response to Q54 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q54 or if no one rated the plan as 8, 9, or 10.

Q58. In general, how would you rate your child's overall health?	Q59. In general, how would you rate your child's overall mental or emotional health?

Your Organization

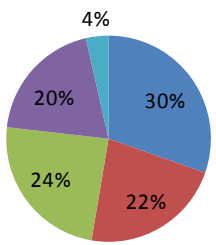


State OHP*

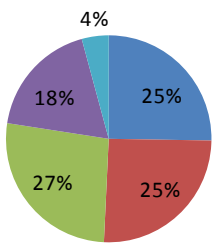


Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q58**

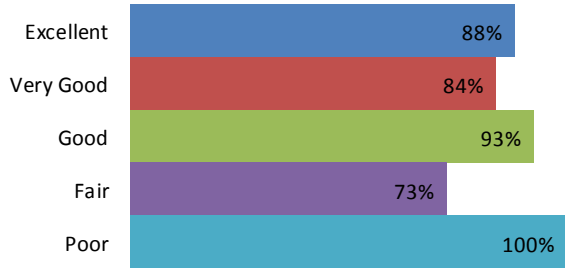
Your Organization



State OHP*



Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q59**

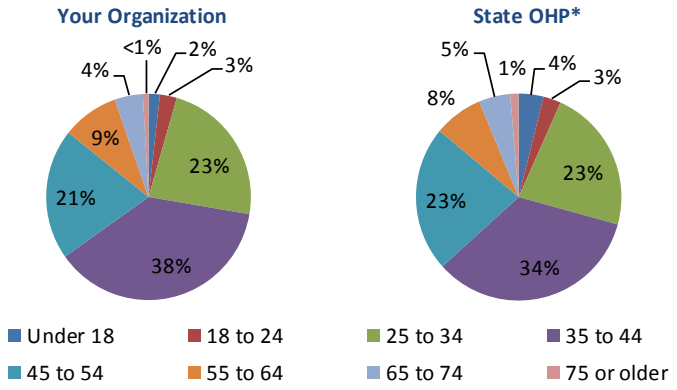


Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small. 11370

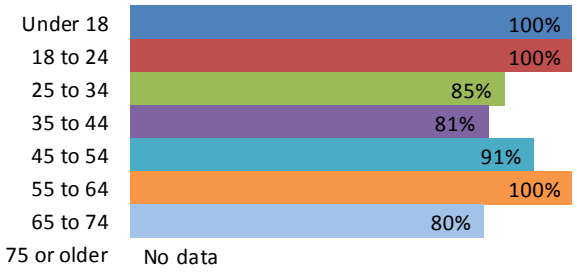
* Represents the combined distribution of responses to this question for all plans included in the 2019 State OHP.

** Includes members who answered the question and provided a valid response to Q54 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q54 or if no one rated the plan as 8, 9, or 10.

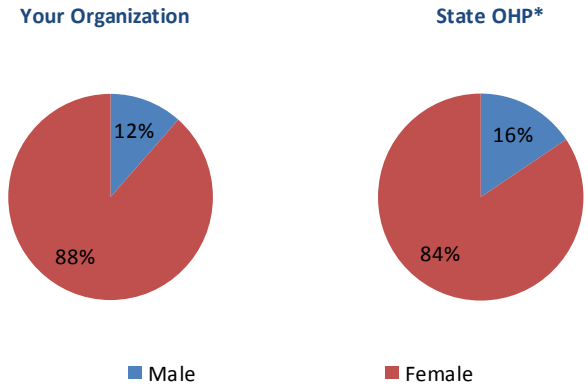
Q78. What is your age?



Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q78**



Q79. Are you male or female?



Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q79**

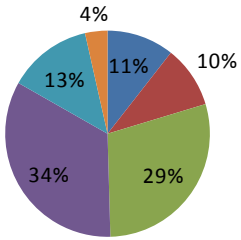
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small. 11370

* Represents the combined distribution of responses to this question for all plans included in the 2019 State OHP.

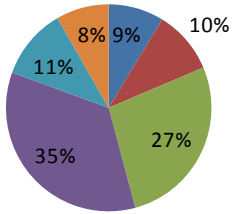
** Includes members who answered the question and provided a valid response to Q54 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q54 or if no one rated the plan as 8, 9, or 10.

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

Your Organization

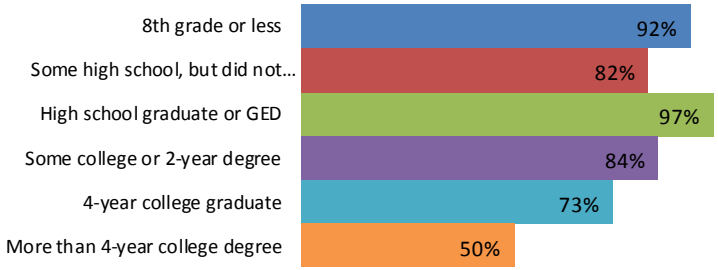


State OHP*



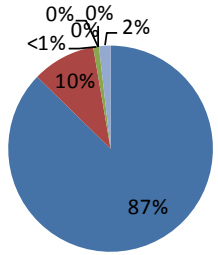
- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q80**

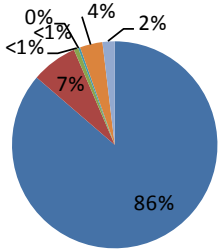


Q81. How are you related to the child?

Your Organization

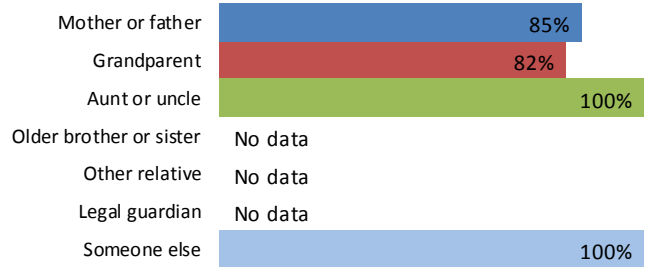


State OHP*



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

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q81**



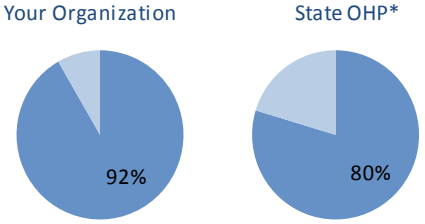
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small. 11370

* Represents the combined distribution of responses to this question for all plans included in the 2019 State OHP.

** Includes members who answered the question and provided a valid response to Q54 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q54 or if no one rated the plan as 8, 9, or 10.

Q77. What is your child's race? Mark one or more.

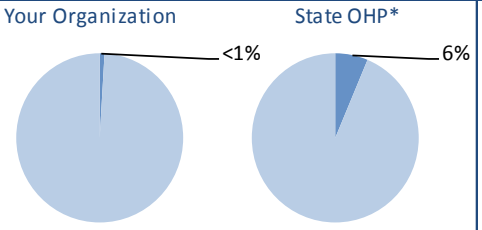
% White



Percent of White Members Rating Their Plan as 8, 9, or 10** 84%

Q77. What is your child's race? Mark one or more.

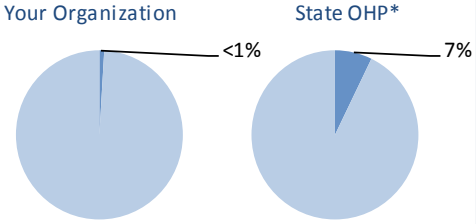
% Black or African-American



Percent of Black or African-American Members Rating Their Plan as 8, 9, or 10** 100%

Q77. What is your child's race? Mark one or more.

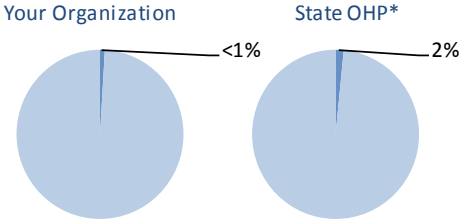
% Asian



Percent of Asian Members Rating Their Plan as 8, 9, or 10** 0%

Q77. What is your child's race? Mark one or more.

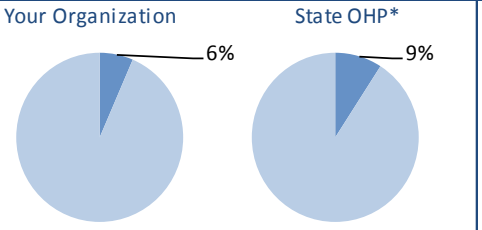
% Native Hawaiian or other Pacific Islander



Percent of Native Hawaiian or other Pacific Islander Members Rating Their Plan as 8, 9, or 10** 100%

Q77. What is your child's race? Mark one or more.

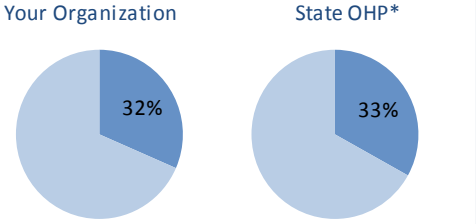
% American Indian or Alaska Native



Percent of American Indian or Alaska Native Members Rating Their Plan as 8, 9, or 10** 100%

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

% Yes, Hispanic or Latino



Percent of Yes, Hispanic or Latino Members Rating Their Plan as 8, 9, or 10** 100%

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. 11370

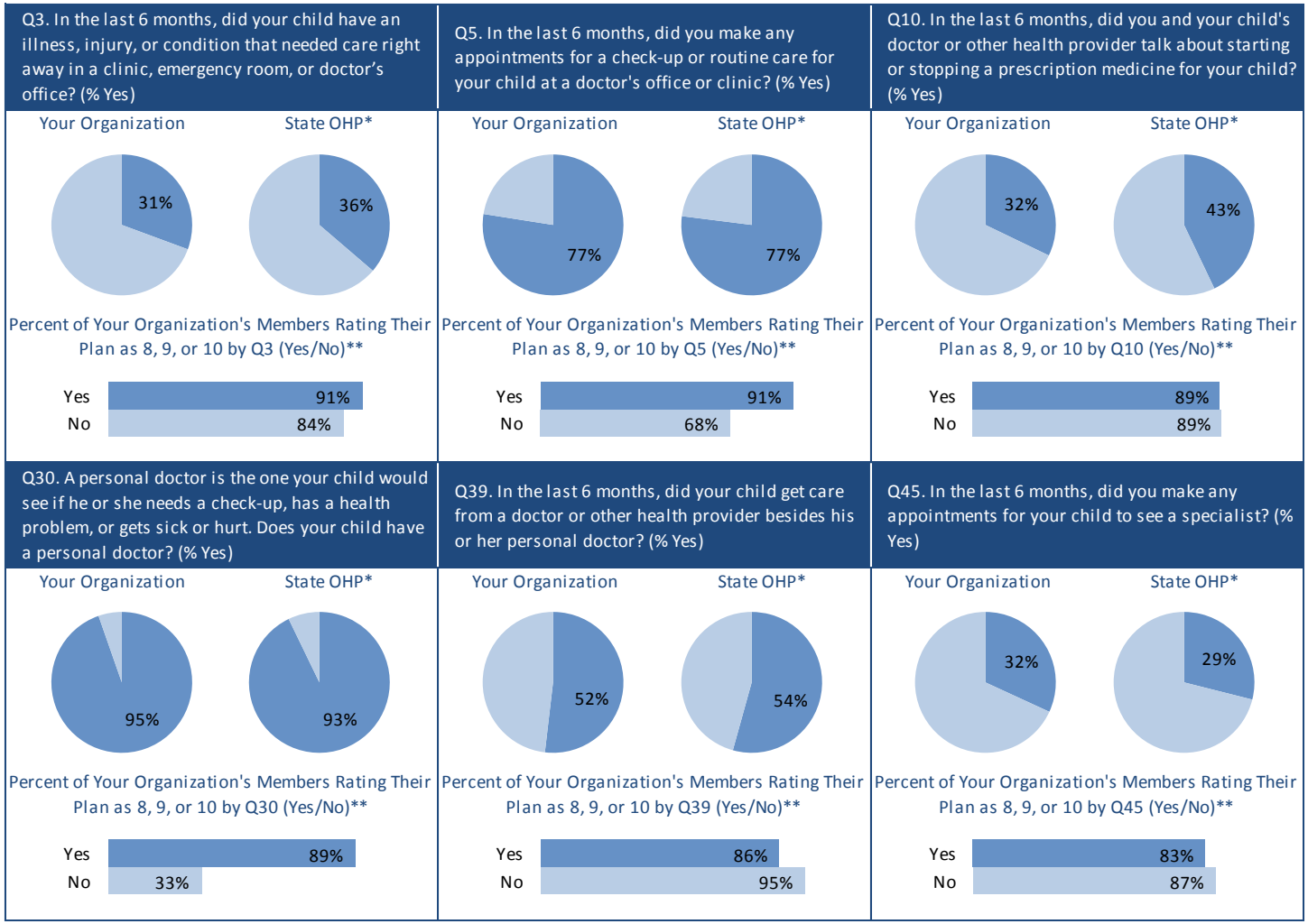
* Represents the combined distribution of responses to this question for all plans included in the 2019 State OHP.

** Includes members who answered the question and provided a valid response to Q54 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q54 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
- Discussing prescription medications with doctor
- Having a personal doctor
- Receiving care from a provider other than personal doctor
- Making an appointment to see a specialist
- Number of visits to a doctor's office or clinic
- Number of specialists seen



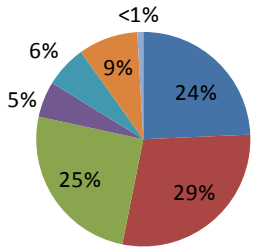
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small. 11370

* Represents the combined distribution of responses to this question for all plans included in the 2019 State OHP.

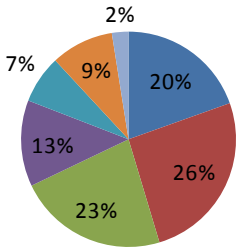
** Includes members who answered the question and provided a valid response to Q54 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q54 or if no one rated the plan as 8, 9, or 10.

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?

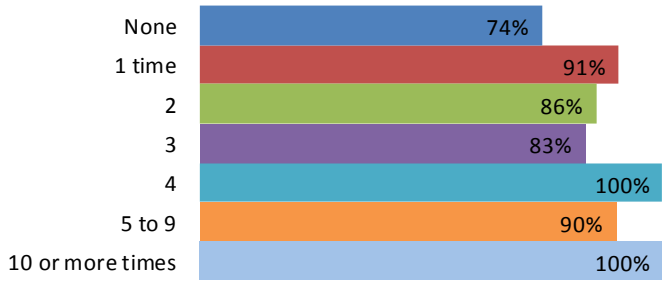
Your Organization



State OHP*

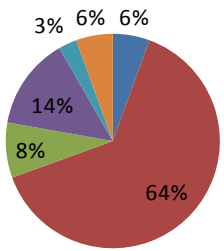


Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q7**

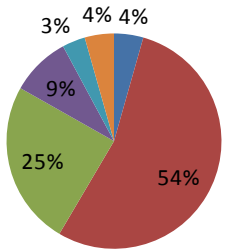


Q47. How many specialists has your child seen in the last 6 months? (Note: the question applies only to those respondents who had appointments with specialists.)

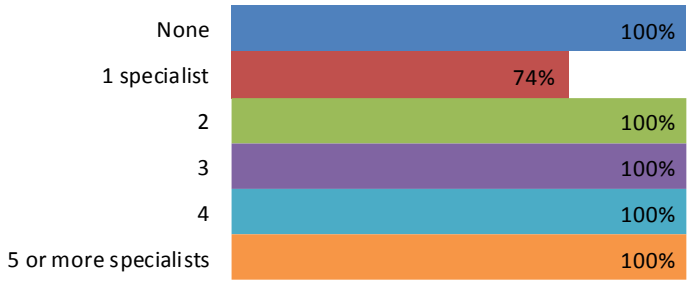
Your Organization



State OHP*



Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q47**



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. 11370

* Represents the combined distribution of responses to this question for all plans included in the 2019 State OHP.

** Includes members who answered the question and provided a valid response to Q54 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q54 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 Jackson Care Connect 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 based on a dataset of CAHPS survey results of 619 Child Medicaid plans included in the National CAHPS Benchmarking Database (NCBD) in 2015 and 2014. 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 five 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 63 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 Jackson Care Connect is currently performing on these measures. Improvement targets identified specifically for Jackson Care Connect, 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.

The quality of interactions with the health plan's customer service is a strong predictor of the overall rating of the plan. Plan rating are also strongly related to members' ability to get the care their children need as soon as they need it (Q15 and Q46) and access to a personal doctor (Q30). *Rating of Personal Doctor* (Q41) may reflect the quality of the health plan's network and its ability to contract with better providers.

Key Driver	Interpretation
Q51. Customer service treated member with courtesy and respect (percent *Always* or *Usually*)	The higher the proportion of respondents reporting that they were treated with courtesy and respect by customer service, the higher the overall plan score
Q41. Rating of Personal Doctor (percent *8*, *9*, or *10*)	The higher the proportion of members rating their child's personal doctor as *8*, *9*, or *10*, the higher the overall plan score
Q15. Ease of getting needed care, tests, or treatment (percent *Always* or *Usually*)	The higher the proportion of respondents reporting that the necessary care, tests, or treatment were easy to get, the higher the overall plan score
Q46. Got specialist appointment as soon as needed (percent *Always* or *Usually*)	The higher the proportion of respondents who were able to get a specialist appointment when they needed it, the higher the overall plan score
Q30. Child has a personal doctor (percent *Yes*)	The higher the proportion of respondents who report that their child has a personal doctor, the higher the overall plan score

OPPORTUNITIES FOR PLAN QUALITY IMPROVEMENT

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

The middle panel of the chart compares how Jackson Care Connect is performing compared to the *best practice* score on each key driver. CSS defined the best practice score as the highest score among the one Child Medicaid plans contributing to the 2019 State OHP. Room for improvement, represented by the green arrows on the chart, is the difference between the current level of Jackson Care Connect performance and the best practice score.

The bar chart on the right displays the expected improvement in the overall *Rating of Health Plan* score Jackson Care Connect 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. 2019 JACKSON CARE CONNECT CHILD MEDICAID WITH CCC MEASURE CAHPS SURVEY: KEY AREAS AND PRIORITIES FOR IMPROVEMENT

Current Key Driver Performance		Room for Improvement on Key Driver		Overall Improvement Opportunity
2019 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 *8*, *9*, or *10*) if Key Driver Performs at Best Practice Level
Q51. Customer service treated member with courtesy and respect (percent *Always* or *Usually*)	**93.33%**	+6.67% →	**100.00%**	**+3.22%**
Q46. Got specialist appointment as soon as needed (percent *Always* or *Usually*)	**77.78%**	+12.54% →	**90.32%**	**+1.06%**
Q41. Rating of Personal Doctor (percent *8, 9,* or *10*)	**92.31%**	+1.69% →	**94.00%**	**+0.80%**
Q30. Child has personal doctor (percent *Yes*)	**94.64%**	+3.45% →	**98.10%**	**+0.31%**
Q15. Ease of getting needed care, tests, or treatment (percent *Always* or *Usually*)	**95.24%**	Current Key Driver performance is at or above the Best Practice level	**95.24%**	**None**

* Best score on the key driver measure among all plans included in the 2019 State OHP

11370

HEALTH PLAN QUALITY IMPROVEMENT RESOURCES FOR KEY DRIVERS

CSS's Industry *Key Driver Analysis* lists improvement opportunities and priorities for Jackson Care Connect. 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 Jackson Care Connect 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 ACCESS TO CARE: EASE OF GETTING NEEDED CARE, TESTS, OR TREATMENT; SCHEDULING SPECIALIST APPOINTMENTS; HAVING A PERSONAL DOCTOR (Q15, Q46, Q30)

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. For child Medicaid members, two key drivers tap into this concept. The first key driver is whether members scheduled an appointment for routine care. The second is ease of getting care, tests, and treatment. Because the two are so closely linked, resources related to both key drivers are presented together.

- *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/).

- *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 examples of interventions provided by AHRQ.

- *Importance of Usual Source of Care* – A usual source of care is important not only for satisfaction purposes, but also because usual sources of care are related to health outcomes. These papers, funded by AHRQ, explore the role of a usual source of care in ensuring that children receive proper care. See http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3512198/ and http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3262919/.

- *Patient-Centered Medical Homes (PCMH)* – This model increases patient access to physicians. There are many resources available that provide 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. There is also Family Medicine for America's Health, which is a collaboration of family medicine organizations dedicated to improving health care by expanding and emphasizing primary care through the use of patient-centered medical homes. For AHRQ's resources on transitioning a practice to a patient-centered medical home model, see http://www.pcmh.ahrq.gov/.

- *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 satisfaction with specialists. 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 QUALITY OF DOCTORS IN HEALTH PLAN NETWORK (Q41)

These resources concentrate on improving the physician-patient relationship, with a focus on communication. Implementing the solutions proposed here may result in improved doctor ratings.

- *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. Many of these recommendations could be adapted for parents or guardians of younger patients. 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 template 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. Prioritizing continuity of care by honoring patients' physician preferences may increase patient satisfaction (http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1326072/). Additionally, 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/).

IMPROVING QUALITY OF INTERACTIONS WITH CUSTOMER SERVICE (Q51)

As representatives of the plan, customer service personnel must ensure that those adults responsible for the enrollee's care have confidence and trust in customer service staff and the information they provide. The following sources make recommendations for improving customer service.

- *Develop Customer Service Standards* – To improve customer service, AHRQ 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 more thoroughly assess member satisfaction 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, their proper handling can reassure members and restore loyalty to the health plan. See http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6p-service-recovery.html.

APPENDIX

CROSS-TABULATIONS OF SURVEY RESPONSES

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Satisfaction With the Experience of Care

Survey Measures*	Global Proportions		
	2019 State OHP	Plan Rate	
		2019	2018
Ratings			
Rating of Personal Doctor	88.32%	**92.31%**	90.57%
Rating of Specialist	84.25%	**93.75%**	83.33%
Rating of All Health Care	82.91%	**90.48%**	82.65%
Rating of Health Plan	78.94%	**85.84%**	80.17%
Composites			
Getting Needed Care	82.67%	**86.51%**	77.80%
Getting Care Quickly	89.95%	**93.30%**	94.46%
How Well Doctors Communicate	93.91%	**95.99%**	93.16%
Customer Service	87.47%	**88.33%**	82.61%
Shared Decision Making	83.16%	**85.19%**	74.87%
Additional Content Areas			
Health Promotion and Education	75.28%	**71.43%**	80.20%
Coordination of Care	82.37%	**90.24%**	88.64%
Children with Chronic Conditions Composites			
Access to Prescription Medicine	88.93%	**95.83%**	96.88%
Access to Specialized Services	68.66%	**62.73%**	65.79%
Getting Needed Information	91.48%	**94.05%**	92.00%
Personal Doctor or Nurse Who Knows Child	87.43%	**84.20%**	87.35%
Coordination of Care w/CCC (Q16 & Q27)	78.49%	**84.52%**	74.92%

* 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).

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	122	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	30	**2**	0	0	2	0	1	1	0	1	1	1	1	0	0	2	0	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
Usable responses	2,189	**111**	122	13	98	16	62	32	23	32	56	80	25	6	27	71	11	2	32	2
	98.6%	**98.2%**	100.0%	100.0%	98.0%	100.0%	98.4%	97.0%	100.0%	97.0%	98.2%	98.8%	96.2%	100.0%	100.0%	97.3%	100.0%	100.0%	100.0%	100.0%
Yes	794	**34**	49	3	31	4	18	12	7	12	15	20	10	4	2	27	5	2	15	1
	36.3%	**30.6%**	40.2%	23.1%	31.6%	25.0%	29.0%	37.5%	30.4%	37.5%	26.8%	25.0%	40.0%	66.7%	7.4%	38.0%	45.5%	100.0%	46.9%	50.0%
No	1,395	**77**	73	10	67	12	44	20	16	20	41	60	15	2	25	44	6	0	17	1
	63.7%	**69.4%**	59.8%	76.9%	68.4%	75.0%	71.0%	62.5%	69.6%	62.5%	73.2%	75.0%	60.0%	33.3%	92.6%	62.0%	54.5%	0.0%	53.1%	50.0%
Significantly different from column:*															P	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.

Jackson Care Connect

11370

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 4

In the last 6 months, when your child <u>needed care right away</u>, how often did your child get care as soon as he or she needed?

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	794	**34**	48	3	31	4	18	12	7	12	15	20	10	4	2	27	5	2	15	1
Number missing or multiple answer	17	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	777	**34**	48	3	31	4	18	12	7	12	15	20	10	4	2	27	5	2	15	1
	97.9%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	13	**1**	0	0	1	0	1	0	0	0	1	1	0	0	0	1	0	0	0	0
	1.7%	**2.9%**	0.0%	0.0%	3.2%	0.0%	5.6%	0.0%	0.0%	0.0%	6.7%	5.0%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%	0.0%
Sometimes	49	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	6.3%	**0.0%**	2.1%	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%
Usually	156	**7**	7	2	5	0	5	2	2	2	3	1	4	2	0	7	0	0	3	0
	20.1%	**20.6%**	14.6%	66.7%	16.1%	0.0%	27.8%	16.7%	28.6%	16.7%	20.0%	5.0%	40.0%	50.0%	0.0%	25.9%	0.0%	0.0%	20.0%	0.0%
Always	559	**26**	40	1	25	4	12	10	5	10	11	18	6	2	2	19	5	2	12	1
	71.9%	**76.5%**	83.3%	33.3%	80.6%	100.0%	66.7%	83.3%	71.4%	83.3%	73.3%	90.0%	60.0%	50.0%	100.0%	70.4%	100.0%	100.0%	80.0%	100.0%
Significantly different from column:*																				
Usually or Always	715	**33**	47	3	30	4	17	12	7	12	14	19	10	4	2	26	5	2	15	1
	92.0%	**97.1%**	97.9%	100.0%	96.8%	100.0%	94.4%	100.0%	100.0%	100.0%	93.3%	95.0%	100.0%	100.0%	100.0%	96.3%	100.0%	100.0%	100.0%	100.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	120	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	33	**2**	0	0	2	0	0	2	0	1	1	2	0	0	1	1	0	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
Usable responses	2,186	**111**	120	13	98	16	63	31	23	32	56	79	26	6	26	72	11	2	32	2
	98.5%	**98.2%**	100.0%	100.0%	98.0%	100.0%	100.0%	93.9%	100.0%	97.0%	98.2%	97.5%	100.0%	100.0%	96.3%	98.6%	100.0%	100.0%	100.0%	100.0%
Yes	1,683	**86**	96	10	76	15	46	24	18	27	41	59	22	5	8	65	11	2	29	2
	77.0%	**77.5%**	80.0%	76.9%	77.6%	93.8%	73.0%	77.4%	78.3%	84.4%	73.2%	74.7%	84.6%	83.3%	30.8%	90.3%	100.0%	100.0%	90.6%	100.0%
No	503	**25**	24	3	22	1	17	7	5	5	15	20	4	1	18	7	0	0	3	0
	23.0%	**22.5%**	20.0%	23.1%	22.4%	6.3%	27.0%	22.6%	21.7%	15.6%	26.8%	25.3%	15.4%	16.7%	69.2%	9.7%	0.0%	0.0%	9.4%	0.0%
Significantly different from column:*															PQ	O	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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	1,683	**86**	89	10	76	15	46	24	18	27	41	59	22	5	8	65	11	2	29	2
Number missing or multiple answer	32	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	1,651	**86**	89	10	76	15	46	24	18	27	41	59	22	5	8	65	11	2	29	2
	98.1%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	17	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	183	**9**	8	1	8	1	4	4	1	2	6	5	3	1	1	7	0	1	1	0
	11.1%	**10.5%**	9.0%	10.0%	10.5%	6.7%	8.7%	16.7%	5.6%	7.4%	14.6%	8.5%	13.6%	20.0%	12.5%	10.8%	0.0%	50.0%	3.4%	0.0%
Usually	474	**26**	19	3	23	4	14	8	7	5	14	17	7	2	3	20	3	0	9	0
	28.7%	**30.2%**	21.3%	30.0%	30.3%	26.7%	30.4%	33.3%	38.9%	18.5%	34.1%	28.8%	31.8%	40.0%	37.5%	30.8%	27.3%	0.0%	31.0%	0.0%
Always	977	**51**	62	6	45	10	28	12	10	20	21	37	12	2	4	38	8	1	19	2
	59.2%	**59.3%**	69.7%	60.0%	59.2%	66.7%	60.9%	50.0%	55.6%	74.1%	51.2%	62.7%	54.5%	40.0%	50.0%	58.5%	72.7%	50.0%	65.5%	100.0%
Significantly different from column:*																				
Usually or Always	1,451	**77**	81	9	68	14	42	20	17	25	35	54	19	4	7	58	11	1	28	2
	87.9%	**89.5%**	91.0%	90.0%	89.5%	93.3%	91.3%	83.3%	94.4%	92.6%	85.4%	91.5%	86.4%	80.0%	87.5%	89.2%	100.0%	50.0%	96.6%	100.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	117	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	56	**2**	0	0	2	0	0	2	0	1	1	1	0	1	0	0	0	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
Usable responses	2,163	**111**	117	13	98	16	63	31	23	32	56	80	26	5	27	73	11	2	32	2
	97.5%	**98.2%**	100.0%	100.0%	98.0%	100.0%	100.0%	93.9%	100.0%	97.0%	98.2%	98.8%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
None	423	**27**	15	3	24	2	18	7	7	8	12	21	6	0	27	0	0	0	3	0
	19.6%	**24.3%**	12.8%	23.1%	24.5%	12.5%	28.6%	22.6%	30.4%	25.0%	21.4%	26.3%	23.1%	0.0%	100.0%	0.0%	0.0%	0.0%	9.4%	0.0%
1 time	558	**32**	30	5	27	5	19	7	7	7	18	25	6	1	0	32	0	0	8	0
	25.8%	**28.8%**	25.6%	38.5%	27.6%	31.3%	30.2%	22.6%	30.4%	21.9%	32.1%	31.3%	23.1%	20.0%	0.0%	43.8%	0.0%	0.0%	25.0%	0.0%
2	488	**28**	24	4	24	4	14	10	3	10	15	19	7	2	0	28	0	0	10	0
	22.6%	**25.2%**	20.5%	30.8%	24.5%	25.0%	22.2%	32.3%	13.0%	31.3%	26.8%	23.8%	26.9%	40.0%	0.0%	38.4%	0.0%	0.0%	31.3%	0.0%
3	280	**6**	18	0	6	2	3	1	2	1	3	4	1	1	0	6	0	1	4	0
	12.9%	**5.4%**	15.4%	0.0%	6.1%	12.5%	4.8%	3.2%	8.7%	3.1%	5.4%	5.0%	3.8%	20.0%	0.0%	8.2%	0.0%	50.0%	12.5%	0.0%
4	156	**7**	11	0	7	1	4	2	2	2	3	4	3	0	0	7	0	0	1	0
	7.2%	**6.3%**	9.4%	0.0%	7.1%	6.3%	6.3%	6.5%	8.7%	6.3%	5.4%	5.0%	11.5%	0.0%	0.0%	9.6%	0.0%	0.0%	3.1%	0.0%
5 to 9	204	**10**	16	1	9	2	5	3	2	4	4	7	3	0	0	0	10	1	5	2
	9.4%	**9.0%**	13.7%	7.7%	9.2%	12.5%	7.9%	9.7%	8.7%	12.5%	7.1%	8.8%	11.5%	0.0%	0.0%	0.0%	90.9%	50.0%	15.6%	100.0%
10 or more times	54	**1**	3	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	1	0
	2.5%	**0.9%**	2.6%	0.0%	1.0%	0.0%	0.0%	3.2%	0.0%	0.0%	1.8%	0.0%	0.0%	20.0%	0.0%	0.0%	9.1%	0.0%	3.1%	0.0%
5 or more times	258	**11**	19	1	10	2	5	4	2	4	5	7	3	1	0	0	11	1	6	2
	11.9%	**9.9%**	16.2%	7.7%	10.2%	12.5%	7.9%	12.9%	8.7%	12.5%	8.9%	8.8%	11.5%	20.0%	0.0%	0.0%	100.0%	50.0%	18.8%	100.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 8

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

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	1,740	**84**	101	10	74	14	45	24	16	24	44	59	20	5	0	73	11	2	29	2
Number missing or multiple answer	21	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	1,719	**84**	101	10	74	14	45	24	16	24	44	59	20	5	0	73	11	2	29	2
	98.8%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	1,294	**60**	81	7	53	9	32	18	12	15	33	39	18	3	0	52	8	2	24	1
	75.3%	**71.4%**	80.2%	70.0%	71.6%	64.3%	71.1%	75.0%	75.0%	62.5%	75.0%	66.1%	90.0%	60.0%	---	71.2%	72.7%	100.0%	82.8%	50.0%
No	425	**24**	20	3	21	5	13	6	4	9	11	20	2	2	0	21	3	0	5	1
	24.7%	**28.6%**	19.8%	30.0%	28.4%	35.7%	28.9%	25.0%	25.0%	37.5%	25.0%	33.9%	10.0%	40.0%	---	28.8%	27.3%	0.0%	17.2%	50.0%
Significantly different from column:*												M	L							

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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 9

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)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	1,740	**84**	100	10	74	14	45	24	16	24	44	59	20	5	0	73	11	2	29	2
Number missing or multiple answer	14	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	1,726	**84**	100	10	74	14	45	24	16	24	44	59	20	5	0	73	11	2	29	2
	99.2%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%
Never	32	**1**	1	0	1	0	0	1	1	0	0	1	0	0	0	1	0	0	0	0
	1.9%	**1.2%**	1.0%	0.0%	1.4%	0.0%	0.0%	4.2%	6.3%	0.0%	0.0%	1.7%	0.0%	0.0%	---	1.4%	0.0%	0.0%	0.0%	0.0%
Sometimes	115	**4**	7	2	2	0	4	0	0	0	4	2	1	1	0	4	0	0	0	0
	6.7%	**4.8%**	7.0%	20.0%	2.7%	0.0%	8.9%	0.0%	0.0%	0.0%	9.1%	3.4%	5.0%	20.0%	---	5.5%	0.0%	0.0%	0.0%	0.0%
Usually	371	**24**	19	1	23	1	15	8	4	5	15	16	6	2	0	23	1	0	9	0
	21.5%	**28.6%**	19.0%	10.0%	31.1%	7.1%	33.3%	33.3%	25.0%	20.8%	34.1%	27.1%	30.0%	40.0%	---	31.5%	9.1%	0.0%	31.0%	0.0%
Always	1,208	**55**	73	7	48	13	26	15	11	19	25	40	13	2	0	45	10	2	20	2
	70.0%	**65.5%**	73.0%	70.0%	64.9%	92.9%	57.8%	62.5%	68.8%	79.2%	56.8%	67.8%	65.0%	40.0%	---	61.6%	90.9%	100.0%	69.0%	100.0%
Significantly different from column:*																				
Usually or Always	1,579	**79**	92	8	71	14	41	23	15	24	40	56	19	4	0	68	11	2	29	2
	91.5%	**94.0%**	92.0%	80.0%	95.9%	100.0%	91.1%	95.8%	93.8%	100.0%	90.9%	94.9%	95.0%	80.0%	---	93.2%	100.0%	100.0%	100.0%	100.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 10

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

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	1,740	**84**	100	10	74	14	45	24	16	24	44	59	20	5	0	73	11	2	29	2
Number missing or multiple answer	13	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	1,727	**84**	100	10	74	14	45	24	16	24	44	59	20	5	0	73	11	2	29	2
	99.3%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	741	**27**	42	1	26	5	16	6	2	9	16	16	10	1	0	21	6	2	13	1
	42.9%	**32.1%**	42.0%	10.0%	35.1%	35.7%	35.6%	25.0%	12.5%	37.5%	36.4%	27.1%	50.0%	20.0%	---	28.8%	54.5%	100.0%	44.8%	50.0%
No	986	**57**	58	9	48	9	29	18	14	15	28	43	10	4	0	52	5	0	16	1
	57.1%	**67.9%**	58.0%	90.0%	64.9%	64.3%	64.4%	75.0%	87.5%	62.5%	63.6%	72.9%	50.0%	80.0%	---	71.2%	45.5%	0.0%	55.2%	50.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 11

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

Base: All respondents whose child went to a doctor's office/clinic to get care and whose doctor talked about starting/stopping medication (Q7 & Q10)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	741	**27**	42	1	26	5	16	6	2	9	16	16	10	1	0	21	6	2	13	1
Number missing or multiple answer	4	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	737	**27**	42	1	26	5	16	6	2	9	16	16	10	1	0	21	6	2	13	1
	99.5%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	695	**26**	38	1	25	5	16	5	2	8	16	15	10	1	0	20	6	2	13	1
	94.3%	**96.3%**	90.5%	100.0%	96.2%	100.0%	100.0%	83.3%	100.0%	88.9%	100.0%	93.8%	100.0%	100.0%	---	95.2%	100.0%	100.0%	100.0%	100.0%
No	42	**1**	4	0	1	0	0	1	0	1	0	1	0	0	0	1	0	0	0	0
	5.7%	**3.7%**	9.5%	0.0%	3.8%	0.0%	0.0%	16.7%	0.0%	11.1%	0.0%	6.3%	0.0%	0.0%	---	4.8%	0.0%	0.0%	0.0%	0.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 12

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

Base: All respondents whose child went to a doctor's office/clinic to get care and whose doctor talked about starting/stopping medication (Q7 & Q10)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	741	**27**	41	1	26	5	16	6	2	9	16	16	10	1	0	21	6	2	13	1
Number missing or multiple answer	9	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	732	**27**	41	1	26	5	16	6	2	9	16	16	10	1	0	21	6	2	13	1
	98.8%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	544	**21**	28	1	20	4	14	3	2	6	13	14	7	0	0	17	4	1	10	1
	74.3%	**77.8%**	68.3%	100.0%	76.9%	80.0%	87.5%	50.0%	100.0%	66.7%	81.3%	87.5%	70.0%	0.0%	---	81.0%	66.7%	50.0%	76.9%	100.0%
No	188	**6**	13	0	6	1	2	3	0	3	3	2	3	1	0	4	2	1	3	0
	25.7%	**22.2%**	31.7%	0.0%	23.1%	20.0%	12.5%	50.0%	0.0%	33.3%	18.8%	12.5%	30.0%	100.0%	---	19.0%	33.3%	50.0%	23.1%	0.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 13

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

Base: All respondents whose child went to a doctor's office/clinic to get care and whose doctor talked about starting/stopping medication (Q7 & Q10)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	741	**27**	41	1	26	5	16	6	2	9	16	16	10	1	0	21	6	2	13	1
Number missing or multiple answer	15	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	726	**27**	41	1	26	5	16	6	2	9	16	16	10	1	0	21	6	2	13	1
	98.0%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	587	**22**	27	1	21	4	15	3	2	8	12	16	6	0	0	18	4	1	10	1
	80.9%	**81.5%**	65.9%	100.0%	80.8%	80.0%	93.8%	50.0%	100.0%	88.9%	75.0%	100.0%	60.0%	0.0%	---	85.7%	66.7%	50.0%	76.9%	100.0%
No	139	**5**	14	0	5	1	1	3	0	1	4	0	4	1	0	3	2	1	3	0
	19.1%	**18.5%**	34.1%	0.0%	19.2%	20.0%	6.3%	50.0%	0.0%	11.1%	25.0%	0.0%	40.0%	100.0%	---	14.3%	33.3%	50.0%	23.1%	0.0%
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.

Jackson Care Connect

11370

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 14

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

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	1,740	**84**	98	10	74	14	45	24	16	24	44	59	20	5	0	73	11	2	29	2
Number missing or multiple answer	14	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	1,726	**84**	98	10	74	14	45	24	16	24	44	59	20	5	0	73	11	2	29	2
	99.2%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%
0 Worst health care possible	3	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%
1	2	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%
2	7	**0**	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	**0.0%**	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%
3	11	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.6%	**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%
4	9	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	**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%
5	39	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.3%	**0.0%**	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%
6	76	**5**	2	1	4	0	2	3	0	1	4	2	1	2	0	4	1	0	1	0
	4.4%	**6.0%**	2.0%	10.0%	5.4%	0.0%	4.4%	12.5%	0.0%	4.2%	9.1%	3.4%	5.0%	40.0%	---	5.5%	9.1%	0.0%	3.4%	0.0%
7	148	**3**	12	0	3	0	2	1	0	0	3	1	2	0	0	3	0	0	1	0
	8.6%	**3.6%**	12.2%	0.0%	4.1%	0.0%	4.4%	4.2%	0.0%	0.0%	6.8%	1.7%	10.0%	0.0%	---	4.1%	0.0%	0.0%	3.4%	0.0%
8	366	**22**	15	5	17	2	13	7	4	3	15	14	7	1	0	19	3	2	7	0
	21.2%	**26.2%**	15.3%	50.0%	23.0%	14.3%	28.9%	29.2%	25.0%	12.5%	34.1%	23.7%	35.0%	20.0%	---	26.0%	27.3%	100.0%	24.1%	0.0%
9	355	**13**	17	0	13	2	9	2	4	6	3	8	4	1	0	13	0	0	5	0
	20.6%	**15.5%**	17.3%	0.0%	17.6%	14.3%	20.0%	8.3%	25.0%	25.0%	6.8%	13.6%	20.0%	20.0%	---	17.8%	0.0%	0.0%	17.2%	0.0%
10 Best health care possible	710	**41**	49	4	37	10	19	11	8	14	19	34	6	1	0	34	7	0	15	2
	41.1%	**48.8%**	50.0%	40.0%	50.0%	71.4%	42.2%	45.8%	50.0%	58.3%	43.2%	57.6%	30.0%	20.0%	---	46.6%	63.6%	0.0%	51.7%	100.0%

NA - Not Applicable

Jackson Care Connect

11370

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 14

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

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	1,740	**84**	98	10	74	14	45	24	16	24	44	59	20	5	0	73	11	2	29	2
Number missing or multiple answer	14	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	1,726	**84**	98	10	74	14	45	24	16	24	44	59	20	5	0	73	11	2	29	2
	99.2%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%
0 to 4	32	**0**	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.9%	**0.0%**	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%
5	39	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.3%	**0.0%**	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%
6 or 7	224	**8**	14	1	7	0	4	4	0	1	7	3	3	2	0	7	1	0	2	0
	13.0%	**9.5%**	14.3%	10.0%	9.5%	0.0%	8.9%	16.7%	0.0%	4.2%	15.9%	5.1%	15.0%	40.0%	---	9.6%	9.1%	0.0%	6.9%	0.0%
8 to 10	1,431	**76**	81	9	67	14	41	20	16	23	37	56	17	3	0	66	10	2	27	2
	82.9%	**90.5%**	82.7%	90.0%	90.5%	100.0%	91.1%	83.3%	100.0%	95.8%	84.1%	94.9%	85.0%	60.0%	---	90.4%	90.9%	100.0%	93.1%	100.0%
Significantly different from column:*																				
0 to 6	147	**5**	5	1	4	0	2	3	0	1	4	2	1	2	0	4	1	0	1	0
	8.5%	**6.0%**	5.1%	10.0%	5.4%	0.0%	4.4%	12.5%	0.0%	4.2%	9.1%	3.4%	5.0%	40.0%	---	5.5%	9.1%	0.0%	3.4%	0.0%
7 to 8	514	**25**	27	5	20	2	15	8	4	3	18	15	9	1	0	22	3	2	8	0
	29.8%	**29.8%**	27.6%	50.0%	27.0%	14.3%	33.3%	33.3%	25.0%	12.5%	40.9%	25.4%	45.0%	20.0%	---	30.1%	27.3%	100.0%	27.6%	0.0%
9 to 10	1,065	**54**	66	4	50	12	28	13	12	20	22	42	10	2	0	47	7	0	20	2
	61.7%	**64.3%**	67.3%	40.0%	67.6%	85.7%	62.2%	54.2%	75.0%	83.3%	50.0%	71.2%	50.0%	40.0%	---	64.4%	63.6%	0.0%	69.0%	100.0%
Significantly different from column:*										K	J									

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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 15

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)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	1,740	**84**	101	10	74	14	45	24	16	24	44	59	20	5	0	73	11	2	29	2
Number missing or multiple answer	14	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	1,726	**84**	101	10	74	14	45	24	16	24	44	59	20	5	0	73	11	2	29	2
	99.2%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%
Never	30	**0**	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.7%	**0.0%**	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	172	**4**	7	0	4	1	3	0	0	0	4	3	1	0	0	4	0	1	0	0
	10.0%	**4.8%**	6.9%	0.0%	5.4%	7.1%	6.7%	0.0%	0.0%	0.0%	9.1%	5.1%	5.0%	0.0%	---	5.5%	0.0%	50.0%	0.0%	0.0%
Usually	542	**22**	28	3	19	3	11	8	4	5	13	10	9	3	0	20	2	1	5	0
	31.4%	**26.2%**	27.7%	30.0%	25.7%	21.4%	24.4%	33.3%	25.0%	20.8%	29.5%	16.9%	45.0%	60.0%	---	27.4%	18.2%	50.0%	17.2%	0.0%
Always	982	**58**	64	7	51	10	31	16	12	19	27	46	10	2	0	49	9	0	24	2
	56.9%	**69.0%**	63.4%	70.0%	68.9%	71.4%	68.9%	66.7%	75.0%	79.2%	61.4%	78.0%	50.0%	40.0%	---	67.1%	81.8%	0.0%	82.8%	100.0%
Significantly different from column:*		A										M	L							
Usually or Always	1,524	**80**	92	10	70	13	42	24	16	24	40	56	19	5	0	69	11	1	29	2
	88.3%	**95.2%**	91.1%	100.0%	94.6%	92.9%	93.3%	100.0%	100.0%	100.0%	90.9%	94.9%	95.0%	100.0%	---	94.5%	100.0%	50.0%	100.0%	100.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 16

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	122	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	12	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	2,207	**113**	122	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
	99.5%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	1,717	**87**	89	13	74	6	53	27	14	23	50	60	23	4	18	58	9	2	23	1
	77.8%	**77.0%**	73.0%	100.0%	74.0%	37.5%	84.1%	81.8%	60.9%	69.7%	87.7%	74.1%	88.5%	66.7%	66.7%	79.5%	81.8%	100.0%	71.9%	50.0%
No	490	**26**	33	0	26	10	10	6	9	10	7	21	3	2	9	15	2	0	9	1
	22.2%	**23.0%**	27.0%	0.0%	26.0%	62.5%	15.9%	18.2%	39.1%	30.3%	12.3%	25.9%	11.5%	33.3%	33.3%	20.5%	18.2%	0.0%	28.1%	50.0%
Significantly different from column:*						H		F		K	J									

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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 17

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

Base: All respondents whose child is enrolled in school or daycare (Q16)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	1,717	**87**	84	13	74	6	53	27	14	23	50	60	23	4	18	58	9	2	23	1
Number missing or multiple answer	30	**1**	0	0	1	0	1	0	0	0	1	1	0	0	1	0	0	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
Usable responses	1,687	**86**	84	13	73	6	52	27	14	23	49	59	23	4	17	58	9	2	23	1
	98.3%	**98.9%**	100.0%	100.0%	98.6%	100.0%	98.1%	100.0%	100.0%	100.0%	98.0%	98.3%	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	275	**16**	14	2	14	2	7	7	2	4	10	9	6	1	2	10	3	1	6	1
	16.3%	**18.6%**	16.7%	15.4%	19.2%	33.3%	13.5%	25.9%	14.3%	17.4%	20.4%	15.3%	26.1%	25.0%	11.8%	17.2%	33.3%	50.0%	26.1%	100.0%
No	1,412	**70**	70	11	59	4	45	20	12	19	39	50	17	3	15	48	6	1	17	0
	83.7%	**81.4%**	83.3%	84.6%	80.8%	66.7%	86.5%	74.1%	85.7%	82.6%	79.6%	84.7%	73.9%	75.0%	88.2%	82.8%	66.7%	50.0%	73.9%	0.0%
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.

Jackson Care Connect

11370

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 18

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

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 (Q16 & Q17)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	275	**16**	13	2	14	2	7	7	2	4	10	9	6	1	2	10	3	1	6	1
Number missing or multiple answer	2	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	273	**16**	13	2	14	2	7	7	2	4	10	9	6	1	2	10	3	1	6	1
	99.3%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	252	**16**	11	2	14	2	7	7	2	4	10	9	6	1	2	10	3	1	6	1
	92.3%	**100.0%**	84.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	21	**0**	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	7.7%	**0.0%**	15.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 19

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	121	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	20	**2**	0	0	2	1	1	0	2	0	0	1	0	1	0	2	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
Usable responses	2,199	**111**	121	13	98	15	62	33	21	33	57	80	26	5	27	71	11	2	31	2
	99.1%	**98.2%**	100.0%	100.0%	98.0%	93.8%	98.4%	100.0%	91.3%	100.0%	100.0%	98.8%	100.0%	83.3%	100.0%	97.3%	100.0%	100.0%	96.9%	100.0%
Yes	151	**3**	10	0	3	2	0	1	0	1	2	1	2	0	0	2	1	1	0	1
	6.9%	**2.7%**	8.3%	0.0%	3.1%	13.3%	0.0%	3.0%	0.0%	3.0%	3.5%	1.3%	7.7%	0.0%	0.0%	2.8%	9.1%	50.0%	0.0%	50.0%
No	2,048	**108**	111	13	95	13	62	32	21	32	55	79	24	5	27	69	10	1	31	1
	93.1%	**97.3%**	91.7%	100.0%	96.9%	86.7%	100.0%	97.0%	100.0%	97.0%	96.5%	98.8%	92.3%	100.0%	100.0%	97.2%	90.9%	50.0%	100.0%	50.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 20

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 (Q19)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	151	**3**	10	0	3	2	0	1	0	1	2	1	2	0	0	2	1	1	0	1
Number missing or multiple answer	0	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	151	**3**	10	0	3	2	0	1	0	1	2	1	2	0	0	2	1	1	0	1
	100.0%	**100.0%**	100.0%	---	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%	100.0%	---	100.0%
Never	21	**1**	1	0	1	0	0	1	0	0	1	0	1	0	0	1	0	0	0	0
	13.9%	**33.3%**	10.0%	---	33.3%	0.0%	---	100.0%	---	0.0%	50.0%	0.0%	50.0%	---	---	50.0%	0.0%	0.0%	---	0.0%
Sometimes	25	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	16.6%	**0.0%**	10.0%	---	0.0%	0.0%	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	---	0.0%
Usually	32	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	21.2%	**0.0%**	10.0%	---	0.0%	0.0%	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	---	0.0%
Always	73	**2**	7	0	2	2	0	0	0	1	1	1	1	0	0	1	1	1	0	1
	48.3%	**66.7%**	70.0%	---	66.7%	100.0%	---	0.0%	---	100.0%	50.0%	100.0%	50.0%	---	---	50.0%	100.0%	100.0%	---	100.0%
Significantly different from column:*																				
Usually or Always	105	**2**	8	0	2	2	0	0	0	1	1	1	1	0	0	1	1	1	0	1
	69.5%	**66.7%**	80.0%	---	66.7%	100.0%	---	0.0%	---	100.0%	50.0%	100.0%	50.0%	---	---	50.0%	100.0%	100.0%	---	100.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 21

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

Base: All respondents who got or tried to get special medical equipment or device for their child (Q19)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	151	**3**	10	0	3	2	0	1	0	1	2	1	2	0	0	2	1	1	0	1
Number missing or multiple answer	1	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	150	**3**	10	0	3	2	0	1	0	1	2	1	2	0	0	2	1	1	0	1
	99.3%	**100.0%**	100.0%	---	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%	100.0%	---	100.0%
Yes	121	**2**	9	0	2	2	0	0	0	1	1	1	1	0	0	1	1	1	0	1
	80.7%	**66.7%**	90.0%	---	66.7%	100.0%	---	0.0%	---	100.0%	50.0%	100.0%	50.0%	---	---	50.0%	100.0%	100.0%	---	100.0%
No	29	**1**	1	0	1	0	0	1	0	0	1	0	1	0	0	1	0	0	0	0
	19.3%	**33.3%**	10.0%	---	33.3%	0.0%	---	100.0%	---	0.0%	50.0%	0.0%	50.0%	---	---	50.0%	0.0%	0.0%	---	0.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 22

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	122	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	22	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	2,197	**113**	122	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
	99.0%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	457	**19**	30	1	18	3	12	4	2	4	13	12	6	1	2	12	4	0	7	2
	20.8%	**16.8%**	24.6%	7.7%	18.0%	18.8%	19.0%	12.1%	8.7%	12.1%	22.8%	14.8%	23.1%	16.7%	7.4%	16.4%	36.4%	0.0%	21.9%	100.0%
No	1,740	**94**	92	12	82	13	51	29	21	29	44	69	20	5	25	61	7	2	25	0
	79.2%	**83.2%**	75.4%	92.3%	82.0%	81.3%	81.0%	87.9%	91.3%	87.9%	77.2%	85.2%	76.9%	83.3%	92.6%	83.6%	63.6%	100.0%	78.1%	0.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 23

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 (Q22)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	457	**19**	30	1	18	3	12	4	2	4	13	12	6	1	2	12	4	0	7	2
Number missing or multiple answer	6	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	451	**19**	30	1	18	3	12	4	2	4	13	12	6	1	2	12	4	0	7	2
	98.7%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%
Never	65	**3**	6	1	2	1	2	0	0	2	1	3	0	0	0	2	1	0	0	1
	14.4%	**15.8%**	20.0%	100.0%	11.1%	33.3%	16.7%	0.0%	0.0%	50.0%	7.7%	25.0%	0.0%	0.0%	0.0%	16.7%	25.0%	---	0.0%	50.0%
Sometimes	89	**5**	7	0	5	1	4	0	1	1	3	2	2	1	0	3	2	0	3	0
	19.7%	**26.3%**	23.3%	0.0%	27.8%	33.3%	33.3%	0.0%	50.0%	25.0%	23.1%	16.7%	33.3%	100.0%	0.0%	25.0%	50.0%	---	42.9%	0.0%
Usually	117	**3**	4	0	3	0	2	1	0	0	3	2	1	0	0	3	0	0	1	0
	25.9%	**15.8%**	13.3%	0.0%	16.7%	0.0%	16.7%	25.0%	0.0%	0.0%	23.1%	16.7%	16.7%	0.0%	0.0%	25.0%	0.0%	---	14.3%	0.0%
Always	180	**8**	13	0	8	1	4	3	1	1	6	5	3	0	2	4	1	0	3	1
	39.9%	**42.1%**	43.3%	0.0%	44.4%	33.3%	33.3%	75.0%	50.0%	25.0%	46.2%	41.7%	50.0%	0.0%	100.0%	33.3%	25.0%	---	42.9%	50.0%
Significantly different from column:*																				
Usually or Always	297	**11**	17	0	11	1	6	4	1	1	9	7	4	0	2	7	1	0	4	1
	65.9%	**57.9%**	56.7%	0.0%	61.1%	33.3%	50.0%	100.0%	50.0%	25.0%	69.2%	58.3%	66.7%	0.0%	100.0%	58.3%	25.0%	---	57.1%	50.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 24

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 (Q22)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	457	**19**	30	1	18	3	12	4	2	4	13	12	6	1	2	12	4	0	7	2
Number missing or multiple answer	7	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	450	**19**	30	1	18	3	12	4	2	4	13	12	6	1	2	12	4	0	7	2
	98.5%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%
Yes	315	**13**	21	0	13	2	8	3	1	2	10	7	6	0	2	7	3	0	5	1
	70.0%	**68.4%**	70.0%	0.0%	72.2%	66.7%	66.7%	75.0%	50.0%	50.0%	76.9%	58.3%	100.0%	0.0%	100.0%	58.3%	75.0%	---	71.4%	50.0%
No	135	**6**	9	1	5	1	4	1	1	2	3	5	0	1	0	5	1	0	2	1
	30.0%	**31.6%**	30.0%	100.0%	27.8%	33.3%	33.3%	25.0%	50.0%	50.0%	23.1%	41.7%	0.0%	100.0%	0.0%	41.7%	25.0%	---	28.6%	50.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 25

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	121	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	26	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	2,193	**113**	121	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
	98.8%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	747	**33**	28	1	32	1	21	11	6	9	18	20	10	3	6	21	4	1	9	1
	34.1%	**29.2%**	23.1%	7.7%	32.0%	6.3%	33.3%	33.3%	26.1%	27.3%	31.6%	24.7%	38.5%	50.0%	22.2%	28.8%	36.4%	50.0%	28.1%	50.0%
No	1,446	**80**	93	12	68	15	42	22	17	24	39	61	16	3	21	52	7	1	23	1
	65.9%	**70.8%**	76.9%	92.3%	68.0%	93.8%	66.7%	66.7%	73.9%	72.7%	68.4%	75.3%	61.5%	50.0%	77.8%	71.2%	63.6%	50.0%	71.9%	50.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 26

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 (Q25)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	747	**33**	28	1	32	1	21	11	6	9	18	20	10	3	6	21	4	1	9	1
Number missing or multiple answer	9	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	738	**33**	28	1	32	1	21	11	6	9	18	20	10	3	6	21	4	1	9	1
	98.8%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	73	**4**	3	1	3	0	2	2	1	1	2	4	0	0	0	3	1	0	1	0
	9.9%	**12.1%**	10.7%	100.0%	9.4%	0.0%	9.5%	18.2%	16.7%	11.1%	11.1%	20.0%	0.0%	0.0%	0.0%	14.3%	25.0%	0.0%	11.1%	0.0%
Sometimes	144	**8**	8	0	8	1	6	1	2	1	5	4	3	1	2	6	0	1	2	0
	19.5%	**24.2%**	28.6%	0.0%	25.0%	100.0%	28.6%	9.1%	33.3%	11.1%	27.8%	20.0%	30.0%	33.3%	33.3%	28.6%	0.0%	100.0%	22.2%	0.0%
Usually	206	**4**	6	0	4	0	3	1	0	1	3	1	2	1	1	2	1	0	2	0
	27.9%	**12.1%**	21.4%	0.0%	12.5%	0.0%	14.3%	9.1%	0.0%	11.1%	16.7%	5.0%	20.0%	33.3%	16.7%	9.5%	25.0%	0.0%	22.2%	0.0%
Always	315	**17**	11	0	17	0	10	7	3	6	8	11	5	1	3	10	2	0	4	1
	42.7%	**51.5%**	39.3%	0.0%	53.1%	0.0%	47.6%	63.6%	50.0%	66.7%	44.4%	55.0%	50.0%	33.3%	50.0%	47.6%	50.0%	0.0%	44.4%	100.0%
Significantly different from column:*																				
Usually or Always	521	**21**	17	0	21	0	13	8	3	7	11	12	7	2	4	12	3	0	6	1
	70.6%	**63.6%**	60.7%	0.0%	65.6%	0.0%	61.9%	72.7%	50.0%	77.8%	61.1%	60.0%	70.0%	66.7%	66.7%	57.1%	75.0%	0.0%	66.7%	100.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 27

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 (Q25)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	747	**33**	28	1	32	1	21	11	6	9	18	20	10	3	6	21	4	1	9	1
Number missing or multiple answer	8	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	739	**33**	28	1	32	1	21	11	6	9	18	20	10	3	6	21	4	1	9	1
	98.9%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	410	**16**	15	1	15	1	9	6	3	6	7	12	4	0	3	9	3	1	5	1
	55.5%	**48.5%**	53.6%	100.0%	46.9%	100.0%	42.9%	54.5%	50.0%	66.7%	38.9%	60.0%	40.0%	0.0%	50.0%	42.9%	75.0%	100.0%	55.6%	100.0%
No	329	**17**	13	0	17	0	12	5	3	3	11	8	6	3	3	12	1	0	4	0
	44.5%	**51.5%**	46.4%	0.0%	53.1%	0.0%	57.1%	45.5%	50.0%	33.3%	61.1%	40.0%	60.0%	100.0%	50.0%	57.1%	25.0%	0.0%	44.4%	0.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 28

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	121	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	34	**1**	0	0	1	0	1	0	0	0	1	1	0	0	0	0	1	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
Usable responses	2,185	**112**	121	13	99	16	62	33	23	33	56	80	26	6	27	73	10	2	31	2
	98.5%	**99.1%**	100.0%	100.0%	99.0%	100.0%	98.4%	100.0%	100.0%	100.0%	98.2%	98.8%	100.0%	100.0%	100.0%	100.0%	90.9%	100.0%	96.9%	100.0%
Yes	840	**43**	48	2	41	5	22	15	5	14	24	26	13	4	4	28	9	2	17	2
	38.4%	**38.4%**	39.7%	15.4%	41.4%	31.3%	35.5%	45.5%	21.7%	42.4%	42.9%	32.5%	50.0%	66.7%	14.8%	38.4%	90.0%	100.0%	54.8%	100.0%
No	1,345	**69**	73	11	58	11	40	18	18	19	32	54	13	2	23	45	1	0	14	0
	61.6%	**61.6%**	60.3%	84.6%	58.6%	68.8%	64.5%	54.5%	78.3%	57.6%	57.1%	67.5%	50.0%	33.3%	85.2%	61.6%	10.0%	0.0%	45.2%	0.0%
Significantly different from column:*															P	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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 29

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

Base: All respondents whose child got care from more than one kind of health care provider or service (Q28)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	840	**43**	46	2	41	5	22	15	5	14	24	26	13	4	4	28	9	2	17	2
Number missing or multiple answer	22	**1**	0	0	1	0	1	0	0	1	0	1	0	0	1	0	0	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
Usable responses	818	**42**	46	2	40	5	21	15	5	13	24	25	13	4	3	28	9	2	17	2
	97.4%	**97.7%**	100.0%	100.0%	97.6%	100.0%	95.5%	100.0%	100.0%	92.9%	100.0%	96.2%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	529	**29**	30	1	28	4	14	11	3	12	14	19	8	2	0	20	8	2	13	2
	64.7%	**69.0%**	65.2%	50.0%	70.0%	80.0%	66.7%	73.3%	60.0%	92.3%	58.3%	76.0%	61.5%	50.0%	0.0%	71.4%	88.9%	100.0%	76.5%	100.0%
No	289	**13**	16	1	12	1	7	4	2	1	10	6	5	2	3	8	1	0	4	0
	35.3%	**31.0%**	34.8%	50.0%	30.0%	20.0%	33.3%	26.7%	40.0%	7.7%	41.7%	24.0%	38.5%	50.0%	100.0%	28.6%	11.1%	0.0%	23.5%	0.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 30

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	120	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	46	**1**	0	0	1	0	1	0	0	1	0	1	0	0	1	0	0	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
Usable responses	2,173	**112**	120	13	99	16	62	33	23	32	57	80	26	6	26	73	11	2	32	2
	97.9%	**99.1%**	100.0%	100.0%	99.0%	100.0%	98.4%	100.0%	100.0%	97.0%	100.0%	98.8%	100.0%	100.0%	96.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	2,017	**106**	108	13	93	16	57	32	20	32	54	75	25	6	22	71	11	2	32	2
	92.8%	**94.6%**	90.0%	100.0%	93.9%	100.0%	91.9%	97.0%	87.0%	100.0%	94.7%	93.8%	96.2%	100.0%	84.6%	97.3%	100.0%	100.0%	100.0%	100.0%
No	156	**6**	12	0	6	0	5	1	3	0	3	5	1	0	4	2	0	0	0	0
	7.2%	**5.4%**	10.0%	0.0%	6.1%	0.0%	8.1%	3.0%	13.0%	0.0%	5.3%	6.3%	3.8%	0.0%	15.4%	2.7%	0.0%	0.0%	0.0%	0.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 31

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 (Q30)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,017	**106**	103	13	93	16	57	32	20	32	54	75	25	6	22	71	11	2	32	2
Number missing or multiple answer	42	**3**	0	0	3	1	1	1	0	2	1	2	1	0	2	1	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
Usable responses	1,975	**103**	103	13	90	15	56	31	20	30	53	73	24	6	20	70	11	2	31	2
	97.9%	**97.2%**	100.0%	100.0%	96.8%	93.8%	98.2%	96.9%	100.0%	93.8%	98.1%	97.3%	96.0%	100.0%	90.9%	98.6%	100.0%	100.0%	96.9%	100.0%
None	381	**22**	11	3	19	1	13	8	5	5	12	17	5	0	17	5	0	0	2	0
	19.3%	**21.4%**	10.7%	23.1%	21.1%	6.7%	23.2%	25.8%	25.0%	16.7%	22.6%	23.3%	20.8%	0.0%	85.0%	7.1%	0.0%	0.0%	6.5%	0.0%
1 time	678	**38**	30	8	30	5	21	11	7	9	22	27	8	3	3	32	2	0	10	1
	34.3%	**36.9%**	29.1%	61.5%	33.3%	33.3%	37.5%	35.5%	35.0%	30.0%	41.5%	37.0%	33.3%	50.0%	15.0%	45.7%	18.2%	0.0%	32.3%	50.0%
2	465	**19**	29	1	18	5	11	3	2	7	10	12	6	1	0	18	1	0	9	0
	23.5%	**18.4%**	28.2%	7.7%	20.0%	33.3%	19.6%	9.7%	10.0%	23.3%	18.9%	16.4%	25.0%	16.7%	0.0%	25.7%	9.1%	0.0%	29.0%	0.0%
3	232	**12**	12	0	12	3	5	4	2	5	5	8	3	1	0	9	3	1	6	0
	11.7%	**11.7%**	11.7%	0.0%	13.3%	20.0%	8.9%	12.9%	10.0%	16.7%	9.4%	11.0%	12.5%	16.7%	0.0%	12.9%	27.3%	50.0%	19.4%	0.0%
4	113	**6**	12	0	6	1	4	1	2	2	2	4	2	0	0	6	0	0	1	0
	5.7%	**5.8%**	11.7%	0.0%	6.7%	6.7%	7.1%	3.2%	10.0%	6.7%	3.8%	5.5%	8.3%	0.0%	0.0%	8.6%	0.0%	0.0%	3.2%	0.0%
5 to 9	91	**6**	9	1	5	0	2	4	2	2	2	5	0	1	0	0	5	1	3	1
	4.6%	**5.8%**	8.7%	7.7%	5.6%	0.0%	3.6%	12.9%	10.0%	6.7%	3.8%	6.8%	0.0%	16.7%	0.0%	0.0%	45.5%	50.0%	9.7%	50.0%
10 or more times	15	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.8%	**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%
2 or more times	916	**43**	62	2	41	9	22	12	8	16	19	29	11	3	0	33	9	2	19	1
	46.4%	**41.7%**	60.2%	15.4%	45.6%	60.0%	39.3%	38.7%	40.0%	53.3%	35.8%	39.7%	45.8%	50.0%	0.0%	47.1%	81.8%	100.0%	61.3%	50.0%
Significantly different from column:*		C		E	D										P	OQ	P			

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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 31a

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 (Q30 & Q31)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	1,594	**81**	92	10	71	14	43	23	15	25	41	56	19	6	3	65	11	2	29	2
Number missing or multiple answer	6	**1**	0	0	1	0	1	0	1	0	0	0	0	1	0	1	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
Usable responses	1,588	**80**	92	10	70	14	42	23	14	25	41	56	19	5	3	64	11	2	28	2
	99.6%	**98.8%**	100.0%	100.0%	98.6%	100.0%	97.7%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	98.5%	100.0%	100.0%	96.6%	100.0%
Never	1,447	**72**	87	8	64	12	38	21	11	22	39	53	17	2	3	57	11	2	27	2
	91.1%	**90.0%**	94.6%	80.0%	91.4%	85.7%	90.5%	91.3%	78.6%	88.0%	95.1%	94.6%	89.5%	40.0%	100.0%	89.1%	100.0%	100.0%	96.4%	100.0%
Sometimes	78	**3**	5	1	2	1	1	1	1	2	0	2	1	0	0	3	0	0	1	0
	4.9%	**3.8%**	5.4%	10.0%	2.9%	7.1%	2.4%	4.3%	7.1%	8.0%	0.0%	3.6%	5.3%	0.0%	0.0%	4.7%	0.0%	0.0%	3.6%	0.0%
Usually	22	**3**	0	1	2	0	2	1	0	1	2	1	1	1	0	2	0	0	0	0
	1.4%	**3.8%**	0.0%	10.0%	2.9%	0.0%	4.8%	4.3%	0.0%	4.0%	4.9%	1.8%	5.3%	20.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%
Always	41	**2**	0	0	2	1	1	0	2	0	0	0	0	2	0	2	0	0	0	0
	2.6%	**2.5%**	0.0%	0.0%	2.9%	7.1%	2.4%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	40.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%
Significantly different from column:*																				
Usually or Always	63	**5**	0	1	4	1	3	1	2	1	2	1	1	3	0	4	0	0	0	0
	4.0%	**6.3%**	0.0%	10.0%	5.7%	7.1%	7.1%	4.3%	14.3%	4.0%	4.9%	1.8%	5.3%	60.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 32

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q30 & Q31)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	1,594	**81**	92	10	71	14	43	23	15	25	41	56	19	6	3	65	11	2	29	2
Number missing or multiple answer	7	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	1,587	**81**	92	10	71	14	43	23	15	25	41	56	19	6	3	65	11	2	29	2
	99.6%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	28	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.8%	**0.0%**	1.1%	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%
Sometimes	61	**3**	4	1	2	0	1	2	1	0	2	1	0	2	0	2	0	0	1	0
	3.8%	**3.7%**	4.3%	10.0%	2.8%	0.0%	2.3%	8.7%	6.7%	0.0%	4.9%	1.8%	0.0%	33.3%	0.0%	3.1%	0.0%	0.0%	3.4%	0.0%
Usually	231	**12**	15	2	10	2	7	3	2	5	5	3	6	3	0	11	1	0	5	0
	14.6%	**14.8%**	16.3%	20.0%	14.1%	14.3%	16.3%	13.0%	13.3%	20.0%	12.2%	5.4%	31.6%	50.0%	0.0%	16.9%	9.1%	0.0%	17.2%	0.0%
Always	1,267	**66**	72	7	59	12	35	18	12	20	34	52	13	1	3	52	10	2	23	2
	79.8%	**81.5%**	78.3%	70.0%	83.1%	85.7%	81.4%	78.3%	80.0%	80.0%	82.9%	92.9%	68.4%	16.7%	100.0%	80.0%	90.9%	100.0%	79.3%	100.0%
Significantly different from column:*																				
Usually or Always	1,498	**78**	87	9	69	14	42	21	14	25	39	55	19	4	3	63	11	2	28	2
	94.4%	**96.3%**	94.6%	90.0%	97.2%	100.0%	97.7%	91.3%	93.3%	100.0%	95.1%	98.2%	100.0%	66.7%	100.0%	96.9%	100.0%	100.0%	96.6%	100.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 33

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 (Q30 & Q31)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	1,594	**81**	92	10	71	14	43	23	15	25	41	56	19	6	3	65	11	2	29	2
Number missing or multiple answer	5	**1**	0	0	1	0	0	1	0	0	1	1	0	0	0	1	0	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
Usable responses	1,589	**80**	92	10	70	14	43	22	15	25	40	55	19	6	3	64	11	2	29	2
	99.7%	**98.8%**	100.0%	100.0%	98.6%	100.0%	100.0%	95.7%	100.0%	100.0%	97.6%	98.2%	100.0%	100.0%	100.0%	98.5%	100.0%	100.0%	100.0%	100.0%
Never	20	**0**	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.3%	**0.0%**	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	59	**0**	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3.7%	**0.0%**	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Usually	245	**22**	11	4	18	3	11	8	4	5	13	8	8	6	0	19	2	2	9	0
	15.4%	**27.5%**	12.0%	40.0%	25.7%	21.4%	25.6%	36.4%	26.7%	20.0%	32.5%	14.5%	42.1%	100.0%	0.0%	29.7%	18.2%	100.0%	31.0%	0.0%
Always	1,265	**58**	75	6	52	11	32	14	11	20	27	47	11	0	3	45	9	0	20	2
	79.6%	**72.5%**	81.5%	60.0%	74.3%	78.6%	74.4%	63.6%	73.3%	80.0%	67.5%	85.5%	57.9%	0.0%	100.0%	70.3%	81.8%	0.0%	69.0%	100.0%
Significantly different from column:*																				
Usually or Always	1,510	**80**	86	10	70	14	43	22	15	25	40	55	19	6	3	64	11	2	29	2
	95.0%	**100.0%**	93.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 34

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 (Q30 & Q31)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	1,594	**81**	91	10	71	14	43	23	15	25	41	56	19	6	3	65	11	2	29	2
Number missing or multiple answer	4	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	1,590	**81**	91	10	71	14	43	23	15	25	41	56	19	6	3	65	11	2	29	2
	99.7%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	16	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.0%	**0.0%**	1.1%	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%
Sometimes	53	**1**	3	0	1	0	0	1	1	0	0	1	0	0	0	1	0	0	1	0
	3.3%	**1.2%**	3.3%	0.0%	1.4%	0.0%	0.0%	4.3%	6.7%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	3.4%	0.0%
Usually	181	**11**	12	2	9	1	6	4	3	2	6	4	3	4	0	9	2	1	3	0
	11.4%	**13.6%**	13.2%	20.0%	12.7%	7.1%	14.0%	17.4%	20.0%	8.0%	14.6%	7.1%	15.8%	66.7%	0.0%	13.8%	18.2%	50.0%	10.3%	0.0%
Always	1,340	**69**	75	8	61	13	37	18	11	23	35	51	16	2	3	55	9	1	25	2
	84.3%	**85.2%**	82.4%	80.0%	85.9%	92.9%	86.0%	78.3%	73.3%	92.0%	85.4%	91.1%	84.2%	33.3%	100.0%	84.6%	81.8%	50.0%	86.2%	100.0%
Significantly different from column:*																				
Usually or Always	1,521	**80**	87	10	70	14	43	22	14	25	41	55	19	6	3	64	11	2	28	2
	95.7%	**98.8%**	95.6%	100.0%	98.6%	100.0%	100.0%	95.7%	93.3%	100.0%	100.0%	98.2%	100.0%	100.0%	100.0%	98.5%	100.0%	100.0%	96.6%	100.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35

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 (Q30 & Q31)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	1,594	**81**	91	10	71	14	43	23	15	25	41	56	19	6	3	65	11	2	29	2
Number missing or multiple answer	10	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	1,584	**81**	91	10	71	14	43	23	15	25	41	56	19	6	3	65	11	2	29	2
	99.4%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	1,121	**62**	62	9	53	3	36	22	10	18	34	41	17	4	3	49	8	2	27	0
	70.8%	**76.5%**	68.1%	90.0%	74.6%	21.4%	83.7%	95.7%	66.7%	72.0%	82.9%	73.2%	89.5%	66.7%	100.0%	75.4%	72.7%	100.0%	93.1%	0.0%
No	463	**19**	29	1	18	11	7	1	5	7	7	15	2	2	0	16	3	0	2	2
	29.2%	**23.5%**	31.9%	10.0%	25.4%	78.6%	16.3%	4.3%	33.3%	28.0%	17.1%	26.8%	10.5%	33.3%	0.0%	24.6%	27.3%	0.0%	6.9%	100.0%
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.

Jackson Care Connect

11370

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 36

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

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 (Q30, Q31, & Q35)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	1,121	**62**	60	9	53	3	36	22	10	18	34	41	17	4	3	49	8	2	27	0
Number missing or multiple answer	16	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	1,105	**62**	60	9	53	3	36	22	10	18	34	41	17	4	3	49	8	2	27	0
	98.6%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---
Never	12	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.1%	**0.0%**	1.7%	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%	---
Sometimes	61	**4**	5	0	4	0	2	2	0	1	3	1	2	1	0	3	0	0	1	0
	5.5%	**6.5%**	8.3%	0.0%	7.5%	0.0%	5.6%	9.1%	0.0%	5.6%	8.8%	2.4%	11.8%	25.0%	0.0%	6.1%	0.0%	0.0%	3.7%	---
Usually	242	**18**	8	3	15	3	8	7	2	4	12	11	4	3	0	15	3	2	10	0
	21.9%	**29.0%**	13.3%	33.3%	28.3%	100.0%	22.2%	31.8%	20.0%	22.2%	35.3%	26.8%	23.5%	75.0%	0.0%	30.6%	37.5%	100.0%	37.0%	---
Always	790	**40**	46	6	34	0	26	13	8	13	19	29	11	0	3	31	5	0	16	0
	71.5%	**64.5%**	76.7%	66.7%	64.2%	0.0%	72.2%	59.1%	80.0%	72.2%	55.9%	70.7%	64.7%	0.0%	100.0%	63.3%	62.5%	0.0%	59.3%	---
Significantly different from column:*																				
Usually or Always	1,032	**58**	54	9	49	3	34	20	10	17	31	40	15	3	3	46	8	2	26	0
	93.4%	**93.5%**	90.0%	100.0%	92.5%	100.0%	94.4%	90.9%	100.0%	94.4%	91.2%	97.6%	88.2%	75.0%	100.0%	93.9%	100.0%	100.0%	96.3%	---
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 37

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 (Q30 & Q31)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	1,594	**81**	91	10	71	14	43	23	15	25	41	56	19	6	3	65	11	2	29	2
Number missing or multiple answer	8	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	1,586	**81**	91	10	71	14	43	23	15	25	41	56	19	6	3	65	11	2	29	2
	99.5%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	32	**3**	3	0	3	0	0	3	1	1	1	2	0	1	0	1	0	0	1	0
	2.0%	**3.7%**	3.3%	0.0%	4.2%	0.0%	0.0%	13.0%	6.7%	4.0%	2.4%	3.6%	0.0%	16.7%	0.0%	1.5%	0.0%	0.0%	3.4%	0.0%
Sometimes	118	**6**	7	2	4	1	2	3	2	1	3	4	2	0	0	4	2	0	1	1
	7.4%	**7.4%**	7.7%	20.0%	5.6%	7.1%	4.7%	13.0%	13.3%	4.0%	7.3%	7.1%	10.5%	0.0%	0.0%	6.2%	18.2%	0.0%	3.4%	50.0%
Usually	354	**15**	18	0	15	3	8	4	3	2	10	8	3	4	0	12	3	1	6	0
	22.3%	**18.5%**	19.8%	0.0%	21.1%	21.4%	18.6%	17.4%	20.0%	8.0%	24.4%	14.3%	15.8%	66.7%	0.0%	18.5%	27.3%	50.0%	20.7%	0.0%
Always	1,082	**57**	63	8	49	10	33	13	9	21	27	42	14	1	3	48	6	1	21	1
	68.2%	**70.4%**	69.2%	80.0%	69.0%	71.4%	76.7%	56.5%	60.0%	84.0%	65.9%	75.0%	73.7%	16.7%	100.0%	73.8%	54.5%	50.0%	72.4%	50.0%
Significantly different from column:*																				
Usually or Always	1,436	**72**	81	8	64	13	41	17	12	23	37	50	17	5	3	60	9	2	27	1
	90.5%	**88.9%**	89.0%	80.0%	90.1%	92.9%	95.3%	73.9%	80.0%	92.0%	90.2%	89.3%	89.5%	83.3%	100.0%	92.3%	81.8%	100.0%	93.1%	50.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 38

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 (Q30 & Q31)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	1,594	**81**	90	10	71	14	43	23	15	25	41	56	19	6	3	65	11	2	29	2
Number missing or multiple answer	18	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	1,576	**81**	90	10	71	14	43	23	15	25	41	56	19	6	3	65	11	2	29	2
	98.9%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	1,392	**67**	74	5	62	13	35	18	13	22	32	47	17	3	3	53	10	2	24	2
	88.3%	**82.7%**	82.2%	50.0%	87.3%	92.9%	81.4%	78.3%	86.7%	88.0%	78.0%	83.9%	89.5%	50.0%	100.0%	81.5%	90.9%	100.0%	82.8%	100.0%
No	184	**14**	16	5	9	1	8	5	2	3	9	9	2	3	0	12	1	0	5	0
	11.7%	**17.3%**	17.8%	50.0%	12.7%	7.1%	18.6%	21.7%	13.3%	12.0%	22.0%	16.1%	10.5%	50.0%	0.0%	18.5%	9.1%	0.0%	17.2%	0.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 39

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 (Q30 & Q31)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	1,594	**81**	90	10	71	14	43	23	15	25	41	56	19	6	3	65	11	2	29	2
Number missing or multiple answer	7	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	1,587	**81**	90	10	71	14	43	23	15	25	41	56	19	6	3	65	11	2	29	2
	99.6%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	862	**42**	46	4	38	5	25	11	5	14	23	24	15	3	3	30	9	2	21	2
	54.3%	**51.9%**	51.1%	40.0%	53.5%	35.7%	58.1%	47.8%	33.3%	56.0%	56.1%	42.9%	78.9%	50.0%	100.0%	46.2%	81.8%	100.0%	72.4%	100.0%
No	725	**39**	44	6	33	9	18	12	10	11	18	32	4	3	0	35	2	0	8	0
	45.7%	**48.1%**	48.9%	60.0%	46.5%	64.3%	41.9%	52.2%	66.7%	44.0%	43.9%	57.1%	21.1%	50.0%	0.0%	53.8%	18.2%	0.0%	27.6%	0.0%
Significantly different from column:*												M	L			Q	P			

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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 40

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

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 (Q30, Q31, & Q39)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	862	**42**	44	4	38	5	25	11	5	14	23	24	15	3	3	30	9	2	21	2
Number missing or multiple answer	17	**1**	0	1	0	0	1	0	0	0	1	0	0	1	0	1	0	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
Usable responses	845	**41**	44	3	38	5	24	11	5	14	22	24	15	2	3	29	9	2	21	2
	98.0%	**97.6%**	100.0%	75.0%	100.0%	100.0%	96.0%	100.0%	100.0%	100.0%	95.7%	100.0%	100.0%	66.7%	100.0%	96.7%	100.0%	100.0%	100.0%	100.0%
Never	50	**2**	1	0	2	0	1	1	0	0	2	0	2	0	1	1	0	0	1	0
	5.9%	**4.9%**	2.3%	0.0%	5.3%	0.0%	4.2%	9.1%	0.0%	0.0%	9.1%	0.0%	13.3%	0.0%	33.3%	3.4%	0.0%	0.0%	4.8%	0.0%
Sometimes	99	**2**	4	0	2	0	1	1	0	0	2	1	0	1	0	1	1	0	2	0
	11.7%	**4.9%**	9.1%	0.0%	5.3%	0.0%	4.2%	9.1%	0.0%	0.0%	9.1%	4.2%	0.0%	50.0%	0.0%	3.4%	11.1%	0.0%	9.5%	0.0%
Usually	225	**14**	11	1	13	4	8	2	2	5	7	9	5	0	1	10	3	0	6	2
	26.6%	**34.1%**	25.0%	33.3%	34.2%	80.0%	33.3%	18.2%	40.0%	35.7%	31.8%	37.5%	33.3%	0.0%	33.3%	34.5%	33.3%	0.0%	28.6%	100.0%
Always	471	**23**	28	2	21	1	14	7	3	9	11	14	8	1	1	17	5	2	12	0
	55.7%	**56.1%**	63.6%	66.7%	55.3%	20.0%	58.3%	63.6%	60.0%	64.3%	50.0%	58.3%	53.3%	50.0%	33.3%	58.6%	55.6%	100.0%	57.1%	0.0%
Significantly different from column:*																				
Usually or Always	696	**37**	39	3	34	5	22	9	5	14	18	23	13	1	2	27	8	2	18	2
	82.4%	**90.2%**	88.6%	100.0%	89.5%	100.0%	91.7%	81.8%	100.0%	100.0%	81.8%	95.8%	86.7%	50.0%	66.7%	93.1%	88.9%	100.0%	85.7%	100.0%
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.

Jackson Care Connect

11370

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 41

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

Base: All respondents whose child has a personal doctor (Q30)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,017	**106**	106	13	93	16	57	32	20	32	54	75	25	6	22	71	11	2	32	2
Number missing or multiple answer	39	**2**	0	0	2	1	1	0	0	1	1	1	1	0	1	1	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
Usable responses	1,978	**104**	106	13	91	15	56	32	20	31	53	74	24	6	21	70	11	2	31	2
	98.1%	**98.1%**	100.0%	100.0%	97.8%	93.8%	98.2%	100.0%	100.0%	96.9%	98.1%	98.7%	96.0%	100.0%	95.5%	98.6%	100.0%	100.0%	96.9%	100.0%
0 Worst personal doctor possible	5	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	5	**0**	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	**0.0%**	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	4	**1**	2	0	1	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0
	0.2%	**1.0%**	1.9%	0.0%	1.1%	0.0%	0.0%	3.1%	0.0%	0.0%	1.9%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	10	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	**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%
4	10	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	**0.0%**	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
5	42	**1**	1	0	1	0	0	1	0	0	1	1	0	0	1	0	0	0	0	0
	2.1%	**1.0%**	0.9%	0.0%	1.1%	0.0%	0.0%	3.1%	0.0%	0.0%	1.9%	1.4%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%
6	45	**1**	3	1	0	0	1	0	0	0	1	0	0	1	0	1	0	0	0	0
	2.3%	**1.0%**	2.8%	7.7%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	16.7%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%
7	110	**5**	1	1	4	0	2	3	0	0	5	3	1	1	1	3	1	0	1	0
	5.6%	**4.8%**	0.9%	7.7%	4.4%	0.0%	3.6%	9.4%	0.0%	0.0%	9.4%	4.1%	4.2%	16.7%	4.8%	4.3%	9.1%	0.0%	3.2%	0.0%
8	307	**18**	13	4	14	1	11	6	2	4	12	11	7	0	4	13	1	0	5	0
	15.5%	**17.3%**	12.3%	30.8%	15.4%	6.7%	19.6%	18.8%	10.0%	12.9%	22.6%	14.9%	29.2%	0.0%	19.0%	18.6%	9.1%	0.0%	16.1%	0.0%
9	399	**15**	14	2	13	2	9	4	1	8	6	10	5	0	0	14	1	1	7	0
	20.2%	**14.4%**	13.2%	15.4%	14.3%	13.3%	16.1%	12.5%	5.0%	25.8%	11.3%	13.5%	20.8%	0.0%	0.0%	20.0%	9.1%	50.0%	22.6%	0.0%
10 Best personal doctor possible	1,041	**63**	69	5	58	12	33	17	17	19	27	49	11	3	15	39	8	1	18	2
	52.6%	**60.6%**	65.1%	38.5%	63.7%	80.0%	58.9%	53.1%	85.0%	61.3%	50.9%	66.2%	45.8%	50.0%	71.4%	55.7%	72.7%	50.0%	58.1%	100.0%

NA - Not Applicable

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 41

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

Base: All respondents whose child has a personal doctor (Q30)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,017	**106**	106	13	93	16	57	32	20	32	54	75	25	6	22	71	11	2	32	2
Number missing or multiple answer	39	**2**	0	0	2	1	1	0	0	1	1	1	1	0	1	1	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
Usable responses	1,978	**104**	106	13	91	15	56	32	20	31	53	74	24	6	21	70	11	2	31	2
	98.1%	**98.1%**	100.0%	100.0%	97.8%	93.8%	98.2%	100.0%	100.0%	96.9%	98.1%	98.7%	96.0%	100.0%	95.5%	98.6%	100.0%	100.0%	96.9%	100.0%
0 to 4	34	**1**	5	0	1	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0
	1.7%	**1.0%**	4.7%	0.0%	1.1%	0.0%	0.0%	3.1%	0.0%	0.0%	1.9%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
5	42	**1**	1	0	1	0	0	1	0	0	1	1	0	0	1	0	0	0	0	0
	2.1%	**1.0%**	0.9%	0.0%	1.1%	0.0%	0.0%	3.1%	0.0%	0.0%	1.9%	1.4%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%
6 or 7	155	**6**	4	2	4	0	3	3	0	0	6	3	1	2	1	4	1	0	1	0
	7.8%	**5.8%**	3.8%	15.4%	4.4%	0.0%	5.4%	9.4%	0.0%	0.0%	11.3%	4.1%	4.2%	33.3%	4.8%	5.7%	9.1%	0.0%	3.2%	0.0%
8 to 10	1,747	**96**	96	11	85	15	53	27	20	31	45	70	23	3	19	66	10	2	30	2
	88.3%	**92.3%**	90.6%	84.6%	93.4%	100.0%	94.6%	84.4%	100.0%	100.0%	84.9%	94.6%	95.8%	50.0%	90.5%	94.3%	90.9%	100.0%	96.8%	100.0%
Significantly different from column:*																				
0 to 6	121	**3**	9	1	2	0	1	2	0	0	3	1	0	2	1	1	0	0	0	0
	6.1%	**2.9%**	8.5%	7.7%	2.2%	0.0%	1.8%	6.3%	0.0%	0.0%	5.7%	1.4%	0.0%	33.3%	4.8%	1.4%	0.0%	0.0%	0.0%	0.0%
7 to 8	417	**23**	14	5	18	1	13	9	2	4	17	14	8	1	5	16	2	0	6	0
	21.1%	**22.1%**	13.2%	38.5%	19.8%	6.7%	23.2%	28.1%	10.0%	12.9%	32.1%	18.9%	33.3%	16.7%	23.8%	22.9%	18.2%	0.0%	19.4%	0.0%
9 to 10	1,440	**78**	83	7	71	14	42	21	18	27	33	59	16	3	15	53	9	2	25	2
	72.8%	**75.0%**	78.3%	53.8%	78.0%	93.3%	75.0%	65.6%	90.0%	87.1%	62.3%	79.7%	66.7%	50.0%	71.4%	75.7%	81.8%	100.0%	80.6%	100.0%
Significantly different from column:*									K	K	IJ									

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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 42

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 (Q30)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,017	**106**	105	13	93	16	57	32	20	32	54	75	25	6	22	71	11	2	32	2
Number missing or multiple answer	29	**3**	0	1	2	1	2	0	0	1	2	1	1	1	1	2	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
Usable responses	1,988	**103**	105	12	91	15	55	32	20	31	52	74	24	5	21	69	11	2	31	2
	98.6%	**97.2%**	100.0%	92.3%	97.8%	93.8%	96.5%	100.0%	100.0%	96.9%	96.3%	98.7%	96.0%	83.3%	95.5%	97.2%	100.0%	100.0%	96.9%	100.0%
Yes	992	**47**	51	2	45	5	24	17	9	12	26	29	14	4	6	30	9	2	19	2
	49.9%	**45.6%**	48.6%	16.7%	49.5%	33.3%	43.6%	53.1%	45.0%	38.7%	50.0%	39.2%	58.3%	80.0%	28.6%	43.5%	81.8%	100.0%	61.3%	100.0%
No	996	**56**	54	10	46	10	31	15	11	19	26	45	10	1	15	39	2	0	12	0
	50.1%	**54.4%**	51.4%	83.3%	50.5%	66.7%	56.4%	46.9%	55.0%	61.3%	50.0%	60.8%	41.7%	20.0%	71.4%	56.5%	18.2%	0.0%	38.7%	0.0%
Significantly different from column:*				E	D										Q	Q	OP			

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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 43

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 (Q30 & Q42)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	992	**47**	49	2	45	5	24	17	9	12	26	29	14	4	6	30	9	2	19	2
Number missing or multiple answer	18	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	974	**47**	49	2	45	5	24	17	9	12	26	29	14	4	6	30	9	2	19	2
	98.2%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	868	**40**	45	2	38	5	21	13	8	12	20	27	12	1	5	26	8	2	15	2
	89.1%	**85.1%**	91.8%	100.0%	84.4%	100.0%	87.5%	76.5%	88.9%	100.0%	76.9%	93.1%	85.7%	25.0%	83.3%	86.7%	88.9%	100.0%	78.9%	100.0%
No	106	**7**	4	0	7	0	3	4	1	0	6	2	2	3	1	4	1	0	4	0
	10.9%	**14.9%**	8.2%	0.0%	15.6%	0.0%	12.5%	23.5%	11.1%	0.0%	23.1%	6.9%	14.3%	75.0%	16.7%	13.3%	11.1%	0.0%	21.1%	0.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 44

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

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that has lasted for more than 3 months (Q30 & Q42)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	992	**47**	50	2	45	5	24	17	9	12	26	29	14	4	6	30	9	2	19	2
Number missing or multiple answer	22	**1**	0	0	1	0	0	1	0	0	1	0	1	0	0	1	0	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
Usable responses	970	**46**	50	2	44	5	24	16	9	12	25	29	13	4	6	29	9	2	19	2
	97.8%	**97.9%**	100.0%	100.0%	97.8%	100.0%	100.0%	94.1%	100.0%	100.0%	96.2%	100.0%	92.9%	100.0%	100.0%	96.7%	100.0%	100.0%	100.0%	100.0%
Yes	823	**39**	44	2	37	5	20	13	7	12	20	27	12	0	5	25	8	2	16	2
	84.8%	**84.8%**	88.0%	100.0%	84.1%	100.0%	83.3%	81.3%	77.8%	100.0%	80.0%	93.1%	92.3%	0.0%	83.3%	86.2%	88.9%	100.0%	84.2%	100.0%
No	147	**7**	6	0	7	0	4	3	2	0	5	2	1	4	1	4	1	0	3	0
	15.2%	**15.2%**	12.0%	0.0%	15.9%	0.0%	16.7%	18.8%	22.2%	0.0%	20.0%	6.9%	7.7%	100.0%	16.7%	13.8%	11.1%	0.0%	15.8%	0.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 45

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	118	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	10	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	2,209	**113**	118	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
	99.5%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	639	**36**	33	3	33	7	14	14	6	14	16	24	10	2	3	24	9	2	32	2
	28.9%	**31.9%**	28.0%	23.1%	33.0%	43.8%	22.2%	42.4%	26.1%	42.4%	28.1%	29.6%	38.5%	33.3%	11.1%	32.9%	81.8%	100.0%	100.0%	100.0%
No	1,570	**77**	85	10	67	9	49	19	17	19	41	57	16	4	24	49	2	0	0	0
	71.1%	**68.1%**	72.0%	76.9%	67.0%	56.3%	77.8%	57.6%	73.9%	57.6%	71.9%	70.4%	61.5%	66.7%	88.9%	67.1%	18.2%	0.0%	0.0%	0.0%
Significantly different from column:*							H	G							P	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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 46

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

Base: All respondents who made an appointment for their child to see a specialist (Q45)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	639	**36**	31	3	33	7	14	14	6	14	16	24	10	2	3	24	9	2	32	2
Number missing or multiple answer	3	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	636	**36**	31	3	33	7	14	14	6	14	16	24	10	2	3	24	9	2	32	2
	99.5%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	34	**3**	1	0	3	1	1	1	0	0	3	0	3	0	1	2	0	1	2	0
	5.3%	**8.3%**	3.2%	0.0%	9.1%	14.3%	7.1%	7.1%	0.0%	0.0%	18.8%	0.0%	30.0%	0.0%	33.3%	8.3%	0.0%	50.0%	6.3%	0.0%
Sometimes	112	**5**	10	0	5	1	1	3	2	1	2	3	0	2	0	3	2	0	4	1
	17.6%	**13.9%**	32.3%	0.0%	15.2%	14.3%	7.1%	21.4%	33.3%	7.1%	12.5%	12.5%	0.0%	100.0%	0.0%	12.5%	22.2%	0.0%	12.5%	50.0%
Usually	185	**10**	8	0	10	2	6	2	1	4	5	9	1	0	1	7	2	1	9	0
	29.1%	**27.8%**	25.8%	0.0%	30.3%	28.6%	42.9%	14.3%	16.7%	28.6%	31.3%	37.5%	10.0%	0.0%	33.3%	29.2%	22.2%	50.0%	28.1%	0.0%
Always	305	**18**	12	3	15	3	6	8	3	9	6	12	6	0	1	12	5	0	17	1
	48.0%	**50.0%**	38.7%	100.0%	45.5%	42.9%	42.9%	57.1%	50.0%	64.3%	37.5%	50.0%	60.0%	0.0%	33.3%	50.0%	55.6%	0.0%	53.1%	50.0%
Significantly different from column:*																				
Usually or Always	490	**28**	20	3	25	5	12	10	4	13	11	21	7	0	2	19	7	1	26	1
	77.0%	**77.8%**	64.5%	100.0%	75.8%	71.4%	85.7%	71.4%	66.7%	92.9%	68.8%	87.5%	70.0%	0.0%	66.7%	79.2%	77.8%	50.0%	81.3%	50.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 47

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 (Q45)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	639	**36**	31	3	33	7	14	14	6	14	16	24	10	2	3	24	9	2	32	2
Number missing or multiple answer	3	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	636	**36**	31	3	33	7	14	14	6	14	16	24	10	2	3	24	9	2	32	2
	99.5%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
None	28	**2**	1	0	2	1	1	0	0	1	1	1	1	0	0	1	1	2	0	0
	4.4%	**5.6%**	3.2%	0.0%	6.1%	14.3%	7.1%	0.0%	0.0%	7.1%	6.3%	4.2%	10.0%	0.0%	0.0%	4.2%	11.1%	100.0%	0.0%	0.0%
1 specialist	344	**23**	19	3	20	3	11	9	3	8	12	16	6	1	2	18	3	0	23	0
	54.1%	**63.9%**	61.3%	100.0%	60.6%	42.9%	78.6%	64.3%	50.0%	57.1%	75.0%	66.7%	60.0%	50.0%	66.7%	75.0%	33.3%	0.0%	71.9%	0.0%
2	157	**3**	9	0	3	0	0	2	0	1	2	1	1	1	1	1	1	0	3	0
	24.7%	**8.3%**	29.0%	0.0%	9.1%	0.0%	0.0%	14.3%	0.0%	7.1%	12.5%	4.2%	10.0%	50.0%	33.3%	4.2%	11.1%	0.0%	9.4%	0.0%
3	57	**5**	1	0	5	2	1	2	2	3	0	4	1	0	0	4	1	0	5	0
	9.0%	**13.9%**	3.2%	0.0%	15.2%	28.6%	7.1%	14.3%	33.3%	21.4%	0.0%	16.7%	10.0%	0.0%	0.0%	16.7%	11.1%	0.0%	15.6%	0.0%
4	22	**1**	1	0	1	0	1	0	0	0	1	0	1	0	0	0	1	0	1	0
	3.5%	**2.8%**	3.2%	0.0%	3.0%	0.0%	7.1%	0.0%	0.0%	0.0%	6.3%	0.0%	10.0%	0.0%	0.0%	0.0%	11.1%	0.0%	3.1%	0.0%
5 or more specialists	28	**2**	0	0	2	1	0	1	1	1	0	2	0	0	0	0	2	0	0	2
	4.4%	**5.6%**	0.0%	0.0%	6.1%	14.3%	0.0%	7.1%	16.7%	7.1%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	22.2%	0.0%	0.0%	100.0%
3 or more specialists	107	**8**	2	0	8	3	2	3	3	4	1	6	2	0	0	4	4	0	6	2
	16.8%	**22.2%**	6.5%	0.0%	24.2%	42.9%	14.3%	21.4%	50.0%	28.6%	6.3%	25.0%	20.0%	0.0%	0.0%	16.7%	44.4%	0.0%	18.8%	100.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 48

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 (Q45 & Q47)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	608	**34**	30	3	31	6	13	14	6	13	15	23	9	2	3	23	8	0	32	2
Number missing or multiple answer	11	**2**	0	0	2	0	1	1	0	1	1	1	0	1	0	1	1	0	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
Usable responses	597	**32**	30	3	29	6	12	13	6	12	14	22	9	1	3	22	7	0	30	2
	98.2%	**94.1%**	100.0%	100.0%	93.5%	100.0%	92.3%	92.9%	100.0%	92.3%	93.3%	95.7%	100.0%	50.0%	100.0%	95.7%	87.5%	---	93.8%	100.0%
0 Worst specialist possible	5	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.8%	**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%
1	2	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
2	2	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
3	1	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
4	8	**1**	0	0	1	0	1	0	0	0	1	0	1	0	1	0	0	0	1	0
	1.3%	**3.1%**	0.0%	0.0%	3.4%	0.0%	8.3%	0.0%	0.0%	0.0%	7.1%	0.0%	11.1%	0.0%	33.3%	0.0%	0.0%	---	3.3%	0.0%
5	15	**1**	0	0	1	0	0	1	0	0	1	0	1	0	0	1	0	0	1	0
	2.5%	**3.1%**	0.0%	0.0%	3.4%	0.0%	0.0%	7.7%	0.0%	0.0%	7.1%	0.0%	11.1%	0.0%	0.0%	4.5%	0.0%	---	3.3%	0.0%
6	18	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3.0%	**0.0%**	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
7	43	**0**	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	7.2%	**0.0%**	13.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
8	92	**7**	4	2	5	1	3	3	1	3	3	6	1	0	0	6	1	0	7	0
	15.4%	**21.9%**	13.3%	66.7%	17.2%	16.7%	25.0%	23.1%	16.7%	25.0%	21.4%	27.3%	11.1%	0.0%	0.0%	27.3%	14.3%	---	23.3%	0.0%
9	126	**4**	3	0	4	0	2	2	2	0	2	2	1	1	0	4	0	0	4	0
	21.1%	**12.5%**	10.0%	0.0%	13.8%	0.0%	16.7%	15.4%	33.3%	0.0%	14.3%	9.1%	11.1%	100.0%	0.0%	18.2%	0.0%	---	13.3%	0.0%
10 Best specialist possible	285	**19**	18	1	18	5	6	7	3	9	7	14	5	0	2	11	6	0	17	2
	47.7%	**59.4%**	60.0%	33.3%	62.1%	83.3%	50.0%	53.8%	50.0%	75.0%	50.0%	63.6%	55.6%	0.0%	66.7%	50.0%	85.7%	---	56.7%	100.0%

NA - Not Applicable

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 48

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 (Q45 & Q47)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	608	**34**	30	3	31	6	13	14	6	13	15	23	9	2	3	23	8	0	32	2
Number missing or multiple answer	11	**2**	0	0	2	0	1	1	0	1	1	1	0	1	0	1	1	0	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
Usable responses	597	**32**	30	3	29	6	12	13	6	12	14	22	9	1	3	22	7	0	30	2
	98.2%	**94.1%**	100.0%	100.0%	93.5%	100.0%	92.3%	92.9%	100.0%	92.3%	93.3%	95.7%	100.0%	50.0%	100.0%	95.7%	87.5%	---	93.8%	100.0%
0 to 4	18	**1**	0	0	1	0	1	0	0	0	1	0	1	0	1	0	0	0	1	0
	3.0%	**3.1%**	0.0%	0.0%	3.4%	0.0%	8.3%	0.0%	0.0%	0.0%	7.1%	0.0%	11.1%	0.0%	33.3%	0.0%	0.0%	---	3.3%	0.0%
5	15	**1**	0	0	1	0	0	1	0	0	1	0	1	0	0	1	0	0	1	0
	2.5%	**3.1%**	0.0%	0.0%	3.4%	0.0%	0.0%	7.7%	0.0%	0.0%	7.1%	0.0%	11.1%	0.0%	0.0%	4.5%	0.0%	---	3.3%	0.0%
6 or 7	61	**0**	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	10.2%	**0.0%**	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
8 to 10	503	**30**	25	3	27	6	11	12	6	12	12	22	7	1	2	21	7	0	28	2
	84.3%	**93.8%**	83.3%	100.0%	93.1%	100.0%	91.7%	92.3%	100.0%	100.0%	85.7%	100.0%	77.8%	100.0%	66.7%	95.5%	100.0%	---	93.3%	100.0%
Significantly different from column:*																				
0 to 6	51	**2**	1	0	2	0	1	1	0	0	2	0	2	0	1	1	0	0	2	0
	8.5%	**6.3%**	3.3%	0.0%	6.9%	0.0%	8.3%	7.7%	0.0%	0.0%	14.3%	0.0%	22.2%	0.0%	33.3%	4.5%	0.0%	---	6.7%	0.0%
7 to 8	135	**7**	8	2	5	1	3	3	1	3	3	6	1	0	0	6	1	0	7	0
	22.6%	**21.9%**	26.7%	66.7%	17.2%	16.7%	25.0%	23.1%	16.7%	25.0%	21.4%	27.3%	11.1%	0.0%	0.0%	27.3%	14.3%	---	23.3%	0.0%
9 to 10	411	**23**	21	1	22	5	8	9	5	9	9	16	6	1	2	15	6	0	21	2
	68.8%	**71.9%**	70.0%	33.3%	75.9%	83.3%	66.7%	69.2%	83.3%	75.0%	64.3%	72.7%	66.7%	100.0%	66.7%	68.2%	85.7%	---	70.0%	100.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 49

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	119	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	28	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	2,191	**113**	119	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
	98.7%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	553	**30**	23	5	25	5	16	8	9	9	12	20	8	2	4	22	4	0	10	1
	25.2%	**26.5%**	19.3%	38.5%	25.0%	31.3%	25.4%	24.2%	39.1%	27.3%	21.1%	24.7%	30.8%	33.3%	14.8%	30.1%	36.4%	0.0%	31.3%	50.0%
No	1,638	**83**	96	8	75	11	47	25	14	24	45	61	18	4	23	51	7	2	22	1
	74.8%	**73.5%**	80.7%	61.5%	75.0%	68.8%	74.6%	75.8%	60.9%	72.7%	78.9%	75.3%	69.2%	66.7%	85.2%	69.9%	63.6%	100.0%	68.8%	50.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 50

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

Base: All respondents who got information from child's health plan customer service (Q49)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	553	**30**	23	5	25	5	16	8	9	9	12	20	8	2	4	22	4	0	10	1
Number missing or multiple answer	14	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	539	**30**	23	5	25	5	16	8	9	9	12	20	8	2	4	22	4	0	10	1
	97.5%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%
Never	22	**1**	1	1	0	0	1	0	0	0	1	1	0	0	1	0	0	0	0	0
	4.1%	**3.3%**	4.3%	20.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	8.3%	5.0%	0.0%	0.0%	25.0%	0.0%	0.0%	---	0.0%	0.0%
Sometimes	80	**4**	4	0	4	0	4	0	1	1	2	2	1	1	1	3	0	0	1	0
	14.8%	**13.3%**	17.4%	0.0%	16.0%	0.0%	25.0%	0.0%	11.1%	11.1%	16.7%	10.0%	12.5%	50.0%	25.0%	13.6%	0.0%	---	10.0%	0.0%
Usually	150	**12**	5	3	9	2	5	5	4	3	5	8	3	1	0	10	2	0	5	1
	27.8%	**40.0%**	21.7%	60.0%	36.0%	40.0%	31.3%	62.5%	44.4%	33.3%	41.7%	40.0%	37.5%	50.0%	0.0%	45.5%	50.0%	---	50.0%	100.0%
Always	287	**13**	13	1	12	3	6	3	4	5	4	9	4	0	2	9	2	0	4	0
	53.2%	**43.3%**	56.5%	20.0%	48.0%	60.0%	37.5%	37.5%	44.4%	55.6%	33.3%	45.0%	50.0%	0.0%	50.0%	40.9%	50.0%	---	40.0%	0.0%
Significantly different from column:*																				
Usually or Always	437	**25**	18	4	21	5	11	8	8	8	9	17	7	1	2	19	4	0	9	1
	81.1%	**83.3%**	78.3%	80.0%	84.0%	100.0%	68.8%	100.0%	88.9%	88.9%	75.0%	85.0%	87.5%	50.0%	50.0%	86.4%	100.0%	---	90.0%	100.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 51

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 (Q49)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	553	**30**	23	5	25	5	16	8	9	9	12	20	8	2	4	22	4	0	10	1
Number missing or multiple answer	16	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	537	**30**	23	5	25	5	16	8	9	9	12	20	8	2	4	22	4	0	10	1
	97.1%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%
Never	6	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.1%	**0.0%**	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
Sometimes	27	**2**	2	0	2	0	2	0	1	0	1	1	0	1	0	2	0	0	1	0
	5.0%	**6.7%**	8.7%	0.0%	8.0%	0.0%	12.5%	0.0%	11.1%	0.0%	8.3%	5.0%	0.0%	50.0%	0.0%	9.1%	0.0%	---	10.0%	0.0%
Usually	105	**5**	5	2	3	0	3	2	2	1	2	1	3	1	0	4	1	0	2	0
	19.6%	**16.7%**	21.7%	40.0%	12.0%	0.0%	18.8%	25.0%	22.2%	11.1%	16.7%	5.0%	37.5%	50.0%	0.0%	18.2%	25.0%	---	20.0%	0.0%
Always	399	**23**	15	3	20	5	11	6	6	8	9	18	5	0	4	16	3	0	7	1
	74.3%	**76.7%**	65.2%	60.0%	80.0%	100.0%	68.8%	75.0%	66.7%	88.9%	75.0%	90.0%	62.5%	0.0%	100.0%	72.7%	75.0%	---	70.0%	100.0%
Significantly different from column:*																				
Usually or Always	504	**28**	20	5	23	5	14	8	8	9	11	19	8	1	4	20	4	0	9	1
	93.9%	**93.3%**	87.0%	100.0%	92.0%	100.0%	87.5%	100.0%	88.9%	100.0%	91.7%	95.0%	100.0%	50.0%	100.0%	90.9%	100.0%	---	90.0%	100.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 52

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	117	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	52	**3**	0	2	1	0	2	1	0	2	1	1	2	0	0	3	0	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
Usable responses	2,167	**110**	117	11	99	16	61	32	23	31	56	80	24	6	27	70	11	2	32	2
	97.7%	**97.3%**	100.0%	84.6%	99.0%	100.0%	96.8%	97.0%	100.0%	93.9%	98.2%	98.8%	92.3%	100.0%	100.0%	95.9%	100.0%	100.0%	100.0%	100.0%
Yes	686	**32**	37	3	29	5	16	10	10	8	14	21	9	2	5	22	5	0	11	1
	31.7%	**29.1%**	31.6%	27.3%	29.3%	31.3%	26.2%	31.3%	43.5%	25.8%	25.0%	26.3%	37.5%	33.3%	18.5%	31.4%	45.5%	0.0%	34.4%	50.0%
No	1,481	**78**	80	8	70	11	45	22	13	23	42	59	15	4	22	48	6	2	21	1
	68.3%	**70.9%**	68.4%	72.7%	70.7%	68.8%	73.8%	68.8%	56.5%	74.2%	75.0%	73.8%	62.5%	66.7%	81.5%	68.6%	54.5%	100.0%	65.6%	50.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 53

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

Base: All respondents who answered Q52

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,167	**110**	114	11	99	16	61	32	23	31	56	80	24	6	27	70	11	2	32	2
Number missing or multiple answer	13	**1**	0	0	1	0	1	0	0	0	1	0	1	0	0	1	0	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
Usable responses	2,154	**109**	114	11	98	16	60	32	23	31	55	80	23	6	27	69	11	2	32	2
	99.4%	**99.1%**	100.0%	100.0%	99.0%	100.0%	98.4%	100.0%	100.0%	100.0%	98.2%	100.0%	95.8%	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%
Never	28	**3**	0	0	3	0	3	0	1	1	1	2	0	1	0	2	1	0	2	0
	1.3%	**2.8%**	0.0%	0.0%	3.1%	0.0%	5.0%	0.0%	4.3%	3.2%	1.8%	2.5%	0.0%	16.7%	0.0%	2.9%	9.1%	0.0%	6.3%	0.0%
Sometimes	113	**4**	6	2	2	0	2	2	1	1	2	3	1	0	0	4	0	0	1	0
	5.2%	**3.7%**	5.3%	18.2%	2.0%	0.0%	3.3%	6.3%	4.3%	3.2%	3.6%	3.8%	4.3%	0.0%	0.0%	5.8%	0.0%	0.0%	3.1%	0.0%
Usually	240	**11**	10	0	11	2	4	5	3	2	6	6	4	1	3	6	2	0	4	0
	11.1%	**10.1%**	8.8%	0.0%	11.2%	12.5%	6.7%	15.6%	13.0%	6.5%	10.9%	7.5%	17.4%	16.7%	11.1%	8.7%	18.2%	0.0%	12.5%	0.0%
Always	1,773	**91**	98	9	82	14	51	25	18	27	46	69	18	4	24	57	8	2	25	2
	82.3%	**83.5%**	86.0%	81.8%	83.7%	87.5%	85.0%	78.1%	78.3%	87.1%	83.6%	86.3%	78.3%	66.7%	88.9%	82.6%	72.7%	100.0%	78.1%	100.0%
Significantly different from column:*																				
Usually or Always	2,013	**102**	108	9	93	16	55	30	21	29	52	75	22	5	27	63	10	2	29	2
	93.5%	**93.6%**	94.7%	81.8%	94.9%	100.0%	91.7%	93.8%	91.3%	93.5%	94.5%	93.8%	95.7%	83.3%	100.0%	91.3%	90.9%	100.0%	90.6%	100.0%
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.

**Respondents answering "No" to question 52 are reported to NCQA as "Always" in question 53, and are used in calculating the Customer Service composite score.

Jackson Care Connect

11370

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 54

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	121	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	25	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	2,194	**113**	121	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
	98.9%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
0 Worst health plan possible	3	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	6	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	**0.0%**	0.8%	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%
2	7	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	16	**1**	1	0	1	0	0	1	0	0	1	0	1	0	0	1	0	0	1	0
	0.7%	**0.9%**	0.8%	0.0%	1.0%	0.0%	0.0%	3.0%	0.0%	0.0%	1.8%	0.0%	3.8%	0.0%	0.0%	1.4%	0.0%	0.0%	3.1%	0.0%
4	24	**0**	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.1%	**0.0%**	1.7%	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%
5	90	**2**	4	0	2	0	1	1	1	0	1	2	0	0	2	0	0	0	0	0
	4.1%	**1.8%**	3.3%	0.0%	2.0%	0.0%	1.6%	3.0%	4.3%	0.0%	1.8%	2.5%	0.0%	0.0%	7.4%	0.0%	0.0%	0.0%	0.0%	0.0%
6	102	**4**	4	0	4	1	3	0	1	0	3	3	1	0	2	2	0	0	0	0
	4.6%	**3.5%**	3.3%	0.0%	4.0%	6.3%	4.8%	0.0%	4.3%	0.0%	5.3%	3.7%	3.8%	0.0%	7.4%	2.7%	0.0%	0.0%	0.0%	0.0%
7	214	**9**	12	2	7	1	5	3	1	1	7	7	1	1	3	5	1	0	5	0
	9.8%	**8.0%**	9.9%	15.4%	7.0%	6.3%	7.9%	9.1%	4.3%	3.0%	12.3%	8.6%	3.8%	16.7%	11.1%	6.8%	9.1%	0.0%	15.6%	0.0%
8	433	**24**	19	5	19	1	14	9	3	5	16	13	9	2	2	20	2	1	7	0
	19.7%	**21.2%**	15.7%	38.5%	19.0%	6.3%	22.2%	27.3%	13.0%	15.2%	28.1%	16.0%	34.6%	33.3%	7.4%	27.4%	18.2%	50.0%	21.9%	0.0%
9	409	**20**	23	4	16	2	14	4	2	7	11	17	2	1	4	13	2	1	1	1
	18.6%	**17.7%**	19.0%	30.8%	16.0%	12.5%	22.2%	12.1%	8.7%	21.2%	19.3%	21.0%	7.7%	16.7%	14.8%	17.8%	18.2%	50.0%	3.1%	50.0%
10 Best health plan possible	890	**53**	55	2	51	11	26	15	15	20	18	39	12	2	14	32	6	0	18	1
	40.6%	**46.9%**	45.5%	15.4%	51.0%	68.8%	41.3%	45.5%	65.2%	60.6%	31.6%	48.1%	46.2%	33.3%	51.9%	43.8%	54.5%	0.0%	56.3%	50.0%

NA - Not Applicable

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 54

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	121	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	25	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	2,194	**113**	121	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
	98.9%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
0 to 4	56	**1**	4	0	1	0	0	1	0	0	1	0	1	0	0	1	0	0	1	0
	2.6%	**0.9%**	3.3%	0.0%	1.0%	0.0%	0.0%	3.0%	0.0%	0.0%	1.8%	0.0%	3.8%	0.0%	0.0%	1.4%	0.0%	0.0%	3.1%	0.0%
5	90	**2**	4	0	2	0	1	1	1	0	1	2	0	0	2	0	0	0	0	0
	4.1%	**1.8%**	3.3%	0.0%	2.0%	0.0%	1.6%	3.0%	4.3%	0.0%	1.8%	2.5%	0.0%	0.0%	7.4%	0.0%	0.0%	0.0%	0.0%	0.0%
6 or 7	316	**13**	16	2	11	2	8	3	2	1	10	10	2	1	5	7	1	0	5	0
	14.4%	**11.5%**	13.2%	15.4%	11.0%	12.5%	12.7%	9.1%	8.7%	3.0%	17.5%	12.3%	7.7%	16.7%	18.5%	9.6%	9.1%	0.0%	15.6%	0.0%
8 to 10	1,732	**97**	97	11	86	14	54	28	20	32	45	69	23	5	20	65	10	2	26	2
	78.9%	**85.8%**	80.2%	84.6%	86.0%	87.5%	85.7%	84.8%	87.0%	97.0%	78.9%	85.2%	88.5%	83.3%	74.1%	89.0%	90.9%	100.0%	81.3%	100.0%
Significantly different from column:*																				
0 to 6	248	**7**	12	0	7	1	4	2	2	0	5	5	2	0	4	3	0	0	1	0
	11.3%	**6.2%**	9.9%	0.0%	7.0%	6.3%	6.3%	6.1%	8.7%	0.0%	8.8%	6.2%	7.7%	0.0%	14.8%	4.1%	0.0%	0.0%	3.1%	0.0%
7 to 8	647	**33**	31	7	26	2	19	12	4	6	23	20	10	3	5	25	3	1	12	0
	29.5%	**29.2%**	25.6%	53.8%	26.0%	12.5%	30.2%	36.4%	17.4%	18.2%	40.4%	24.7%	38.5%	50.0%	18.5%	34.2%	27.3%	50.0%	37.5%	0.0%
9 to 10	1,299	**73**	78	6	67	13	40	19	17	27	29	56	14	3	18	45	8	1	19	2
	59.2%	**64.6%**	64.5%	46.2%	67.0%	81.3%	63.5%	57.6%	73.9%	81.8%	50.9%	69.1%	53.8%	50.0%	66.7%	61.6%	72.7%	50.0%	59.4%	100.0%
Significantly different from column:*										K	J									

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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 55

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	120	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	28	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	2,191	**113**	120	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
	98.7%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	1,135	**48**	65	4	44	9	24	15	9	13	26	34	10	4	3	35	9	2	18	2
	51.8%	**42.5%**	54.2%	30.8%	44.0%	56.3%	38.1%	45.5%	39.1%	39.4%	45.6%	42.0%	38.5%	66.7%	11.1%	47.9%	81.8%	100.0%	56.3%	100.0%
No	1,056	**65**	55	9	56	7	39	18	14	20	31	47	16	2	24	38	2	0	14	0
	48.2%	**57.5%**	45.8%	69.2%	56.0%	43.8%	61.9%	54.5%	60.9%	60.6%	54.4%	58.0%	61.5%	33.3%	88.9%	52.1%	18.2%	0.0%	43.8%	0.0%
Significantly different from column:*															P	OQ	P			

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.

Jackson Care Connect

11370

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 56

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 (Q55)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	1,135	**48**	64	4	44	9	24	15	9	13	26	34	10	4	3	35	9	2	18	2
Number missing or multiple answer	15	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	1,120	**48**	64	4	44	9	24	15	9	13	26	34	10	4	3	35	9	2	18	2
	98.7%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	13	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.2%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	111	**2**	2	0	2	0	0	2	0	0	2	2	0	0	0	2	0	0	2	0
	9.9%	**4.2%**	3.1%	0.0%	4.5%	0.0%	0.0%	13.3%	0.0%	0.0%	7.7%	5.9%	0.0%	0.0%	0.0%	5.7%	0.0%	0.0%	11.1%	0.0%
Usually	264	**11**	14	1	10	1	7	3	2	2	7	5	4	2	1	7	3	1	5	0
	23.6%	**22.9%**	21.9%	25.0%	22.7%	11.1%	29.2%	20.0%	22.2%	15.4%	26.9%	14.7%	40.0%	50.0%	33.3%	20.0%	33.3%	50.0%	27.8%	0.0%
Always	732	**35**	48	3	32	8	17	10	7	11	17	27	6	2	2	26	6	1	11	2
	65.4%	**72.9%**	75.0%	75.0%	72.7%	88.9%	70.8%	66.7%	77.8%	84.6%	65.4%	79.4%	60.0%	50.0%	66.7%	74.3%	66.7%	50.0%	61.1%	100.0%
Significantly different from column:*																				
Usually or Always	996	**46**	62	4	42	9	24	13	9	13	24	32	10	4	3	33	9	2	16	2
	88.9%	**95.8%**	96.9%	100.0%	95.5%	100.0%	100.0%	86.7%	100.0%	100.0%	92.3%	94.1%	100.0%	100.0%	100.0%	94.3%	100.0%	100.0%	88.9%	100.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 57

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 (Q55)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	1,135	**48**	64	4	44	9	24	15	9	13	26	34	10	4	3	35	9	2	18	2
Number missing or multiple answer	24	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	1,111	**48**	64	4	44	9	24	15	9	13	26	34	10	4	3	35	9	2	18	2
	97.9%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	721	**33**	39	3	30	7	18	8	7	9	17	23	8	2	2	26	5	2	12	2
	64.9%	**68.8%**	60.9%	75.0%	68.2%	77.8%	75.0%	53.3%	77.8%	69.2%	65.4%	67.6%	80.0%	50.0%	66.7%	74.3%	55.6%	100.0%	66.7%	100.0%
No	390	**15**	25	1	14	2	6	7	2	4	9	11	2	2	1	9	4	0	6	0
	35.1%	**31.3%**	39.1%	25.0%	31.8%	22.2%	25.0%	46.7%	22.2%	30.8%	34.6%	32.4%	20.0%	50.0%	33.3%	25.7%	44.4%	0.0%	33.3%	0.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 57a

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	119	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	84	**5**	0	2	3	0	4	1	1	1	3	4	1	0	4	1	0	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
Usable responses	2,135	**108**	119	11	97	16	59	32	22	32	54	77	25	6	23	72	11	2	32	2
	96.2%	**95.6%**	100.0%	84.6%	97.0%	100.0%	93.7%	97.0%	95.7%	97.0%	94.7%	95.1%	96.2%	100.0%	85.2%	98.6%	100.0%	100.0%	100.0%	100.0%
Yes	1,815	**96**	103	9	87	13	55	27	17	31	48	69	23	4	22	61	11	2	29	2
	85.0%	**88.9%**	86.6%	81.8%	89.7%	81.3%	93.2%	84.4%	77.3%	96.9%	88.9%	89.6%	92.0%	66.7%	95.7%	84.7%	100.0%	100.0%	90.6%	100.0%
No	320	**12**	16	2	10	3	4	5	5	1	6	8	2	2	1	11	0	0	3	0
	15.0%	**11.1%**	13.4%	18.2%	10.3%	18.8%	6.8%	15.6%	22.7%	3.1%	11.1%	10.4%	8.0%	33.3%	4.3%	15.3%	0.0%	0.0%	9.4%	0.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 57b

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	122	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	72	**3**	0	0	3	0	2	1	1	0	2	3	0	0	3	0	0	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
Usable responses	2,147	**110**	122	13	97	16	61	32	22	33	55	78	26	6	24	73	11	2	32	2
	96.8%	**97.3%**	100.0%	100.0%	97.0%	100.0%	96.8%	97.0%	95.7%	100.0%	96.5%	96.3%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	1,435	**78**	85	9	69	9	46	22	15	24	39	52	22	4	16	52	8	2	23	1
	66.8%	**70.9%**	69.7%	69.2%	71.1%	56.3%	75.4%	68.8%	68.2%	72.7%	70.9%	66.7%	84.6%	66.7%	66.7%	71.2%	72.7%	100.0%	71.9%	50.0%
No	712	**32**	37	4	28	7	15	10	7	9	16	26	4	2	8	21	3	0	9	1
	33.2%	**29.1%**	30.3%	30.8%	28.9%	43.8%	24.6%	31.3%	31.8%	27.3%	29.1%	33.3%	15.4%	33.3%	33.3%	28.8%	27.3%	0.0%	28.1%	50.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 57c

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 (Q57b)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	1,435	**78**	81	9	69	9	46	22	15	24	39	52	22	4	16	52	8	2	23	1
Number missing or multiple answer	16	**3**	0	0	3	1	1	1	0	0	3	0	3	0	0	3	0	1	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
Usable responses	1,419	**75**	81	9	66	8	45	21	15	24	36	52	19	4	16	49	8	1	22	1
	98.9%	**96.2%**	100.0%	100.0%	95.7%	88.9%	97.8%	95.5%	100.0%	100.0%	92.3%	100.0%	86.4%	100.0%	100.0%	94.2%	100.0%	50.0%	95.7%	100.0%
Never	26	**0**	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.8%	**0.0%**	4.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	86	**5**	4	0	5	0	3	2	0	2	3	5	0	0	0	4	0	0	1	0
	6.1%	**6.7%**	4.9%	0.0%	7.6%	0.0%	6.7%	9.5%	0.0%	8.3%	8.3%	9.6%	0.0%	0.0%	0.0%	8.2%	0.0%	0.0%	4.5%	0.0%
Usually	253	**11**	14	3	8	1	7	3	3	2	6	6	3	2	0	11	0	0	5	0
	17.8%	**14.7%**	17.3%	33.3%	12.1%	12.5%	15.6%	14.3%	20.0%	8.3%	16.7%	11.5%	15.8%	50.0%	0.0%	22.4%	0.0%	0.0%	22.7%	0.0%
Always	1,054	**59**	59	6	53	7	35	16	12	20	27	41	16	2	16	34	8	1	16	1
	74.3%	**78.7%**	72.8%	66.7%	80.3%	87.5%	77.8%	76.2%	80.0%	83.3%	75.0%	78.8%	84.2%	50.0%	100.0%	69.4%	100.0%	100.0%	72.7%	100.0%
Significantly different from column:*																				
Usually or Always	1,307	**70**	73	9	61	8	42	19	15	22	33	47	19	4	16	45	8	1	21	1
	92.1%	**93.3%**	90.1%	100.0%	92.4%	100.0%	93.3%	90.5%	100.0%	91.7%	91.7%	90.4%	100.0%	100.0%	100.0%	91.8%	100.0%	100.0%	95.5%	100.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 57d

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	119	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	131	**7**	0	0	7	1	5	1	2	1	4	3	3	1	2	4	1	1	3	0
Number no experience	1615	**83**	59	9	74	11	46	25	14	25	44	64	17	2	21	51	9	1	25	2
Usable responses	473	**23**	60	4	19	4	12	7	7	7	9	14	6	3	4	18	1	0	4	0
	21.3%	**20.4%**	50.4%	30.8%	19.0%	25.0%	19.0%	21.2%	30.4%	21.2%	15.8%	17.3%	23.1%	50.0%	14.8%	24.7%	9.1%	0.0%	12.5%	0.0%
Never	185	**8**	15	2	6	2	4	2	3	2	3	4	1	3	0	7	1	0	2	0
	39.1%	**34.8%**	25.0%	50.0%	31.6%	50.0%	33.3%	28.6%	42.9%	28.6%	33.3%	28.6%	16.7%	100.0%	0.0%	38.9%	100.0%	---	50.0%	---
Sometimes	80	**0**	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	16.9%	**0.0%**	15.0%	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%	---
Usually	82	**6**	16	0	6	0	3	3	1	2	3	3	3	0	0	6	0	0	0	0
	17.3%	**26.1%**	26.7%	0.0%	31.6%	0.0%	25.0%	42.9%	14.3%	28.6%	33.3%	21.4%	50.0%	0.0%	0.0%	33.3%	0.0%	---	0.0%	---
Always	126	**9**	20	2	7	2	5	2	3	3	3	7	2	0	4	5	0	0	2	0
	26.6%	**39.1%**	33.3%	50.0%	36.8%	50.0%	41.7%	28.6%	42.9%	42.9%	33.3%	50.0%	33.3%	0.0%	100.0%	27.8%	0.0%	---	50.0%	---
Significantly different from column:*																				
Usually or Always	208	**15**	36	2	13	2	8	5	4	5	6	10	5	0	4	11	0	0	2	0
	44.0%	**65.2%**	60.0%	50.0%	68.4%	50.0%	66.7%	71.4%	57.1%	71.4%	66.7%	71.4%	83.3%	0.0%	100.0%	61.1%	0.0%	---	50.0%	---
Significantly different from column:*		A																		

*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.

Jackson Care Connect

11370

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 57e

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	113	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	144	**8**	0	1	7	3	4	1	3	0	5	3	2	3	1	7	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
Usable responses	2,075	**105**	113	12	93	13	59	32	20	33	52	78	24	3	26	66	11	1	30	2
	93.5%	**92.9%**	100.0%	92.3%	93.0%	81.3%	93.7%	97.0%	87.0%	100.0%	91.2%	96.3%	92.3%	50.0%	96.3%	90.4%	100.0%	50.0%	93.8%	100.0%
0 Extremely Difficult	92	**3**	5	1	2	0	2	1	1	1	1	3	0	0	0	3	0	0	1	0
	4.4%	**2.9%**	4.4%	8.3%	2.2%	0.0%	3.4%	3.1%	5.0%	3.0%	1.9%	3.8%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	3.3%	0.0%
1	25	**2**	2	0	2	0	2	0	1	1	0	1	0	1	0	2	0	0	1	0
	1.2%	**1.9%**	1.8%	0.0%	2.2%	0.0%	3.4%	0.0%	5.0%	3.0%	0.0%	1.3%	0.0%	33.3%	0.0%	3.0%	0.0%	0.0%	3.3%	0.0%
2	51	**2**	3	0	2	0	1	1	0	0	2	1	1	0	1	1	0	0	0	0
	2.5%	**1.9%**	2.7%	0.0%	2.2%	0.0%	1.7%	3.1%	0.0%	0.0%	3.8%	1.3%	4.2%	0.0%	3.8%	1.5%	0.0%	0.0%	0.0%	0.0%
3	47	**2**	3	0	2	0	1	1	0	0	2	2	0	0	1	1	0	0	0	0
	2.3%	**1.9%**	2.7%	0.0%	2.2%	0.0%	1.7%	3.1%	0.0%	0.0%	3.8%	2.6%	0.0%	0.0%	3.8%	1.5%	0.0%	0.0%	0.0%	0.0%
4	56	**3**	0	0	3	1	2	0	0	1	2	2	1	0	0	2	1	0	0	1
	2.7%	**2.9%**	0.0%	0.0%	3.2%	7.7%	3.4%	0.0%	0.0%	3.0%	3.8%	2.6%	4.2%	0.0%	0.0%	3.0%	9.1%	0.0%	0.0%	50.0%
5	166	**9**	7	0	9	1	4	4	2	0	7	7	1	1	2	5	2	0	4	0
	8.0%	**8.6%**	6.2%	0.0%	9.7%	7.7%	6.8%	12.5%	10.0%	0.0%	13.5%	9.0%	4.2%	33.3%	7.7%	7.6%	18.2%	0.0%	13.3%	0.0%
6	76	**3**	3	0	3	0	1	2	1	1	1	3	0	0	0	3	0	0	1	0
	3.7%	**2.9%**	2.7%	0.0%	3.2%	0.0%	1.7%	6.3%	5.0%	3.0%	1.9%	3.8%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	3.3%	0.0%
7	145	**6**	8	0	6	2	1	3	1	1	4	4	1	1	1	4	0	0	1	0
	7.0%	**5.7%**	7.1%	0.0%	6.5%	15.4%	1.7%	9.4%	5.0%	3.0%	7.7%	5.1%	4.2%	33.3%	3.8%	6.1%	0.0%	0.0%	3.3%	0.0%
8	269	**16**	13	4	12	2	9	5	4	5	7	13	3	0	2	13	1	0	4	0
	13.0%	**15.2%**	11.5%	33.3%	12.9%	15.4%	15.3%	15.6%	20.0%	15.2%	13.5%	16.7%	12.5%	0.0%	7.7%	19.7%	9.1%	0.0%	13.3%	0.0%
9	256	**13**	19	2	11	1	10	2	3	3	7	8	5	0	3	7	2	1	3	0
	12.3%	**12.4%**	16.8%	16.7%	11.8%	7.7%	16.9%	6.3%	15.0%	9.1%	13.5%	10.3%	20.8%	0.0%	11.5%	10.6%	18.2%	100.0%	10.0%	0.0%
10 Extremely Easy	892	**46**	50	5	41	6	26	13	7	20	19	34	12	0	16	25	5	0	15	1
	43.0%	**43.8%**	44.2%	41.7%	44.1%	46.2%	44.1%	40.6%	35.0%	60.6%	36.5%	43.6%	50.0%	0.0%	61.5%	37.9%	45.5%	0.0%	50.0%	50.0%

NA - Not Applicable

Jackson Care Connect

11370

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 57e

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	113	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	144	**8**	0	1	7	3	4	1	3	0	5	3	2	3	1	7	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
Usable responses	2,075	**105**	113	12	93	13	59	32	20	33	52	78	24	3	26	66	11	1	30	2
	93.5%	**92.9%**	100.0%	92.3%	93.0%	81.3%	93.7%	97.0%	87.0%	100.0%	91.2%	96.3%	92.3%	50.0%	96.3%	90.4%	100.0%	50.0%	93.8%	100.0%
0 to 4	271	**12**	13	1	11	1	8	3	2	3	7	9	2	1	2	9	1	0	2	1
	13.1%	**11.4%**	11.5%	8.3%	11.8%	7.7%	13.6%	9.4%	10.0%	9.1%	13.5%	11.5%	8.3%	33.3%	7.7%	13.6%	9.1%	0.0%	6.7%	50.0%
5	166	**9**	7	0	9	1	4	4	2	0	7	7	1	1	2	5	2	0	4	0
	8.0%	**8.6%**	6.2%	0.0%	9.7%	7.7%	6.8%	12.5%	10.0%	0.0%	13.5%	9.0%	4.2%	33.3%	7.7%	7.6%	18.2%	0.0%	13.3%	0.0%
6 or 7	221	**9**	11	0	9	2	2	5	2	2	5	7	1	1	1	7	0	0	2	0
	10.7%	**8.6%**	9.7%	0.0%	9.7%	15.4%	3.4%	15.6%	10.0%	6.1%	9.6%	9.0%	4.2%	33.3%	3.8%	10.6%	0.0%	0.0%	6.7%	0.0%
8 to 10	1,417	**75**	82	11	64	9	45	20	14	28	33	55	20	0	21	45	8	1	22	1
	68.3%	**71.4%**	72.6%	91.7%	68.8%	69.2%	76.3%	62.5%	70.0%	84.8%	63.5%	70.5%	83.3%	0.0%	80.8%	68.2%	72.7%	100.0%	73.3%	50.0%
Significantly different from column:*										K	J									
0 to 6	513	**24**	23	1	23	2	13	9	5	4	15	19	3	2	4	17	3	0	7	1
	24.7%	**22.9%**	20.4%	8.3%	24.7%	15.4%	22.0%	28.1%	25.0%	12.1%	28.8%	24.4%	12.5%	66.7%	15.4%	25.8%	27.3%	0.0%	23.3%	50.0%
7 to 8	414	**22**	21	4	18	4	10	8	5	6	11	17	4	1	3	17	1	0	5	0
	20.0%	**21.0%**	18.6%	33.3%	19.4%	30.8%	16.9%	25.0%	25.0%	18.2%	21.2%	21.8%	16.7%	33.3%	11.5%	25.8%	9.1%	0.0%	16.7%	0.0%
9 to 10	1,148	**59**	69	7	52	7	36	15	10	23	26	42	17	0	19	32	7	1	18	1
	55.3%	**56.2%**	61.1%	58.3%	55.9%	53.8%	61.0%	46.9%	50.0%	69.7%	50.0%	53.8%	70.8%	0.0%	73.1%	48.5%	63.6%	100.0%	60.0%	50.0%
Significantly different from column:*															P	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.

Jackson Care Connect

11370

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 58

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	121	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	22	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	2,197	**113**	121	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
	99.0%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Poor	19	**1**	1	0	1	0	0	1	0	0	1	0	0	1	0	0	1	0	1	0
	0.9%	**0.9%**	0.8%	0.0%	1.0%	0.0%	0.0%	3.0%	0.0%	0.0%	1.8%	0.0%	0.0%	16.7%	0.0%	0.0%	9.1%	0.0%	3.1%	0.0%
Fair	174	**5**	5	1	4	1	3	1	3	0	2	0	0	5	0	4	0	0	1	0
	7.9%	**4.4%**	4.1%	7.7%	4.0%	6.3%	4.8%	3.0%	13.0%	0.0%	3.5%	0.0%	0.0%	83.3%	0.0%	5.5%	0.0%	0.0%	3.1%	0.0%
Good	567	**26**	33	2	24	1	20	5	4	8	14	0	26	0	6	17	3	1	9	0
	25.8%	**23.0%**	27.3%	15.4%	24.0%	6.3%	31.7%	15.2%	17.4%	24.2%	24.6%	0.0%	100.0%	0.0%	22.2%	23.3%	27.3%	50.0%	28.1%	0.0%
Very Good	779	**48**	44	3	45	9	20	18	9	16	23	48	0	0	11	30	6	1	11	1
	35.5%	**42.5%**	36.4%	23.1%	45.0%	56.3%	31.7%	54.5%	39.1%	48.5%	40.4%	59.3%	0.0%	0.0%	40.7%	41.1%	54.5%	50.0%	34.4%	50.0%
Excellent	658	**33**	38	7	26	5	20	8	7	9	17	33	0	0	10	22	1	0	10	1
	29.9%	**29.2%**	31.4%	53.8%	26.0%	31.3%	31.7%	24.2%	30.4%	27.3%	29.8%	40.7%	0.0%	0.0%	37.0%	30.1%	9.1%	0.0%	31.3%	50.0%
Significantly different from column:*												M	L							
Excellent or Very Good	1,437	**81**	82	10	71	14	40	26	16	25	40	81	0	0	21	52	7	1	21	2
	65.4%	**71.7%**	67.8%	76.9%	71.0%	87.5%	63.5%	78.8%	69.6%	75.8%	70.2%	100.0%	0.0%	0.0%	77.8%	71.2%	63.6%	50.0%	65.6%	100.0%
Significantly different from column:*												M	L							

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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 59

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	119	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	22	**1**	0	0	1	0	0	1	0	1	0	1	0	0	0	1	0	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
Usable responses	2,197	**112**	119	13	99	16	63	32	23	32	57	80	26	6	27	72	11	2	32	2
	99.0%	**99.1%**	100.0%	100.0%	99.0%	100.0%	100.0%	97.0%	100.0%	97.0%	100.0%	98.8%	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%
Poor	93	**4**	3	0	4	0	2	2	0	0	4	2	1	1	0	3	1	0	2	0
	4.2%	**3.6%**	2.5%	0.0%	4.0%	0.0%	3.2%	6.3%	0.0%	0.0%	7.0%	2.5%	3.8%	16.7%	0.0%	4.2%	9.1%	0.0%	6.3%	0.0%
Fair	403	**22**	16	1	21	1	15	6	6	6	10	10	10	2	8	12	2	1	5	0
	18.3%	**19.6%**	13.4%	7.7%	21.2%	6.3%	23.8%	18.8%	26.1%	18.8%	17.5%	12.5%	38.5%	33.3%	29.6%	16.7%	18.2%	50.0%	15.6%	0.0%
Good	586	**27**	25	5	22	2	14	11	5	7	15	15	10	2	6	19	1	0	5	0
	26.7%	**24.1%**	21.0%	38.5%	22.2%	12.5%	22.2%	34.4%	21.7%	21.9%	26.3%	18.8%	38.5%	33.3%	22.2%	26.4%	9.1%	0.0%	15.6%	0.0%
Very Good	560	**25**	38	2	23	6	12	7	2	6	17	21	3	1	3	18	3	0	9	0
	25.5%	**22.3%**	31.9%	15.4%	23.2%	37.5%	19.0%	21.9%	8.7%	18.8%	29.8%	26.3%	11.5%	16.7%	11.1%	25.0%	27.3%	0.0%	28.1%	0.0%
Excellent	555	**34**	37	5	29	7	20	6	10	13	11	32	2	0	10	20	4	1	11	2
	25.3%	**30.4%**	31.1%	38.5%	29.3%	43.8%	31.7%	18.8%	43.5%	40.6%	19.3%	40.0%	7.7%	0.0%	37.0%	27.8%	36.4%	50.0%	34.4%	100.0%
Significantly different from column:*									K	K	IJ	M	L							
Excellent or Very Good	1,115	**59**	75	7	52	13	32	13	12	19	28	53	5	1	13	38	7	1	20	2
	50.8%	**52.7%**	63.0%	53.8%	52.5%	81.3%	50.8%	40.6%	52.2%	59.4%	49.1%	66.3%	19.2%	16.7%	48.1%	52.8%	63.6%	50.0%	62.5%	100.0%
Significantly different from column:*						GH	F	F				M	L							

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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 60

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	119	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	13	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	2,206	**113**	119	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
	99.4%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	832	**35**	37	3	32	5	19	11	8	8	19	21	11	3	4	23	7	2	13	2
	37.7%	**31.0%**	31.1%	23.1%	32.0%	31.3%	30.2%	33.3%	34.8%	24.2%	33.3%	25.9%	42.3%	50.0%	14.8%	31.5%	63.6%	100.0%	40.6%	100.0%
No	1,374	**78**	82	10	68	11	44	22	15	25	38	60	15	3	23	50	4	0	19	0
	62.3%	**69.0%**	68.9%	76.9%	68.0%	68.8%	69.8%	66.7%	65.2%	75.8%	66.7%	74.1%	57.7%	50.0%	85.2%	68.5%	36.4%	0.0%	59.4%	0.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 61

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

Base: All respondents whose child needs/uses medicine prescribed by a doctor (Q60)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	832	**35**	37	3	32	5	19	11	8	8	19	21	11	3	4	23	7	2	13	2
Number missing or multiple answer	8	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	824	**35**	37	3	32	5	19	11	8	8	19	21	11	3	4	23	7	2	13	2
	99.0%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	738	**33**	33	3	30	4	18	11	6	8	19	20	11	2	4	21	7	2	12	2
	89.6%	**94.3%**	89.2%	100.0%	93.8%	80.0%	94.7%	100.0%	75.0%	100.0%	100.0%	95.2%	100.0%	66.7%	100.0%	91.3%	100.0%	100.0%	92.3%	100.0%
No	86	**2**	4	0	2	1	1	0	2	0	0	1	0	1	0	2	0	0	1	0
	10.4%	**5.7%**	10.8%	0.0%	6.3%	20.0%	5.3%	0.0%	25.0%	0.0%	0.0%	4.8%	0.0%	33.3%	0.0%	8.7%	0.0%	0.0%	7.7%	0.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 62

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 (Q60 & Q61)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	738	**33**	33	3	30	4	18	11	6	8	19	20	11	2	4	21	7	2	12	2
Number missing or multiple answer	5	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	733	**33**	33	3	30	4	18	11	6	8	19	20	11	2	4	21	7	2	12	2
	99.3%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	692	**32**	33	3	29	3	18	11	5	8	19	19	11	2	4	20	7	2	12	2
	94.4%	**97.0%**	100.0%	100.0%	96.7%	75.0%	100.0%	100.0%	83.3%	100.0%	100.0%	95.0%	100.0%	100.0%	100.0%	95.2%	100.0%	100.0%	100.0%	100.0%
No	41	**1**	0	0	1	1	0	0	1	0	0	1	0	0	0	1	0	0	0	0
	5.6%	**3.0%**	0.0%	0.0%	3.3%	25.0%	0.0%	0.0%	16.7%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 63

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	120	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	41	**3**	0	1	2	0	3	0	0	0	3	2	0	1	1	2	0	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
Usable responses	2,178	**110**	120	12	98	16	60	33	23	33	54	79	26	5	26	71	11	2	32	2
	98.2%	**97.3%**	100.0%	92.3%	98.0%	100.0%	95.2%	100.0%	100.0%	100.0%	94.7%	97.5%	100.0%	83.3%	96.3%	97.3%	100.0%	100.0%	100.0%	100.0%
Yes	830	**34**	39	1	33	5	19	9	4	9	21	17	13	4	5	19	8	1	13	2
	38.1%	**30.9%**	32.5%	8.3%	33.7%	31.3%	31.7%	27.3%	17.4%	27.3%	38.9%	21.5%	50.0%	80.0%	19.2%	26.8%	72.7%	50.0%	40.6%	100.0%
No	1,348	**76**	81	11	65	11	41	24	19	24	33	62	13	1	21	52	3	1	19	0
	61.9%	**69.1%**	67.5%	91.7%	66.3%	68.8%	68.3%	72.7%	82.6%	72.7%	61.1%	78.5%	50.0%	20.0%	80.8%	73.2%	27.3%	50.0%	59.4%	0.0%
Significantly different from column:*												M	L							

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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 64

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 (Q63)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	830	**34**	38	1	33	5	19	9	4	9	21	17	13	4	5	19	8	1	13	2
Number missing or multiple answer	8	**2**	0	0	2	0	2	0	0	0	2	1	1	0	0	1	1	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
Usable responses	822	**32**	38	1	31	5	17	9	4	9	19	16	12	4	5	18	7	1	13	2
	99.0%	**94.1%**	100.0%	100.0%	93.9%	100.0%	89.5%	100.0%	100.0%	100.0%	90.5%	94.1%	92.3%	100.0%	100.0%	94.7%	87.5%	100.0%	100.0%	100.0%
Yes	750	**29**	31	1	28	4	16	8	4	8	17	14	11	4	3	17	7	1	12	2
	91.2%	**90.6%**	81.6%	100.0%	90.3%	80.0%	94.1%	88.9%	100.0%	88.9%	89.5%	87.5%	91.7%	100.0%	60.0%	94.4%	100.0%	100.0%	92.3%	100.0%
No	72	**3**	7	0	3	1	1	1	0	1	2	2	1	0	2	1	0	0	1	0
	8.8%	**9.4%**	18.4%	0.0%	9.7%	20.0%	5.9%	11.1%	0.0%	11.1%	10.5%	12.5%	8.3%	0.0%	40.0%	5.6%	0.0%	0.0%	7.7%	0.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 65

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 (Q63 & Q64)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	750	**29**	31	1	28	4	16	8	4	8	17	14	11	4	3	17	7	1	12	2
Number missing or multiple answer	3	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	747	**29**	31	1	28	4	16	8	4	8	17	14	11	4	3	17	7	1	12	2
	99.6%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	733	**29**	30	1	28	4	16	8	4	8	17	14	11	4	3	17	7	1	12	2
	98.1%	**100.0%**	96.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	14	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.9%	**0.0%**	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 66

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	120	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	29	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	2,190	**113**	120	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
	98.7%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	604	**20**	25	1	19	4	11	5	4	7	9	10	8	2	3	11	5	1	7	2
	27.6%	**17.7%**	20.8%	7.7%	19.0%	25.0%	17.5%	15.2%	17.4%	21.2%	15.8%	12.3%	30.8%	33.3%	11.1%	15.1%	45.5%	50.0%	21.9%	100.0%
No	1,586	**93**	95	12	81	12	52	28	19	26	48	71	18	4	24	62	6	1	25	0
	72.4%	**82.3%**	79.2%	92.3%	81.0%	75.0%	82.5%	84.8%	82.6%	78.8%	84.2%	87.7%	69.2%	66.7%	88.9%	84.9%	54.5%	50.0%	78.1%	0.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 67

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 (Q66)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	604	**20**	24	1	19	4	11	5	4	7	9	10	8	2	3	11	5	1	7	2
Number missing or multiple answer	8	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	596	**20**	24	1	19	4	11	5	4	7	9	10	8	2	3	11	5	1	7	2
	98.7%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	541	**19**	20	0	19	4	11	4	3	7	9	9	8	2	3	11	4	1	6	2
	90.8%	**95.0%**	83.3%	0.0%	100.0%	100.0%	100.0%	80.0%	75.0%	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	85.7%	100.0%
No	55	**1**	4	1	0	0	0	1	1	0	0	1	0	0	0	0	1	0	1	0
	9.2%	**5.0%**	16.7%	100.0%	0.0%	0.0%	0.0%	20.0%	25.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	14.3%	0.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 68

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 (Q66 & Q67)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	541	**19**	20	0	19	4	11	4	3	7	9	9	8	2	3	11	4	1	6	2
Number missing or multiple answer	3	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	538	**19**	20	0	19	4	11	4	3	7	9	9	8	2	3	11	4	1	6	2
	99.4%	**100.0%**	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	533	**19**	20	0	19	4	11	4	3	7	9	9	8	2	3	11	4	1	6	2
	99.1%	**100.0%**	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	5	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.9%	**0.0%**	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 69

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	120	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	23	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	2,196	**113**	120	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
	99.0%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	550	**20**	27	0	20	6	10	3	1	7	12	13	7	0	4	13	3	0	10	1
	25.0%	**17.7%**	22.5%	0.0%	20.0%	37.5%	15.9%	9.1%	4.3%	21.2%	21.1%	16.0%	26.9%	0.0%	14.8%	17.8%	27.3%	0.0%	31.3%	50.0%
No	1,646	**93**	93	13	80	10	53	30	22	26	45	68	19	6	23	60	8	2	22	1
	75.0%	**82.3%**	77.5%	100.0%	80.0%	62.5%	84.1%	90.9%	95.7%	78.8%	78.9%	84.0%	73.1%	100.0%	85.2%	82.2%	72.7%	100.0%	68.8%	50.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 70

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

Base: All respondents whose child needs/gets special therapy (Q69)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	550	**20**	27	0	20	6	10	3	1	7	12	13	7	0	4	13	3	0	10	1
Number missing or multiple answer	8	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	542	**20**	27	0	20	6	10	3	1	7	12	13	7	0	4	13	3	0	10	1
	98.5%	**100.0%**	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	100.0%	100.0%
Yes	439	**14**	17	0	14	4	8	2	1	7	6	9	5	0	4	8	2	0	8	1
	81.0%	**70.0%**	63.0%	---	70.0%	66.7%	80.0%	66.7%	100.0%	100.0%	50.0%	69.2%	71.4%	---	100.0%	61.5%	66.7%	---	80.0%	100.0%
No	103	**6**	10	0	6	2	2	1	0	0	6	4	2	0	0	5	1	0	2	0
	19.0%	**30.0%**	37.0%	---	30.0%	33.3%	20.0%	33.3%	0.0%	0.0%	50.0%	30.8%	28.6%	---	0.0%	38.5%	33.3%	---	20.0%	0.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 71

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 (Q69 & Q70)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	439	**14**	16	0	14	4	8	2	1	7	6	9	5	0	4	8	2	0	8	1
Number missing or multiple answer	7	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	432	**14**	16	0	14	4	8	2	1	7	6	9	5	0	4	8	2	0	8	1
	98.4%	**100.0%**	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	100.0%	100.0%
Yes	419	**14**	15	0	14	4	8	2	1	7	6	9	5	0	4	8	2	0	8	1
	97.0%	**100.0%**	93.8%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	100.0%	100.0%
No	13	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3.0%	**0.0%**	6.3%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	0.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 72

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	120	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	32	**4**	0	0	4	1	3	0	0	2	2	3	1	0	1	2	1	0	0	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,187	**109**	120	13	96	15	60	33	23	31	55	78	25	6	26	71	10	2	32	1
	98.6%	**96.5%**	100.0%	100.0%	96.0%	93.8%	95.2%	100.0%	100.0%	93.9%	96.5%	96.3%	96.2%	100.0%	96.3%	97.3%	90.9%	100.0%	100.0%	50.0%
Yes	841	**33**	30	4	29	3	19	11	5	8	20	22	9	2	6	22	3	1	10	1
	38.5%	**30.3%**	25.0%	30.8%	30.2%	20.0%	31.7%	33.3%	21.7%	25.8%	36.4%	28.2%	36.0%	33.3%	23.1%	31.0%	30.0%	50.0%	31.3%	100.0%
No	1,346	**76**	90	9	67	12	41	22	18	23	35	56	16	4	20	49	7	1	22	0
	61.5%	**69.7%**	75.0%	69.2%	69.8%	80.0%	68.3%	66.7%	78.3%	74.2%	63.6%	71.8%	64.0%	66.7%	76.9%	69.0%	70.0%	50.0%	68.8%	0.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 73

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 (Q72)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	841	**33**	29	4	29	3	19	11	5	8	20	22	9	2	6	22	3	1	10	1
Number missing or multiple answer	24	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	817	**33**	29	4	29	3	19	11	5	8	20	22	9	2	6	22	3	1	10	1
	97.1%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	783	**31**	27	4	27	3	18	10	5	7	19	21	9	1	6	21	3	1	10	1
	95.8%	**93.9%**	93.1%	100.0%	93.1%	100.0%	94.7%	90.9%	100.0%	87.5%	95.0%	95.5%	100.0%	50.0%	100.0%	95.5%	100.0%	100.0%	100.0%	100.0%
No	34	**2**	2	0	2	0	1	1	0	1	1	1	0	1	0	1	0	0	0	0
	4.2%	**6.1%**	6.9%	0.0%	6.9%	0.0%	5.3%	9.1%	0.0%	12.5%	5.0%	4.5%	0.0%	50.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 74

What is your child's age?

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	121	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	27	**1**	0	0	1	0	0	0	0	0	1	1	0	0	0	1	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
Usable responses	2,192	**112**	121	13	99	16	63	33	23	33	56	80	26	6	27	72	11	2	31	2
	98.8%	**99.1%**	100.0%	100.0%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.2%	98.8%	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%	96.9%	100.0%
Less than 1 year old	2	**1**	0	0	1	1	0	0	0	1	0	1	0	0	0	1	0	0	0	0
	0.1%	**0.9%**	0.0%	0.0%	1.0%	6.3%	0.0%	0.0%	0.0%	3.0%	0.0%	1.3%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%
1 year old	73	**1**	9	0	1	1	0	0	1	0	0	1	0	0	0	1	0	0	0	0
	3.3%	**0.9%**	7.4%	0.0%	1.0%	6.3%	0.0%	0.0%	4.3%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%
2 years old	95	**5**	5	0	5	5	0	0	2	2	1	4	0	1	0	4	1	0	0	1
	4.3%	**4.5%**	4.1%	0.0%	5.1%	31.3%	0.0%	0.0%	8.7%	6.1%	1.8%	5.0%	0.0%	16.7%	0.0%	5.6%	9.1%	0.0%	0.0%	50.0%
3 years old	102	**5**	6	0	5	5	0	0	0	2	3	4	1	0	0	4	1	1	3	0
	4.7%	**4.5%**	5.0%	0.0%	5.1%	31.3%	0.0%	0.0%	0.0%	6.1%	5.4%	5.0%	3.8%	0.0%	0.0%	5.6%	9.1%	50.0%	9.7%	0.0%
4 to 6 years old	287	**10**	13	1	9	4	6	0	3	2	5	7	3	0	4	5	1	0	3	0
	13.1%	**8.9%**	10.7%	7.7%	9.1%	25.0%	9.5%	0.0%	13.0%	6.1%	8.9%	8.8%	11.5%	0.0%	14.8%	6.9%	9.1%	0.0%	9.7%	0.0%
7 to 9 years old	354	**21**	15	4	17	0	21	0	4	8	9	16	4	1	3	15	3	1	3	0
	16.1%	**18.8%**	12.4%	30.8%	17.2%	0.0%	33.3%	0.0%	17.4%	24.2%	16.1%	20.0%	15.4%	16.7%	11.1%	20.8%	27.3%	50.0%	9.7%	0.0%
10 to 13 years old	587	**36**	35	4	32	0	36	0	6	7	23	21	13	2	13	22	1	0	9	0
	26.8%	**32.1%**	28.9%	30.8%	32.3%	0.0%	57.1%	0.0%	26.1%	21.2%	41.1%	26.3%	50.0%	33.3%	48.1%	30.6%	9.1%	0.0%	29.0%	0.0%
14 to 18 years old	692	**33**	38	4	29	0	0	33	7	11	15	26	5	2	7	20	4	0	13	1
	31.6%	**29.5%**	31.4%	30.8%	29.3%	0.0%	0.0%	100.0%	30.4%	33.3%	26.8%	32.5%	19.2%	33.3%	25.9%	27.8%	36.4%	0.0%	41.9%	50.0%
3 years old or younger	272	**12**	20	0	12	12	0	0	3	5	4	10	1	1	0	10	2	1	3	1
	12.4%	**10.7%**	16.5%	0.0%	12.1%	75.0%	0.0%	0.0%	13.0%	15.2%	7.1%	12.5%	3.8%	16.7%	0.0%	13.9%	18.2%	50.0%	9.7%	50.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 75

Is your child male or female?

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	120	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	27	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	2,192	**113**	120	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
	98.8%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Male	1,181	**64**	64	9	55	11	33	20	15	19	30	46	14	4	15	43	6	1	20	2
	53.9%	**56.6%**	53.3%	69.2%	55.0%	68.8%	52.4%	60.6%	65.2%	57.6%	52.6%	56.8%	53.8%	66.7%	55.6%	58.9%	54.5%	50.0%	62.5%	100.0%
Female	1,011	**49**	56	4	45	5	30	13	8	14	27	35	12	2	12	30	5	1	12	0
	46.1%	**43.4%**	46.7%	30.8%	45.0%	31.3%	47.6%	39.4%	34.8%	42.4%	47.4%	43.2%	46.2%	33.3%	44.4%	41.1%	45.5%	50.0%	37.5%	0.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 76

Is your child of Hispanic or Latino origin or descent?

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	119	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	45	**2**	0	0	2	0	2	0	1	0	1	1	0	1	0	2	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
Usable responses	2,174	**111**	119	13	98	16	61	33	22	33	56	80	26	5	27	71	11	2	31	2
	98.0%	**98.2%**	100.0%	100.0%	98.0%	100.0%	96.8%	100.0%	95.7%	100.0%	98.2%	98.8%	100.0%	83.3%	100.0%	97.3%	100.0%	100.0%	96.9%	100.0%
Yes, Hispanic or Latino	719	**35**	43	3	32	4	23	7	14	13	8	24	10	1	10	21	3	1	9	1
	33.1%	**31.5%**	36.1%	23.1%	32.7%	25.0%	37.7%	21.2%	63.6%	39.4%	14.3%	30.0%	38.5%	20.0%	37.0%	29.6%	27.3%	50.0%	29.0%	50.0%
No, not Hispanic or Latino	1,455	**76**	76	10	66	12	38	26	8	20	48	56	16	4	17	50	8	1	22	1
	66.9%	**68.5%**	63.9%	76.9%	67.3%	75.0%	62.3%	78.8%	36.4%	60.6%	85.7%	70.0%	61.5%	80.0%	63.0%	70.4%	72.7%	50.0%	71.0%	50.0%
Significantly different from column:*									K	K	IJ									

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.

Jackson Care Connect

11370

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 77

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	122	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	177	**5**	9	1	4	1	3	1	3	2	0	3	2	0	1	3	1	0	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,042	**108**	113	12	96	15	60	32	20	31	57	78	24	6	26	70	10	2	31	1
	92.0%	**95.6%**	92.6%	92.3%	96.0%	93.8%	95.2%	97.0%	87.0%	93.9%	100.0%	96.3%	92.3%	100.0%	96.3%	95.9%	90.9%	100.0%	96.9%	50.0%
White	1,627	**99**	104	12	87	14	54	30	16	30	53	72	22	5	23	64	10	2	31	1
	79.7%	**91.7%**	92.0%	100.0%	90.6%	93.3%	90.0%	93.8%	80.0%	96.8%	93.0%	92.3%	91.7%	83.3%	88.5%	91.4%	100.0%	100.0%	100.0%	100.0%
Black or African-American	129	**1**	5	0	1	0	0	1	1	0	0	1	0	0	0	1	0	0	0	0
	6.3%	**0.9%**	4.4%	0.0%	1.0%	0.0%	0.0%	3.1%	5.0%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%
Asian	147	**1**	2	1	0	0	0	1	0	1	0	1	0	0	0	1	0	0	1	0
	7.2%	**0.9%**	1.8%	8.3%	0.0%	0.0%	0.0%	3.1%	0.0%	3.2%	0.0%	1.3%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	3.2%	0.0%
Native Hawaiian or other Pacific Islander	32	**1**	3	0	1	0	1	0	1	0	0	0	0	1	0	1	0	0	0	0
	1.6%	**0.9%**	2.7%	0.0%	1.0%	0.0%	1.7%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%
American Indian or Alaska Native	186	**7**	6	0	7	0	6	1	2	1	4	5	1	1	1	6	0	0	2	0
	9.1%	**6.5%**	5.3%	0.0%	7.3%	0.0%	10.0%	3.1%	10.0%	3.2%	7.0%	6.4%	4.2%	16.7%	3.8%	8.6%	0.0%	0.0%	6.5%	0.0%
Other	295	**11**	9	0	11	1	6	4	3	2	6	6	4	1	4	6	1	0	2	0
	14.4%	**10.2%**	8.0%	0.0%	11.5%	6.7%	10.0%	12.5%	15.0%	6.5%	10.5%	7.7%	16.7%	16.7%	15.4%	8.6%	10.0%	0.0%	6.5%	0.0%

NA - Not Applicable

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

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 78

What is your age?

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	120	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	35	**1**	0	0	1	0	1	0	1	0	0	0	1	0	1	0	0	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
Usable responses	2,184	**112**	120	13	99	16	62	33	22	33	57	81	25	6	26	73	11	2	32	2
	98.4%	**99.1%**	100.0%	100.0%	99.0%	100.0%	98.4%	100.0%	95.7%	100.0%	100.0%	100.0%	96.2%	100.0%	96.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Under 18	85	**2**	6	0	2	1	0	1	0	0	2	1	1	0	0	2	0	1	0	0
	3.9%	**1.8%**	5.0%	0.0%	2.0%	6.3%	0.0%	3.0%	0.0%	0.0%	3.5%	1.2%	4.0%	0.0%	0.0%	2.7%	0.0%	50.0%	0.0%	0.0%
18 to 24	61	**3**	4	1	2	2	0	1	2	1	0	3	0	0	0	3	0	0	1	0
	2.8%	**2.7%**	3.3%	7.7%	2.0%	12.5%	0.0%	3.0%	9.1%	3.0%	0.0%	3.7%	0.0%	0.0%	0.0%	4.1%	0.0%	0.0%	3.1%	0.0%
25 to 34	493	**26**	24	0	26	8	17	0	9	8	9	19	4	3	5	18	3	0	7	1
	22.6%	**23.2%**	20.0%	0.0%	26.3%	50.0%	27.4%	0.0%	40.9%	24.2%	15.8%	23.5%	16.0%	50.0%	19.2%	24.7%	27.3%	0.0%	21.9%	50.0%
35 to 44	744	**42**	52	7	35	3	23	16	7	16	19	32	10	0	12	25	5	1	17	1
	34.1%	**37.5%**	43.3%	53.8%	35.4%	18.8%	37.1%	48.5%	31.8%	48.5%	33.3%	39.5%	40.0%	0.0%	46.2%	34.2%	45.5%	50.0%	53.1%	50.0%
45 to 54	496	**23**	22	4	19	0	15	8	2	4	17	16	4	3	4	14	3	0	5	0
	22.7%	**20.5%**	18.3%	30.8%	19.2%	0.0%	24.2%	24.2%	9.1%	12.1%	29.8%	19.8%	16.0%	50.0%	15.4%	19.2%	27.3%	0.0%	15.6%	0.0%
55 to 64	168	**10**	6	0	10	1	4	5	1	2	7	6	4	0	3	7	0	0	1	0
	7.7%	**8.9%**	5.0%	0.0%	10.1%	6.3%	6.5%	15.2%	4.5%	6.1%	12.3%	7.4%	16.0%	0.0%	11.5%	9.6%	0.0%	0.0%	3.1%	0.0%
65 to 74	108	**5**	6	0	5	1	2	2	1	2	2	3	2	0	1	4	0	0	1	0
	4.9%	**4.5%**	5.0%	0.0%	5.1%	6.3%	3.2%	6.1%	4.5%	6.1%	3.5%	3.7%	8.0%	0.0%	3.8%	5.5%	0.0%	0.0%	3.1%	0.0%
75 or older	29	**1**	0	1	0	0	1	0	0	0	1	1	0	0	1	0	0	0	0	0
	1.3%	**0.9%**	0.0%	7.7%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	1.8%	1.2%	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%
35 or older	1,545	**81**	86	12	69	5	45	31	11	24	46	58	20	3	21	50	8	1	24	1
	70.7%	**72.3%**	71.7%	92.3%	69.7%	31.3%	72.6%	93.9%	50.0%	72.7%	80.7%	71.6%	80.0%	50.0%	80.8%	68.5%	72.7%	50.0%	75.0%	50.0%
Significantly different from column:*						G	FH	G	K		I									

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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 79

Are you male or female?

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	120	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	22	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	2,197	**113**	120	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
	99.0%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Male	343	**13**	9	13	0	0	9	4	4	4	5	10	2	1	3	9	1	0	3	0
	15.6%	**11.5%**	7.5%	100.0%	0.0%	0.0%	14.3%	12.1%	17.4%	12.1%	8.8%	12.3%	7.7%	16.7%	11.1%	12.3%	9.1%	0.0%	9.4%	0.0%
Female	1,854	**100**	111	0	100	16	54	29	19	29	52	71	24	5	24	64	10	2	29	2
	84.4%	**88.5%**	92.5%	0.0%	100.0%	100.0%	85.7%	87.9%	82.6%	87.9%	91.2%	87.7%	92.3%	83.3%	88.9%	87.7%	90.9%	100.0%	90.6%	100.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 80

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	121	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	41	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	2,178	**113**	121	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
	98.2%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
8th grade or less	190	**12**	11	3	9	0	9	3	12	0	0	8	3	1	4	6	2	0	5	1
	8.7%	**10.6%**	9.1%	23.1%	9.0%	0.0%	14.3%	9.1%	52.2%	0.0%	0.0%	9.9%	11.5%	16.7%	14.8%	8.2%	18.2%	0.0%	15.6%	50.0%
Some high school, but did not graduate	216	**11**	13	1	10	4	3	4	11	0	0	8	1	2	3	8	0	0	0	0
	9.9%	**9.7%**	10.7%	7.7%	10.0%	25.0%	4.8%	12.1%	47.8%	0.0%	0.0%	9.9%	3.8%	33.3%	11.1%	11.0%	0.0%	0.0%	0.0%	0.0%
High school graduate or GED	592	**33**	41	4	29	7	15	11	0	33	0	25	8	0	8	20	4	1	12	1
	27.2%	**29.2%**	33.9%	30.8%	29.0%	43.8%	23.8%	33.3%	0.0%	100.0%	0.0%	30.9%	30.8%	0.0%	29.6%	27.4%	36.4%	50.0%	37.5%	50.0%
Some college or 2-year degree	756	**38**	42	4	34	2	24	11	0	0	38	29	7	2	9	25	3	0	9	0
	34.7%	**33.6%**	34.7%	30.8%	34.0%	12.5%	38.1%	33.3%	0.0%	0.0%	66.7%	35.8%	26.9%	33.3%	33.3%	34.2%	27.3%	0.0%	28.1%	0.0%
4-year college graduate	243	**15**	10	1	14	2	9	4	0	0	15	8	6	1	2	12	1	1	4	0
	11.2%	**13.3%**	8.3%	7.7%	14.0%	12.5%	14.3%	12.1%	0.0%	0.0%	26.3%	9.9%	23.1%	16.7%	7.4%	16.4%	9.1%	50.0%	12.5%	0.0%
More than 4-year college degree	181	**4**	4	0	4	1	3	0	0	0	4	3	1	0	1	2	1	0	2	0
	8.3%	**3.5%**	3.3%	0.0%	4.0%	6.3%	4.8%	0.0%	0.0%	0.0%	7.0%	3.7%	3.8%	0.0%	3.7%	2.7%	9.1%	0.0%	6.3%	0.0%
4-year college graduate or more	424	**19**	14	1	18	3	12	4	0	0	19	11	7	1	3	14	2	1	6	0
	19.5%	**16.8%**	11.6%	7.7%	18.0%	18.8%	19.0%	12.1%	0.0%	0.0%	33.3%	13.6%	26.9%	16.7%	11.1%	19.2%	18.2%	50.0%	18.8%	0.0%
Significantly different from column:*									K	K	IJ									

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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 81

How are you related to the child?

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	117	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	79	**3**	0	1	2	0	1	1	1	0	2	2	1	0	0	3	0	0	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
Usable responses	2,140	**110**	117	12	98	16	62	32	22	33	55	79	25	6	27	70	11	2	30	2
	96.4%	**97.3%**	100.0%	92.3%	98.0%	100.0%	98.4%	97.0%	95.7%	100.0%	96.5%	97.5%	96.2%	100.0%	100.0%	95.9%	100.0%	100.0%	93.8%	100.0%
Mother or father	1,846	**96**	105	11	85	13	54	29	20	29	47	69	21	6	23	61	10	1	29	2
	86.3%	**87.3%**	89.7%	91.7%	86.7%	81.3%	87.1%	90.6%	90.9%	87.9%	85.5%	87.3%	84.0%	100.0%	85.2%	87.1%	90.9%	50.0%	96.7%	100.0%
Grandparent	155	**11**	5	1	10	2	6	3	1	4	6	9	2	0	3	7	1	0	0	0
	7.2%	**10.0%**	4.3%	8.3%	10.2%	12.5%	9.7%	9.4%	4.5%	12.1%	10.9%	11.4%	8.0%	0.0%	11.1%	10.0%	9.1%	0.0%	0.0%	0.0%
Aunt or uncle	15	**1**	0	0	1	0	1	0	1	0	0	1	0	0	1	0	0	0	0	0
	0.7%	**0.9%**	0.0%	0.0%	1.0%	0.0%	1.6%	0.0%	4.5%	0.0%	0.0%	1.3%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Older brother or sister	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 relative	7	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Legal guardian	76	**0**	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3.6%	**0.0%**	2.6%	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%
Someone else	41	**2**	4	0	2	1	1	0	0	0	2	0	2	0	0	2	0	1	1	0
	1.9%	**1.8%**	3.4%	0.0%	2.0%	6.3%	1.6%	0.0%	0.0%	0.0%	3.6%	0.0%	8.0%	0.0%	0.0%	2.9%	0.0%	50.0%	3.3%	0.0%

NA - Not Applicable

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 82

Did someone help you complete this survey?

Base: All respondents (Please note that members who responded on the phone were not asked this question.)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	77	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	973	**47**	0	8	39	4	28	15	12	11	24	38	7	2	10	31	6	1	12	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,246	**66**	77	5	61	12	35	18	11	22	33	43	19	4	17	42	5	1	20	1
	56.2%	**58.4%**	100.0%	38.5%	61.0%	75.0%	55.6%	54.5%	47.8%	66.7%	57.9%	53.1%	73.1%	66.7%	63.0%	57.5%	45.5%	50.0%	62.5%	50.0%
Yes	42	**0**	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3.4%	**0.0%**	2.6%	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%
No	1,204	**66**	75	5	61	12	35	18	11	22	33	43	19	4	17	42	5	1	20	1
	96.6%	**100.0%**	97.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 83

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

Base: All respondents who received help completing this survey (Q82) (Please note that members who responded on the phone were not asked this question.)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	42	**0**	122	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number missing or multiple answer	1	**0**	120	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	5	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Usable responses	39	**0**	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	92.9%	**---**	1.6%	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Read the questions to me	20	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	51.3%	**---**	50.0%	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Wrote down the answers I gave	15	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	38.5%	**---**	50.0%	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Answered the questions for me	8	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	20.5%	**---**	0.0%	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Translated the questions into my language	10	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	25.6%	**---**	50.0%	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Helped in some other way	8	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	20.5%	**---**	50.0%	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

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

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 83a

Is your child between the ages of 3 and 5 years old?

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	2,219	**113**	117	13	100	16	63	33	23	33	57	81	26	6	27	73	11	2	32	2
Number missing or multiple answer	59	**4**	0	2	2	0	1	2	1	2	1	3	1	0	0	3	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
Usable responses	2,160	**109**	117	11	98	16	62	31	22	31	56	78	25	6	27	70	11	2	31	2
	97.3%	**96.5%**	100.0%	84.6%	98.0%	100.0%	98.4%	93.9%	95.7%	93.9%	98.2%	96.3%	96.2%	100.0%	100.0%	95.9%	100.0%	100.0%	96.9%	100.0%
Yes	294	**7**	15	0	7	7	0	0	1	4	2	6	1	0	2	4	1	1	3	0
	13.6%	**6.4%**	12.8%	0.0%	7.1%	43.8%	0.0%	0.0%	4.5%	12.9%	3.6%	7.7%	4.0%	0.0%	7.4%	5.7%	9.1%	50.0%	9.7%	0.0%
No	1,866	**102**	102	11	91	9	62	31	21	27	54	72	24	6	25	66	10	1	28	2
	86.4%	**93.6%**	87.2%	100.0%	92.9%	56.3%	100.0%	100.0%	95.5%	87.1%	96.4%	92.3%	96.0%	100.0%	92.6%	94.3%	90.9%	50.0%	90.3%	100.0%
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 83b

When he or she is paying attention, how often can this child follow instructions to complete a simple task?

Base: All respondents whose child is between ages 3 and 5 years old (Q83b)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	294	**7**	15	0	7	7	0	0	1	4	2	6	1	0	2	4	1	1	3	0
Number missing or multiple answer	4	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	290	**7**	15	0	7	7	0	0	1	4	2	6	1	0	2	4	1	1	3	0
	98.6%	**100.0%**	100.0%	---	100.0%	100.0%	---	---	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	---
None of the time	16	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	5.5%	**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%	---
Some of the time	58	**3**	2	0	3	3	0	0	0	1	2	2	1	0	0	2	1	1	1	0
	20.0%	**42.9%**	13.3%	---	42.9%	42.9%	---	---	0.0%	25.0%	100.0%	33.3%	100.0%	---	0.0%	50.0%	100.0%	100.0%	33.3%	---
Most of the time	109	**1**	9	0	1	1	0	0	0	1	0	1	0	0	0	1	0	0	0	0
	37.6%	**14.3%**	60.0%	---	14.3%	14.3%	---	---	0.0%	25.0%	0.0%	16.7%	0.0%	---	0.0%	25.0%	0.0%	0.0%	0.0%	---
All of the time	107	**3**	4	0	3	3	0	0	1	2	0	3	0	0	2	1	0	0	2	0
	36.9%	**42.9%**	26.7%	---	42.9%	42.9%	---	---	100.0%	50.0%	0.0%	50.0%	0.0%	---	100.0%	25.0%	0.0%	0.0%	66.7%	---
Significantly different from column:*																				
All of the time or Most of the time	216	**4**	13	0	4	4	0	0	1	3	0	4	0	0	2	2	0	0	2	0
	74.5%	**57.1%**	86.7%	---	57.1%	57.1%	---	---	100.0%	75.0%	0.0%	66.7%	0.0%	---	100.0%	50.0%	0.0%	0.0%	66.7%	---
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 83c

How often does this child play well with others?

Base: All respondents whose child is between ages 3 and 5 years old (Q83b)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	294	**7**	15	0	7	7	0	0	1	4	2	6	1	0	2	4	1	1	3	0
Number missing or multiple answer	3	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	291	**7**	15	0	7	7	0	0	1	4	2	6	1	0	2	4	1	1	3	0
	99.0%	**100.0%**	100.0%	---	100.0%	100.0%	---	---	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	---
None of the time	7	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.4%	**0.0%**	0.0%	---	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	---
Some of the time	52	**1**	3	0	1	1	0	0	0	0	1	0	1	0	0	1	0	1	0	0
	17.9%	**14.3%**	20.0%	---	14.3%	14.3%	---	---	0.0%	0.0%	50.0%	0.0%	100.0%	---	0.0%	25.0%	0.0%	100.0%	0.0%	---
Most of the time	136	**4**	5	0	4	4	0	0	0	3	1	4	0	0	1	2	1	0	2	0
	46.7%	**57.1%**	33.3%	---	57.1%	57.1%	---	---	0.0%	75.0%	50.0%	66.7%	0.0%	---	50.0%	50.0%	100.0%	0.0%	66.7%	---
All of the time	96	**2**	7	0	2	2	0	0	1	1	0	2	0	0	1	1	0	0	1	0
	33.0%	**28.6%**	46.7%	---	28.6%	28.6%	---	---	100.0%	25.0%	0.0%	33.3%	0.0%	---	50.0%	25.0%	0.0%	0.0%	33.3%	---
Significantly different from column:*																				
All of the time or Most of the time	232	**6**	12	0	6	6	0	0	1	4	1	6	0	0	2	3	1	0	3	0
	79.7%	**85.7%**	80.0%	---	85.7%	85.7%	---	---	100.0%	100.0%	50.0%	100.0%	0.0%	---	100.0%	75.0%	100.0%	0.0%	100.0%	---
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 83d

How often can this child calm down when excited or all wound up?

Base: All respondents whose child is between ages 3 and 5 years old (Q83b)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	294	**7**	15	0	7	7	0	0	1	4	2	6	1	0	2	4	1	1	3	0
Number missing or multiple answer	1	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	293	**7**	15	0	7	7	0	0	1	4	2	6	1	0	2	4	1	1	3	0
	99.7%	**100.0%**	100.0%	---	100.0%	100.0%	---	---	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	---
None of the time	5	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.7%	**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%	---
Some of the time	84	**3**	4	0	3	3	0	0	0	1	2	2	1	0	1	1	1	1	1	0
	28.7%	**42.9%**	26.7%	---	42.9%	42.9%	---	---	0.0%	25.0%	100.0%	33.3%	100.0%	---	50.0%	25.0%	100.0%	100.0%	33.3%	---
Most of the time	143	**1**	7	0	1	1	0	0	0	1	0	1	0	0	0	1	0	0	0	0
	48.8%	**14.3%**	46.7%	---	14.3%	14.3%	---	---	0.0%	25.0%	0.0%	16.7%	0.0%	---	0.0%	25.0%	0.0%	0.0%	0.0%	---
All of the time	61	**3**	4	0	3	3	0	0	1	2	0	3	0	0	1	2	0	0	2	0
	20.8%	**42.9%**	26.7%	---	42.9%	42.9%	---	---	100.0%	50.0%	0.0%	50.0%	0.0%	---	50.0%	50.0%	0.0%	0.0%	66.7%	---
Significantly different from column:*																				
All of the time or Most of the time	204	**4**	11	0	4	4	0	0	1	3	0	4	0	0	1	3	0	0	2	0
	69.6%	**57.1%**	73.3%	---	57.1%	57.1%	---	---	100.0%	75.0%	0.0%	66.7%	0.0%	---	50.0%	75.0%	0.0%	0.0%	66.7%	---
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 83e

How often does this child lose control of his or her temper when things do not go his or her way?

Base: All respondents whose child is between ages 3 and 5 years old (Q83b)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	294	**7**	15	0	7	7	0	0	1	4	2	6	1	0	2	4	1	1	3	0
Number missing or multiple answer	2	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Usable responses	292	**7**	15	0	7	7	0	0	1	4	2	6	1	0	2	4	1	1	3	0
	99.3%	**100.0%**	100.0%	---	100.0%	100.0%	---	---	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	---
None of the time	49	**1**	2	0	1	1	0	0	0	1	0	1	0	0	0	1	0	0	1	0
	16.8%	**14.3%**	13.3%	---	14.3%	14.3%	---	---	0.0%	25.0%	0.0%	16.7%	0.0%	---	0.0%	25.0%	0.0%	0.0%	33.3%	---
Some of the time	186	**5**	10	0	5	5	0	0	1	3	1	4	1	0	2	3	0	1	2	0
	63.7%	**71.4%**	66.7%	---	71.4%	71.4%	---	---	100.0%	75.0%	50.0%	66.7%	100.0%	---	100.0%	75.0%	0.0%	100.0%	66.7%	---
Most of the time	41	**1**	2	0	1	1	0	0	0	0	1	1	0	0	0	0	1	0	0	0
	14.0%	**14.3%**	13.3%	---	14.3%	14.3%	---	---	0.0%	0.0%	50.0%	16.7%	0.0%	---	0.0%	0.0%	100.0%	0.0%	0.0%	---
All of the time	16	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	5.5%	**0.0%**	6.7%	---	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	---
Significantly different from column:*																				
All of the time or Most of the time	57	**1**	3	0	1	1	0	0	0	0	1	1	0	0	0	0	1	0	0	0
	19.5%	**14.3%**	20.0%	---	14.3%	14.3%	---	---	0.0%	0.0%	50.0%	16.7%	0.0%	---	0.0%	0.0%	100.0%	0.0%	0.0%	---
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.

Jackson Care Connect

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 83f

In the past 6 months, were you ever asked to keep your child home from any child care or preschool because of their behavior (things like hitting, kicking, biting, tantrums or disobeying)?

Base: All respondents whose child is between ages 3 and 5 years old (Q83b)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	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	None	1 to 4	5 or more	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
Number in sample	294	**7**	15	0	7	7	0	0	1	4	2	6	1	0	2	4	1	1	3	0
Number missing or multiple answer	5	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	36	**2**	6	0	2	2	0	0	1	1	0	2	0	0	1	1	0	0	1	0
Usable responses	253	**5**	9	0	5	5	0	0	0	3	2	4	1	0	1	3	1	1	2	0
	86.1%	**71.4%**	60.0%	---	71.4%	71.4%	---	---	0.0%	75.0%	100.0%	66.7%	100.0%	---	50.0%	75.0%	100.0%	100.0%	66.7%	---
No	234	**5**	9	0	5	5	0	0	0	3	2	4	1	0	1	3	1	1	2	0
	92.5%	**100.0%**	100.0%	---	100.0%	100.0%	---	---	---	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	---
Yes, I was told to pick up my child early on 1 or more days	12	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	4.7%	**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%	---
Yes, I had to keep my child home for 1 full day or more	4	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.6%	**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%	---
Yes permanently, I was told my child could no longer attend this childcare center or	3	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.2%	**0.0%**	0.0%	---	0.0%	0.0%	---	---	---	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	---
Significantly different from column:*																				
No	234	**5**	9	0	5	5	0	0	0	3	2	4	1	0	1	3	1	1	2	0
	92.5%	**100.0%**	100.0%	---	100.0%	100.0%	---	---	---	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	---
Significantly different from column:*																				

*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

Oregon Health Authority

2019

OHP7E

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 <u>not</u> include care your child got when he or she stayed overnight in a hospital. Do <u>not</u> 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 <u>needed care right away</u> in a clinic, emergency room, or doctor's office?
   ☐ 1 Yes
   ☐ 2 No → ***If No, Go to Question 5***

Please continue inside →

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 16***
- ☐ 1 1 time
- ☐ 2 2
- ☐ 3 3
- ☐ 4 4
- ☐ 5 5 to 9
- ☐ 6 10 or more times

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

- ☐ 1 Yes
- ☐ 2 No

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

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

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

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

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

- ☐ 1 Yes
- ☐ 2 No

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

- ☐ 1 Yes
- ☐ 2 No

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

- ☐ 1 Yes
- ☐ 2 No

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

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

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Yes
- ☐ No → ***If No, Go to Question 19***

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

- ☐ Yes
- ☐ No → ***If No, Go to Question 19***

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

- ☐ Yes
- ☐ No

Specialized Services

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

- ☐ Yes
- ☐ No → ***If No, Go to Question 22***

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Yes
- ☐ No

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

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

Please continue on next page →

23. In the last 6 months, how often was it easy to get this therapy for your child?
    - ☐ 1 Never
    - ☐ 2 Sometimes
    - ☐ 3 Usually
    - ☐ 4 Always

24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?
    - ☐ 1 Yes
    - ☐ 2 No

25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?
    - ☐ 1 Yes
    - ☐ 2 No → ***If No, Go to Question 28***

26. In the last 6 months, how often was it easy to get this treatment or counseling for your child?
    - ☐ 1 Never
    - ☐ 2 Sometimes
    - ☐ 3 Usually
    - ☐ 4 Always

27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?
    - ☐ 1 Yes
    - ☐ 2 No

28. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?
    - ☐ 1 Yes
    - ☐ 2 No → ***If No, Go to Question 30***

29. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?
    - ☐ 1 Yes
    - ☐ 2 No

Your Child's Personal Doctor

30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem, or gets sick or hurt. Does your child have a personal doctor?
    - ☐ 1 Yes
    - ☐ 2 No → ***If No, Go to Question 45***

31. In the last 6 months, how many times did your child visit his or her personal doctor for care?
    - ☐ 0 None → ***If None, Go to Question 41***
    - ☐ 1 1 time
    - ☐ 2 2
    - ☐ 3 3
    - ☐ 4 4
    - ☐ 5 5 to 9
    - ☐ 6 10 or more times

31a. 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

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

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

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

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

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

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

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

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

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

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

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

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

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

- ☐ 1 Yes
- ☐ 2 No

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

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

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

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

Please continue on next page →

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

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

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

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

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

- ☐ Yes
- ☐ No

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

- ☐ Yes
- ☐ No

Getting Health Care from Specialists

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

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

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

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

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

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

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

Your Child's Health Plan

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

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

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

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

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

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

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

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

- ☐ Yes
- ☐ No → ***If No, Go to Question 57a***

Please continue on next page →

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

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

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

- ☐ 1 Yes
- ☐ 2 No

Access to Dental Care

57a. 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

57b. 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 57d***

57c. 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

57d. 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

57e. 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

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

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

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

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

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

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 63***

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

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 63***

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

- ☐ 1 Yes
- ☐ 2 No

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

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 66***

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

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 66***

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

- ☐ 1 Yes
- ☐ 2 No

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

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

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

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

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

- ☐ 1 Yes
- ☐ 2 No

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

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 72***

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

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 72***

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

- ☐ 1 Yes
- ☐ 2 No

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

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 74***

Please continue on next page →

73. Has this problem lasted or is it expected to last for at least 12 months?
    - ☐ 1 Yes
    - ☐ 2 No

74. What is <u>your child's</u> age?
    - ☐ 00 Less than 1 year old
    - _____ YEARS OLD ***(write in)***

75. Is your child male or female?
    - ☐ 1 Male
    - ☐ 2 Female

76. Is your child of Hispanic or Latino origin or descent?
    - ☐ 1 Yes, Hispanic or Latino
    - ☐ 2 No, not Hispanic or Latino

77. What is your child's race? Mark one or more.
    - ☐ a White
    - ☐ b Black or African-American
    - ☐ c Asian
    - ☐ d Native Hawaiian or other Pacific Islander
    - ☐ e American Indian or Alaska Native
    - ☐ f Other

78. What is <u>your</u> age?
    - ☐ 0 Under 18
    - ☐ 1 18 to 24
    - ☐ 2 25 to 34
    - ☐ 3 35 to 44
    - ☐ 4 45 to 54
    - ☐ 5 55 to 64
    - ☐ 6 65 to 74
    - ☐ 7 75 or older

79. Are you male or female?
    - ☐ 1 Male
    - ☐ 2 Female

80. What is the highest grade or level of school that you have completed?
    - ☐ 1 8th grade or less
    - ☐ 2 Some high school, but did not graduate
    - ☐ 3 High school graduate or GED
    - ☐ 4 Some college or 2-year degree
    - ☐ 5 4-year college graduate
    - ☐ 6 More than 4-year college degree

81. How are you related to the child?
    - ☐ 1 Mother or father
    - ☐ 2 Grandparent
    - ☐ 3 Aunt or uncle
    - ☐ 4 Older brother or sister
    - ☐ 5 Other relative
    - ☐ 6 Legal guardian
    - ☐ 7 Someone else

82. Did someone help you complete this survey?
    - ☐ 1 Yes → ***If Yes, Go to Question 83***
    - ☐ 2 No → ***If No, Go to Question 83a***

83. How did that person help you? Mark one or more.
    - ☐ a Read the questions to me
    - ☐ b Wrote down the answers I gave
    - ☐ c Answered the questions for me
    - ☐ d Translated the questions into my language
    - ☐ e Helped in some other way

Kindergarten Readiness

83a. Is your child between the ages of 3 and 5 years old?

- ☐ 1 Yes → ***If Yes, Go to Question 83b***
- ☐ 2 No → ***Thank you. Please return the survey in the postage-paid envelope.***

83b. When he or she is paying attention, how often can this child follow instructions to complete a simple task?

- ☐ 1 All of the time
- ☐ 2 Most of the time
- ☐ 3 Some of the time
- ☐ 4 None of the time

83c. How often does this child play well with others?

- ☐ 1 All of the time
- ☐ 2 Most of the time
- ☐ 3 Some of the time
- ☐ 4 None of the time

83d. How often can this child calm down when excited or all wound up?

- ☐ 1 All of the time
- ☐ 2 Most of the time
- ☐ 3 Some of the time
- ☐ 4 None of the time

83e. How often does this child lose control of his or her temper when things do not go his or her way?

- ☐ 1 All of the time
- ☐ 2 Most of the time
- ☐ 3 Some of the time
- ☐ 4 None of the time

83f. In the past 6 months, were you ever asked to keep your child home from any child care or preschool because of their behavior (things like hitting, kicking, biting, tantrums or disobeying)?

- ☐ 1 This child did not attend childcare or preschool
- ☐ 2 No
- ☐ 3 Yes, I was told to pick up my child early on 1 or more days
- ☐ 4 Yes, I had to keep my child home for 1 full day or more
- ☐ 5 Yes permanently, I was told my child could no longer attend this childcare center or preschool

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.

Oregon Health Authority

2019

ОНР7S

Instrucciones para el cuestionario

Conteste cada pregunta marcando el cuadrito que aparece a la izquierda de la respuesta que usted elija.

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 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).

Por favor conteste las preguntas para el niño cuyo nombre está anotado en el sobre. No las conteste para ningún otro niño.

1. Nuestros registros muestran que su niño está ahora con 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? *(Por favor escriba en letra de molde)*

   _____

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 con el 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***

Por favor continuar en la parte interior →

4. En los últimos 6 meses, cuando su niño necesitó atención inmediata, ¿con qué frecuencia atendieron a su niño tan pronto como él o ella 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 regular 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 regular para su niño en un consultorio médico o en una clínica tan pronto como su niño la necesitaba?
   - ☐ 1 Nunca
   - ☐ 2 A veces
   - ☐ 3 La mayoría de las veces
   - ☐ 4 Siempre

7. En los últimos 6 meses, sin contar las veces en 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 16***
   - ☐ 1 1 vez
   - ☐ 2 2
   - ☐ 3 3
   - ☐ 4 4
   - ☐ 5 5 a 9
   - ☐ 6 10 veces o más

8. En los últimos 6 meses, ¿hablaron usted y el doctor u otro profesional médico de su niño sobre cosas específicas que usted podría hacer para prevenir que su niño se enferme?
   - ☐ 1 Sí
   - ☐ 2 No

9. 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

10. En los últimos 6 meses, ¿hablaron usted y el doctor u otro profesional médico de su niño sobre comenzar o suspender una medicina recetada?
    - ☐ 1 Sí
    - ☐ 2 No → ***Si contestó "No", pase a la pregunta 14***

11. ¿Hablaron usted y un doctor u otro profesional médico sobre las razones por las que tal vez usted quiera que su niño tome una medicina?
    - ☐ 1 Sí
    - ☐ 2 No

12. ¿Hablaron usted y un doctor u otro profesional médico sobre las razones por las que tal vez usted no quiera que su niño tome una medicina?
    - ☐ 1 Sí
    - ☐ 2 No

13. Cuando hablaron de comenzar o suspender una medicina recetada para su niño, ¿le preguntó un doctor u otro profesional médico sobre lo que usted creía que sería lo mejor para su niño?
    - ☐ 1 Sí
    - ☐ 2 No

14. Usando un número del 0 al 10, el 0 siendo la peor atención médica posible y el 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

15. En los últimos 6 meses, ¿con qué frecuencia le fue fácil conseguir la atención, las pruebas o el tratamiento que su niño necesitaba?
    - ☐ 1 Nunca
    - ☐ 2 A veces
    - ☐ 3 La mayoría de las veces
    - ☐ 4 Siempre

16. ¿Está matriculado actualmente su niño en algún tipo de escuela o guardería/cuidado infantil?
    - ☐ 1 Sí
    - ☐ 2 No → ***Si contestó "No", pase a la pregunta 19***

17. En los últimos 6 meses, ¿necesitó que los doctores o los 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 19***

18. En los últimos 6 meses, ¿consiguió la ayuda de los doctores o los otros profesionales médicos de su niño que necesitaba para ponerse en contacto con la escuela o guardería de su niño?
    - ☐ 1 Sí
    - ☐ 2 No

Servicios especializados

19. 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 22***

20. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir equipo o dispositivos médicos especiales para su niño?
    - ☐ 1 Nunca
    - ☐ 2 A veces
    - ☐ 3 La mayoría de las veces
    - ☐ 4 Siempre

21. ¿Alguien del plan de salud, del consultorio médico o clínica de su niño le ayudó a conseguir el equipo o dispositivos médicos especiales para su niño?
    - ☐ 1 Sí
    - ☐ 2 No

22. 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 25***

Por favor continuar en la página siguiente →

23. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir esta terapia para su niño?
    - ☐ 1 Nunca
    - ☐ 2 A veces
    - ☐ 3 La mayoría de las veces
    - ☐ 4 Siempre

24. ¿Alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a conseguir esta terapia para su niño?
    - ☐ 1 Sí
    - ☐ 2 No

25. 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 28***

26. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir este tratamiento o consejería para su niño?
    - ☐ 1 Nunca
    - ☐ 2 A veces
    - ☐ 3 La mayoría de las veces
    - ☐ 4 Siempre

27. ¿Alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a conseguir este tratamiento o consejería para su niño?
    - ☐ 1 Sí
    - ☐ 2 No

28. 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 30***

29. En los últimos 6 meses, ¿alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a coordinar la atención médica de su niño entre estos profesionales o servicios diferentes?
    - ☐ 1 Sí
    - ☐ 2 No

El doctor personal de su niño

30. El doctor personal es aquel a quien su niño va 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 45***

31. 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 41***
    - ☐ 1 1 vez
    - ☐ 2 2
    - ☐ 3 3
    - ☐ 4 4
    - ☐ 5 5 a 9
    - ☐ 6 10 veces o más

31a. 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

32. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le explicó las cosas 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

33. 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

34. 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

35. ¿Su niño puede hablar con los doctores sobre su atención médica?
    - ☐ 1 Sí
    - ☐ 2 No → ***Si contestó "No", pase a la pregunta 37***

36. 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

37. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño pasó suficiente tiempo con su niño?
    - ☐ 1 Nunca
    - ☐ 2 A veces
    - ☐ 3 La mayoría de las veces
    - ☐ 4 Siempre

38. 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

39. 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 41***

40. 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

Por favor continuar en la página siguiente →

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

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

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

- ☐ Sí
- ☐ No → ***Si contestó "No", pase a la pregunta 45***

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

- ☐ Sí
- ☐ No

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

- ☐ Sí
- ☐ No

La atención médica que recibió de especialistas

Al contestar las siguientes preguntas no incluya las veces que su niño fue a ver al dentista ni la atención que recibió cuando pasó la noche hospitalizado.

45. 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?

- ☐ Sí
- ☐ No → ***Si contestó "No", pase a la pregunta 49***

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

- ☐ Nunca
- ☐ A veces
- ☐ La mayoría de las veces
- ☐ Siempre

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

- ☐ Ninguno → ***Si contestó "Ninguno", pase a la pregunta 49***
- ☐ 1 especialista
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 especialistas o más

48. Queremos saber cómo califica al especialista al que su niño fue con más frecuencia en los últimos 6 meses. Usando un número del 0 al 10, el 0 siendo el peor especialista posible y el 10 el mejor especialista posible, ¿qué número usaría para calificar a ese especialista?

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

El plan de salud de su niño

Las siguientes preguntas se refieren a su experiencia con el plan de salud de su niño.

49. En los últimos 6 meses, ¿recibió información o ayuda de parte del servicio al cliente del plan de salud de su niño?

- ☐ Sí
- ☐ No → ***Si contestó "No", pase a la pregunta 52***

50. 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?

- ☐ Nunca
- ☐ A veces
- ☐ La mayoría de las veces
- ☐ Siempre

51. 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?

- ☐ Nunca
- ☐ A veces
- ☐ La mayoría de las veces
- ☐ Siempre

52. En los últimos 6 meses, ¿le dio el plan de salud de su niño algún formulario para llenar?

- ☐ Sí
- ☐ No → ***Si contestó "No", pase a la pregunta 54***

53. En los últimos 6 meses, ¿con qué frecuencia fueron fáciles de llenar los formularios del plan de salud de su niño?

- ☐ Nunca
- ☐ A veces
- ☐ La mayoría de las veces
- ☐ Siempre

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

- ☐ 0 El peor plan de salud posible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 El mejor plan de salud posible

Por favor continuar en la página siguiente →

Medicinas recetadas

55. En los últimos 6 meses, ¿consiguió alguna medicina recetada o renovó una receta para una medicina recetada para su niño?
    - ☐ 1 Sí
    - ☐ 2 No → ***Si contestó "No", pase a la pregunta 57a***

56. 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

57. ¿Alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a conseguir las medicinas recetadas para su niño?
    - ☐ 1 Sí
    - ☐ 2 No

Acceso a atención dental

57a. 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

57b. 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 57d***

57c. 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

57d. 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

57e. 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

58. En general, ¿cómo calificaría toda la salud de su niño?
    - ☐ 1 Excelente
    - ☐ 2 Muy buena
    - ☐ 3 Buena
    - ☐ 4 Regular
    - ☐ 5 Mala

59. En general, ¿cómo calificaría toda la salud mental o emocional de su niño?
    - ☐ 1 Excelente
    - ☐ 2 Muy buena
    - ☐ 3 Buena
    - ☐ 4 Regular
    - ☐ 5 Mala

60. ¿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 63***

61. ¿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 63***

62. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?
    - ☐ 1 Sí
    - ☐ 2 No

63. ¿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 66***

64. ¿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 66***

65. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?
    - ☐ 1 Sí
    - ☐ 2 No

66. ¿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 69***

67. ¿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 69***

68. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?
    - ☐ 1 Sí
    - ☐ 2 No

Por favor continuar en la página siguiente →

69. ¿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 72***

70. ¿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 72***

71. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?
- ☐ 1 Sí
- ☐ 2 No

72. ¿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 74***

73. ¿Ha durado este problema o se espera que dure por lo menos 12 meses?
- ☐ 1 Sí
- ☐ 2 No

74. ¿Qué edad tiene su niño?
- ☐ 00 Menos de un año

_____ AÑOS *(escriba la respuesta)*

75. ¿Es su niño de sexo masculino o femenino?
- ☐ 1 Masculino
- ☐ 2 Femenino

76. ¿Es su niño de origen o ascendencia hispana o latina?
- ☐ 1 Sí, hispano o latino
- ☐ 2 No, ni hispano ni latino

77. ¿A qué raza pertenece su niño? Por favor marque una o más.
- ☐ a Blanca
- ☐ b Negra o afroamericana
- ☐ c Asiática
- ☐ d Nativo de Hawái o de otras islas del Pacífico
- ☐ e Indígena americano o nativo de Alaska
- ☐ f Otra

78. ¿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

79. ¿Es usted hombre o mujer?
- ☐ 1 Hombre
- ☐ 2 Mujer

80. ¿Cuál es el grado o nivel escolar más alto que usted 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

81. ¿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

82. ¿Le ayudó alguien a completar esta encuesta?

- ☐ 1 Sí → ***Si contestó "Sí", pase a la pregunta 83***
- ☐ 2 No → ***Si contestó "No", pase a la pregunta 83a***

83. ¿Cómo le ayudó a usted esta persona? Marque una o más.

- ☐ a Me leyó las preguntas
- ☐ b Anotó las respuestas que le di
- ☐ c Contestó las preguntas por mí
- ☐ d Tradujo las preguntas a mi idioma
- ☐ e Me ayudó de otra forma

Preparación para el kindergarten

83a. ¿Su niño tiene entre 3 y 5 años de edad?

- ☐ 1 Sí → ***Si contestó "Sí", pase a la pregunta 83b***
- ☐ 2 No → ***Gracias. Por favor, devuelva esta encuesta en el sobre con el porte o franqueo pagado.***

83b. Cuando el niño está prestando atención, ¿con qué frecuencia puede seguir instrucciones para completar una tarea simple?

- ☐ 1 Siempre
- ☐ 2 Casi siempre
- ☐ 3 Algunas veces
- ☐ 4 Nunca

83c. ¿Con qué frecuencia el niño juega bien con los demás?

- ☐ 1 Siempre
- ☐ 2 Casi siempre
- ☐ 3 Algunas veces
- ☐ 4 Nunca

83d. ¿Con qué frecuencia puede calmarse el niño cuando está excitado?

- ☐ 1 Siempre
- ☐ 2 Casi siempre
- ☐ 3 Algunas veces
- ☐ 4 Nunca

83e. ¿Con qué frecuencia pierde el niño el control de su temperamento cuando las cosas no salen a su manera?

- ☐ 1 Siempre
- ☐ 2 Casi siempre
- ☐ 3 Algunas veces
- ☐ 4 Nunca

83f. <u>En los ultimos 6 meses</u>, ¿alguna vez le pidieron que el niño se quedara en casa y no fuera a la guardería o preescolar debido a su comportamiento (por golpear, patear, morder, hacer rabietas o desobedecer)?

- ☐ 1 El niño no asistió a la guardería ni al preescolar
- ☐ 2 No
- ☐ 3 Sí, me dijeron que recogiera al niño temprano 1 o más días
- ☐ 4 Sí, tuve que mantener al niño en casa por 1 día completo o más
- ☐ 5 Sí, me dijeron que el niño ya no podría asistir a la guardería preescolar

Por favor continuar en la página siguiente →

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 2019, 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:

- For all composite questions except those in the *Shared Decision Making* composite, the favorable responses are Usually and Always.
- For the *Shared Decision Making* questions, the favorable response is *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
Never or *Sometimes*	1 / 5 = 0.20	1 / 4 = 0.25	(0.20 + 0.25) / 2 = 0.2250
Usually	2 / 5 = 0.40	1 / 4 = 0.25	(0.40 + 0.25) / 2 = 0.3250
Always	2 / 5 = 0.40	2 / 4 = 0.50	(0.40 + 0.50) / 2 = 0.4500
Always or *Usually*	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 highest or lowest performing CCO, or the CCO's own prior-year rate) against which performance on the measure is assessed. See *Comparisons to Benchmarks and Prior-Year Results*.
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 *Experience of Care Measures*.
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 *Pearson correlation coefficient*. The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all.
Denominator (*n*, 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 *Member Dispositions and Response Rate*.
Effectiveness of Care	Effectiveness of Care measures are relevant to Adult surveys only and include *Flu Vaccinations for Adults Ages 18–64 (FVA)* and *Medical Assistance with Smoking and Tobacco Use Cessation (MSC)*.
Eligible Population	Members who are eligible to participate in the survey based on the following criteria: - 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., *Always* or *Usually*) averaged across the questions that make up the composite. See *Question Summary Rates and Composite Global Proportions*.
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 *your organization* 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: $\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{\text{[Complete and Eligible + Incomplete (but Eligible) + Refusal + Nonresponse after maximum attempts + Added to Do Not Call (DNC) List]}}$
Sample size	OHA's methodology used a sample size of 1,000 for Adult Medicaid samples, 800 for Child Medicaid samples, and 450 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.