Oregon Health Plan Report of Results for

State Oregon Health Plan Adult Population

2019 CAHPS® 5.0H Medicaid Member Experience Survey

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INTRODUCTION

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

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

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

The survey measures member satisfaction with the experience of care and gives a general indication of how well the health plan meets members' expectations. Surveyed members are asked to rate various aspects of the health plan based on their experience with the plan during the previous six months. In addition, the survey is used to collect data on several measures from the *Effectiveness of Care* domain.

EXECUTIVE SUMMARY

CSS administered the Adult Medicaid version of the 2019 CAHPS Health Plan Survey for the Oregon Health Authority between January 9 and April 9, 2019. The following CCOs were included in survey administration: Advanced Health, AllCare CCO, Cascade Health Alliance, Columbia Pacific CCO, Eastern Oregon CCO, Fee-For-Service, Health Share of Oregon, Inter-Community Health Network, Jackson Care Connect, Pacific Source – Columbia Gorge, Pacific Source – Central Oregon, Primary Health, Trillium Community Health Plan, Umpqua Health Alliance, Willamette Valley Community Health, and Yamhill Community Care. This report focuses on **statewide** State OHP hereafter referred to as State OHP results, which were calculated by pooling survey responses across these plans including additional oversample for race and ethnicity. The final Adult Medicaid aggregated survey sample for the State OHP included 19,700 members. 4,794 members completed the survey, resulting in a response rate of 25.09 percent.

This section highlights some of the key survey findings for the State OHP, including trends in CAHPS ratings and composites and comparisons to the State Oregon Health Plan results. Results are based on the rates of members answering *8*, *9*, or *10* for the ratings questions; *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
Rating of Personal Doctor (by 2.4 points)	No statistically significant declines
Getting Care Quickly (by 2.1 points)	

STATISTICALLY SIGNIFICANT DIFFERENCES FROM NATIONAL BENCHMARK

Reportable Rate ABOVE State OHP	Reportable Rate BELOW State OHP
2018 CSS Adult Medicaid Average	
Shared Decision Making (by 4.13 points)	Rating of All Health Care (by 3.42 points)
	Rating of Health Plan (by 4.85 points)

TOP PRIORITIES FOR QUALITY IMPROVEMENT

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

Top Priorities for Quality Improvement
1. Improving the quality of physicians in health plan network (personal doctors)
2. Improving member access to care (ease of getting needed care, tests, or treatment)
3. Improving saliency, availability, and clarity of information about how the health plan works in written materials or on the Internet
4. Improving the ability of the health plan customer service to provide members with necessary information or help
5. Improving the quality of physicians in the plan's network (specialists)

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

OREGON HEALTH PLAN CCO PERFORMANCE ON KEY SURVEY MEASURES

The charts on the following pages show how the State State OHP and each of the CCOs performed in 2019. Statistically significant differences from the State OHP are flagged at the 95% confidence level. For each measure, the top and bottom performing CCOs rates provide additional benchmarks.

	Rating of Doctor	Rating of Specialist	Rating of Health Care	Rating of Health Plan
Advanced Health	76%	70%	69%	63%
AllCare CCO	77%	77%	73%	69%
Cascade Health Alliance	79%	76%	65%	67%
Columbia Pacific CCO	83%	82%	71%	73%
Eastern Oregon CCO	79%	82%	69%	72%
Fee-For-Service	83%	81%	69%	70%
Health Share of Oregon	81%	82%	78%	70%
InterCommunity Health Network CCO	78%	83%	73%	72%
Jackson Care Connect	79%	71%	70%	69%
PacificSource - Central Oregon	84%	85%	71%	73%
PacificSource - Columbia Gorge	89%	78%	81%	76%
PrimaryHealth	83%	81%	73%	68%
Trillium Community Health Plan	72%	79%	65%	72%
Umpqua Health Alliance	75%	80%	61%	62%
Willamette Valley Community Health	79%	79%	70%	72%
Yamhill Community Care	78%	84%	75%	71%

State OHP: Doctor 80%, Specialist 79%, Health Care 71%, Health Plan 70%
Bottom CCO: Doctor 72%, Specialist 70%, Health Care 61%, Health Plan 62%
Top CCO: Doctor 89%, Specialist 85%, Health Care 81%, Health Plan 76%

Legend: 2019 | State OHP | Bottom CCO | Top CCO

	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service
Advanced Health	79%	87%	89%	85%
AllCare CCO	80%	82%	91%	82%
Cascade Health Alliance	81%	82%	92%	92%
Columbia Pacific CCO	82%	85%	92%	90%
Eastern Oregon CCO	80%	83%	94%	76%
Fee-For-Service	81%	82%	92%	88%
Health Share of Oregon	80%	83%	91%	85%
InterCommunity Health Network CCO	85%	83%	94%	91%
Jackson Care Connect	79%	83%	94%	92%
PacificSource - Central Oregon	81%	82%	91%	89%
PacificSource - Columbia Gorge	83%	87%	95%	92%
PrimaryHealth	89%	88%	94%	87%
Trillium Community Health Plan	77%	78%	87%	87%
Umpqua Health Alliance	81%	79%	89%	82%
Willamette Valley Community Health	85%	84%	94%	87%
Yamhill Community Care	87%	84%	93%	88%

Getting Needed Care — Bottom CCO: 77%, State OHP: 81%, Top CCO: 89%

Getting Care Quickly — Bottom CCO: 78%, State OHP: 83%, Top CCO: 88%

How Well Doctors Communicate — Bottom CCO: 87%, State OHP: 92%, Top CCO: 95%

Customer Service — Bottom CCO: 76%, State OHP: 87%, Top CCO: 92%

Legend: 2019 | State OHP | Bottom CCO | Top CCO

Shared Decision Making   Health Promotion and Education   Coordination of Care

	Shared Decision Making	Health Promotion and Education	Coordination of Care
	State OHP 83% / Bottom CCO 81% / Top CCO 89%	State OHP 75% / Bottom CCO 67% / Top CCO 81%	State OHP 83% / Bottom CCO 72% / Top CCO 88%
Advanced Health	84%	75%	80%
AllCare CCO	81%	74%	80%
Cascade Health Alliance	84%	75%	87%
Columbia Pacific CCO	84%	74%	84%
Eastern Oregon CCO	82%	67%	83%
Fee-For-Service	82%	73%	88%
Health Share of Oregon	81%	76%	84%
InterCommunity Health Network CCO	82%	73%	81%
Jackson Care Connect	86%	81%	82%
PacificSource - Central Oregon	88%	73%	87%
PacificSource - Columbia Gorge	89%	75%	84%
PrimaryHealth	81%	78%	84%
Trillium Community Health Plan	81%	73%	74%
Umpqua Health Alliance	83%	72%	84%
Willamette Valley Community Health	84%	77%	72%
Yamhill Community Care	83%	79%	85%

2019   State OHP   Bottom CCO   Top CCO

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 STATE OHP ADULT MEDICAID SURVEY RESULTS AT A GLANCE

CAHPS 5.0H Survey Measures		Global Proportions and Question Summary Rates				Valid Responses		2018 CSS Adult Medicaid Average
		2018		2019		2018	2019	
Overall Ratings (% 8, 9, or 10)	Q13. Rating of All Health Care	71.46%		**70.83%**		4,391	**3,462**	74.25% ▼
	Q23. Rating of Personal Doctor	77.74%	▲	**80.14%**		4,708	**3,831**	79.85%
	Q27. Rating of Specialist Seen Most Often	79.58%		**79.45%**		2,297	**1,942**	81.47%
	Q35. Rating of Health Plan	69.02%		**70.39%**		5,426	**4,137**	75.24% ▼
Getting Needed Care (% Always or Usually)	*Getting Needed Care Composite*	80.53%		**81.41%**		3,420	**2,763**	83.30%
	Q14. Easy to get needed care	82.85%	▲	**85.15%**		4,397	**3,469**	85.96%
	Q25. Easy to see specialists	78.21%		**77.68%**		2,442	**2,056**	80.65% ▼
Getting Care Quickly (% Always or Usually)	*Getting Care Quickly Composite*	80.55%	▲	**82.65%**		3,062	**2,529**	82.87%
	Q4. Got urgent care as soon as needed	83.16%		**85.22%**		2,263	**1,833**	85.63%
	Q6. Got routine care as soon as needed	77.93%	▲	**80.09%**		3,861	**3,224**	80.10%
How Well Doctors Communicate* (% Always or Usually)	*How Well Doctors Communicate Composite*	90.80%		**92.08%**		3,793	**3,045**	91.53%
	Q17. Doctor explained things	92.44%		**93.27%**		3,795	**3,044**	91.49% ▲
	Q18. Doctor listened carefully	90.45%	▲	**92.15%**		3,791	**3,045**	91.96%
	Q19. Doctor showed respect	92.03%		**92.82%**		3,791	**3,051**	93.45%
	Q20. Doctor spent enough time	88.30%	▲	**90.07%**		3,794	**3,041**	89.23%
Customer Service (% Always or Usually)	*Customer Service Composite*	87.15%		**87.24%**		1,604	**1,136**	88.36%
	Q31. Provided needed information/help	81.22%		**81.43%**		1,603	**1,136**	83.01%
	Q32. Treated with courtesy/respect	93.08%		**93.05%**		1,605	**1,136**	93.72%
Shared Decision Making** (% Yes)	*Shared Decision Making Composite*	81.10%		**83.28%**		2,243	**1,880**	79.16% ▲
	Q10. Discussed reasons to take a medicine	93.10%		**94.49%**		2,248	**1,887**	92.28% ▲
	Q11. Discussed reasons not to take a medicine	73.62%	▲	**77.41%**		2,244	**1,877**	67.18% ▲
	Q12. Discussed what was best for you	76.57%		**77.94%**		2,236	**1,877**	78.00%
Other Areas	Q8. Health Promotion and Education (% Yes)	75.22%		**74.83%**		4,411	**3,461**	75.36%
	Q22. Coordination of Care (% Always or Usually)	81.12%		**82.51%**		2,283	**1,875**	83.13%
Effectiveness of Care Measures	Advising Smokers and Tobacco Users to Quit	75.67%		**73.41%**		1,644	**1,271**	77.53% ▼
	Discussing Cessation Medications	56.18%		**52.91%**		1,643	**1,270**	54.52%
	Discussing Cessation Strategies	49.33%		**46.43%**		1,632	**1,262**	49.07%
	Flu Vaccinations for Adults	37.52%		**39.20%**		5,240	**3,906**	36.96% ▲

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 State OHP, are highlighted below.

- State State OHP results were calculated by pooling member responses from the following Adult Medicaid CCOs: Advanced Health, AllCare CCO, Cascade Health Alliance, Columbia Pacific CCO, Eastern Oregon CCO, Fee-For-Service, Health Share of Oregon, InterCommunity Health Network CCO, Jackson Care Connect, PacificSource - Central Oregon, PacificSource - Columbia Gorge, PrimaryHealth, Trillium Community Health Plan, Umpqua Health Alliance, Willamette Valley Community Health, and Yamhill Community Care. The aggregate results also include additional oversamples of African American, Asian, Hispanic/Latino, and Native American members. The oversamples were drawn from Oregon Health Plan membership as a whole proportionally based on the member size of the CCO across all CCOs.

- Survey results presented in this report were calculated following the NCQA guidelines published in *HEDIS* 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 State OHP survey results are compared to the 2018 CSS Adult Medicaid Average. The 2018 CSS Adult Medicaid Average is calculated by pooling survey responses across representative Adult Medicaid plans surveyed by CSS.

- *Executive Summary* provides a high-level overview of survey findings. This section highlights the areas where State OHP performs significantly above or below the 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 State OHP survey scores on key measures, including question summary rates (QSRs), global proportions, and changes in QSR and global proportion scores from the previous year (if applicable); and comparisons to relevant 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 State OHP QSRs and global proportions are compared to the 2018 CSS Adult Medicaid Average on all measures. Where available, a three-year trend in scores is also shown.

- *Member Profile and Analysis of Plan Ratings by Member Segment* compares the 2019 State OHP respondent profile to the appropriate reference distribution (i.e., all plans included in the 2018 CSS Adult Medicaid Average) of demographic characteristics and utilization variables. Variation in *Rating of Health Plan* measure by member segment is examined.

- A one-page summary of the *Effectiveness of Care* measures includes comparisons to prior-year results (if available) as well as to the 2018 CSS Adult Medicaid Average rates. All rates are calculated according to the NCQA guidelines, but are presented regardless of their eligibility for NCQA reporting.

- *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 State OHP results on each key driver are compared to the highest score among the 15 Adult Medicaid plans contributing to the 2018 CSS Adult Medicaid Average, yielding a measure of available room for improvement in each area. The result is then weighted by the key driver's contribution to the overall *Rating of Health Plan* score. Opportunities for improvement are prioritized based on the expected improvement in the State OHP *Rating of Health Plan* score due to improved performance on the key driver. A separate section of the report provides some helpful resources for health plan quality improvement.

- The *Appendix* includes:

  - Detailed cross-tabulations of survey responses for every survey question, with additional tables summarizing performance on key survey measures;

  - A copy of the survey instrument;

  - Step-by-step guidelines for calculating composite global proportions; and

  - A glossary of terms.

SURVEY METHODOLOGY

SURVEY PROTOCOL AND TIMELINE

CSS administered the Adult Medicaid version of the 2019 CAHPS Health Plan Survey for the Oregon Health Authority on behalf of the State OHP using a mixed methodology of internet, mail, and telephone. The Oregon Health Authority's mixed methodology consisted of the following milestones:

- A prenotification letter with an invitation to complete the survey online, which was mailed on January 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 State OHP 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 14 additional questions added by OHA. These included questions on mobility impairment, cultural competency, and access to dental care. All mailings included a duplex English and Spanish cover letter. Members received either an English or Spanish survey based on language information provided by Oregon Health Authority. Members had the option to request the survey in the other language using a telephone request line.

SAMPLE SELECTION

CSS followed Oregon Health Authority's instructions to generate the survey sample for the State OHP. Sample-eligible members were defined as plan members who were 18 years old or older 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. 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 the State OHP included 19,700 members.

DATA CAPTURE

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

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

MEMBER DISPOSITIONS AND RESPONSE RATE

Among the State OHP sample members who met final eligibility criteria, 4,794 completed the survey, resulting in a response rate of 25.09 percent. Additional detail on sample member status at the end of data collection (dispositions) is provided in Exhibit 2.

EXHIBIT 2. 2019 STATE OHP ADULT MEDICAID CAHPS SURVEY: SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

Disposition	Total	
	Number	% Initial Sample
Initial Sample	19,700	100.00%
Disposition		
Complete and Eligible - Mail	3,320	16.85%
Complete and Eligible - Phone	1,327	6.74%
Complete and Eligible - Internet	147	0.75%
Complete and Eligible - Total	4,794	24.34%
Does not meet Eligible Population criteria	327	1.66%
Incomplete (but Eligible)	557	2.83%
Ineligible	265	1.35%
- Language barrier	77	0.39%
- Mentally or physically incapacitated	160	0.81%
- Deceased	28	0.14%
Refusal	1,262	6.41%
Nonresponse after maximum attempts	12,344	62.66%
Added to Do Not Call (DNC) list	151	0.77%
Response Rate*		**25.09%**

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

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

EXHIBIT 3A.   2019 STATE OHP ADULT MEDICAID CAHPS SURVEY: RESPONSE RATES BY CCO

CCOs	Sample Size	Completes	Ineligibles	Response Rate
State OHP	**19,700**	**4,794**	**592**	**25.09%**
Advanced Health	1,000	283	22	28.94%
AllCare CCO	1,000	263	23	26.92%
Cascade Health Alliance	1,000	261	26	26.80%
Columbia Pacific CCO	1,000	244	16	24.80%
Eastern Oregon CCO	1,000	261	26	26.80%
Fee-For-Service	2,000	500	98	26.29%
Health Share of Oregon	1,000	211	42	22.03%
InterCommunity Health Network CCO	1,000	253	27	26.00%
Jackson Care Connect	1,000	237	20	24.18%
PacificSource - Central Oregon	1,000	230	26	23.61%
PacificSource - Columbia Gorge	1,000	245	22	25.05%
PrimaryHealth	1,000	271	32	28.00%
Trillium Community Health Plan	1,000	238	23	24.36%
Umpqua Health Alliance	1,000	261	25	26.77%
Willamette Valley Community Health	1,000	245	27	25.18%
Yamhill Community Care	1,000	244	26	25.05%
Oversample	2,700	547	111	21.13%

SATISFACTION WITH THE EXPERIENCE OF CARE

EXPERIENCE OF CARE MEASURES

CAHPS Health Plan Survey 5.0H, Adult Medicaid 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 five *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 you needed?*

  - *In the last 6 months, how often did you get an appointment 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 you needed care right away, how often did you get care as soon as you needed?*

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

- *How Well Doctors Communicate* combines responses to four survey questions that address physician communication:

  - *In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?*

- *In the last 6 months, how often did your personal doctor listen carefully to you?*

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

- *In the last 6 months, how often did your personal doctor spend enough time with you?*

- ***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 your health plan's customer service staff give you the information or help you needed?*

  - *In the last 6 months, how often did your health plan's customer service staff 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 to take a medicine?*

  - *Did you and a doctor or other health provider talk about the reasons you might <u>not</u> want to take a medicine?*

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

In addition to the five 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 a doctor or other health provider talk about specific things you could do to prevent illness?

- ***Coordination of Care***

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

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*.

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.

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 State OHP results are compared to the 2018 CSS Adult Medicaid Average as well as to the highest and lowest performing CCO. The 2018 CSS Adult Medicaid Average is calculated by pooling survey responses across representative Adult Medicaid plans surveyed by CSS. If available, prior-year survey results are provided for comparison and year-to-year changes in results are tested for statistical significance. All 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 4 provides a high-level State OHP performance overview on key survey measures. These include overall ratings, composite global proportions, and QSRs for additional content areas. Where applicable, changes in scores over time and comparisons to benchmarks are reported and tested for statistical significance.

CAHPS 5.0H Survey Measures*	2019 Rate	Difference** between 2019 Rate and...	
		2018 Rate	2018 CSS Adult Medicaid Average
Ratings			
Rating of Personal Doctor	80.14%	2.40% ▲	0.29%
Rating of Specialist Seen Most Often	79.45%	-0.13%	-2.01%
Rating of All Health Care	70.83%	-0.64%	-3.42% ▼
Rating of Health Plan	70.39%	1.37%	-4.85% ▼
Composite Measures			
Getting Needed Care	81.41%	0.88%	-1.89%
Getting Care Quickly	82.65%	2.10% ▲	-0.22%
How Well Doctors Communicate	92.08%	1.27%	0.54%
Customer Service	87.24%	0.08%	-1.13%
Shared Decision Making	83.28%	2.18%	4.13% ▲
Additional Content Areas			
Health Promotion and Education	74.83%	-0.39%	-0.52%
Coordination of Care	82.51%	1.39%	-0.62%

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

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

DETAILED PERFORMANCE CHARTS

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

TREND IN RESULTS

- State OHP survey scores are trended over three consecutive years of data collection, if available. A result may not be available if the survey was not administered in a given year 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
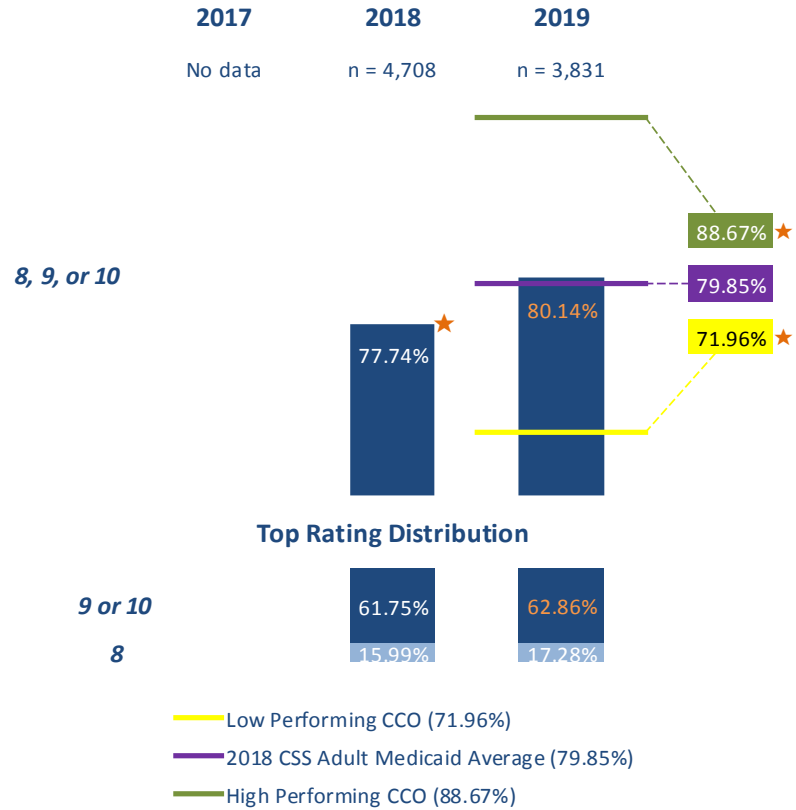
	2017	2018	2019
	No data	n = 4,708	n = 3,831

8, 9, or 10

88.67% ★

79.85%

80.14%

71.96% ★

77.74%

Top Rating Distribution

9 or 10

61.75%   62.86%

8

15.99%   17.28%

— Low Performing CCO (71.96%)

— 2018 CSS Adult Medicaid Average (79.85%)

— High Performing CCO (88.67%)

19930

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
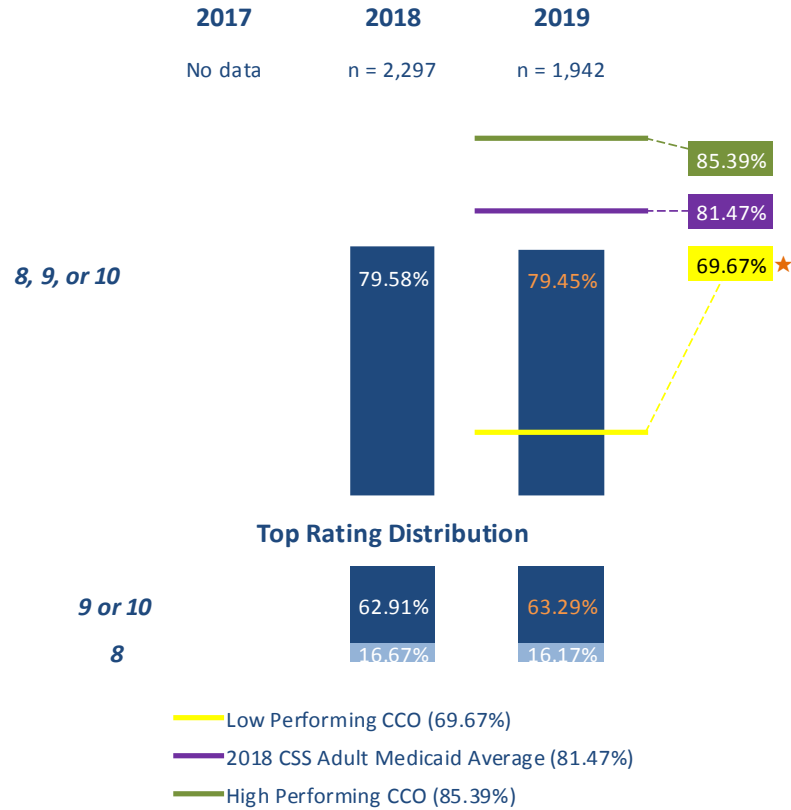
	2017	2018	2019
	No data	n = 2,297	n = 1,942

85.39%

81.47%

69.67% ★

8, 9, or 10   79.58%   79.45%

Top Rating Distribution

9 or 10   62.91%   63.29%

8   16.67%   16.17%

— Low Performing CCO (69.67%)
— 2018 CSS Adult Medicaid Average (81.47%)
— High Performing CCO (85.39%)

19930

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
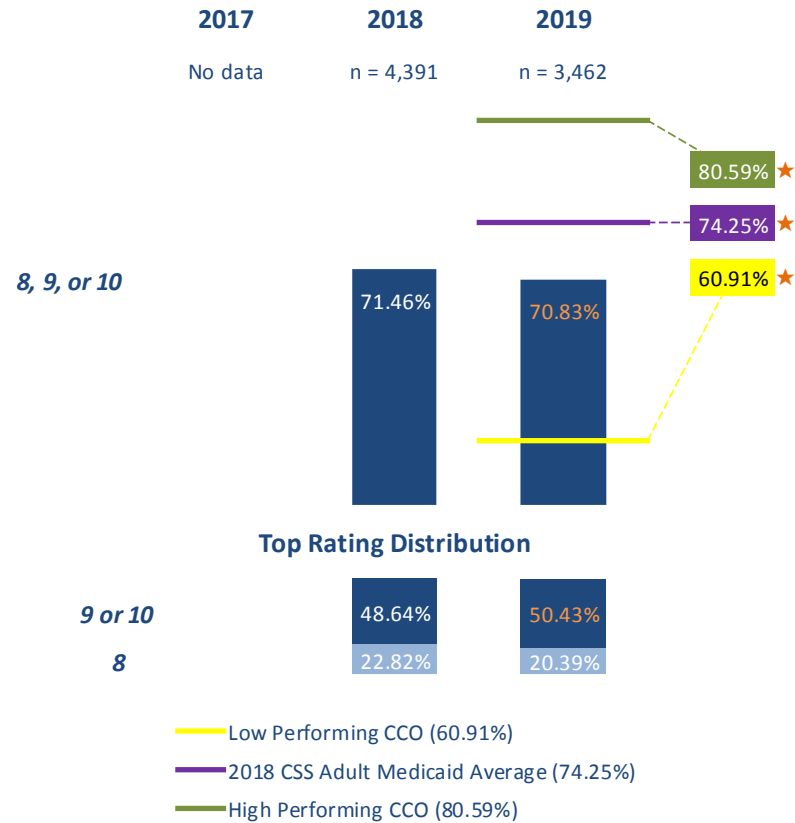
	2017	**2018**	**2019**
	No data	n = 4,391	n = 3,462

80.59% ★

74.25% ★

60.91% ★

8, 9, or 10

71.46%   70.83%

Top Rating Distribution

9 or 10   48.64%   50.43%

8   22.82%   20.39%

—— Low Performing CCO (60.91%)

—— 2018 CSS Adult Medicaid Average (74.25%)

—— High Performing CCO (80.59%)

19930

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

	2017	2018	2019
	No data	n = 5,426	n = 4,137

8, 9, or 10

75.71%

75.24% ★

62.11% ★

69.02% 70.39%

Top Rating Distribution

9 or 10 49.15% 51.29% ★

8 19.87% 19.10%

— Low Performing CCO (62.11%)
— 2018 CSS Adult Medicaid Average (75.24%)
— High Performing CCO (75.71%)

19930

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

	2017	2018	2019
	No data	n = 3,420	n = 2,763

High Performing CCO: 88.53% ★

2018 CSS Adult Medicaid Average: 83.30%

Low Performing CCO: 76.62%

Always or Usually

2018	2019
80.53%	81.41%

Top Rating Distribution

	2018	2019
Always	50.20%	50.36%
Usually	30.33%	31.05%

— Low Performing CCO (76.62%)
— 2018 CSS Adult Medicaid Average (83.30%)
— High Performing CCO (88.53%)

19930

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

Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

	2017	2018	2019
	No data	n = 4,397	n = 3,469

88.38%

85.96%

85.15%

81.33%

Always or Usually

82.85%

Top Rating Distribution

	2018	2019
Always	50.65%	52.38%
Usually	32.20%	32.78%

— Low Performing CCO (81.33%)
— 2018 CSS Adult Medicaid Average (85.96%)
— High Performing CCO (88.38%)

Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

	2017	2018	2019
	No data	n = 2,442	n = 2,056

88.68% ★

80.65% ★

69.91%

Always or Usually

78.21%

77.68%

Top Rating Distribution

	2018	2019
Always	49.75%	48.35%
Usually	28.46%	29.33%

— Low Performing CCO (69.91%)
— 2018 CSS Adult Medicaid Average (80.65%)
— High Performing CCO (88.68%)

19930

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

	2017	2018	2019
	No data	n = 3,062	n = 2,529

Always or Usually

88.31%

82.87%

82.65%

78.19%

80.55%

Top Rating Distribution

Always 53.34% 55.76%

Usually 27.21% 26.89%

— Low Performing CCO (78.19%)

— 2018 CSS Adult Medicaid Average (82.87%)

— High Performing CCO (88.31%)

19930

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 you needed care right away, how often did you get care as soon as you needed?

2017	2018	2019
No data	n = 2,263	n = 1,833

High Performing CCO: 95.00% ★

Always or Usually

2018 CSS Adult Medicaid Average: 85.63%

85.22%

Low Performing CCO: 79.25%

83.16%

Top Rating Distribution

Always — 57.14% | 59.63%

Usually — 26.03% | 25.59%

— Low Performing CCO (79.25%)
— 2018 CSS Adult Medicaid Average (85.63%)
— High Performing CCO (95.00%)

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

2017	2018	2019
No data	n = 3,861	n = 3,224

Always or Usually

High Performing CCO: 85.81%

2018 CSS Adult Medicaid Average: 80.10%

80.09%

Low Performing CCO: 77.11%

77.93%

Top Rating Distribution

Always — 49.55% ★ | 51.89%

Usually — 28.39% | 28.19%

— Low Performing CCO (77.11%)
— 2018 CSS Adult Medicaid Average (80.10%)
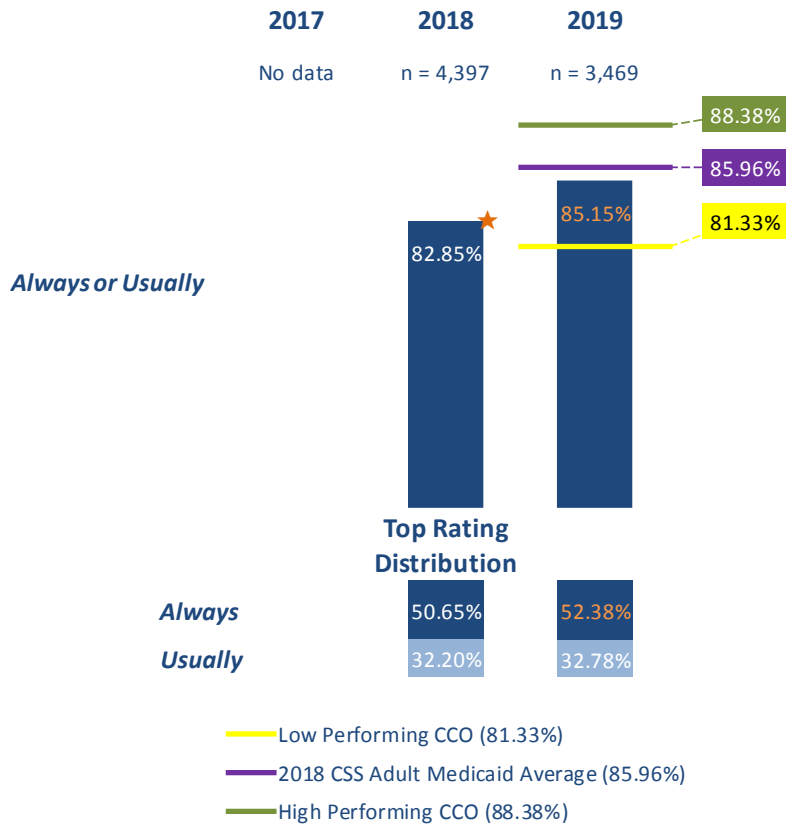— High Performing CCO (85.81%)

19930

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.
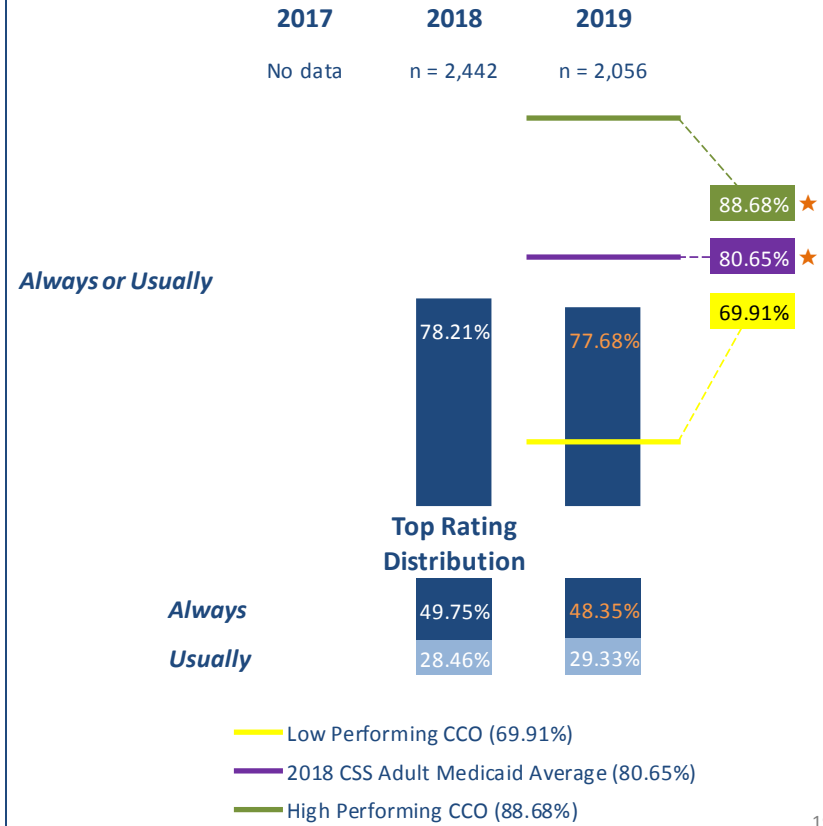
How Well Doctors Communicate (Composite)

Percent Responding Always or Usually

2017	2018	2019
No data	n = 3,793	n = 3,045

Always or Usually

90.80%

92.08%

95.06%

91.53%

86.66% ★

Top Rating Distribution

Always

70.68%   72.36%

Usually

20.13%   19.71%

— Low Performing CCO (86.66%)
— 2018 CSS Adult Medicaid Average (91.53%)
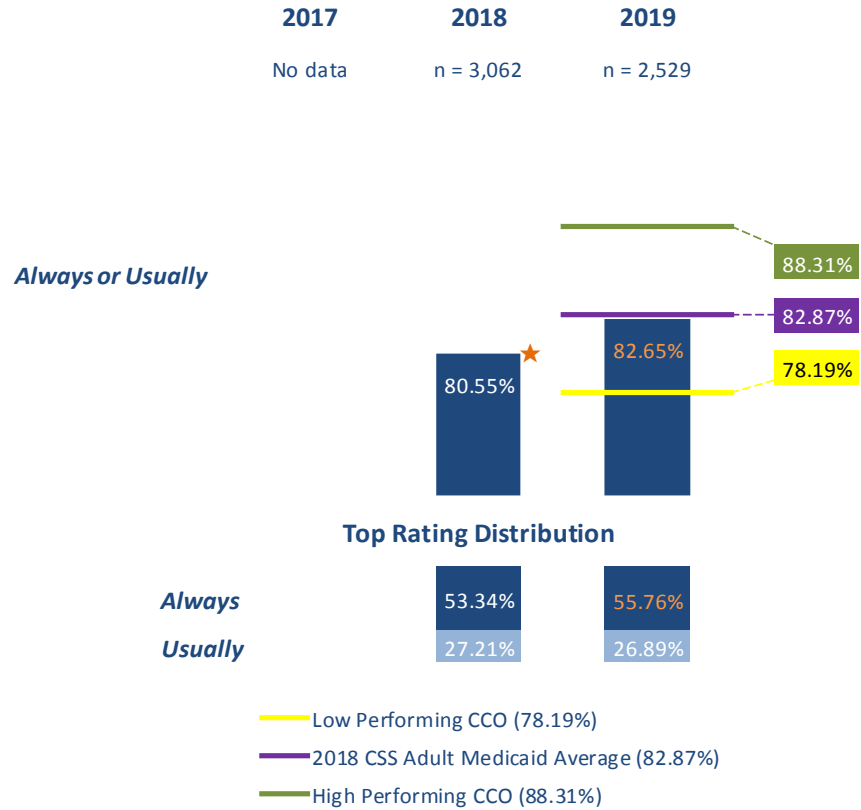— High Performing CCO (95.06%)

19930

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

Q17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

2017	2018	2019
No data	n = 3,795	n = 3,044

Always or Usually

96.69%
93.27%
91.49% ★
92.44%
85.81% ★

Top Rating Distribution

Always
71.70%
72.93%

Usually
20.74%
20.34%

— Low Performing CCO (85.81%)
— 2018 CSS Adult Medicaid Average (91.49%)
— High Performing CCO (96.69%)

Q18. In the last 6 months, how often did your personal doctor listen carefully to you?

2017	2018	2019
No data	n = 3,791	n = 3,045

Always or Usually

95.95%
91.96%
92.15%
90.45% ★
84.46% ★

Top Rating Distribution

Always
70.93%
72.18%

Usually
19.52%
19.97%

— Low Performing CCO (84.46%)
— 2018 CSS Adult Medicaid Average (91.96%)
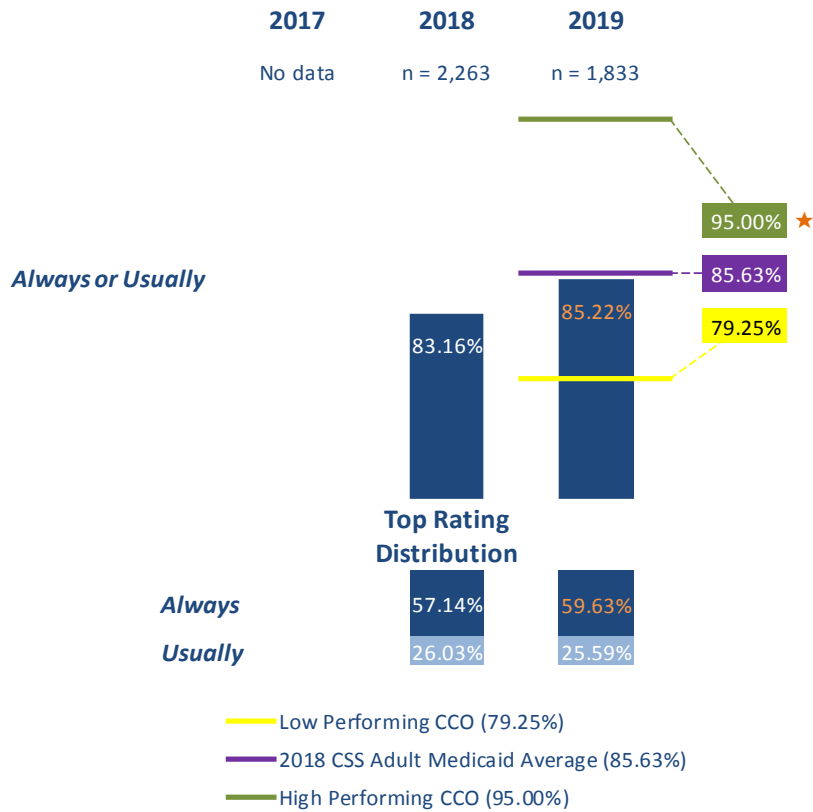— High Performing CCO (95.95%)

19930

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.
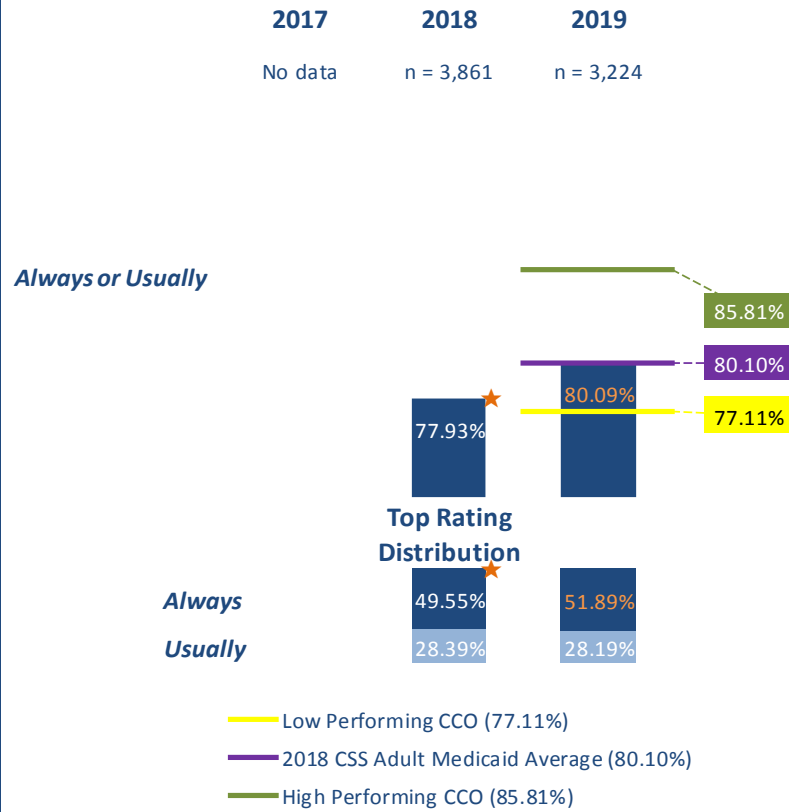
How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

Q19. In the last 6 months, how often did your personal doctor show respect for what you had to say?

	2017	2018	2019
	No data	n = 3,791	n = 3,051

Always or Usually

96.41%
93.45%
92.82%
89.19%
92.03%

Top Rating Distribution

Always
75.73%   77.35%

Usually
16.30%   15.47%

— Low Performing CCO (89.19%)
— 2018 CSS Adult Medicaid Average (93.45%)
— High Performing CCO (96.41%)

Q20. In the last 6 months, how often did your personal doctor spend enough time with you?

	2017	2018	2019
	No data	n = 3,794	n = 3,041

Always or Usually

93.53%
90.07%   89.23%
84.94% ★
88.30% ★

Top Rating Distribution

Always
64.34% ★   66.98%

Usually
23.96%   23.08%

— Low Performing CCO (84.94%)
— 2018 CSS Adult Medicaid Average (89.23%)
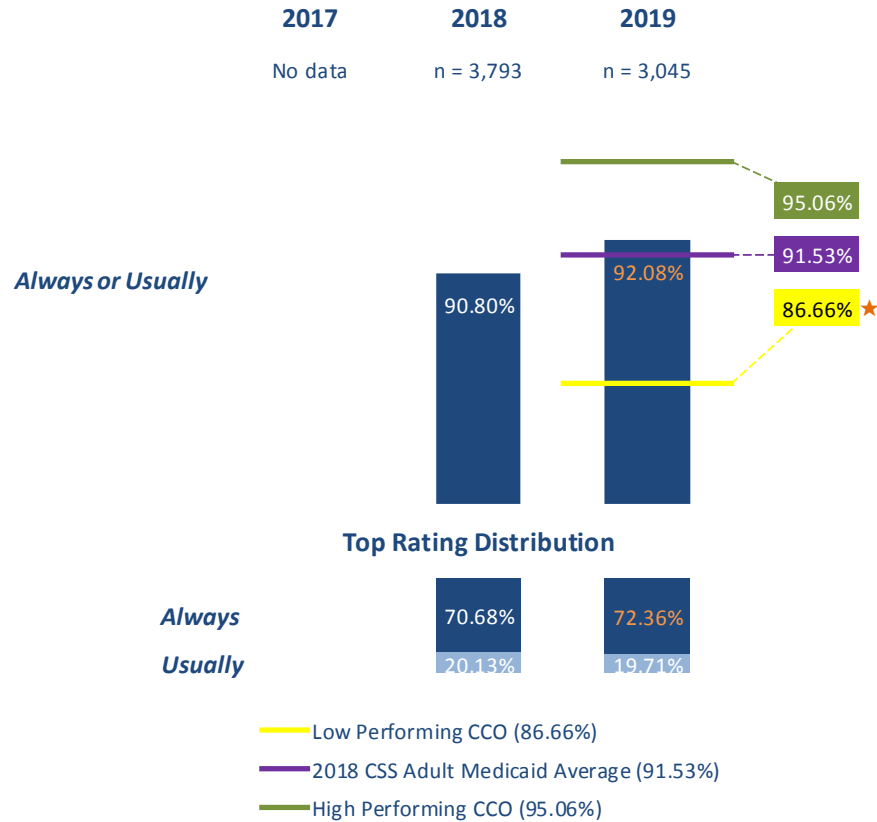— High Performing CCO (93.53%)

19930

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

	2017	**2018**	**2019**
	No data	n = 1,604	n = 1,136

Always or Usually

92.45%

88.36%

76.39%

87.15% (2018)   87.24% (2019)

Top Rating Distribution

Always   63.05% (2018)   63.16% (2019)

Usually   24.10% (2018)   24.08% (2019)

— Low Performing CCO (76.39%)
— 2018 CSS Adult Medicaid Average (88.36%)
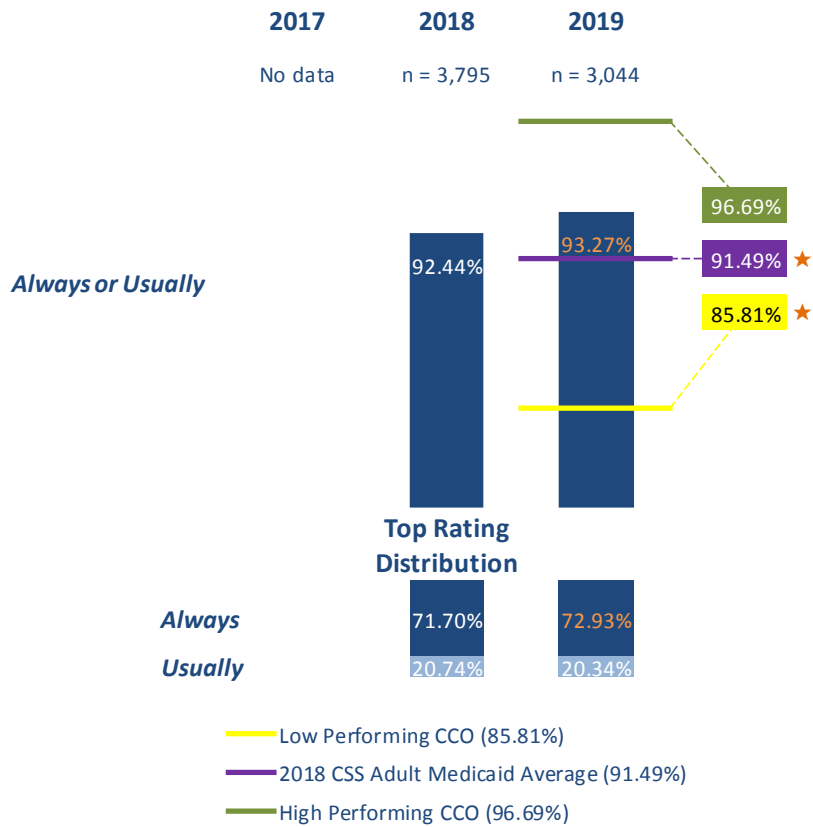— High Performing CCO (92.45%)

19930

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

Q31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

2017	2018	2019
No data	n = 1,603	n = 1,136

Always or Usually

High Performing CCO: 89.13%
2018 CSS Adult Medicaid Average: 83.01%
2018: 81.22% 2019: 81.43%
Low Performing CCO: 72.22%

Top Rating Distribution

Always 52.71% 52.99%

Usually 28.51% 28.43%

— Low Performing CCO (72.22%)
— 2018 CSS Adult Medicaid Average (83.01%)
— High Performing CCO (89.13%)

Q32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

2017	2018	2019
No data	n = 1,605	n = 1,136

Always or Usually

High Performing CCO: 98.57%
2018 CSS Adult Medicaid Average: 93.72%
2018: 93.08% 2019: 93.05%
Low Performing CCO: 80.56%

Top Rating Distribution

Always 73.40% 73.33%

Usually 19.69% 19.72%

— Low Performing CCO (80.56%)
— 2018 CSS Adult Medicaid Average (93.72%)
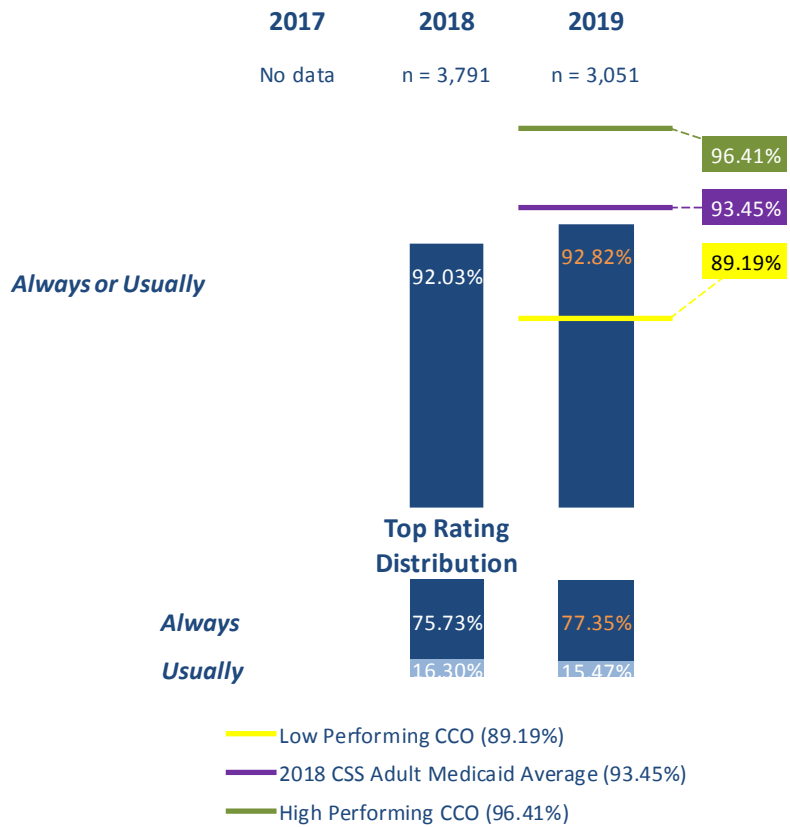— High Performing CCO (98.57%)

19930

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.
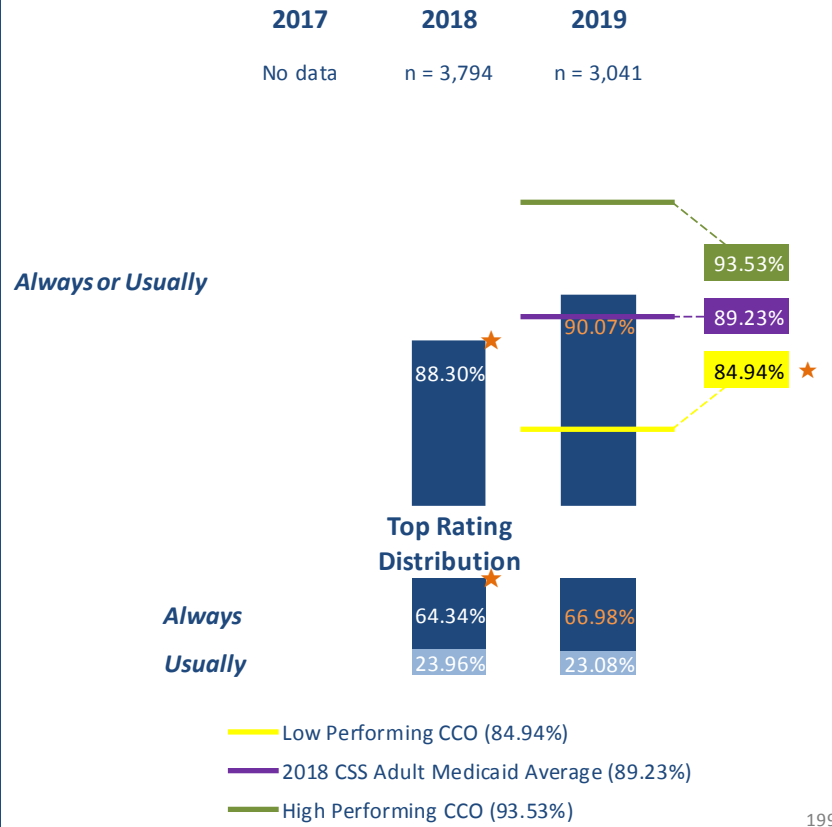
Shared Decision Making (Composite)

Percent Responding Yes
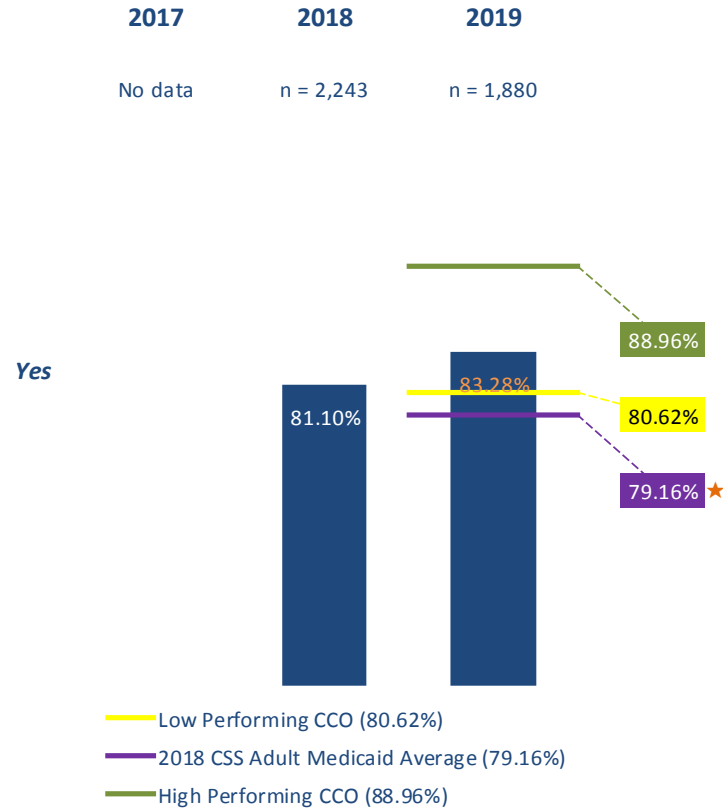
2017	2018	2019
No data	n = 2,243	n = 1,880

Yes

88.96%

83.28%

81.10%

80.62%

79.16% ★

—— Low Performing CCO (80.62%)
—— 2018 CSS Adult Medicaid Average (79.16%)
—— High Performing CCO (88.96%)

19930

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

Q10. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?

	2017	2018	2019
	No data	n = 2,248	n = 1,887

97.06%

94.49%   92.55%

92.28% ★

93.10%

Yes

— Low Performing CCO (92.55%)
— 2018 CSS Adult Medicaid Average (92.28%)
— High Performing CCO (97.06%)

Q11. Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?

	2017	2018	2019
	No data	n = 2,244	n = 1,877

85.19%

77.41%

68.04% ★

67.18% ★

73.62% ★

Yes

— Low Performing CCO (68.04%)
— 2018 CSS Adult Medicaid Average (67.18%)
— High Performing CCO (85.19%)

19930

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.
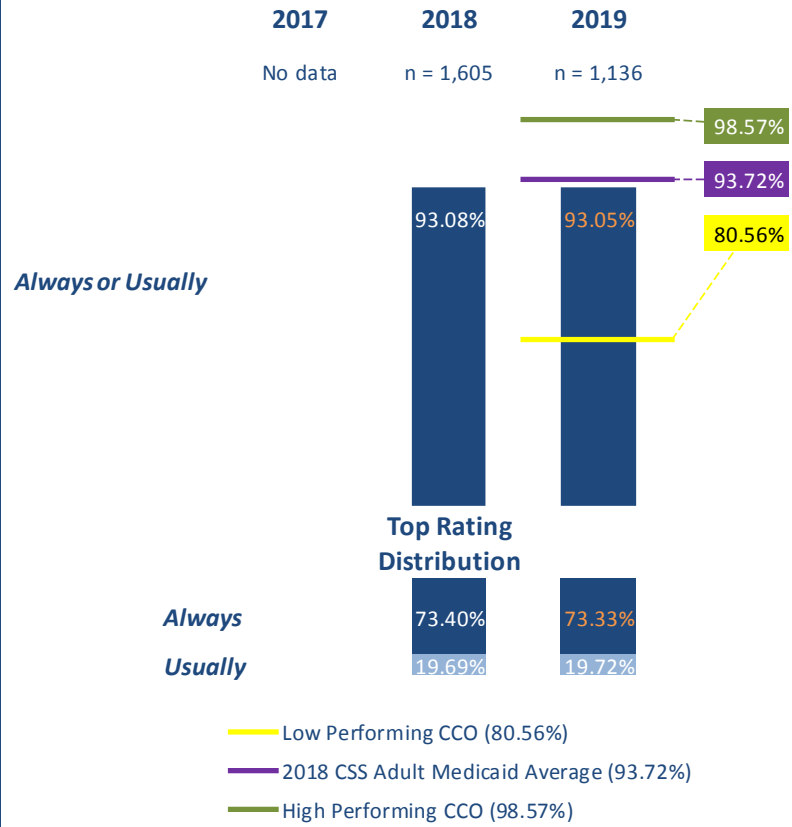
Shared Decision Making (Contributing Items)

Percent Responding Yes

Q12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?

2017	2018	2019
No data	n = 2,236	n = 1,877

Yes

89.29% ★

78.00%

77.94%

76.57%

69.57%

— Low Performing CCO (69.57%)
— 2018 CSS Adult Medicaid Average (78.00%)
— High Performing CCO (89.29%)

19930

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)
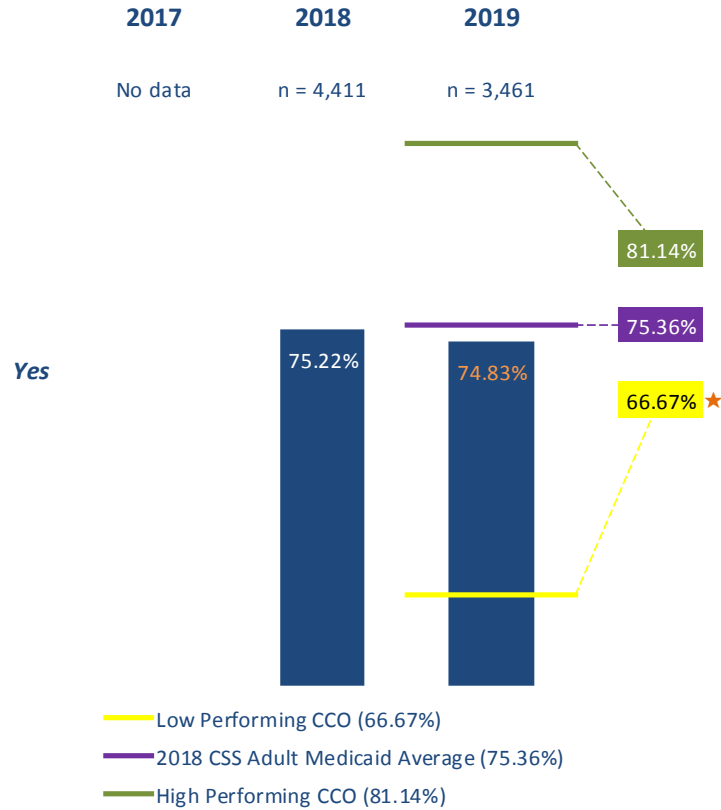
Percent Responding Yes

2017	2018	2019
No data	n = 4,411	n = 3,461

Yes

81.14%

75.36%

75.22%

74.83%

66.67% ★

— Low Performing CCO (66.67%)
— 2018 CSS Adult Medicaid Average (75.36%)
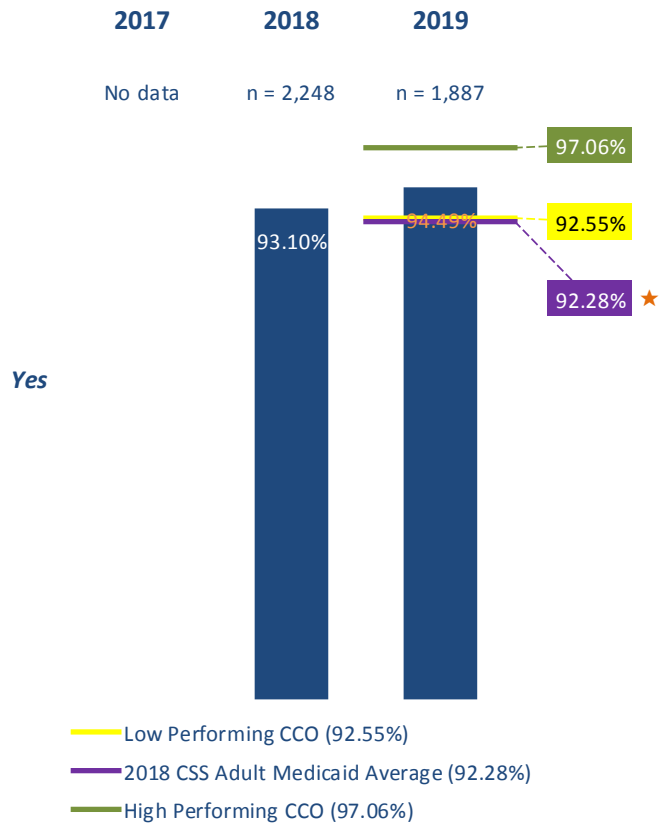— High Performing CCO (81.14%)

19930

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
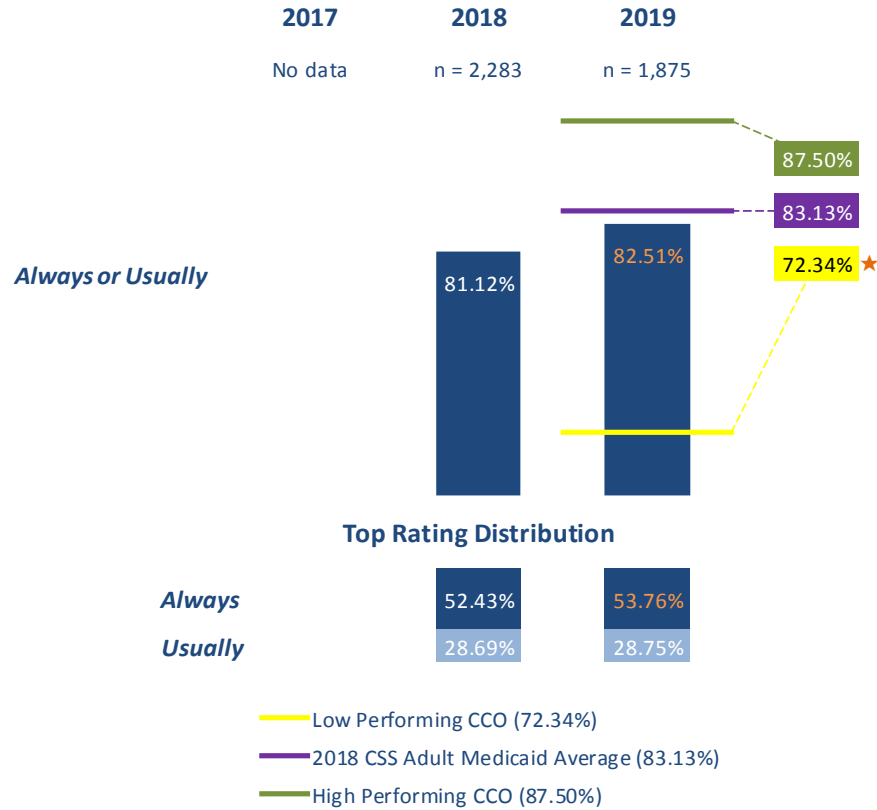
	2017	**2018**	**2019**
	No data	n = 2,283	n = 1,875

87.50%

83.13%

72.34% ★

Always or Usually

81.12%

82.51%

Top Rating Distribution

Always   52.43%   53.76%

Usually   28.69%   28.75%

— Low Performing CCO (72.34%)
— 2018 CSS Adult Medicaid Average (83.13%)
— High Performing CCO (87.50%)

19930

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.
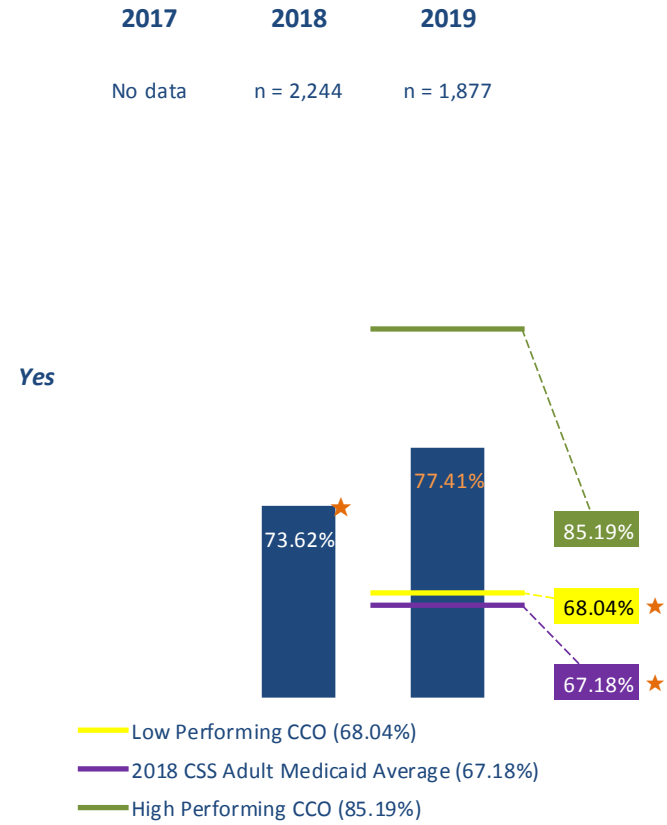
Written Materials and the Internet Provided Needed Information (Single Item)

Percent Responding Always or Usually

Q29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

	2017	2018	2019
	No data	n = 1,085	n = 879

73.08%

70.78% ★

53.93%

Always or Usually

62.91%

60.55%

Top Rating Distribution

Always	23.96%	24.80%
Usually	36.59%	38.11%

— Low Performing CCO (53.93%)
— 2018 CSS Adult Medicaid Average (70.78%)
— High Performing CCO (73.08%)

19930

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

Q34. In the last 6 months, how often were the forms from your 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".)
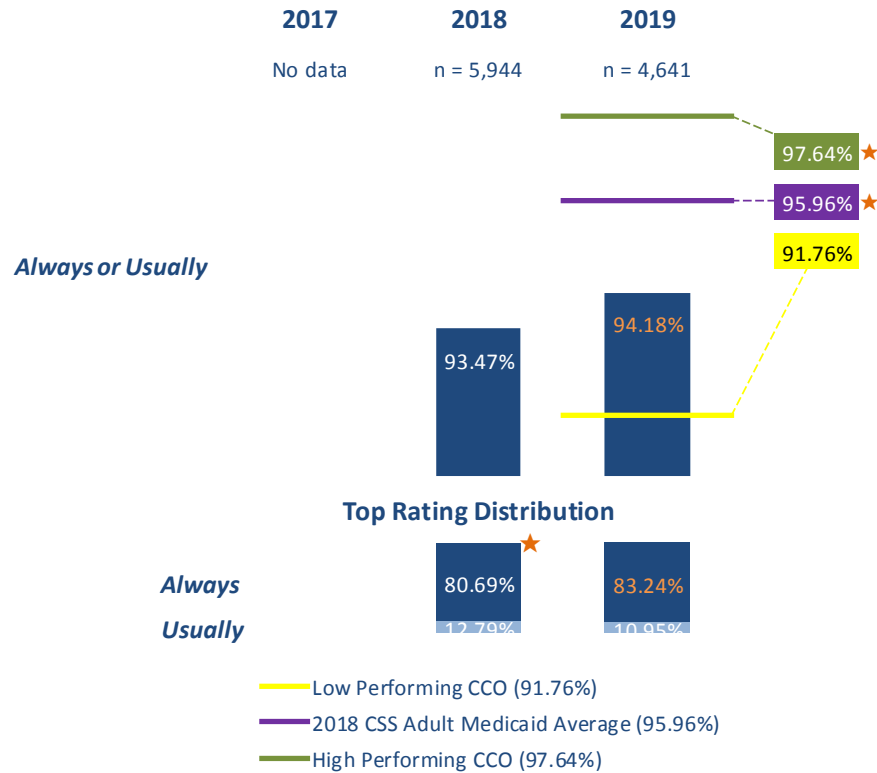
2017	2018	2019
No data	n = 5,944	n = 4,641

Always or Usually

97.64% ★
95.96% ★
91.76%

93.47% 94.18%

Top Rating Distribution

Always 80.69% ★ 83.24%

Usually 12.79% 10.95%

— Low Performing CCO (91.76%)
— 2018 CSS Adult Medicaid Average (95.96%)
— High Performing CCO (97.64%)

19930

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.

EFFECTIVENESS OF CARE

The *Effectiveness of Care* domain for the Medicaid product line includes the following measures: *Flu Vaccinations for Adults Ages 18–64 (FVA)* and *Medical Assistance with Smoking and Tobacco Use Cessation (MSC)*. The *FVA* measure is a single-year rate. The *MSC* measure is typically based on two years of data collection and is calculated using the NCQA rolling average methodology. For OHP, the *MSC* measure is calculated using a single-year rate. A brief description of each measure, as it appears in *HEDIS 2019, Volume 3: Specifications for Survey Measures, Section 2: Effectiveness of Care*, is reproduced below. Please refer to *Volume 3* for additional information on the measures, including rolling average calculation methodology and NCQA reporting rules.

EFFECTIVENESS OF CARE MEASURES

FLU VACCINATIONS FOR ADULTS AGES 18–64 (FVA)

This measure represents the percentage of members 18–64 years of age who received a flu vaccination between July 1 of the measurement year and the date when the survey was completed.

MEDICAL ASSISTANCE WITH SMOKING AND TOBACCO USE CESSATION (MSC)

The following components of the *MSC* measure assess different facets of providing medical assistance with smoking and tobacco use cessation:

- *Advising Smokers and Tobacco Users to Quit* –the percentage of current smokers or tobacco users who received advice to quit during the measurement year.

- *Discussing Cessation Medications* –the percentage of current smokers or tobacco users who discussed or were recommended cessation medications during the measurement year.

- *Discussing Cessation Strategies* –the percentage of current smokers or tobacco users who discussed or were provided cessation methods or strategies during the measurement year.

EFFECTIVENESS OF CARE RESULTS

Exhibit 5 provides a summary of State OHP results on HEDIS *Effectiveness of Care* measures. Comparisons to prior-year rates (if available) as well as to the 2018 CSS Adult Medicaid Average rates with statistical significance tests are included.

EXHIBIT 5. 2019 STATE OHP ADULT MEDICAID CAHPS SURVEY: EFFECTIVENESS OF CARE RESULTS

Effectiveness of Care Measures*	2019 Rate	Difference** between 2019 Rate and...	
		2018 Rate	2018 CSS Adult Medicaid Average
Flu Vaccinations for Adults (FVA)			
Flu Vaccinations for Adults	39.20%	1.68%	2.23% ▲
Medical Assistance with Smoking and Tobacco Use Cessation (MSC)			
Advising Smokers and Tobacco Users to Quit	73.41%	-2.26%	-4.12% ▼
Discussing Cessation Medications	52.91%	-3.26%	-1.60%
Discussing Cessation Strategies	46.43%	-2.89%	-2.64%

19930

* *Effectiveness of Care* results were calculated by CSS following NCQA specifications with the exception that rates for the MSC measure were calculated using a single year rate methodology.

** Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the 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 rate is higher or ▼ when it is lower.

MEMBER PROFILE AND ANALYSIS OF PLAN RATINGS BY MEMBER SEGMENT

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

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

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

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

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

The charts on the following pages compare the State OHP membership profile to the relevant 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 State OHP 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:

- Respondent's self-reported health status

- Respondent's self-reported mental or emotional health status

- Respondent's age

- Respondent's gender

- Respondent's education level

- Respondent's race

- Respondent's ethnicity (Hispanic or Latino)

Q36. In general, how would you rate your overall health?

Your Organization
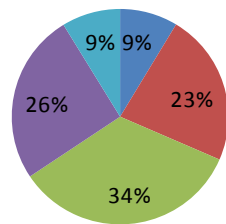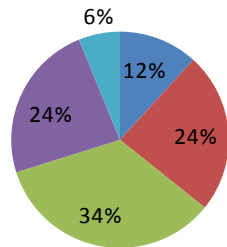
6% 12% · 9% 9% · 23% · 34% · 26%

Pie chart: Excellent 9%, Very good 23%, Good 34%, Fair 26%, Poor 9%

National Distribution*

Pie chart: Excellent 12%, Very good 24%, Good 34%, Fair 24%, Poor 6%

■ Excellent ■ Very good ■ Good ■ Fair ■ Poor

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q36**

Excellent	78%
Very good	74%
Good	70%
Fair	68%
Poor	65%
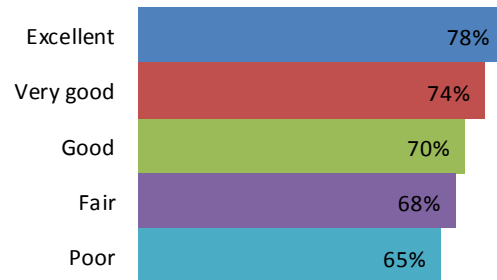
Q37. In general, how would you rate your overall mental or emotional health?

Your Organization

Pie chart: Excellent 15%, Very good 24%, Good 31%, Fair 23%, Poor 7%

National Distribution*

Pie chart: Excellent 22%, Very good 24%, Good 27%, Fair 21%, Poor 6%

■ Excellent ■ Very good ■ Good ■ Fair ■ Poor

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q37**

Excellent	79%
Very good	73%
Good	68%
Fair	68%
Poor	61%

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.

* Represents the combined distribution of responses to this question for all plans included in the 2018 CSS Adult Medicaid Average.

** Includes members who answered the question and provided a valid response to Q35 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q35 or if no one rated the plan as 8, 9, or 10.

19930

Q47. What is your age?

Your Organization

- 8% — 18 to 24
- 13% — 25 to 34
- 12% — 35 to 44
- 17% — 45 to 54
- 34% — 55 to 64
- 10% — 65 to 74
- 6% — 75 or older

National Distribution*

- 9%
- 19%
- 16%
- 21%
- 30%
- 4%
- 2%

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

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

Age	Percent
18 to 24	70%
25 to 34	64%
35 to 44	64%
45 to 54	66%
55 to 64	73%
65 to 74	79%
75 or older	81%

Q48. Are you male or female?

Your Organization

- 42% — Male
- 58% — Female

National Distribution*

- 41% — Male
- 59% — Female

Legend:
- Male
- Female

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q48**

	Percent
Male	70%
Female	71%

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.

19930

* Represents the combined distribution of responses to this question for all plans included in the 2018 CSS Adult Medicaid Average.

** Includes members who answered the question and provided a valid response to Q35 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q35 or if no one rated the plan as 8, 9, or 10.

Q49. What is the highest grade or level of school that you have completed?

Your Organization

National Distribution*

- ■ 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 Q49**

8th grade or less	84%
Some high school, but did not graduate	74%
High school graduate or GED	71%
Some college or 2-year degree	68%
4-year college graduate	67%
More than 4-year college degree	64%

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.

* Represents the combined distribution of responses to this question for all plans included in the 2018 CSS Adult Medicaid Average.

** Includes members who answered the question and provided a valid response to Q35 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q35 or if no one rated the plan as 8, 9, or 10.

19930

Q51. What is your race? Mark one or more.		Q51. What is your race? Mark one or more.		Q51. What is your race? Mark one or more.	
% White		% Black or African-American		% Asian	
Your Organization	National Distribution*	Your Organization	National Distribution*	Your Organization	National Distribution*
82%	54%	4%	36%	5%	4%
Percent of White Members Rating Their Plan as 8, 9, or 10**	70%	Percent of Black or African-American Members Rating Their Plan as 8, 9, or 10**	71%	Percent of Asian Members Rating Their Plan as 8, 9, or 10**	66%
Q51. What is your race? Mark one or more.		Q51. What is your race? Mark one or more.		Q50. Are you of Hispanic or Latino origin or descent?	
% Native Hawaiian or other Pacific Islander		% American Indian or Alaska Native		% Yes, Hispanic or Latino	
Your Organization	National Distribution*	Your Organization	National Distribution*	Your Organization	National Distribution*
1%	<1%	9%	3%	12%	21%
Percent of Native Hawaiian or other Pacific Islander Members Rating Their Plan as 8, 9, or 10**	63%	Percent of American Indian or Alaska Native Members Rating Their Plan as 8, 9, or 10**	58%	Percent of Yes, Hispanic or Latino Members Rating Their Plan as 8, 9, or 10**	80%

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.

19930

* Represents the combined distribution of responses to this question for all plans included in the 2018 CSS Adult Medicaid Average.

** Includes members who answered the question and provided a valid response to Q35 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q35 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

- Seeing a doctor or other health provider for a chronic condition

- Taking prescription medications

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

Your Organization	National Distribution*
41%	44%

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q3 (Yes/No)**

Yes	71%
No	70%

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

Your Organization	National Distribution*
70%	72%

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q5 (Yes/No)**

Yes	72%
No	66%

Q9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine? (% Yes)

Your Organization	National Distribution*
55%	46%

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q9 (Yes/No)**

Yes	72%
No	73%

Q15. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor? (% Yes)

Your Organization	National Distribution*
84%	83%

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q15 (Yes/No)**

Yes	73%
No	59%

Q21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor? (% Yes)

Your Organization	National Distribution*
63%	59%

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q21 (Yes/No)**

Yes	72%
No	76%

Q24. In the last 6 months, did you make any appointments to see a specialist? (% Yes)

Your Organization	National Distribution*
44%	43%

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q24 (Yes/No)**

Yes	71%
No	69%

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.
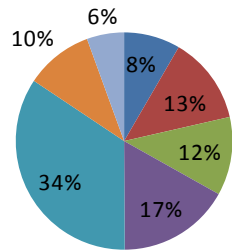
19930

* Represents the combined distribution of responses to this question for all plans included in the 2018 CSS Adult Medicaid Average.
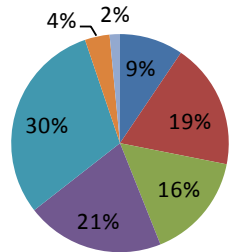
** Includes members who answered the question and provided a valid response to Q35 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q35 or if no one rated the plan as 8, 9, or 10.
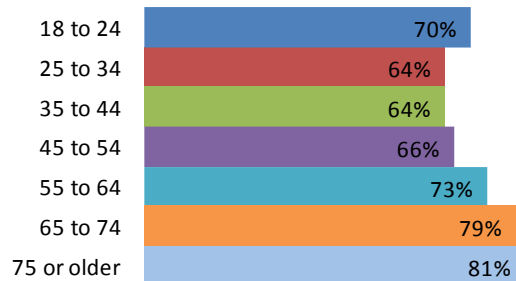
Q7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

Q26. How many specialists have you seen in the last 6 months?
(Note: the question applies only to those respondents who had appointments with specialists.)

Your Organization

6% 25% 18% 18% 13% 8% 11%

National Distribution*

5% 24% 18% 19% 14% 8% 12%
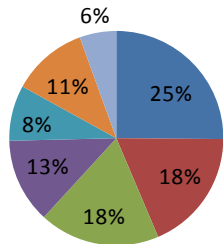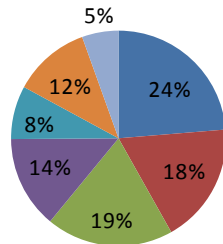
■ None ■ 1 time ■ 2 ■ 3 ■ 4 ■ 5 to 9 ■ 10 or more times

Your Organization

4% 4% 5% 50% 26% 11%

National Distribution*

5% 3% 5% 48% 26% 14%
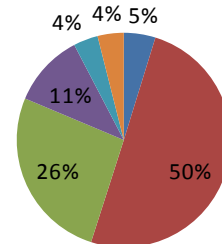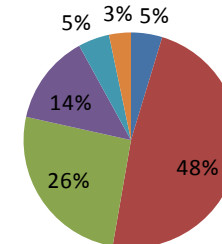
■ None ■ 1 specialist ■ 2 ■ 3 ■ 4 ■ 5 or more specialists

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q7**
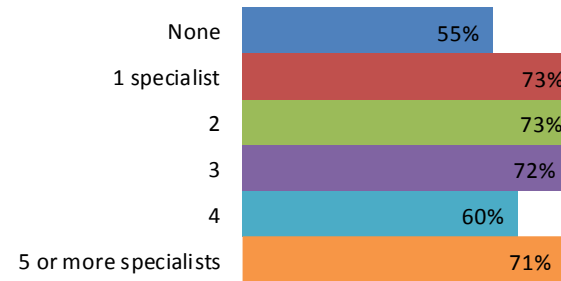
None	64%
1 time	74%
2	74%
3	71%
4	73%
5 to 9	70%
10 or more times	66%

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q26**

None	55%
1 specialist	73%
2	73%
3	72%
4	60%
5 or more specialists	71%

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.

19930

* Represents the combined distribution of responses to this question for all plans included in the 2018 CSS Adult Medicaid Average.

** Includes members who answered the question and provided a valid response to Q35 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q35 or if no one rated the plan as 8, 9, or 10.

Q43. In the last 6 months, did you get health care 3 or more times for the same condition or problem? (% Yes)	Q45. Do you now need or take medicine prescribed by a doctor? Do not include birth control. (% Yes)

Your Organization   **National Distribution***
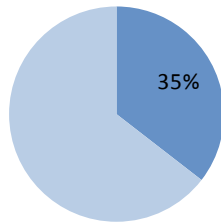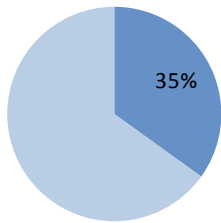
35%   35%
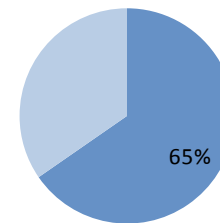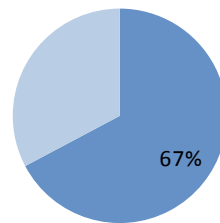
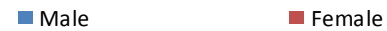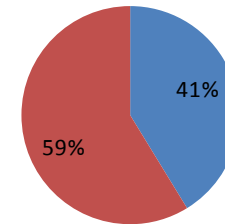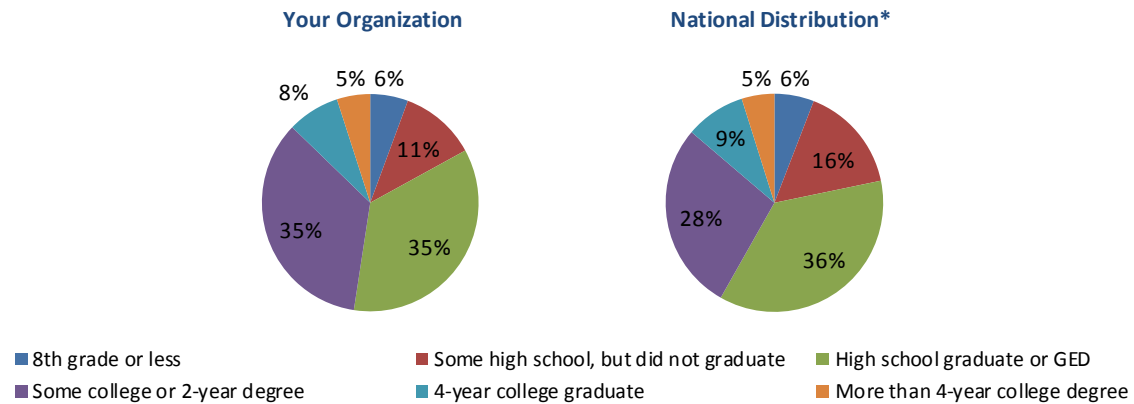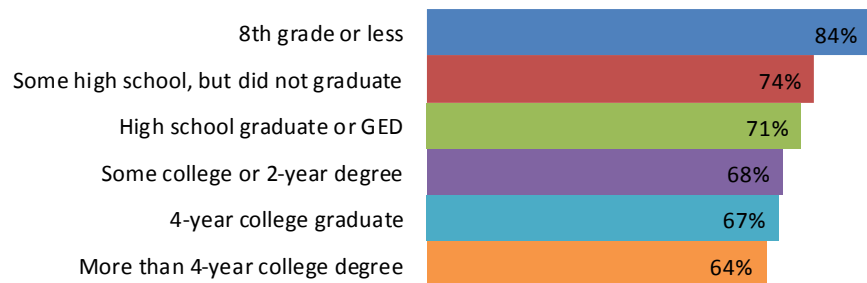**Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q43 (Yes/No)****

Yes 69%
No 71%

Your Organization   **National Distribution***

67%   65%

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q45 (Yes/No)**
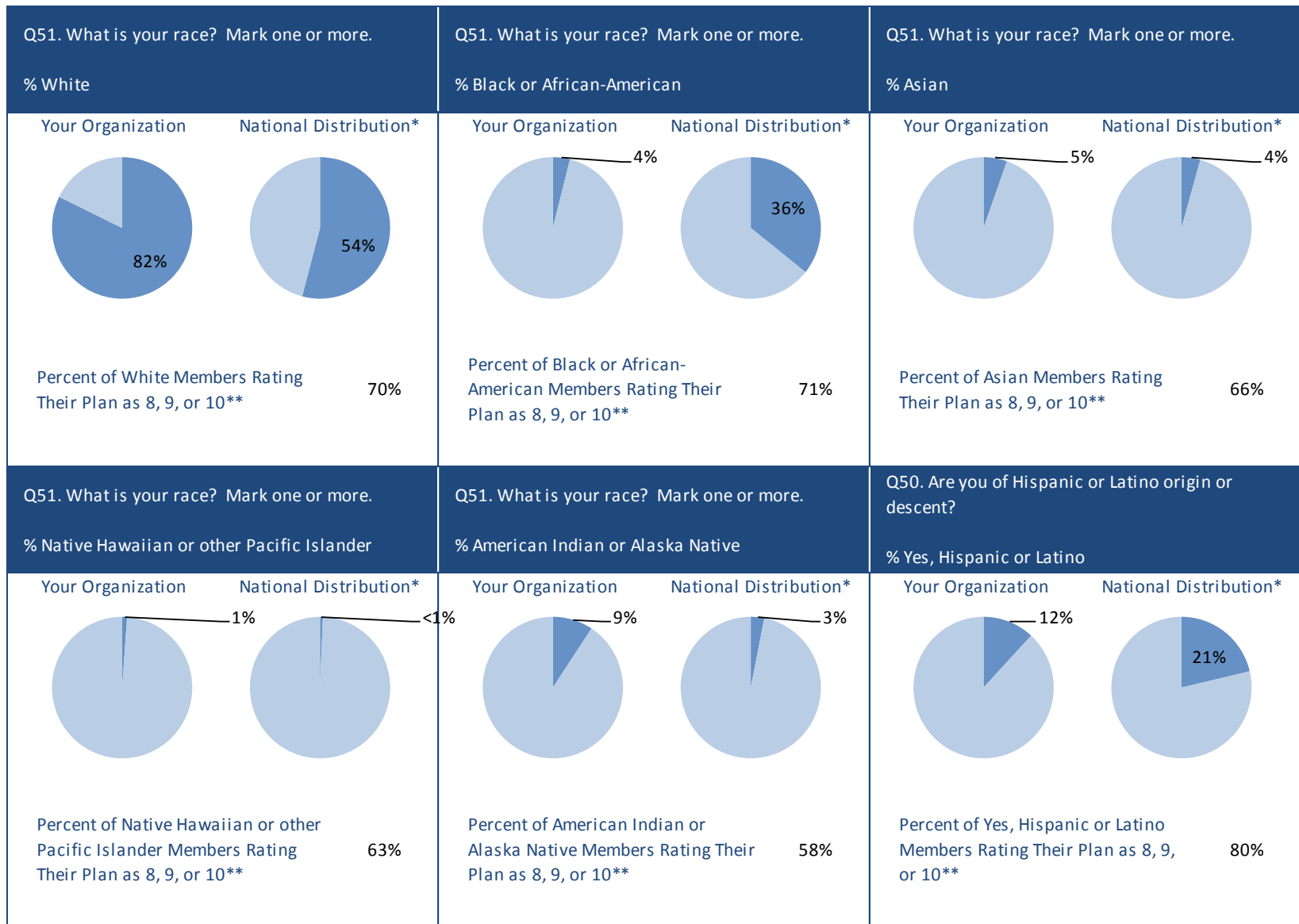
Yes 72%
No 67%

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.

19930

* Represents the combined distribution of responses to this question for all plans included in the 2018 CSS Adult Medicaid Average.

** Includes members who answered the question and provided a valid response to Q35 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q35 or if no one rated the plan as 8, 9, or 10.

OBJECTIVES

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

- To isolate a set of plan attributes, or key drivers, that distinguish high-rated plans from low-rated plans;

- To highlight industry best practices on the key driver measures;

- To compare the current performance of the State OHP to industry best practices in these areas; and

- To estimate the impact of improving performance on these measures on the *Rating of Health Plan* measure.

TECHNICAL APPROACH

INDUSTRY VIEW

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

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

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

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

KEY DRIVER MODEL DEVELOPMENT

The CSS *Key Driver Model* was developed based on a dataset of CAHPS survey results of 311 Adult Medicaid plans included in NCQA's Quality Compass database in 2018 and 2017. CSS performed regression analysis of health plan ratings to identify the sources of variation in overall scores across the industry spectrum, using individual health plans as units of analysis. Regression analysis expresses mathematically the relationship between plan attributes (predictors) and the global *Rating of Health Plan* score, controlling for interdependencies among the predictors and other factors that may influence ratings (e.g., member demographics, utilization patterns, etc.) Predictors were chosen carefully to yield a model that is both meaningful and actionable from the health plan's point of view.

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

INDUSTRY KEY DRIVER MODEL

The table below lists six key drivers of Adult 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 60 percent of the industry variation in Adult Medicaid health plan ratings. Note that this ordering reflects *only* the strength of the overall relationship between each key driver and the health plan score at the industry level. It does not take into account how State OHP is currently performing on these measures. Improvement targets identified specifically for State OHP, which consider both the strength of the key driver and the current level of performance in the area, are presented graphically in the next section.

Ratings of the plan are strongly related to members' ability to get the care they need when they need it (Q14). Making appointments for routine care at a doctor's office or clinic (Q5) may also be viewed as an indirect measure of access and availability of care. *Rating of Personal Doctor* and *Rating of Specialist Seen Most Often* may reflect the quality of the health plan's network and its ability to contract with better providers.

Key Driver	Interpretation
Q14. Ease of getting needed care, tests, or treatment (percent *Always* or *Usually*)	The higher the proportion of plan members reporting that the necessary care, tests, or treatment were easy to get, the higher the overall plan score
Q5. Made appointments for routine care at a doctor's office or clinic (percent *Yes*)	The higher the proportion of members who made appointments for check-up or routine care at a doctor's office or clinic during the past 6 months, the higher the overall plan score
Q23. Rating of Personal Doctor (percent *8*, *9*, or *10*)	The higher the proportion of members rating their personal doctor as *8*, 9, or *10*, the higher the overall plan score
Q29. Written materials or the Internet provided needed information (percent *Always* or *Usually*)	The higher the proportion of members reporting that they found the information they needed in the plan's written materials or the Internet, the higher the overall plan score
Q27. Rating of Specialist Seen Most Often (percent *8*, *9*, or *10*)	The higher the proportion of members rating their specialist as *8*, *9*, or *10*, the higher the overall plan score
Q31. Health plan customer service provided needed information or help (percent *Always* or *Usually*)	The higher the proportion of members who were able to get the information or help they needed from customer service, the higher the overall plan score

OPPORTUNITIES FOR PLAN QUALITY IMPROVEMENT

Specific improvement opportunities for State OHP are presented in Exhibit 6. The ordering reflects both the strength of each key driver in the broad industry context and how State OHP is currently performing on the measure.

The middle panel of the chart compares how State OHP is performing compared to the *best practice* score on each key driver. CSS defined the best practice score as the highest score among the 15 Adult Medicaid plans contributing to the 2018 CSS Adult Medicaid Average. Room for improvement, represented by the green arrows on the chart, is the difference between the current level of State OHP performance and the best practice score.

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

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
Q23. Rating of Personal Doctor (percent *8, 9,* or *10*)	80.14%	+8.53% →	88.67%	**+2.12%**
Q14. Ease of getting needed care, tests, or treatment (percent *Always* or *Usually*)	85.15%	+3.23% →	88.38%	**+1.40%**
Q29. Plan's written materials/Internet provided needed information (percent *Always* or *Usually*)	62.91%	+10.16% →	73.08%	**+1.25%**
Q31. Customer service provided needed information or help (percent *Always* or *Usually*)	81.43%	+7.70% →	89.13%	**+0.88%**
Q27. Rating of Specialist Seen Most Often (percent *8, 9,* or *10*)	79.45%	+5.94% → +4.06% →	85.39%	**+0.77%**

* Best score on the key driver measure among all plans included in the 2018 CSS Adult Medicaid Average

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HEALTH PLAN QUALITY IMPROVEMENT RESOURCES FOR KEY DRIVERS

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

IMPROVING ACCESS TO CARE: SCHEDULING APPOINTMENTS FOR ROUTINE CARE AND THE EASE OF GETTING NEEDED CARE, TESTS, OR TREATMENT (Q5 & Q14)

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

- *Same-Day Appointment Scheduling* – The Agency for Healthcare Research and Quality (AHRQ) recommends a method of scheduling that leaves part of each physician's day open for same-day appointments, rather than a traditional scheduling model that books appointments weeks or months in advance. Because the method does not differentiate between urgent and routine care, patients with non-urgent concerns are able to schedule appointments sooner than under traditional scheduling methods. For more information, see http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/access/strategy6a-openaccess.html.

- *Implement Process Improvements to Streamline Patient Flow* – Delays experienced by patients while waiting for care, tests, or treatment can be minimized through a variety of mechanisms. For example, reallocating tasks such as physical exams and ordering x-rays to physician's assistants and nurse practitioners frees up physicians' time to attend to more pressing patient concerns. The exact form of these improvements will vary widely by practice. See http://www.ahrq.gov/research/findings/final-reports/ptflow/index.html for AHRQ's guide to plan and implement patient flow improvement strategies.

- *Patient-Centered Medical Homes (PCMH)* – This model increases patient access to physicians, reducing barriers to receiving care (https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2869425/). There are many valuable sources of information on the medical home model of care and health equity. To start, see this Institute of Medicine report: https://nam.edu/wp-content/uploads/2015/06/PatientCenteredMedicalHome.pdf. Family Medicine for America's Health is a collaboration of family medicine organizations dedicated to improving health care by expanding and emphasizing primary care, particularly through the use of patient-centered medical homes. For AHRQ's resources detailing transitioning a practice to a patient-centered medical home model, see http://www.pcmh.ahrq.gov/.

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

IMPROVING SALIENCY, AVAILABILITY, AND CLARITY OF HEALTH PLAN INFORMATION IN WRITTEN MATERIALS OR INTERNET (Q29)

It is important that health plan information be provided to members and that the information addresses member concerns. The first resource highlights the importance of making plan information available in a variety of formats for different member audiences. The remaining resources focus on helping members get the most out of the information provided by the plan.

- *Make Plan Information Accessible to All Members* – A Health Research and Educational Trust study found that demographic characteristics, including education, age, gender, and income, significantly impacted use of an Internet-based decision tool. The tool provided cost information as well as a health and wellness assessment. The study suggests that effort beyond Internet-based tools is necessary to reach certain demographics. For further information, see http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3447236/.

- *Increase Access to Trusted Health Information* – Many people look to their health plan for information not only on how the health plan works, but also on resources to help them improve their health, particularly when dealing with chronic illnesses. The National Institute of Diabetes and Digestive and Kidney Diseases offers an online resource (https://www.niddk.nih.gov/health-information/communication-programs/ndep/health-professionals/practice-transformation-physicians-health-care-teams/information-systems) that describes how information systems can be used to encourage better outcomes for chronic conditions, specifically diabetes. A recent meta-analysis confirmed that improved access to trusted health information leads to improved outcomes (https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5818676/).

- *Evaluate the Organization's Health Literacy Programs* – The CDC has developed guidance on evaluating an organization's health literacy program, including recommended sources of communication and health literacy measures. See http://www.cdc.gov/healthliteracy/researchevaluate/program-evaluation.html. The CDC's National Prevention Information Network also offers tools to create health materials in plain language to reduce health disparities (https://npin.cdc.gov/pages/health-communication-language-and-literacy).

- *Improve Patient Health Literacy* – This guide by the Office of Disease Prevention and Health Promotion outlines steps to improve health literacy, which may help patients to better absorb the information they obtain from written materials or the Internet. For detailed steps, see http://www.health.gov/communication/literacy/#tools. AHRQ has also developed its own health literacy toolkit to support physicians (https://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/healthlittoolkit2.html).

IMPROVING ABILITY OF CUSTOMER SERVICE TO PROVIDE MEMBERS WITH INFORMATION OR HELP (Q31)

As representatives of the plan, customer service staff must ensure that members have confidence and trust in their ability to address their concerns. The following resources contain recommendations for improving customer service.

- *Develop Customer Service Standards* – To improve customer service, the Agency for Healthcare Research and Quality suggests first articulating which aspects of customer service are most important to your organization. After developing these standards, monitor performance and promote accountability among staff. For more information, see http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6q-custservice-standards.html.

- *Iterative Improvement for Member Services* – This RAND paper details a case study in which a health plan used additional surveys to supplement CAHPS results and thoroughly assess member dissatisfaction with customer service. Throughout the process, plan leadership continually examined and adjusted improvement goals. The intervention resulted in a reduction of wait time for customer service calls and increased member satisfaction with customer service, as measured on the CAHPS survey. See http://www.rand.org/pubs/working_papers/WR517.html.

- *Implement Service Recovery Procedures* – When customers have a complaint, service recovery programs support customer service personnel in identifying and remedying the problem. While complaints may be inevitable, proper handling of complaints can reassure patients and restore loyalty to the health plan. For more information, see http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6p-service-recovery.html.

IMPROVING QUALITY OF PHYSICIANS IN HEALTH PLAN NETWORK (Q23 & Q27)

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

- *Improve Physician Communication* – Much of patient dissatisfaction stems from a failure of effective physician communication (https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3096184/). Seminars and workshops for physicians serve as a resource for physicians to learn and practice patient-centered communication techniques. For example, The California Quality Collaborative has identified nine effective strategies for improving patient experience with health care providers in their *Improving the Patient Experience Change Package* (see http://www.calquality.org/storage/Improving_Pt_Experience_Spread_Change_Pkg_UpdatedMay2011.pdf). For general recommendations related to physician communication, see https://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6gtraining.html.

- *Help Patients Communicate* – Patients who can effectively communicate their needs tend to have higher satisfaction with their care. AHRQ recommends four interventions that prepare patients to better communicate with their providers, including record sharing, writing down talking points prior to visits, and "coached care" programs. See http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6i-shared-decisionmaking.html and http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6htools.html. For a sample communication document that providers can distribute to patients before or during visits, see http://www.rwjf.org/content/dam/farm/toolkits/toolkits/2013/rwjf404048.

- *Build Physician-Patient Relationships* – An article published in the British Journal of General Practice found that patients seeing their preferred doctor rated their satisfaction with visits significantly higher than patients who did not have a doctor preference or those who would have preferred to see a different doctor. 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/).

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

APPENDIX

CROSS-TABULATIONS OF SURVEY RESPONSES

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Satisfaction With the Experience of Care

Survey Measures*	Global Proportions		
	2018 CSS Average	Plan Rate	
		2019	2018
Ratings			
Rating of Personal Doctor	79.85%	**80.14%**	77.74%
Rating of Specialist	81.47%	**79.45%**	79.58%
Rating of All Health Care	74.25%	**70.83%**	71.46%
Rating of Health Plan	75.24%	**70.39%**	69.02%
Composites			
Getting Needed Care	83.30%	**81.41%**	80.53%
Getting Care Quickly	82.87%	**82.65%**	80.55%
How Well Doctors Communicate	91.53%	**92.08%**	90.80%
Customer Service	88.36%	**87.24%**	87.15%
Shared Decision Making	79.16%	**83.28%**	81.10%
Additional Content Areas			
Health Promotion and Education	75.36%	**74.83%**	75.22%
Coordination of Care	83.13%	**82.51%**	81.12%

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

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Effectiveness of Care

		2019 Rate (Single Year)	2018 Rate (Single Year)
Flu Vaccinations for Adults Ages 18-64 (FVA)			
Base: All eligible respondents flagged by the plan as being age 18 to 64 as of July 1 of the measurement year			
Flu Vaccinations for Adults	Received a flu vaccination	1531	1966
	Usable responses	3906	5240
	FVA Rate	39.2%	37.5%
Medical Assistance with Smoking and Tobacco Use Cessation (MSC)			
Base: All eligible respondents who smoke or use tobacco			
Advising Smokers and Tobacco Users to Quit	Advised to quit	933	1244
	Usable responses	1271	1644
	MSC Rate	73.4%	75.7%
Discussing Cessation Medications	Discussed medications	672	923
	Usable responses	1270	1643
	MSC Rate	52.9%	56.2%
Discussing Cessation Strategies	Discussed strategies	586	805
	Usable responses	1262	1632
	MSC Rate	46.4%	49.3%

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Note: Results are presented regardless of whether the plan meets the denominator threshold of 30 valid responses. A lighter display is used to indicate that the measure does not meet the denominator threshold (n=30).

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 3

In the last 6 months, did you have an illness, injury, or condition that <u>needed care right away</u> in a clinic, emergency room, or doctor's office?

Base: All respondents

	2018 CSS Average	2019	2018	Gender (Q48) Male	Female	Age (Q47) 18 to 34	35 to 54	55 or more	Education (Q49) HS grad or less	Some college	College grad or more	Hispanic (Q50) Hispanic	Not Hispanic	Race (Q51) White	African-American	Other	Health Status (Q36) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,307	**4,794**	6,090	1,969	2,684	994	1,321	2,323	2,402	1,594	586	541	4,012	3,296	122	1,081	1,451	1,571	1,582	1,175	2,706	795
Number missing or multiple answer	69	**107**	0	42	65	11	26	70	65	31	6	21	83	69	3	27	21	40	42	16	68	17
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,238	**4,687**	6,090	1,927	2,619	983	1,295	2,253	2,337	1,563	580	520	3,929	3,227	119	1,054	1,430	1,531	1,540	1,159	2,638	778
	98.4%	**97.8%**	100.0%	97.9%	97.6%	98.9%	98.0%	97.0%	97.3%	98.1%	99.0%	96.1%	97.9%	97.9%	97.5%	97.5%	98.6%	97.5%	97.3%	98.6%	97.5%	97.9%
Yes	1,858	**1,904**	2,525	680	1,176	329	581	940	931	698	204	179	1,635	1,333	45	426	392	610	827	129	1,194	532
	43.8%	**40.6%**	41.5%	35.3%	44.9%	33.5%	44.9%	41.7%	39.8%	44.7%	35.2%	34.4%	41.6%	41.3%	37.8%	40.4%	27.4%	39.8%	53.7%	11.1%	45.3%	68.4%
No	2,380	**2,783**	3,565	1,247	1,443	654	714	1,313	1,406	865	376	341	2,294	1,894	74	628	1,038	921	713	1,030	1,444	246
	56.2%	**59.4%**	58.5%	64.7%	55.1%	66.5%	55.1%	58.3%	60.2%	55.3%	64.8%	65.6%	58.4%	58.7%	62.2%	59.6%	72.6%	60.2%	46.3%	88.9%	54.7%	31.6%
Significantly different from column:*	■	A	■	E	D	GH	F	F	JK	IK	IJ	M	L				RS	QS	QR	UV	TV	TU

NA - Not Applicable

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

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 4

In the last 6 months, when you <u>needed care right away</u>, how often did you get care as soon as you needed?

Base: All respondents who needed care right away (Q3)

	2018 CSS Average	2019	2018	Gender (Q48) Male	Female	Age (Q47) 18 to 34	35 to 54	55 or more	Education (Q49) HS grad or less	Some college	College grad or more	Hispanic (Q50) Hispanic	Not Hispanic	Race (Q51) White	African-American	Other	Health Status (Q36) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,858	1,904	2,263	680	1,176	329	581	940	931	698	204	179	1,635	1,333	45	426	392	610	827	129	1,194	532
Number missing or multiple answer	69	71	0	26	43	9	24	35	39	19	8	8	56	51	1	13	12	23	33	5	42	14
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,789	1,833	2,263	654	1,133	320	557	905	892	679	196	171	1,579	1,282	44	413	380	587	794	124	1,152	518
	96.3%	96.3%	100.0%	96.2%	96.3%	97.3%	95.9%	96.3%	95.8%	97.3%	96.1%	95.5%	96.6%	96.2%	97.8%	96.9%	96.9%	96.2%	96.0%	96.1%	96.5%	97.4%
Never	28	45	60	21	22	4	23	16	20	17	4	2	41	31	1	11	7	7	27	5	32	6
	1.6%	2.5%	2.7%	3.2%	1.9%	1.3%	4.1%	1.8%	2.2%	2.5%	2.0%	1.2%	2.6%	2.4%	2.3%	2.7%	1.8%	1.2%	3.4%	4.0%	2.8%	1.2%
Sometimes	229	226	321	76	140	46	79	91	111	76	26	25	186	137	9	61	41	57	116	17	145	62
	12.8%	12.3%	14.2%	11.6%	12.4%	14.4%	14.2%	10.1%	12.4%	11.2%	13.3%	14.6%	11.8%	10.7%	20.5%	14.8%	10.8%	9.7%	14.6%	13.7%	12.6%	12.0%
Usually	435	469	589	161	303	86	151	223	236	169	53	43	412	355	5	103	73	166	216	20	300	140
	24.3%	25.6%	26.0%	24.6%	26.7%	26.9%	27.1%	24.6%	26.5%	24.9%	27.0%	25.1%	26.1%	27.7%	11.4%	24.9%	19.2%	28.3%	27.2%	16.1%	26.0%	27.0%
Always	1,097	1,093	1,293	396	668	184	304	575	525	417	113	101	940	759	29	238	259	357	435	82	675	310
	61.3%	59.6%	57.1%	60.6%	59.0%	57.5%	54.6%	63.5%	58.9%	61.4%	57.7%	59.1%	59.5%	59.2%	65.9%	57.6%	68.2%	60.8%	54.8%	66.1%	58.6%	59.8%
Significantly different from column:*	■		■				H	G									RS	QS	QR			
Usually or Always	1,532	1,562	1,882	557	971	270	455	798	761	586	166	144	1,352	1,114	34	341	332	523	651	102	975	450
	85.6%	85.2%	83.2%	85.2%	85.7%	84.4%	81.7%	88.2%	85.3%	86.3%	84.7%	84.2%	85.6%	86.9%	77.3%	82.6%	87.4%	89.1%	82.0%	82.3%	84.6%	86.9%
Significantly different from column:*	■		■				H	G						P		N	S	S	QR			

NA - Not Applicable

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

State OHP

CAHPS® 5.0H Adult Medicaid 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 <u>check-up or routine care</u> at a doctor's office or clinic?

Base: All respondents

	2018 CSS Average	2019	2018	Gender (Q48) Male	Female	Age (Q47) 18 to 34	35 to 54	55 or more	Education (Q49) HS grad or less	Some college	College grad or more	Hispanic (Q50) Hispanic	Not Hispanic	Race (Q51) White	African-American	Other	Health Status (Q36) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,307	4,794	6,090	1,969	2,684	994	1,321	2,323	2,402	1,594	586	541	4,012	3,296	122	1,081	1,451	1,571	1,582	1,175	2,706	795
Number missing or multiple answer	69	61	0	22	39	13	8	39	37	18	3	12	47	42	2	13	14	19	26	10	17	8
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,238	4,733	6,090	1,947	2,645	981	1,313	2,284	2,365	1,576	583	529	3,965	3,254	120	1,068	1,437	1,552	1,556	1,165	2,689	787
	98.4%	98.7%	100.0%	98.9%	98.5%	98.7%	99.4%	98.3%	98.5%	98.9%	99.5%	97.8%	98.8%	98.7%	98.4%	98.8%	99.0%	98.8%	98.4%	99.1%	99.4%	99.0%
Yes	3,057	3,326	4,307	1,252	1,993	590	958	1,686	1,644	1,145	407	338	2,836	2,310	92	749	857	1,094	1,253	203	2,317	738
	72.1%	70.3%	70.7%	64.3%	75.3%	60.1%	73.0%	73.8%	69.5%	72.7%	69.8%	63.9%	71.5%	71.0%	76.7%	70.1%	59.6%	70.5%	80.5%	17.4%	86.2%	93.8%
No	1,181	1,407	1,783	695	652	391	355	598	721	431	176	191	1,129	944	28	319	580	458	303	962	372	49
	27.9%	29.7%	29.3%	35.7%	24.7%	39.9%	27.0%	26.2%	30.5%	27.3%	30.2%	36.1%	28.5%	29.0%	23.3%	29.9%	40.4%	29.5%	19.5%	82.6%	13.8%	6.2%
Significantly different from column:*				E	D	GH	F	F	J	I		M	L				RS	QS	QR	UV	TV	TU

NA - Not Applicable

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

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 6

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

Base: All respondents who made an appointment for a check-up or routine care (Q5)

	2018 CSS Average	2019	2018	Gender (Q48) Male	Female	Age (Q47) 18 to 34	35 to 54	55 or more	Education (Q49) HS grad or less	Some college	College grad or more	Hispanic (Q50) Hispanic	Not Hispanic	Race (Q51) White	African-American	Other	Health Status (Q36) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	3,057	3,326	3,861	1,252	1,993	590	958	1,686	1,644	1,145	407	338	2,836	2,310	92	749	857	1,094	1,253	203	2,317	738
Number missing or multiple answer	102	102	0	44	56	11	29	60	56	26	14	11	84	68	1	26	32	37	29	9	80	8
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,955	3,224	3,861	1,208	1,937	579	929	1,626	1,588	1,119	393	327	2,752	2,242	91	723	825	1,057	1,224	194	2,237	730
	96.7%	96.9%	100.0%	96.5%	97.2%	98.1%	97.0%	96.4%	96.6%	97.7%	96.6%	96.7%	97.0%	97.1%	98.9%	96.5%	96.3%	96.6%	97.7%	95.6%	96.5%	98.9%
Never	69	102	123	48	50	19	35	44	55	29	12	7	89	69	1	25	33	27	37	30	60	9
	2.3%	3.2%	3.2%	4.0%	2.6%	3.3%	3.8%	2.7%	3.5%	2.6%	3.1%	2.1%	3.2%	3.1%	1.1%	3.5%	4.0%	2.6%	3.0%	15.5%	2.7%	1.2%
Sometimes	519	540	729	197	327	141	163	219	260	185	72	76	438	309	18	177	158	154	207	47	394	91
	17.6%	16.7%	18.9%	16.3%	16.9%	24.4%	17.5%	13.5%	16.4%	16.5%	18.3%	23.2%	15.9%	13.8%	19.8%	24.5%	19.2%	14.6%	16.9%	24.2%	17.6%	12.5%
Usually	690	909	1,096	327	565	165	276	446	445	322	111	92	787	659	21	190	192	310	381	31	632	229
	23.4%	28.2%	28.4%	27.1%	29.2%	28.5%	29.7%	27.4%	28.0%	28.8%	28.2%	28.1%	28.6%	29.4%	23.1%	26.3%	23.3%	29.3%	31.1%	16.0%	28.3%	31.4%
Always	1,677	1,673	1,913	636	995	254	455	917	828	583	198	152	1,438	1,205	51	331	442	566	599	86	1,151	401
	56.8%	51.9%	49.5%	52.6%	51.4%	43.9%	49.0%	56.4%	52.1%	52.1%	50.4%	46.5%	52.3%	53.7%	56.0%	45.8%	53.6%	53.5%	48.9%	44.3%	51.5%	54.9%
Significantly different from column:*		AC				H	H	FG					M	L		P		N		S	S	QR	V		T
Usually or Always	2,367	2,582	3,009	963	1,560	419	731	1,363	1,273	905	309	244	2,225	1,864	72	521	634	876	980	117	1,783	630
	80.1%	80.1%	77.9%	79.7%	80.5%	72.4%	78.7%	83.8%	80.2%	80.9%	78.6%	74.6%	80.9%	83.1%	79.1%	72.1%	76.8%	82.9%	80.1%	60.3%	79.7%	86.3%
Significantly different from column:*		C				GH	FH	FG					M	L	P		N		R	Q		UV	TV	TU

NA - Not Applicable

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State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 7

In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

Base: All respondents

	2018 CSS Average	2019	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,307	4,794	6,050	1,969	2,684	994	1,321	2,323	2,402	1,594	586	541	4,012	3,296	122	1,081	1,451	1,571	1,582	1,175	2,706	795
Number missing or multiple answer	122	118	0	42	69	19	25	66	59	37	8	18	89	75	2	28	29	37	40	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,185	4,676	6,050	1,927	2,615	975	1,296	2,257	2,343	1,557	578	523	3,923	3,221	120	1,053	1,422	1,534	1,542	1,175	2,706	795
	97.2%	97.5%	100.0%	97.9%	97.4%	98.1%	98.1%	97.2%	97.5%	97.7%	98.6%	96.7%	97.8%	97.7%	98.4%	97.4%	98.0%	97.6%	97.5%	100.0%	100.0%	100.0%
None	992	1,175	1,505	592	539	317	307	505	629	336	147	181	924	780	23	272	485	383	254	1,175	0	0
	23.7%	25.1%	24.9%	30.7%	20.6%	32.5%	23.7%	22.4%	26.8%	21.6%	25.4%	34.6%	23.6%	24.2%	19.2%	25.8%	34.1%	25.0%	16.5%	100.0%	0.0%	0.0%
1 time	759	864	1,188	385	457	178	248	414	435	280	117	93	735	618	21	181	366	277	194	0	864	0
	18.1%	18.5%	19.6%	20.0%	17.5%	18.3%	19.1%	18.3%	18.6%	18.0%	20.2%	17.8%	18.7%	19.2%	17.5%	17.2%	25.7%	18.1%	12.6%	0.0%	31.9%	0.0%
2	801	852	1,078	332	499	172	226	433	448	283	91	90	717	579	28	201	251	300	273	0	852	0
	19.1%	18.2%	17.8%	17.2%	19.1%	17.6%	17.4%	19.2%	19.1%	18.2%	15.7%	17.2%	18.3%	18.0%	23.3%	19.1%	17.7%	19.6%	17.7%	0.0%	31.5%	0.0%
3	582	598	739	222	358	116	162	298	298	210	63	54	514	400	16	143	130	202	240	0	598	0
	13.9%	12.8%	12.2%	11.5%	13.7%	11.9%	12.5%	13.2%	12.7%	13.5%	10.9%	10.3%	13.1%	12.4%	13.3%	13.6%	9.1%	13.2%	15.6%	0.0%	22.1%	0.0%
4	335	392	527	130	250	64	116	195	191	135	47	41	329	283	14	69	73	143	160	0	392	0
	8.0%	8.4%	8.7%	6.7%	9.6%	6.6%	9.0%	8.6%	8.2%	8.7%	8.1%	7.8%	8.4%	8.8%	11.7%	6.6%	5.1%	9.3%	10.4%	0.0%	14.5%	0.0%
5 to 9	486	536	678	191	338	85	153	290	237	214	70	44	479	380	15	125	89	165	270	0	0	536
	11.6%	11.5%	11.2%	9.9%	12.9%	8.7%	11.8%	12.8%	10.1%	13.7%	12.1%	8.4%	12.2%	11.8%	12.5%	11.9%	6.3%	10.8%	17.5%	0.0%	0.0%	67.4%
10 or more times	230	259	335	75	174	43	84	122	105	99	43	20	225	181	3	62	28	64	151	0	0	259
	5.5%	5.5%	5.5%	3.9%	6.7%	4.4%	6.5%	5.4%	4.5%	6.4%	7.4%	3.8%	5.7%	5.6%	2.5%	5.9%	2.0%	4.2%	9.8%	0.0%	0.0%	32.6%
5 or more times	716	795	1,013	266	512	128	237	412	342	313	113	64	704	561	18	187	117	229	421	0	0	795
	17.1%	17.0%	16.7%	13.8%	19.6%	13.1%	18.3%	18.3%	14.6%	20.1%	19.6%	12.2%	17.9%	17.4%	15.0%	17.8%	8.2%	14.9%	27.3%	0.0%	0.0%	100.0%
Significantly different from column:*				E	D	GH	F	F	JK	I	I	M	L				RS	QS	QR	V	V	TU

NA - Not Applicable

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State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 8

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

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2018 CSS Average	2019	2018	Gender (Q48) Male	Gender (Q48) Female	Age (Q47) 18 to 34	Age (Q47) 35 to 54	Age (Q47) 55 or more	Education (Q49) HS grad or less	Education (Q49) Some college	Education (Q49) College grad or more	Hispanic (Q50) Hispanic	Hispanic (Q50) Not Hispanic	Race (Q51) White	Race (Q51) African-American	Race (Q51) Other	Health Status (Q36) Excellent or Very good	Health Status (Q36) Good	Health Status (Q36) Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	Doctor Visits in Last 6 Months (Q7) 1 to 4	Doctor Visits in Last 6 Months (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	3,193	3,501	4,411	1,335	2,076	658	989	1,752	1,714	1,221	431	342	2,999	2,441	97	781	937	1,151	1,288	0	2,706	795
Number missing or multiple answer	48	40	0	13	27	2	13	24	27	9	3	6	30	29	1	7	14	9	15	0	32	8
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,145	3,461	4,411	1,322	2,049	656	976	1,728	1,687	1,212	428	336	2,969	2,412	96	774	923	1,142	1,273	0	2,674	787
	98.5%	98.9%	100.0%	99.0%	98.7%	99.7%	98.7%	98.6%	98.4%	99.3%	99.3%	98.2%	99.0%	98.8%	99.0%	99.1%	98.5%	99.2%	98.8%	---	98.8%	99.0%
Yes	2,370	2,590	3,318	1,015	1,515	452	718	1,355	1,255	913	336	250	2,239	1,816	74	586	660	862	981	0	1,931	659
	75.4%	74.8%	75.2%	76.8%	73.9%	68.9%	73.6%	78.4%	74.4%	75.3%	78.5%	74.4%	75.4%	75.3%	77.1%	75.7%	71.5%	75.5%	77.1%	---	72.2%	83.7%
No	775	871	1,093	307	534	204	258	373	432	299	92	86	730	596	22	188	263	280	292	0	743	128
	24.6%	25.2%	24.8%	23.2%	26.1%	31.1%	26.4%	21.6%	25.6%	24.7%	21.5%	25.6%	24.6%	24.7%	22.9%	24.3%	28.5%	24.5%	22.9%	---	27.8%	16.3%
Significantly different from column:*						GH	FH	FG									RS	Q	Q		V	U

NA - Not Applicable

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State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 9

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

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2018 CSS Average	2019	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	3,193	3,501	4,400	1,335	2,076	658	989	1,752	1,714	1,221	431	342	2,999	2,441	97	781	937	1,151	1,288	0	2,706	795
Number missing or multiple answer	62	33	0	9	23	3	10	18	21	7	1	4	23	21	0	8	10	8	15	0	29	4
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,131	3,468	4,400	1,326	2,053	655	979	1,734	1,693	1,214	430	338	2,976	2,420	97	773	927	1,143	1,273	0	2,677	791
	98.1%	99.1%	100.0%	99.3%	98.9%	99.5%	99.0%	99.0%	98.8%	99.4%	99.8%	98.8%	99.2%	99.1%	100.0%	99.0%	98.9%	99.3%	98.8%	---	98.9%	99.5%
Yes	1,442	1,900	2,309	692	1,170	316	545	997	867	738	236	157	1,677	1,362	50	409	392	612	831	0	1,322	578
	46.1%	54.8%	52.5%	52.2%	57.0%	48.2%	55.7%	57.5%	51.2%	60.8%	54.9%	46.4%	56.4%	56.3%	51.5%	52.9%	42.3%	53.5%	65.3%	---	49.4%	73.1%
No	1,689	1,568	2,091	634	883	339	434	737	826	476	194	181	1,299	1,058	47	364	535	531	442	0	1,355	213
	53.9%	45.2%	47.5%	47.8%	43.0%	51.8%	44.3%	42.5%	48.8%	39.2%	45.1%	53.6%	43.6%	43.7%	48.5%	47.1%	57.7%	46.5%	34.7%	---	50.6%	26.9%
Significantly different from column:*		AC		E	D	GH	F	F	J	IK	J	M	L				RS	QS	QR		V	U

NA - Not Applicable

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State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 10

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

Base: All respondents who went to a doctor's office/clinic to get care and whose doctor talked about starting/stopping medication (Q7 & Q9)

	2018 CSS Average	2019	2018	Gender (Q48) Male	Female	Age (Q47) 18 to 34	35 to 54	55 or more	Education (Q49) HS grad or less	Some college	College grad or more	Hispanic (Q50) Hispanic	Not Hispanic	Race (Q51) White	African-American	Other	Health Status (Q36) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,442	1,900	2,248	692	1,170	316	545	997	867	738	236	157	1,677	1,362	50	409	392	612	831	0	1,322	578
Number missing or multiple answer	17	13	0	4	9	1	3	9	7	4	2	1	12	11	0	2	2	1	10	0	10	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,425	1,887	2,248	688	1,161	315	542	988	860	734	234	156	1,665	1,351	50	407	390	611	821	0	1,312	575
	98.8%	99.3%	100.0%	99.4%	99.2%	99.7%	99.4%	99.1%	99.2%	99.5%	99.2%	99.4%	99.3%	99.2%	100.0%	99.5%	99.5%	99.8%	98.8%	---	99.2%	99.5%
Yes	1,315	1,783	2,093	656	1,090	311	521	912	805	697	225	148	1,573	1,288	49	373	374	578	770	0	1,231	552
	92.3%	94.5%	93.1%	95.3%	93.9%	98.7%	96.1%	92.3%	93.6%	95.0%	96.2%	94.9%	94.5%	95.3%	98.0%	91.6%	95.9%	94.6%	93.8%	---	93.8%	96.0%
No	110	104	155	32	71	4	21	76	55	37	9	8	92	63	1	34	16	33	51	0	81	23
	7.7%	5.5%	6.9%	4.7%	6.1%	1.3%	3.9%	7.7%	6.4%	5.0%	3.8%	5.1%	5.5%	4.7%	2.0%	8.4%	4.1%	5.4%	6.2%	---	6.2%	4.0%
Significantly different from column:*	■	A	■			GH	FH	FG						P		N						

NA - Not Applicable

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State OHP

CAHPS® 5.0H Adult Medicaid 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 <u>not</u> want to take a medicine?

Base: All respondents who went to a doctor's office/clinic to get care and whose doctor talked about starting/stopping medication (Q7 & Q9)

	2018 CSS Average	2019	2018	Gender (Q48) Male	Gender (Q48) Female	Age (Q47) 18 to 34	Age (Q47) 35 to 54	Age (Q47) 55 or more	Education (Q49) HS grad or less	Education (Q49) Some college	Education (Q49) College grad or more	Hispanic (Q50) Hispanic	Hispanic (Q50) Not Hispanic	Race (Q51) White	Race (Q51) African-American	Race (Q51) Other	Health Status (Q36) Excellent or Very good	Health Status (Q36) Good	Health Status (Q36) Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	Doctor Visits in Last 6 Months (Q7) 1 to 4	Doctor Visits in Last 6 Months (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,442	1,900	2,244	692	1,170	316	545	997	867	738	236	157	1,677	1,362	50	409	392	612	831	0	1,322	578
Number missing or multiple answer	16	23	0	7	16	2	6	14	12	8	2	1	22	13	2	8	2	4	15	0	15	8
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,426	1,877	2,244	685	1,154	314	539	983	855	730	234	156	1,655	1,349	48	401	390	608	816	0	1,307	570
	98.9%	98.8%	100.0%	99.0%	98.6%	99.4%	98.9%	98.6%	98.6%	98.9%	99.2%	99.4%	98.7%	99.0%	96.0%	98.0%	99.5%	99.3%	98.2%	---	98.9%	98.6%
Yes	958	1,453	1,652	516	907	249	425	748	633	582	194	122	1,278	1,045	38	307	318	472	615	0	979	474
	67.2%	77.4%	73.6%	75.3%	78.6%	79.3%	78.8%	76.1%	74.0%	79.7%	82.9%	78.2%	77.2%	77.5%	79.2%	76.6%	81.5%	77.6%	75.4%	---	74.9%	83.2%
No	468	424	592	169	247	65	114	235	222	148	40	34	377	304	10	94	72	136	201	0	328	96
	32.8%	22.6%	26.4%	24.7%	21.4%	20.7%	21.2%	23.9%	26.0%	20.3%	17.1%	21.8%	22.8%	22.5%	20.8%	23.4%	18.5%	22.4%	24.6%	---	25.1%	16.8%
Significantly different from column:*		AC							JK	I	I						S		Q		V	U

NA - Not Applicable

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

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 12

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

Base: All respondents who went to a doctor's office/clinic to get care and whose doctor talked about starting/stopping medication (Q7 & Q9)

	2018 CSS Average	2019	2018	Gender (Q48) Male	Gender (Q48) Female	Age (Q47) 18 to 34	Age (Q47) 35 to 54	Age (Q47) 55 or more	Education (Q49) HS grad or less	Education (Q49) Some college	Education (Q49) College grad or more	Hispanic (Q50) Hispanic	Hispanic (Q50) Not Hispanic	Race (Q51) White	Race (Q51) African-American	Race (Q51) Other	Health Status (Q36) Excellent or Very good	Health Status (Q36) Good	Health Status (Q36) Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	Doctor Visits in Last 6 Months (Q7) 1 to 4	Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,442	**1,900**	2,236	692	1,170	316	545	997	867	738	236	157	1,677	1,362	50	409	392	612	831	0	1,322	578
Number missing or multiple answer	19	**23**	0	5	16	3	4	14	10	7	5	2	20	17	0	5	2	5	15	0	13	10
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,423	**1,877**	2,236	687	1,154	313	541	983	857	731	231	155	1,657	1,345	50	404	390	607	816	0	1,309	568
	98.7%	**98.8%**	100.0%	99.3%	98.6%	99.1%	99.3%	98.6%	98.8%	99.1%	97.9%	98.7%	98.8%	98.8%	100.0%	98.8%	99.5%	99.2%	98.2%	---	99.0%	98.3%
Yes	1,110	**1,463**	1,712	527	908	255	412	766	667	558	198	126	1,286	1,058	38	304	318	488	610	0	1,006	457
	78.0%	**77.9%**	76.6%	76.7%	78.7%	81.5%	76.2%	77.9%	77.8%	76.3%	85.7%	81.3%	77.6%	78.7%	76.0%	75.2%	81.5%	80.4%	74.8%	---	76.9%	80.5%
No	313	**414**	524	160	246	58	129	217	190	173	33	29	371	287	12	100	72	119	206	0	303	111
	22.0%	**22.1%**	23.4%	23.3%	21.3%	18.5%	23.8%	22.1%	22.2%	23.7%	14.3%	18.7%	22.4%	21.3%	24.0%	24.8%	18.5%	19.6%	25.2%	---	23.1%	19.5%
Significantly different from column:*									K	K	IJ						S	S	QR			

NA - Not Applicable

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

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 13

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

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2018 CSS Average	2019	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	3,193	3,501	4,391	1,335	2,076	658	989	1,752	1,714	1,221	431	342	2,999	2,441	97	781	937	1,151	1,288	0	2,706	795
Number missing or multiple answer	44	39	0	12	23	4	9	21	21	8	3	2	29	22	0	10	8	13	13	0	32	7
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,149	3,462	4,391	1,323	2,053	654	980	1,731	1,693	1,213	428	340	2,970	2,419	97	771	929	1,138	1,275	0	2,674	788
	98.6%	98.9%	100.0%	99.1%	98.9%	99.4%	99.1%	98.8%	98.8%	99.3%	99.3%	99.4%	99.0%	99.1%	100.0%	98.7%	99.1%	98.9%	99.0%	---	98.8%	99.1%
0 Worst health care possible	21	22	21	8	12	1	10	9	8	9	2	2	18	13	0	7	4	6	8	0	18	4
	0.7%	0.6%	0.5%	0.6%	0.6%	0.2%	1.0%	0.5%	0.5%	0.7%	0.5%	0.6%	0.6%	0.5%	0.0%	0.9%	0.4%	0.5%	0.6%	---	0.7%	0.5%
1	10	17	16	6	11	1	10	6	7	9	0	1	15	11	0	5	3	3	10	0	16	1
	0.3%	0.5%	0.4%	0.5%	0.5%	0.2%	1.0%	0.3%	0.4%	0.7%	0.0%	0.3%	0.5%	0.5%	0.0%	0.6%	0.3%	0.3%	0.8%	---	0.6%	0.1%
2	13	34	40	21	11	6	14	12	20	10	2	2	28	21	1	10	9	6	17	0	26	8
	0.4%	1.0%	0.9%	1.6%	0.5%	0.9%	1.4%	0.7%	1.2%	0.8%	0.5%	0.6%	0.9%	0.9%	1.0%	1.3%	1.0%	0.5%	1.3%	---	1.0%	1.0%
3	36	59	69	17	40	10	23	25	27	25	6	3	52	46	1	11	10	21	27	0	46	13
	1.1%	1.7%	1.6%	1.3%	1.9%	1.5%	2.3%	1.4%	1.6%	2.1%	1.4%	0.9%	1.8%	1.9%	1.0%	1.4%	1.1%	1.8%	2.1%	---	1.7%	1.6%
4	44	66	96	22	43	16	21	28	35	27	2	4	61	47	3	15	11	19	35	0	55	11
	1.4%	1.9%	2.2%	1.7%	2.1%	2.4%	2.1%	1.6%	2.1%	2.2%	0.5%	1.2%	2.1%	1.9%	3.1%	1.9%	1.2%	1.7%	2.7%	---	2.1%	1.4%
5	183	217	240	65	147	28	67	116	105	72	29	18	187	148	3	55	36	70	102	0	167	50
	5.8%	6.3%	5.5%	4.9%	7.2%	4.3%	6.8%	6.7%	6.2%	5.9%	6.8%	5.3%	6.3%	6.1%	3.1%	7.1%	3.9%	6.2%	8.0%	---	6.2%	6.3%
6	160	199	256	85	110	45	66	81	92	72	29	15	177	132	3	56	45	58	88	0	146	53
	5.1%	5.7%	5.8%	6.4%	5.4%	6.9%	6.7%	4.7%	5.4%	5.9%	6.8%	4.4%	6.0%	5.5%	3.1%	7.3%	4.8%	5.1%	6.9%	---	5.5%	6.7%
7	344	396	515	156	227	90	126	166	165	161	53	44	334	260	10	107	94	129	155	0	293	103
	10.9%	11.4%	11.7%	11.8%	11.1%	13.8%	12.9%	9.6%	9.7%	13.3%	12.4%	12.9%	11.2%	10.7%	10.3%	13.9%	10.1%	11.3%	12.2%	---	11.0%	13.1%
8	658	706	1,002	293	398	144	206	340	330	251	107	52	630	515	18	144	168	260	259	0	547	159
	20.9%	20.4%	22.8%	22.1%	19.4%	22.0%	21.0%	19.6%	19.5%	20.7%	25.0%	15.3%	21.2%	21.3%	18.6%	18.7%	18.1%	22.8%	20.3%	---	20.5%	20.2%
9	460	557	743	209	335	112	146	285	251	198	86	60	479	399	13	114	157	202	182	0	438	119
	14.6%	16.1%	16.9%	15.8%	16.3%	17.1%	14.9%	16.5%	14.8%	16.3%	20.1%	17.6%	16.1%	16.5%	13.4%	14.8%	16.9%	17.8%	14.3%	---	16.4%	15.1%
10 Best health care possible	1,220	1,189	1,393	441	719	201	291	663	653	379	112	139	989	827	45	247	392	364	392	0	922	267
	38.7%	34.3%	31.7%	33.3%	35.0%	30.7%	29.7%	38.3%	38.6%	31.2%	26.2%	40.9%	33.3%	34.2%	46.4%	32.0%	42.2%	32.0%	30.7%	---	34.5%	33.9%

NA - Not Applicable

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 13

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

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2018 CSS Average	2019	2018	Gender (Q48) Male	Female	Age (Q47) 18 to 34	35 to 54	55 or more	Education (Q49) HS grad or less	Some college	College grad or more	Hispanic (Q50) Hispanic	Not Hispanic	Race (Q51) White	African-American	Other	Health Status (Q36) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	3,193	**3,501**	4,391	1,335	2,076	658	989	1,752	1,714	1,221	431	342	2,999	2,441	97	781	937	1,151	1,288	0	2,706	795
Number missing or multiple answer	44	**39**	0	12	23	4	9	21	21	8	3	2	29	22	0	10	8	13	13	0	32	7
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,149	**3,462**	4,391	1,323	2,053	654	980	1,731	1,693	1,213	428	340	2,970	2,419	97	771	929	1,138	1,275	0	2,674	788
	98.6%	**98.9%**	100.0%	99.1%	98.9%	99.4%	99.1%	98.8%	98.8%	99.3%	99.3%	99.4%	99.0%	99.1%	100.0%	98.7%	99.1%	98.9%	99.0%	---	98.8%	99.1%
0 to 4	124	**198**	242	74	117	34	78	80	97	80	12	12	174	138	5	48	37	55	97	0	161	37
	3.9%	**5.7%**	5.5%	5.6%	5.7%	5.2%	8.0%	4.6%	5.7%	6.6%	2.8%	3.5%	5.9%	5.7%	5.2%	6.2%	4.0%	4.8%	7.6%	---	6.0%	4.7%
5	183	**217**	240	65	147	28	67	116	105	72	29	18	187	148	3	55	36	70	102	0	167	50
	5.8%	**6.3%**	5.5%	4.9%	7.2%	4.3%	6.8%	6.7%	6.2%	5.9%	6.8%	5.3%	6.3%	6.1%	3.1%	7.1%	3.9%	6.2%	8.0%	---	6.2%	6.3%
6 or 7	504	**595**	771	241	337	135	192	247	257	233	82	59	511	392	13	163	139	187	243	0	439	156
	16.0%	**17.2%**	17.6%	18.2%	16.4%	20.6%	19.6%	14.3%	15.2%	19.2%	19.2%	17.4%	17.2%	16.2%	13.4%	21.1%	15.0%	16.4%	19.1%	---	16.4%	19.8%
8 to 10	2,338	**2,452**	3,138	943	1,452	457	643	1,288	1,234	828	305	251	2,098	1,741	76	505	717	826	833	0	1,907	545
	74.2%	**70.8%**	71.5%	71.3%	70.7%	69.9%	65.6%	74.4%	72.9%	68.3%	71.3%	73.8%	70.6%	72.0%	78.4%	65.5%	77.2%	72.6%	65.3%	---	71.3%	69.2%
Significantly different from column:*	■	A	■			H	H	FG	J	I					P	P	NO	RS	QS	QR		
0 to 6	467	**614**	738	224	374	107	211	277	294	224	70	45	538	418	11	159	118	183	287	0	474	140
	14.8%	**17.7%**	16.8%	16.9%	18.2%	16.4%	21.5%	16.0%	17.4%	18.5%	16.4%	13.2%	18.1%	17.3%	11.3%	20.6%	12.7%	16.1%	22.5%	---	17.7%	17.8%
7 to 8	1,002	**1,102**	1,517	449	625	234	332	506	495	412	160	96	964	775	28	251	262	389	414	0	840	262
	31.8%	**31.8%**	34.5%	33.9%	30.4%	35.8%	33.9%	29.2%	29.2%	34.0%	37.4%	28.2%	32.5%	32.0%	28.9%	32.6%	28.2%	34.2%	32.5%	---	31.4%	33.2%
9 to 10	1,680	**1,746**	2,136	650	1,054	313	437	948	904	577	198	199	1,468	1,226	58	361	549	566	574	0	1,360	386
	53.4%	**50.4%**	48.6%	49.1%	51.3%	47.9%	44.6%	54.8%	53.4%	47.6%	46.3%	58.5%	49.4%	50.7%	59.8%	46.8%	59.1%	49.7%	45.0%	---	50.9%	49.0%
Significantly different from column:*	■	A	■			H	H	FG	JK	I	I	M	L		P	O	RS	QS	QR		

NA - Not Applicable

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

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 14

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

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2018 CSS Average	2019	2018	Gender (Q48) Male	Gender (Q48) Female	Age (Q47) 18 to 34	Age (Q47) 35 to 54	Age (Q47) 55 or more	Education (Q49) HS grad or less	Education (Q49) Some college	Education (Q49) College grad or more	Hispanic (Q50) Hispanic	Hispanic (Q50) Not Hispanic	Race (Q51) White	Race (Q51) African-American	Race (Q51) Other	Health Status (Q36) Excellent or Very good	Health Status (Q36) Good	Health Status (Q36) Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	Doctor Visits in Last 6 Months (Q7) 1 to 4	Doctor Visits in Last 6 Months (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	3,193	3,501	4,397	1,335	2,076	658	989	1,752	1,714	1,221	431	342	2,999	2,441	97	781	937	1,151	1,288	0	2,706	795
Number missing or multiple answer	52	32	0	13	19	5	12	14	25	5	0	4	26	24	1	5	7	9	13	0	21	11
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,141	3,469	4,397	1,322	2,057	653	977	1,738	1,689	1,216	431	338	2,973	2,417	96	776	930	1,142	1,275	0	2,685	784
	98.4%	99.1%	100.0%	99.0%	99.1%	99.2%	98.8%	99.2%	98.5%	99.6%	100.0%	98.8%	99.1%	99.0%	99.0%	99.4%	99.3%	99.2%	99.0%	---	99.2%	98.6%
Never	53	80	93	32	42	11	35	29	30	31	11	7	67	55	1	18	22	20	29	0	63	17
	1.7%	2.3%	2.1%	2.4%	2.0%	1.7%	3.6%	1.7%	1.8%	2.5%	2.6%	2.1%	2.3%	2.3%	1.0%	2.3%	2.4%	1.8%	2.3%	---	2.3%	2.2%
Sometimes	388	435	661	159	260	81	158	178	190	172	54	47	364	270	10	126	82	125	207	0	328	107
	12.4%	12.5%	15.0%	12.0%	12.6%	12.4%	16.2%	10.2%	11.2%	14.1%	12.5%	13.9%	12.2%	11.2%	10.4%	16.2%	8.8%	10.9%	16.2%	---	12.2%	13.6%
Usually	915	1,137	1,416	396	720	245	332	534	544	399	160	113	978	801	15	275	264	410	428	0	857	280
	29.1%	32.8%	32.2%	30.0%	35.0%	37.5%	34.0%	30.7%	32.2%	32.8%	37.1%	33.4%	32.9%	33.1%	15.6%	35.4%	28.4%	35.9%	33.6%	---	31.9%	35.7%
Always	1,785	1,817	2,227	735	1,035	316	452	997	925	614	206	171	1,564	1,291	70	357	562	587	611	0	1,437	380
	56.8%	52.4%	50.6%	55.6%	50.3%	48.4%	46.3%	57.4%	54.8%	50.5%	47.8%	50.6%	52.6%	53.4%	72.9%	46.0%	60.4%	51.4%	47.9%	---	53.5%	48.5%
Significantly different from column:*		A		E	D	H	H	FG	JK	I	I			OP	NP	NO	RS	Q	Q		V	U
Usually or Always	2,700	2,954	3,643	1,131	1,755	561	784	1,531	1,469	1,013	366	284	2,542	2,092	85	632	826	997	1,039	0	2,294	660
	86.0%	85.2%	82.9%	85.6%	85.3%	85.9%	80.2%	88.1%	87.0%	83.3%	84.9%	84.0%	85.5%	86.6%	88.5%	81.4%	88.8%	87.3%	81.5%	---	85.4%	84.2%
Significantly different from column:*		C				G	FH	G	J	I				P		N	S	S	QR			

NA - Not Applicable

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

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 15

A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

Base: All respondents

	2018 CSS Average	2019	2018	Gender (Q48) Male	Gender (Q48) Female	Age (Q47) 18 to 34	Age (Q47) 35 to 54	Age (Q47) 55 or more	Education (Q49) HS grad or less	Education (Q49) Some college	Education (Q49) College grad or more	Hispanic (Q50) Hispanic	Hispanic (Q50) Not Hispanic	Race (Q51) White	Race (Q51) African-American	Race (Q51) Other	Health Status (Q36) Excellent or Very good	Health Status (Q36) Good	Health Status (Q36) Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	Doctor Visits in Last 6 Months (Q7) 1 to 4	Doctor Visits in Last 6 Months (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,307	4,794	6,087	1,969	2,684	994	1,321	2,323	2,402	1,594	586	541	4,012	3,296	122	1,081	1,451	1,571	1,582	1,175	2,706	795
Number missing or multiple answer	63	56	0	25	26	10	10	29	22	21	4	3	45	39	0	11	17	13	20	11	22	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,244	4,738	6,087	1,944	2,658	984	1,311	2,294	2,380	1,573	582	538	3,967	3,257	122	1,070	1,434	1,558	1,562	1,164	2,684	793
	98.5%	98.8%	100.0%	98.7%	99.0%	99.0%	99.2%	98.8%	99.1%	98.7%	99.3%	99.4%	98.9%	98.8%	100.0%	99.0%	98.8%	99.2%	98.7%	99.1%	99.2%	99.7%
Yes	3,506	3,960	5,037	1,534	2,319	737	1,085	2,017	1,991	1,332	476	412	3,357	2,766	110	859	1,128	1,306	1,379	720	2,416	746
	82.6%	83.6%	82.8%	78.9%	87.2%	74.9%	82.8%	87.9%	83.7%	84.7%	81.8%	76.6%	84.6%	84.9%	90.2%	80.3%	78.7%	83.8%	88.3%	61.9%	90.0%	94.1%
No	738	778	1,050	410	339	247	226	277	389	241	106	126	610	491	12	211	306	252	183	444	268	47
	17.4%	16.4%	17.2%	21.1%	12.8%	25.1%	17.2%	12.1%	16.3%	15.3%	18.2%	23.4%	15.4%	15.1%	9.8%	19.7%	21.3%	16.2%	11.7%	38.1%	10.0%	5.9%
Significantly different from column:*				E	D	GH	FH	FG				M	L	P	P	NO	RS	QS	QR	UV	TV	TU

NA - Not Applicable

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

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 16

In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

Base: All respondents who have a personal doctor (Q15)

	2018 CSS Average	2019	2018	Gender (Q48) Male	Female	Age (Q47) 18 to 34	35 to 54	55 or more	Education (Q49) HS grad or less	Some college	College grad or more	Hispanic (Q50) Hispanic	Not Hispanic	Race (Q51) White	African-American	Other	Health Status (Q36) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	3,506	3,960	4,763	1,534	2,319	737	1,085	2,017	1,991	1,332	476	412	3,357	2,766	110	859	1,128	1,306	1,379	720	2,416	746
Number missing or multiple answer	101	107	0	41	64	10	32	63	71	31	1	8	90	73	1	27	23	40	33	26	48	13
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,405	3,853	4,763	1,493	2,255	727	1,053	1,954	1,920	1,301	475	404	3,267	2,693	109	832	1,105	1,266	1,346	694	2,368	733
	97.1%	97.3%	100.0%	97.3%	97.2%	98.6%	97.1%	96.9%	96.4%	97.7%	99.8%	98.1%	97.3%	97.4%	99.1%	96.9%	98.0%	96.9%	97.6%	96.4%	98.0%	98.3%
None	636	789	954	352	413	219	208	332	385	266	104	89	663	552	21	163	339	259	165	532	216	35
	18.7%	20.5%	20.0%	23.6%	18.3%	30.1%	19.8%	17.0%	20.1%	20.4%	21.9%	22.0%	20.3%	20.5%	19.3%	19.6%	30.7%	20.5%	12.3%	76.7%	9.1%	4.8%
1 time	852	1,037	1,325	444	571	203	271	540	520	347	135	106	885	756	30	204	365	373	272	93	861	73
	25.0%	26.9%	27.8%	29.7%	25.3%	27.9%	25.7%	27.6%	27.1%	26.7%	28.4%	26.2%	27.1%	28.1%	27.5%	24.5%	33.0%	29.5%	20.2%	13.4%	36.4%	10.0%
2	803	832	1,026	297	515	127	214	470	409	285	106	80	714	579	20	186	200	270	334	35	680	99
	23.6%	21.6%	21.5%	19.9%	22.8%	17.5%	20.3%	24.1%	21.3%	21.9%	22.3%	19.8%	21.9%	21.5%	18.3%	22.4%	18.1%	21.3%	24.8%	5.0%	28.7%	13.5%
3	461	482	573	170	302	67	148	257	249	166	55	48	420	335	16	112	83	156	228	18	360	96
	13.5%	12.5%	12.0%	11.4%	13.4%	9.2%	14.1%	13.2%	13.0%	12.8%	11.6%	11.9%	12.9%	12.4%	14.7%	13.5%	7.5%	12.3%	16.9%	2.6%	15.2%	13.1%
4	252	306	388	96	198	46	82	160	159	95	30	45	237	207	7	65	52	103	134	8	198	94
	7.4%	7.9%	8.1%	6.4%	8.8%	6.3%	7.8%	8.2%	8.3%	7.3%	6.3%	11.1%	7.3%	7.7%	6.4%	7.8%	4.7%	8.1%	10.0%	1.2%	8.4%	12.8%
5 to 9	320	315	397	111	192	53	98	152	158	106	36	26	271	201	12	83	55	83	163	3	45	260
	9.4%	8.2%	8.3%	7.4%	8.5%	7.3%	9.3%	7.8%	8.2%	8.1%	7.6%	6.4%	8.3%	7.5%	11.0%	10.0%	5.0%	6.6%	12.1%	0.4%	1.9%	35.5%
10 or more times	81	92	100	23	64	12	32	43	40	36	9	10	77	63	3	19	11	22	50	5	8	76
	2.4%	2.4%	2.1%	1.5%	2.8%	1.7%	3.0%	2.2%	2.1%	2.8%	1.9%	2.5%	2.4%	2.3%	2.8%	2.3%	1.0%	1.7%	3.7%	0.7%	0.3%	10.4%
5 or more times	401	407	497	134	256	65	130	195	198	142	45	36	348	264	15	102	66	105	213	8	53	336
	11.8%	10.6%	10.4%	9.0%	11.4%	8.9%	12.3%	10.0%	10.3%	10.9%	9.5%	8.9%	10.7%	9.8%	13.8%	12.3%	6.0%	8.3%	15.8%	1.2%	2.2%	45.8%
Significantly different from column:*				E	D	G	FH	G						P		N	RS	QS	QR	V	V	TU

NA - Not Applicable

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State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 17

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q15 & Q16)

	2018 CSS Average	2019	2018	Gender (Q48) Male	Gender (Q48) Female	Age (Q47) 18 to 34	Age (Q47) 35 to 54	Age (Q47) 55 or more	Education (Q49) HS grad or less	Education (Q49) Some college	Education (Q49) College grad or more	Hispanic (Q50) Hispanic	Hispanic (Q50) Not Hispanic	Race (Q51) White	Race (Q51) African-American	Race (Q51) Other	Health Status (Q36) Excellent or Very good	Health Status (Q36) Good	Health Status (Q36) Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	Doctor Visits in Last 6 Months (Q7) 1 to 4	Doctor Visits in Last 6 Months (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,769	3,064	3,795	1,141	1,842	508	845	1,622	1,535	1,035	371	315	2,604	2,141	88	669	766	1,007	1,181	162	2,152	698
Number missing or multiple answer	19	20	0	6	14	2	5	13	9	8	1	5	14	8	2	7	4	4	10	4	10	5
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,750	3,044	3,795	1,135	1,828	506	840	1,609	1,526	1,027	370	310	2,590	2,133	86	662	762	1,003	1,171	158	2,142	693
	99.3%	99.3%	100.0%	99.5%	99.2%	99.6%	99.4%	99.2%	99.4%	99.2%	99.7%	98.4%	99.5%	99.6%	97.7%	99.0%	99.5%	99.6%	99.2%	97.5%	99.5%	99.3%
Never	36	34	41	15	18	4	17	12	15	12	5	0	33	29	1	3	8	10	14	7	17	9
	1.3%	1.1%	1.1%	1.3%	1.0%	0.8%	2.0%	0.7%	1.0%	1.2%	1.4%	0.0%	1.3%	1.4%	1.2%	0.5%	1.0%	1.0%	1.2%	4.4%	0.8%	1.3%
Sometimes	198	171	246	60	104	18	56	88	93	57	12	31	128	109	5	45	21	45	90	11	119	37
	7.2%	5.6%	6.5%	5.3%	5.7%	3.6%	6.7%	5.5%	6.1%	5.6%	3.2%	10.0%	4.9%	5.1%	5.8%	6.8%	2.8%	4.5%	7.7%	7.0%	5.6%	5.3%
Usually	466	619	787	229	378	98	194	313	325	202	71	74	524	431	3	153	98	225	280	25	425	155
	16.9%	20.3%	20.7%	20.2%	20.7%	19.4%	23.1%	19.5%	21.3%	19.7%	19.2%	23.9%	20.2%	20.2%	3.5%	23.1%	12.9%	22.4%	23.9%	15.8%	19.8%	22.4%
Always	2,050	2,220	2,721	831	1,328	386	573	1,196	1,093	756	282	205	1,905	1,564	77	461	635	723	787	115	1,581	492
	74.5%	72.9%	71.7%	73.2%	72.6%	76.3%	68.2%	74.3%	71.6%	73.6%	76.2%	66.1%	73.6%	73.3%	89.5%	69.6%	83.3%	72.1%	67.2%	72.8%	73.8%	71.0%
Significantly different from column:*						G	FH	G				M	L	O	NP	O	RS	QS	QR			
Usually or Always	2,516	2,839	3,508	1,060	1,706	484	767	1,509	1,418	958	353	279	2,429	1,995	80	614	733	948	1,067	140	2,006	647
	91.5%	93.3%	92.4%	93.4%	93.3%	95.7%	91.3%	93.8%	92.9%	93.3%	95.4%	90.0%	93.8%	93.5%	93.0%	92.7%	96.2%	94.5%	91.1%	88.6%	93.7%	93.4%
Significantly different from column:*		A				G	FH	G				M	L				S	S	QR	UV	T	T

NA - Not Applicable

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State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 18

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q15 & Q16)

| | 2018 CSS Average | 2019 | 2018 | Gender (Q48) | | Age (Q47) | | | Education (Q49) | | | Hispanic (Q50) | | Race (Q51) | | | Health Status (Q36) | | | Doctor Visits in Last 6 Months (Q7) | | |
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,769	3,064	3,791	1,141	1,842	508	845	1,622	1,535	1,035	371	315	2,604	2,141	88	669	766	1,007	1,181	162	2,152	698
Number missing or multiple answer	19	19	0	6	13	2	8	9	7	5	5	2	16	11	0	6	6	4	8	2	13	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,750	3,045	3,791	1,135	1,829	506	837	1,613	1,528	1,030	366	313	2,588	2,130	88	663	760	1,003	1,173	160	2,139	695
	99.3%	99.4%	100.0%	99.5%	99.3%	99.6%	99.1%	99.4%	99.5%	99.5%	98.7%	99.4%	99.4%	99.5%	100.0%	99.1%	99.2%	99.6%	99.3%	98.8%	99.4%	99.6%
Never	31	43	69	14	28	7	18	17	19	17	5	3	38	31	1	10	5	14	21	5	25	12
	1.1%	1.4%	1.8%	1.2%	1.5%	1.4%	2.2%	1.1%	1.2%	1.7%	1.4%	1.0%	1.5%	1.5%	1.1%	1.5%	0.7%	1.4%	1.8%	3.1%	1.2%	1.7%
Sometimes	190	196	293	70	114	25	57	101	89	71	21	23	158	136	2	41	25	59	97	18	128	46
	6.9%	6.4%	7.7%	6.2%	6.2%	4.9%	6.8%	6.3%	5.8%	6.9%	5.7%	7.3%	6.1%	6.4%	2.3%	6.2%	3.3%	5.9%	8.3%	11.3%	6.0%	6.6%
Usually	424	608	740	220	377	93	194	309	289	220	83	63	528	435	9	141	108	206	277	23	414	156
	15.4%	20.0%	19.5%	19.4%	20.6%	18.4%	23.2%	19.2%	18.9%	21.4%	22.7%	20.1%	20.4%	20.4%	10.2%	21.3%	14.2%	20.5%	23.6%	14.4%	19.4%	22.4%
Always	2,105	2,198	2,689	831	1,310	381	568	1,186	1,131	722	257	224	1,864	1,528	76	471	622	724	778	114	1,572	481
	76.5%	72.2%	70.9%	73.2%	71.6%	75.3%	67.9%	73.5%	74.0%	70.1%	70.2%	71.6%	72.0%	71.7%	86.4%	71.0%	81.8%	72.2%	66.3%	71.3%	73.5%	69.2%
Significantly different from column:*		A				G	FH	G	J	I					O	NP	O	RS	QS	QR		V	U
Usually or Always	2,529	2,806	3,429	1,051	1,687	474	762	1,495	1,420	942	340	287	2,392	1,963	85	612	730	930	1,055	137	1,986	637
	92.0%	92.2%	90.5%	92.6%	92.2%	93.7%	91.0%	92.7%	92.9%	91.5%	92.9%	91.7%	92.4%	92.2%	96.6%	92.3%	96.1%	92.7%	89.9%	85.6%	92.8%	91.7%
Significantly different from column:*		C															RS	QS	QR	UV	T	T

NA - Not Applicable

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State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 19

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q15 & Q16)

	2018 CSS Average	2019	2018	Gender (Q48) Male	Gender (Q48) Female	Age (Q47) 18 to 34	Age (Q47) 35 to 54	Age (Q47) 55 or more	Education (Q49) HS grad or less	Education (Q49) Some college	Education (Q49) College grad or more	Hispanic (Q50) Hispanic	Hispanic (Q50) Not Hispanic	Race (Q51) White	Race (Q51) African-American	Race (Q51) Other	Health Status (Q36) Excellent or Very good	Health Status (Q36) Good	Health Status (Q36) Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	Doctor Visits in Last 6 Months (Q7) 1 to 4	Doctor Visits in Last 6 Months (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,769	3,064	3,791	1,141	1,842	508	845	1,622	1,535	1,035	371	315	2,604	2,141	88	669	766	1,007	1,181	162	2,152	698
Number missing or multiple answer	20	13	0	4	9	1	4	8	8	3	2	1	12	8	0	4	2	4	7	2	7	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,749	3,051	3,791	1,137	1,833	507	841	1,614	1,527	1,032	369	314	2,592	2,133	88	665	764	1,003	1,174	160	2,145	695
	99.3%	99.6%	100.0%	99.6%	99.5%	99.8%	99.5%	99.5%	99.5%	99.7%	99.5%	99.7%	99.5%	99.6%	100.0%	99.4%	99.7%	99.6%	99.4%	98.8%	99.7%	99.6%
Never	36	48	71	16	30	5	22	19	20	20	5	5	41	36	0	10	6	16	22	5	29	13
	1.3%	1.6%	1.9%	1.4%	1.6%	1.0%	2.6%	1.2%	1.3%	1.9%	1.4%	1.6%	1.6%	1.7%	0.0%	1.5%	0.8%	1.6%	1.9%	3.1%	1.4%	1.9%
Sometimes	144	171	231	69	94	20	45	96	73	70	19	17	146	120	3	35	20	48	91	11	112	44
	5.2%	5.6%	6.1%	6.1%	5.1%	3.9%	5.4%	5.9%	4.8%	6.8%	5.1%	5.4%	5.6%	5.6%	3.4%	5.3%	2.6%	4.8%	7.8%	6.9%	5.2%	6.3%
Usually	361	472	618	173	288	69	141	251	235	165	56	44	410	334	7	113	86	158	212	24	329	108
	13.1%	15.5%	16.3%	15.2%	15.7%	13.6%	16.8%	15.6%	15.4%	16.0%	15.2%	14.0%	15.8%	15.7%	8.0%	17.0%	11.3%	15.8%	18.1%	15.0%	15.3%	15.5%
Always	2,208	2,360	2,871	879	1,421	413	633	1,248	1,199	777	289	248	1,995	1,643	78	507	652	781	849	120	1,675	530
	80.3%	77.4%	75.7%	77.3%	77.5%	81.5%	75.3%	77.3%	78.5%	75.3%	78.3%	79.0%	77.0%	77.0%	88.6%	76.2%	85.3%	77.9%	72.3%	75.0%	78.1%	76.3%
Significantly different from column:*		A				GH	F	F						O	NP	O	RS	QS	QR			
Usually or Always	2,569	2,832	3,489	1,052	1,709	482	774	1,499	1,434	942	345	292	2,405	1,977	85	620	738	939	1,061	144	2,004	638
	93.5%	92.8%	92.0%	92.5%	93.2%	95.1%	92.0%	92.9%	93.9%	91.3%	93.5%	93.0%	92.8%	92.7%	96.6%	93.2%	96.6%	93.6%	90.4%	90.0%	93.4%	91.8%
Significantly different from column:*						G	F		J	I							RS	QS	QR			

NA - Not Applicable

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

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 20

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q15 & Q16)

	2018 CSS Average	2019	2018	Gender (Q48) Male	Gender (Q48) Female	Age (Q47) 18 to 34	Age (Q47) 35 to 54	Age (Q47) 55 or more	Education (Q49) HS grad or less	Education (Q49) Some college	Education (Q49) College grad or more	Hispanic (Q50) Hispanic	Hispanic (Q50) Not Hispanic	Race (Q51) White	Race (Q51) African-American	Race (Q51) Other	Health Status (Q36) Excellent or Very good	Health Status (Q36) Good	Health Status (Q36) Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	Doctor Visits in Last 6 Months (Q7) 1 to 4	Doctor Visits in Last 6 Months (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,769	3,064	3,794	1,141	1,842	508	845	1,622	1,535	1,035	371	315	2,604	2,141	88	669	766	1,007	1,181	162	2,152	698
Number missing or multiple answer	20	23	0	9	14	2	5	15	11	8	1	4	18	16	0	5	5	8	9	3	15	4
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,749	3,041	3,794	1,132	1,828	506	840	1,607	1,524	1,027	370	311	2,586	2,125	88	664	761	999	1,172	159	2,137	694
	99.3%	99.2%	100.0%	99.2%	99.2%	99.6%	99.4%	99.1%	99.3%	99.2%	99.7%	98.7%	99.3%	99.3%	100.0%	99.3%	99.3%	99.2%	99.2%	98.1%	99.3%	99.4%
Never	55	57	99	18	39	7	26	24	22	22	11	1	54	48	2	7	11	19	25	4	35	17
	2.0%	1.9%	2.6%	1.6%	2.1%	1.4%	3.1%	1.5%	1.4%	2.1%	3.0%	0.3%	2.1%	2.3%	2.3%	1.1%	1.4%	1.9%	2.1%	2.5%	1.6%	2.4%
Sometimes	241	245	345	99	135	50	70	112	124	83	23	37	191	159	3	64	39	75	116	18	167	56
	8.8%	8.1%	9.1%	8.7%	7.4%	9.9%	8.3%	7.0%	8.1%	8.1%	6.2%	11.9%	7.4%	7.5%	3.4%	9.6%	5.1%	7.5%	9.9%	11.3%	7.8%	8.1%
Usually	577	702	909	259	423	108	213	360	340	239	98	77	599	481	14	169	128	252	294	30	489	165
	21.0%	23.1%	24.0%	22.9%	23.1%	21.3%	25.4%	22.4%	22.3%	23.3%	26.5%	24.8%	23.2%	22.6%	15.9%	25.5%	16.8%	25.2%	25.1%	18.9%	22.9%	23.8%
Always	1,876	2,037	2,441	756	1,231	341	531	1,111	1,038	683	238	196	1,742	1,437	69	424	583	653	737	107	1,446	456
	68.2%	67.0%	64.3%	66.8%	67.3%	67.4%	63.2%	69.1%	68.1%	66.5%	64.3%	63.0%	67.4%	67.6%	78.4%	63.9%	76.6%	65.4%	62.9%	67.3%	67.7%	65.7%
Significantly different from column:*		C						H	G						O	NP	O	RS	Q	Q		
Usually or Always	2,453	2,739	3,350	1,015	1,654	449	744	1,471	1,378	922	336	273	2,341	1,918	83	593	711	905	1,031	137	1,935	621
	89.2%	90.1%	88.3%	89.7%	90.5%	88.7%	88.6%	91.5%	90.4%	89.8%	90.8%	87.8%	90.5%	90.3%	94.3%	89.3%	93.4%	90.6%	88.0%	86.2%	90.5%	89.5%
Significantly different from column:*		C						H	G									RS	Q	Q		

NA - Not Applicable

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

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 21

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q15 & Q16)

	2018 CSS Average	2019	2018	Gender (Q48) Male	Gender (Q48) Female	Age (Q47) 18 to 34	Age (Q47) 35 to 54	Age (Q47) 55 or more	Education (Q49) HS grad or less	Education (Q49) Some college	Education (Q49) College grad or more	Hispanic (Q50) Hispanic	Hispanic (Q50) Not Hispanic	Race (Q51) White	Race (Q51) African-American	Race (Q51) Other	Health Status (Q36) Excellent or Very good	Health Status (Q36) Good	Health Status (Q36) Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	Doctor Visits in Last 6 Months (Q7) 1 to 4	Doctor Visits in Last 6 Months (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,769	3,064	3,764	1,141	1,842	508	845	1,622	1,535	1,035	371	315	2,604	2,141	88	669	766	1,007	1,181	162	2,152	698
Number missing or multiple answer	64	28	0	6	21	3	7	16	19	4	2	6	21	16	2	6	6	7	14	2	19	6
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,705	3,036	3,764	1,135	1,821	505	838	1,606	1,516	1,031	369	309	2,583	2,125	86	663	760	1,000	1,167	160	2,133	692
	97.7%	99.1%	100.0%	99.5%	98.9%	99.4%	99.2%	99.0%	98.8%	99.6%	99.5%	98.1%	99.2%	99.3%	97.7%	99.1%	99.2%	99.3%	98.8%	98.8%	99.1%	99.1%
Yes	1,590	1,921	2,359	657	1,212	295	531	1,038	916	685	247	180	1,656	1,361	38	428	391	613	842	51	1,242	589
	58.8%	63.3%	62.7%	57.9%	66.6%	58.4%	63.4%	64.6%	60.4%	66.4%	66.9%	58.3%	64.1%	64.0%	44.2%	64.6%	51.4%	61.3%	72.2%	31.9%	58.2%	85.1%
No	1,115	1,115	1,405	478	609	210	307	568	600	346	122	129	927	764	48	235	369	387	325	109	891	103
	41.2%	36.7%	37.3%	42.1%	33.4%	41.6%	36.6%	35.4%	39.6%	33.6%	33.1%	41.7%	35.9%	36.0%	55.8%	35.4%	48.6%	38.7%	27.8%	68.1%	41.8%	14.9%
Significantly different from column:*		A		E	D	H		F	JK	I	I	M	L	O	NP	O	RS	QS	QR	UV	TV	TU

NA - Not Applicable

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

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 22

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

Base: All respondents who have a personal doctor, visited their personal doctor, and got care from another health provider besides their personal doctor (Q15, Q16, & Q21)

	2018 CSS Average	2019	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,590	1,921	2,283	657	1,212	295	531	1,038	916	685	247	180	1,656	1,361	38	428	391	613	842	51	1,242	589
Number missing or multiple answer	43	46	0	14	30	4	11	29	19	15	8	4	35	31	0	11	15	10	19	2	27	13
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,547	1,875	2,283	643	1,182	291	520	1,009	897	670	239	176	1,621	1,330	38	417	376	603	823	49	1,215	576
	97.3%	97.6%	100.0%	97.9%	97.5%	98.6%	97.9%	97.2%	97.9%	97.8%	96.8%	97.8%	97.9%	97.7%	100.0%	97.4%	96.2%	98.4%	97.7%	96.1%	97.8%	97.8%
Never	75	88	131	29	57	24	23	39	27	43	16	8	78	64	0	20	19	23	42	2	60	23
	4.8%	4.7%	5.7%	4.5%	4.8%	8.2%	4.4%	3.9%	3.0%	6.4%	6.7%	4.5%	4.8%	4.8%	0.0%	4.8%	5.1%	3.8%	5.1%	4.1%	4.9%	4.0%
Sometimes	186	240	300	80	155	36	90	108	110	82	40	27	201	164	1	57	33	70	127	4	140	93
	12.0%	12.8%	13.1%	12.4%	13.1%	12.4%	17.3%	10.7%	12.3%	12.2%	16.7%	15.3%	12.4%	12.3%	2.6%	13.7%	8.8%	11.6%	15.4%	8.2%	11.5%	16.1%
Usually	396	539	655	190	337	94	151	280	253	206	61	46	474	386	11	119	97	200	225	14	356	162
	25.6%	28.7%	28.7%	29.5%	28.5%	32.3%	29.0%	27.8%	28.2%	30.7%	25.5%	26.1%	29.2%	29.0%	28.9%	28.5%	25.8%	33.2%	27.3%	28.6%	29.3%	28.1%
Always	890	1,008	1,197	344	633	137	256	582	507	339	122	95	868	716	26	221	227	310	429	29	659	298
	57.5%	53.8%	52.4%	53.5%	53.6%	47.1%	49.2%	57.7%	56.5%	50.6%	51.0%	54.0%	53.5%	53.8%	68.4%	53.0%	60.4%	51.4%	52.1%	59.2%	54.2%	51.7%
Significantly different from column:*		A				H	H	FG	J	I							RS	Q	Q			
Usually or Always	1,286	1,547	1,852	534	970	231	407	862	760	545	183	141	1,342	1,102	37	340	324	510	654	43	1,015	460
	83.1%	82.5%	81.1%	83.0%	82.1%	79.4%	78.3%	85.4%	84.7%	81.3%	76.6%	80.1%	82.8%	82.9%	97.4%	81.5%	86.2%	84.6%	79.5%	87.8%	83.5%	79.9%
Significantly different from column:*						H	H	FG	K		I			O	NP	O	S	S	QR			

NA - Not Applicable

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State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 23

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 personal doctor?

Base: All respondents who have a personal doctor (Q15)

	2018 CSS Average	2019	2018	Gender (Q48) Male	Female	Age (Q47) 18 to 34	35 to 54	55 or more	Education (Q49) HS grad or less	Some college	College grad or more	Hispanic (Q50) Hispanic	Not Hispanic	Race (Q51) White	African-American	Other	Health Status (Q36) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	3,506	3,960	4,708	1,534	2,319	737	1,085	2,017	1,991	1,332	476	412	3,357	2,766	110	859	1,128	1,306	1,379	720	2,416	746
Number missing or multiple answer	137	129	0	48	77	24	26	74	72	40	11	15	107	87	2	31	45	36	38	53	53	15
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,369	3,831	4,708	1,486	2,242	713	1,059	1,943	1,919	1,292	465	397	3,250	2,679	108	828	1,083	1,270	1,341	667	2,363	731
	96.1%	96.7%	100.0%	96.9%	96.7%	96.7%	97.6%	96.3%	96.4%	97.0%	97.7%	96.4%	96.8%	96.9%	98.2%	96.4%	96.0%	97.2%	97.2%	92.6%	97.8%	98.0%
0 Worst personal doctor possible	29	27	41	10	15	3	10	12	14	8	2	2	22	18	0	5	3	11	11	9	13	4
	0.9%	0.7%	0.9%	0.7%	0.7%	0.4%	0.9%	0.6%	0.7%	0.6%	0.4%	0.5%	0.7%	0.7%	0.0%	0.6%	0.3%	0.9%	0.8%	1.3%	0.6%	0.5%
1	15	21	32	6	15	5	7	9	5	14	2	1	20	18	0	3	2	6	12	2	13	6
	0.4%	0.5%	0.7%	0.4%	0.7%	0.7%	0.7%	0.5%	0.3%	1.1%	0.4%	0.3%	0.6%	0.7%	0.0%	0.4%	0.2%	0.5%	0.9%	0.3%	0.6%	0.8%
2	19	30	40	9	20	2	9	17	15	12	2	2	26	21	0	8	8	8	11	4	21	4
	0.6%	0.8%	0.8%	0.6%	0.9%	0.3%	0.8%	0.9%	0.8%	0.9%	0.4%	0.5%	0.8%	0.8%	0.0%	1.0%	0.7%	0.6%	0.8%	0.6%	0.9%	0.5%
3	34	37	63	14	23	5	13	19	15	17	5	5	31	27	1	7	8	13	13	8	22	7
	1.0%	1.0%	1.3%	0.9%	1.0%	0.7%	1.2%	1.0%	0.8%	1.3%	1.1%	1.3%	1.0%	1.0%	0.9%	0.8%	0.7%	1.0%	1.0%	1.2%	0.9%	1.0%
4	40	67	86	26	40	11	29	26	34	26	6	1	64	51	1	14	9	26	30	12	42	12
	1.2%	1.7%	1.8%	1.7%	1.8%	1.5%	2.7%	1.3%	1.8%	2.0%	1.3%	0.3%	2.0%	1.9%	0.9%	1.7%	0.8%	2.0%	2.2%	1.8%	1.8%	1.6%
5	164	156	226	63	89	23	42	87	73	53	22	17	130	107	4	34	35	52	64	47	72	32
	4.9%	4.1%	4.8%	4.2%	4.0%	3.2%	4.0%	4.5%	3.8%	4.1%	4.7%	4.3%	4.0%	4.0%	3.7%	4.1%	3.2%	4.1%	4.8%	7.0%	3.0%	4.4%
6	132	124	179	43	76	24	45	48	65	38	15	15	102	90	3	23	25	37	57	27	74	20
	3.9%	3.2%	3.8%	2.9%	3.4%	3.4%	4.2%	2.5%	3.4%	2.9%	3.2%	3.8%	3.1%	3.4%	2.8%	2.8%	2.3%	2.9%	4.3%	4.0%	3.1%	2.7%
7	246	299	381	124	163	74	94	119	139	99	47	24	260	218	6	61	75	103	108	65	165	64
	7.3%	7.8%	8.1%	8.3%	7.3%	10.4%	8.9%	6.1%	7.2%	7.7%	10.1%	6.0%	8.0%	8.1%	5.6%	7.4%	6.9%	8.1%	8.1%	9.7%	7.0%	8.8%
8	488	662	753	280	362	143	195	305	296	237	104	61	570	459	13	151	166	244	231	127	420	106
	14.5%	17.3%	16.0%	18.8%	16.1%	20.1%	18.4%	15.7%	15.4%	18.3%	22.4%	15.4%	17.5%	17.1%	12.0%	18.2%	15.3%	19.2%	17.2%	19.0%	17.8%	14.5%
9	557	687	883	289	387	142	176	356	319	250	97	62	604	489	16	149	199	239	235	112	425	144
	16.5%	17.9%	18.8%	19.4%	17.3%	19.9%	16.6%	18.3%	16.6%	19.3%	20.9%	15.6%	18.6%	18.3%	14.8%	18.0%	18.4%	18.8%	17.5%	16.8%	18.0%	19.7%
10 Best personal doctor possible	1,645	1,721	2,024	622	1,052	281	439	945	944	538	163	207	1,421	1,181	64	373	553	531	569	254	1,096	332
	48.8%	44.9%	43.0%	41.9%	46.9%	39.4%	41.5%	48.6%	49.2%	41.6%	35.1%	52.1%	43.7%	44.1%	59.3%	45.0%	51.1%	41.8%	42.4%	38.1%	46.4%	45.4%

NA - Not Applicable

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 23

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 personal doctor?

Base: All respondents who have a personal doctor (Q15)

	2018 CSS Average	2019	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	3,506	3,960	4,708	1,534	2,319	737	1,085	2,017	1,991	1,332	476	412	3,357	2,766	110	859	1,128	1,306	1,379	720	2,416	746
Number missing or multiple answer	137	129	0	48	77	24	26	74	72	40	11	15	107	87	2	31	45	36	38	53	53	15
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,369	3,831	4,708	1,486	2,242	713	1,059	1,943	1,919	1,292	465	397	3,250	2,679	108	828	1,083	1,270	1,341	667	2,363	731
	96.1%	96.7%	100.0%	96.9%	96.7%	96.7%	97.6%	96.3%	96.4%	97.0%	97.7%	96.4%	96.8%	96.9%	98.2%	96.4%	96.0%	97.2%	97.2%	92.6%	97.8%	98.0%
0 to 4	137	182	262	65	113	26	68	83	83	77	17	11	163	135	2	37	30	64	77	35	111	33
	4.1%	4.8%	5.6%	4.4%	5.0%	3.6%	6.4%	4.3%	4.3%	6.0%	3.7%	2.8%	5.0%	5.0%	1.9%	4.5%	2.8%	5.0%	5.7%	5.2%	4.7%	4.5%
5	164	156	226	63	89	23	42	87	73	53	22	17	130	107	4	34	35	52	64	47	72	32
	4.9%	4.1%	4.8%	4.2%	4.0%	3.2%	4.0%	4.5%	3.8%	4.1%	4.7%	4.3%	4.0%	4.0%	3.7%	4.1%	3.2%	4.1%	4.8%	7.0%	3.0%	4.4%
6 or 7	378	423	560	167	239	98	139	167	204	137	62	39	362	308	9	84	100	140	165	92	239	84
	11.2%	11.0%	11.9%	11.2%	10.7%	13.7%	13.1%	8.6%	10.6%	10.6%	13.3%	9.8%	11.1%	11.5%	8.3%	10.1%	9.2%	11.0%	12.3%	13.8%	10.1%	11.5%
8 to 10	2,690	3,070	3,660	1,191	1,801	566	810	1,606	1,559	1,025	364	330	2,595	2,129	93	673	918	1,014	1,035	493	1,941	582
	79.8%	80.1%	77.7%	80.1%	80.3%	79.4%	76.5%	82.7%	81.2%	79.3%	78.3%	83.1%	79.8%	79.5%	86.1%	81.3%	84.8%	79.8%	77.2%	73.9%	82.1%	79.6%
Significantly different from column:*		C					H	G									RS	Q	Q	UV	T	T
0 to 6	433	462	667	171	278	73	155	218	221	168	54	43	395	332	9	94	90	153	198	109	257	85
	12.9%	12.1%	14.2%	11.5%	12.4%	10.2%	14.6%	11.2%	11.5%	13.0%	11.6%	10.8%	12.2%	12.4%	8.3%	11.4%	8.3%	12.0%	14.8%	16.3%	10.9%	11.6%
7 to 8	734	961	1,134	404	525	217	289	424	435	336	151	85	830	677	19	212	241	347	339	192	585	170
	21.8%	25.1%	24.1%	27.2%	23.4%	30.4%	27.3%	21.8%	22.7%	26.0%	32.5%	21.4%	25.5%	25.3%	17.6%	25.6%	22.3%	27.3%	25.3%	28.8%	24.8%	23.3%
9 to 10	2,202	2,408	2,907	911	1,439	423	615	1,301	1,263	788	260	269	2,025	1,670	80	522	752	770	804	366	1,521	476
	65.4%	62.9%	61.7%	61.3%	64.2%	59.3%	58.1%	67.0%	65.8%	61.0%	55.9%	67.8%	62.3%	62.3%	74.1%	63.0%	69.4%	60.6%	60.0%	54.9%	64.4%	65.1%
Significantly different from column:*		A				H	H	FG	JK	I	I	M	L	O	NP	O	RS	Q	Q	UV	T	T

NA - Not Applicable

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

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 24

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

Base: All respondents

	2018 CSS Average	2019	2018	Gender (Q48) Male	Gender (Q48) Female	Age (Q47) 18 to 34	Age (Q47) 35 to 54	Age (Q47) 55 or more	Education (Q49) HS grad or less	Education (Q49) Some college	Education (Q49) College grad or more	Hispanic (Q50) Hispanic	Hispanic (Q50) Not Hispanic	Race (Q51) White	Race (Q51) African-American	Race (Q51) Other	Health Status (Q36) Excellent or Very good	Health Status (Q36) Good	Health Status (Q36) Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	Doctor Visits in Last 6 Months (Q7) 1 to 4	Doctor Visits in Last 6 Months (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,307	4,794	6,087	1,969	2,684	994	1,321	2,323	2,402	1,594	586	541	4,012	3,296	122	1,081	1,451	1,571	1,582	1,175	2,706	795
Number missing or multiple answer	68	34	0	11	19	4	7	18	17	5	4	4	20	18	3	6	7	7	16	7	14	8
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,239	4,760	6,087	1,958	2,665	990	1,314	2,305	2,385	1,589	582	537	3,992	3,278	119	1,075	1,444	1,564	1,566	1,168	2,692	787
	98.4%	99.3%	100.0%	99.4%	99.3%	99.6%	99.5%	99.2%	99.3%	99.7%	99.3%	99.3%	99.5%	99.5%	97.5%	99.4%	99.5%	99.6%	99.0%	99.4%	99.5%	99.0%
Yes	1,835	2,079	2,525	769	1,270	275	603	1,153	967	787	262	167	1,836	1,494	54	446	405	680	919	121	1,276	623
	43.3%	43.7%	41.5%	39.3%	47.7%	27.8%	45.9%	50.0%	40.5%	49.5%	45.0%	31.1%	46.0%	45.6%	45.4%	41.5%	28.0%	43.5%	58.7%	10.4%	47.4%	79.2%
No	2,404	2,681	3,562	1,189	1,395	715	711	1,152	1,418	802	320	370	2,156	1,784	65	629	1,039	884	647	1,047	1,416	164
	56.7%	56.3%	58.5%	60.7%	52.3%	72.2%	54.1%	50.0%	59.5%	50.5%	55.0%	68.9%	54.0%	54.4%	54.6%	58.5%	72.0%	56.5%	41.3%	89.6%	52.6%	20.8%
Significantly different from column:*	■	C	■	E	D	GH	FH	FG	JK	I	I	M	L	P		N	RS	QS	QR	UV	TV	TU

NA - Not Applicable

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

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 25

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

Base: All respondents who made an appointment to see a specialist (Q24)

	2018 CSS Average	2019	2018	Gender (Q48) Male	Female	Age (Q47) 18 to 34	35 to 54	55 or more	Education (Q49) HS grad or less	Some college	College grad or more	Hispanic (Q50) Hispanic	Not Hispanic	Race (Q51) White	African-American	Other	Health Status (Q36) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,835	2,079	2,442	769	1,270	275	603	1,153	967	787	262	167	1,836	1,494	54	446	405	680	919	121	1,276	623
Number missing or multiple answer	42	23	0	10	11	2	7	12	13	5	3	2	18	15	0	6	3	7	11	2	14	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,793	2,056	2,442	759	1,259	273	596	1,141	954	782	259	165	1,818	1,479	54	440	402	673	908	119	1,262	620
	97.7%	98.9%	100.0%	98.7%	99.1%	99.3%	98.8%	99.0%	98.7%	99.4%	98.9%	98.8%	99.0%	99.0%	100.0%	98.7%	99.3%	99.0%	98.8%	98.3%	98.9%	99.5%
Never	50	114	143	42	70	11	45	55	55	41	17	6	104	77	1	32	23	38	50	15	72	22
	2.8%	5.5%	5.9%	5.5%	5.6%	4.0%	7.6%	4.8%	5.8%	5.2%	6.6%	3.6%	5.7%	5.2%	1.9%	7.3%	5.7%	5.6%	5.5%	12.6%	5.7%	3.5%
Sometimes	297	345	389	122	213	55	120	159	157	123	51	26	305	231	10	89	53	100	178	23	204	110
	16.6%	16.8%	15.9%	16.1%	16.9%	20.1%	20.1%	13.9%	16.5%	15.7%	19.7%	15.8%	16.8%	15.6%	18.5%	20.2%	13.2%	14.9%	19.6%	19.3%	16.2%	17.7%
Usually	481	603	695	219	373	82	165	342	270	237	79	57	527	455	10	118	102	195	286	22	367	198
	26.8%	29.3%	28.5%	28.9%	29.6%	30.0%	27.7%	30.0%	28.3%	30.3%	30.5%	34.5%	29.0%	30.8%	18.5%	26.8%	25.4%	29.0%	31.5%	18.5%	29.1%	31.9%
Always	965	994	1,215	376	603	125	266	585	472	381	112	76	882	716	33	201	224	340	394	59	619	290
	53.8%	48.3%	49.8%	49.5%	47.9%	45.8%	44.6%	51.3%	49.5%	48.7%	43.2%	46.1%	48.5%	48.4%	61.1%	45.7%	55.7%	50.5%	43.4%	49.6%	49.0%	46.8%
Significantly different from column:*		A					H	G							P	O	S	S	QR			
Usually or Always	1,446	1,597	1,910	595	976	207	431	927	742	618	191	133	1,409	1,171	43	319	326	535	680	81	986	488
	80.6%	77.7%	78.2%	78.4%	77.5%	75.8%	72.3%	81.2%	77.8%	79.0%	73.7%	80.6%	77.5%	79.2%	79.6%	72.5%	81.1%	79.5%	74.9%	68.1%	78.1%	78.7%
Significantly different from column:*		A				H	H	FG						P		N	S	S	QR	UV	T	T

NA - Not Applicable

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State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 26

How many specialists have you seen in the last 6 months?

Base: All respondents who made an appointment to see a specialist (Q24)

	2018 CSS Average	2019	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,835	**2,079**	2,441	769	1,270	275	603	1,153	967	787	262	167	1,836	1,494	54	446	405	680	919	121	1,276	623
Number missing or multiple answer	47	**28**	0	14	13	2	9	16	11	12	3	1	24	18	2	6	3	6	15	2	17	4
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,788	**2,051**	2,441	755	1,257	273	594	1,137	956	775	259	166	1,812	1,476	52	440	402	674	904	119	1,259	619
	97.4%	**98.7%**	100.0%	98.2%	99.0%	99.3%	98.5%	98.6%	98.9%	98.5%	98.9%	99.4%	98.7%	98.8%	96.3%	98.7%	99.3%	99.1%	98.4%	98.3%	98.7%	99.4%
None	84	**98**	117	39	57	11	36	48	53	32	10	9	86	68	3	21	19	30	46	16	68	12
	4.7%	**4.8%**	4.8%	5.2%	4.5%	4.0%	6.1%	4.2%	5.5%	4.1%	3.9%	5.4%	4.7%	4.6%	5.8%	4.8%	4.7%	4.5%	5.1%	13.4%	5.4%	1.9%
1 specialist	859	**1,029**	1,246	395	619	168	308	538	490	391	128	82	917	748	27	218	274	364	362	78	756	173
	48.0%	**50.2%**	51.0%	52.3%	49.2%	61.5%	51.9%	47.3%	51.3%	50.5%	49.4%	49.4%	50.6%	50.7%	51.9%	49.5%	68.2%	54.0%	40.0%	65.5%	60.0%	27.9%
2	460	**541**	642	193	337	61	156	307	251	203	68	43	478	396	9	115	76	181	262	14	321	189
	25.7%	**26.4%**	26.3%	25.6%	26.8%	22.3%	26.3%	27.0%	26.3%	26.2%	26.3%	25.9%	26.4%	26.8%	17.3%	26.1%	18.9%	26.9%	29.0%	11.8%	25.5%	30.5%
3	242	**226**	268	77	143	21	56	143	94	89	31	19	197	158	9	51	24	69	124	9	84	126
	13.5%	**11.0%**	11.0%	10.2%	11.4%	7.7%	9.4%	12.6%	9.8%	11.5%	12.0%	11.4%	10.9%	10.7%	17.3%	11.6%	6.0%	10.2%	13.7%	7.6%	6.7%	20.4%
4	84	**76**	102	30	43	6	19	47	34	27	11	7	63	51	1	18	4	14	55	1	16	55
	4.7%	**3.7%**	4.2%	4.0%	3.4%	2.2%	3.2%	4.1%	3.6%	3.5%	4.2%	4.2%	3.5%	3.5%	1.9%	4.1%	1.0%	2.1%	6.1%	0.8%	1.3%	8.9%
5 or more specialists	59	**81**	66	21	58	6	19	54	34	33	11	6	71	55	3	17	5	16	55	1	14	64
	3.3%	**3.9%**	2.7%	2.8%	4.6%	2.2%	3.2%	4.7%	3.6%	4.3%	4.2%	3.6%	3.9%	3.7%	5.8%	3.9%	1.2%	2.4%	6.1%	0.8%	1.1%	10.3%
3 or more specialists	385	**383**	436	128	244	33	94	244	162	149	53	32	331	264	13	86	33	99	234	11	114	245
	21.5%	**18.7%**	17.9%	17.0%	19.4%	12.1%	15.8%	21.5%	16.9%	19.2%	20.5%	19.3%	18.3%	17.9%	25.0%	19.5%	8.2%	14.7%	25.9%	9.2%	9.1%	39.6%
Significantly different from column:*		A				H	H	FG									RS	QS	QR	V	V	TU

NA - Not Applicable

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State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 27

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 who saw a specialist (Q24 & Q26)

| | 2018 CSS Average | 2019 | 2018 | Gender (Q48) | | Age (Q47) | | | Education (Q49) | | | Hispanic (Q50) | | Race (Q51) | | | Health Status (Q36) | | | Doctor Visits in Last 6 Months (Q7) | | |
| | | | | Male | Female | 18 to 34 | 35 to 54 | 55 or more | HS grad or less | Some college | College grad or more | Hispanic | Not Hispanic | White | African-American | Other | Excellent or Very good | Good | Fair or Poor | None | 1 to 4 | 5 or more |
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,704	1,953	2,297	716	1,200	262	558	1,089	903	743	249	157	1,726	1,408	49	419	383	644	858	103	1,191	607
Number missing or multiple answer	15	11	0	4	6	1	2	7	5	3	2	1	9	7	0	2	3	3	4	1	9	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,689	1,942	2,297	712	1,194	261	556	1,082	898	740	247	156	1,717	1,401	49	417	380	641	854	102	1,182	606
	99.1%	99.4%	100.0%	99.4%	99.5%	99.6%	99.6%	99.4%	99.4%	99.6%	99.2%	99.4%	99.5%	99.5%	100.0%	99.5%	99.2%	99.5%	99.5%	99.0%	99.2%	99.8%
0 Worst specialist possible	13	22	17	9	13	2	7	13	10	7	4	3	19	14	0	8	4	3	15	1	10	7
	0.8%	1.1%	0.7%	1.3%	1.1%	0.8%	1.3%	1.2%	1.1%	0.9%	1.6%	1.9%	1.1%	1.0%	0.0%	1.9%	1.1%	0.5%	1.8%	1.0%	0.8%	1.2%
1	5	15	10	7	7	0	11	3	5	7	2	1	13	11	0	3	1	5	8	0	11	4
	0.3%	0.8%	0.4%	1.0%	0.6%	0.0%	2.0%	0.3%	0.6%	0.9%	0.8%	0.6%	0.8%	0.8%	0.0%	0.7%	0.3%	0.8%	0.9%	0.0%	0.9%	0.7%
2	12	12	19	4	8	1	3	8	7	3	1	1	11	10	0	2	2	2	8	1	7	4
	0.7%	0.6%	0.8%	0.6%	0.7%	0.4%	0.5%	0.7%	0.8%	0.4%	0.4%	0.6%	0.6%	0.7%	0.0%	0.5%	0.5%	0.3%	0.9%	1.0%	0.6%	0.7%
3	18	26	26	10	15	1	9	15	10	8	7	0	25	21	2	2	3	6	16	1	18	7
	1.1%	1.3%	1.1%	1.4%	1.3%	0.4%	1.6%	1.4%	1.1%	1.1%	2.8%	0.0%	1.5%	1.5%	4.1%	0.5%	0.8%	0.9%	1.9%	1.0%	1.5%	1.2%
4	23	24	42	8	16	2	11	11	10	9	5	4	20	18	1	4	6	6	12	2	20	2
	1.4%	1.2%	1.8%	1.1%	1.3%	0.8%	2.0%	1.0%	1.1%	1.2%	2.0%	2.6%	1.2%	1.3%	2.0%	1.0%	1.6%	0.9%	1.4%	2.0%	1.7%	0.3%
5	57	85	97	34	49	15	22	45	40	36	6	11	70	55	0	24	10	20	51	4	41	36
	3.4%	4.4%	4.2%	4.8%	4.1%	5.7%	4.0%	4.2%	4.5%	4.9%	2.4%	7.1%	4.1%	3.9%	0.0%	5.8%	2.6%	3.1%	6.0%	3.9%	3.5%	5.9%
6	65	74	90	28	46	10	25	37	31	32	10	5	68	57	0	17	7	23	41	3	45	25
	3.8%	3.8%	3.9%	3.9%	3.9%	3.8%	4.5%	3.4%	3.5%	4.3%	4.0%	3.2%	4.0%	4.1%	0.0%	4.1%	1.8%	3.6%	4.8%	2.9%	3.8%	4.1%
7	120	141	168	57	81	19	48	69	65	59	14	10	125	98	3	36	24	41	67	8	84	46
	7.1%	7.3%	7.3%	8.0%	6.8%	7.3%	8.6%	6.4%	7.2%	8.0%	5.7%	6.4%	7.3%	7.0%	6.1%	8.6%	6.3%	6.4%	7.8%	7.8%	7.1%	7.6%
8	290	314	383	103	200	51	96	156	135	120	43	22	277	226	7	65	47	121	131	18	178	108
	17.2%	16.2%	16.7%	14.5%	16.8%	19.5%	17.3%	14.4%	15.0%	16.2%	17.4%	14.1%	16.1%	16.1%	14.3%	15.6%	12.4%	18.9%	15.3%	17.6%	15.1%	17.8%
9	283	403	416	164	230	50	105	239	174	151	63	27	361	306	8	72	75	139	178	14	240	140
	16.8%	20.8%	18.1%	23.0%	19.3%	19.2%	18.9%	22.1%	19.4%	20.4%	25.5%	17.3%	21.0%	21.8%	16.3%	17.3%	19.7%	21.7%	20.8%	13.7%	20.3%	23.1%
10 Best specialist possible	803	826	1,029	288	529	110	219	486	411	308	92	72	728	585	28	184	201	275	327	50	528	227
	47.5%	42.5%	44.8%	40.4%	44.3%	42.1%	39.4%	44.9%	45.8%	41.6%	37.2%	46.2%	42.4%	41.8%	57.1%	44.1%	52.9%	42.9%	38.3%	49.0%	44.7%	37.5%

NA - Not Applicable

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 27

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 who saw a specialist (Q24 & Q26)

	2018 CSS Average	2019	2018	Gender (Q48) Male	Female	Age (Q47) 18 to 34	35 to 54	55 or more	Education (Q49) HS grad or less	Some college	College grad or more	Hispanic (Q50) Hispanic	Not Hispanic	Race (Q51) White	African-American	Other	Health Status (Q36) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,704	1,953	2,297	716	1,200	262	558	1,089	903	743	249	157	1,726	1,408	49	419	383	644	858	103	1,191	607
Number missing or multiple answer	15	11	0	4	6	1	2	7	5	3	2	1	9	7	0	2	3	3	4	1	9	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,689	1,942	2,297	712	1,194	261	556	1,082	898	740	247	156	1,717	1,401	49	417	380	641	854	102	1,182	606
	99.1%	99.4%	100.0%	99.4%	99.5%	99.6%	99.6%	99.4%	99.4%	99.6%	99.2%	99.4%	99.5%	99.5%	100.0%	99.5%	99.2%	99.5%	99.5%	99.0%	99.2%	99.8%
0 to 4	71	99	114	38	59	6	41	50	42	34	19	9	88	74	3	19	16	22	59	5	66	24
	4.2%	5.1%	5.0%	5.3%	4.9%	2.3%	7.4%	4.6%	4.7%	4.6%	7.7%	5.8%	5.1%	5.3%	6.1%	4.6%	4.2%	3.4%	6.9%	4.9%	5.6%	4.0%
5	57	85	97	34	49	15	22	45	40	36	6	11	70	55	0	24	10	20	51	4	41	36
	3.4%	4.4%	4.2%	4.8%	4.1%	5.7%	4.0%	4.2%	4.5%	4.9%	2.4%	7.1%	4.1%	3.9%	0.0%	5.8%	2.6%	3.1%	6.0%	3.9%	3.5%	5.9%
6 or 7	185	215	258	85	127	29	73	106	96	91	24	15	193	155	3	53	31	64	108	11	129	71
	11.0%	11.1%	11.2%	11.9%	10.6%	11.1%	13.1%	9.8%	10.7%	12.3%	9.7%	9.6%	11.2%	11.1%	6.1%	12.7%	8.2%	10.0%	12.6%	10.8%	10.9%	11.7%
8 to 10	1,376	1,543	1,828	555	959	211	420	881	720	579	198	121	1,366	1,117	43	321	323	535	636	82	946	475
	81.5%	79.5%	79.6%	77.9%	80.3%	80.8%	75.5%	81.4%	80.2%	78.2%	80.2%	77.6%	79.6%	79.7%	87.8%	77.0%	85.0%	83.5%	74.5%	80.4%	80.0%	78.4%
Significantly different from column:*							H	G									S	S	QR			
0 to 6	193	258	301	100	154	31	88	132	113	102	35	25	226	186	3	60	33	65	151	12	152	85
	11.4%	13.3%	13.1%	14.0%	12.9%	11.9%	15.8%	12.2%	12.6%	13.8%	14.2%	16.0%	13.2%	13.3%	6.1%	14.4%	8.7%	10.1%	17.7%	11.8%	12.9%	14.0%
7 to 8	410	455	551	160	281	70	144	225	200	179	57	32	402	324	10	101	71	162	198	26	262	154
	24.3%	23.4%	24.0%	22.5%	23.5%	26.8%	25.9%	20.8%	22.3%	24.2%	23.1%	20.5%	23.4%	23.1%	20.4%	24.2%	18.7%	25.3%	23.2%	25.5%	22.2%	25.4%
9 to 10	1,086	1,229	1,445	452	759	160	324	725	585	459	155	99	1,089	891	36	256	276	414	505	64	768	367
	64.3%	63.3%	62.9%	63.5%	63.6%	61.3%	58.3%	67.0%	65.1%	62.0%	62.8%	63.5%	63.4%	63.6%	73.5%	61.4%	72.6%	64.6%	59.1%	62.7%	65.0%	60.6%
Significantly different from column:*							H	G									RS	QS	QR			

NA - Not Applicable

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

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 28

In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

Base: All respondents

	2018 CSS Average	2019	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,307	**4,794**	6,098	1,969	2,684	994	1,321	2,323	2,402	1,594	586	541	4,012	3,296	122	1,081	1,451	1,571	1,582	1,175	2,706	795
Number missing or multiple answer	92	**37**	0	13	15	2	6	19	18	4	1	9	15	12	1	8	2	10	13	11	19	4
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,215	**4,757**	6,098	1,956	2,669	992	1,315	2,304	2,384	1,590	585	532	3,997	3,284	121	1,073	1,449	1,561	1,569	1,164	2,687	791
	97.9%	**99.2%**	100.0%	99.3%	99.4%	99.8%	99.5%	99.2%	99.3%	99.7%	99.8%	98.3%	99.6%	99.6%	99.2%	99.3%	99.9%	99.4%	99.2%	99.1%	99.3%	99.5%
Yes	826	**889**	1,117	349	518	241	233	391	328	364	169	100	750	584	30	225	285	255	323	159	507	201
	19.6%	**18.7%**	18.3%	17.8%	19.4%	24.3%	17.7%	17.0%	13.8%	22.9%	28.9%	18.8%	18.8%	17.8%	24.8%	21.0%	19.7%	16.3%	20.6%	13.7%	18.9%	25.4%
No	3,389	**3,868**	4,981	1,607	2,151	751	1,082	1,913	2,056	1,226	416	432	3,247	2,700	91	848	1,164	1,306	1,246	1,005	2,180	590
	80.4%	**81.3%**	81.7%	82.2%	80.6%	75.7%	82.3%	83.0%	86.2%	77.1%	71.1%	81.2%	81.2%	82.2%	75.2%	79.0%	80.3%	83.7%	79.4%	86.3%	81.1%	74.6%
Significantly different from column:*						GH	F	F	JK	IK	IJ				OP	N	N	R	QS	R	UV	TV	TU

NA - Not Applicable

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

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 29

In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

Base: All respondents who looked for information in written materials or on the Internet about how their health plan works (Q28)

	2018 CSS Average	2019	2018	Gender (Q48) Male	Gender (Q48) Female	Age (Q47) 18 to 34	Age (Q47) 35 to 54	Age (Q47) 55 or more	Education (Q49) HS grad or less	Education (Q49) Some college	Education (Q49) College grad or more	Hispanic (Q50) Hispanic	Hispanic (Q50) Not Hispanic	Race (Q51) White	Race (Q51) African-American	Race (Q51) Other	Health Status (Q36) Excellent or Very good	Health Status (Q36) Good	Health Status (Q36) Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	Doctor Visits in Last 6 Months (Q7) 1 to 4	Doctor Visits in Last 6 Months (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	826	889	1,085	349	518	241	233	391	328	364	169	100	750	584	30	225	285	255	323	159	507	201
Number missing or multiple answer	15	10	0	2	5	1	2	4	2	5	0	1	4	4	0	3	3	3	2	3	3	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	811	879	1,085	347	513	240	231	387	326	359	169	99	746	580	30	222	282	252	321	156	504	200
	98.2%	98.9%	100.0%	99.4%	99.0%	99.6%	99.1%	99.0%	99.4%	98.6%	100.0%	99.0%	99.5%	99.3%	100.0%	98.7%	98.9%	98.8%	99.4%	98.1%	99.4%	99.5%
Never	32	63	82	31	30	13	25	24	19	30	13	2	58	48	1	12	14	18	30	18	27	18
	3.9%	7.2%	7.6%	8.9%	5.8%	5.4%	10.8%	6.2%	5.8%	8.4%	7.7%	2.0%	7.8%	8.3%	3.3%	5.4%	5.0%	7.1%	9.3%	11.5%	5.4%	9.0%
Sometimes	205	263	346	103	153	88	60	108	96	109	49	32	222	161	9	79	74	80	103	54	155	46
	25.3%	29.9%	31.9%	29.7%	29.8%	36.7%	26.0%	27.9%	29.4%	30.4%	29.0%	32.3%	29.8%	27.8%	30.0%	35.6%	26.2%	31.7%	32.1%	34.6%	30.8%	23.0%
Usually	283	335	397	131	198	92	85	150	110	142	73	36	288	233	10	76	118	99	108	48	190	90
	34.9%	38.1%	36.6%	37.8%	38.6%	38.3%	36.8%	38.8%	33.7%	39.6%	43.2%	36.4%	38.6%	40.2%	33.3%	34.2%	41.8%	39.3%	33.6%	30.8%	37.7%	45.0%
Always	291	218	260	82	132	47	61	105	101	78	34	29	178	138	10	55	76	55	80	36	132	46
	35.9%	24.8%	24.0%	23.6%	25.7%	19.6%	26.4%	27.1%	31.0%	21.7%	20.1%	29.3%	23.9%	23.8%	33.3%	24.8%	27.0%	21.8%	24.9%	23.1%	26.2%	23.0%
Significantly different from column:*	∎	A	∎			H		F	JK	I	I											
Usually or Always	574	553	657	213	330	139	146	255	211	220	107	65	466	371	20	131	194	154	188	84	322	136
	70.8%	62.9%	60.6%	61.4%	64.3%	57.9%	63.2%	65.9%	64.7%	61.3%	63.3%	65.7%	62.5%	64.0%	66.7%	59.0%	68.8%	61.1%	58.6%	53.8%	63.9%	68.0%
Significantly different from column:*	∎	A	∎			H		F									S		Q	UV	T	T

NA - Not Applicable

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State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 30

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

Base: All respondents

	2018 CSS Average	2019	2018	Gender (Q48) Male	Gender (Q48) Female	Age (Q47) 18 to 34	Age (Q47) 35 to 54	Age (Q47) 55 or more	Education (Q49) HS grad or less	Education (Q49) Some college	Education (Q49) College grad or more	Hispanic (Q50) Hispanic	Hispanic (Q50) Not Hispanic	Race (Q51) White	Race (Q51) African-American	Race (Q51) Other	Health Status (Q36) Excellent or Very good	Health Status (Q36) Good	Health Status (Q36) Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	Doctor Visits in Last 6 Months (Q7) 1 to 4	Doctor Visits in Last 6 Months (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,307	4,794	6,052	1,969	2,684	994	1,321	2,323	2,402	1,594	586	541	4,012	3,296	122	1,081	1,451	1,571	1,582	1,175	2,706	795
Number missing or multiple answer	145	80	0	24	43	7	14	43	37	17	4	19	45	34	4	21	9	11	42	15	44	16
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,162	4,714	6,052	1,945	2,641	987	1,307	2,280	2,365	1,577	582	522	3,967	3,262	118	1,060	1,442	1,560	1,540	1,160	2,662	779
	96.6%	98.3%	100.0%	98.8%	98.4%	99.3%	98.9%	98.1%	98.5%	98.9%	99.3%	96.5%	98.9%	99.0%	96.7%	98.1%	99.4%	99.3%	97.3%	98.7%	98.4%	98.0%
Yes	1,351	1,159	1,683	484	645	223	312	587	542	384	186	153	944	746	45	287	332	355	425	179	684	261
	32.5%	24.6%	27.8%	24.9%	24.4%	22.6%	23.9%	25.7%	22.9%	24.4%	32.0%	29.3%	23.8%	22.9%	38.1%	27.1%	23.0%	22.8%	27.6%	15.4%	25.7%	33.5%
No	2,811	3,555	4,369	1,461	1,996	764	995	1,693	1,823	1,193	396	369	3,023	2,516	73	773	1,110	1,205	1,115	981	1,978	518
	67.5%	75.4%	72.2%	75.1%	75.6%	77.4%	76.1%	74.3%	77.1%	75.6%	68.0%	70.7%	76.2%	77.1%	61.9%	72.9%	77.0%	77.2%	72.4%	84.6%	74.3%	66.5%
Significantly different from column:*		AC							K	K	IJ	M	L	OP	NP	NO	S	S	QR	UV	TV	TU

NA - Not Applicable

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

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 31

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

Base: All respondents who tried to get information from the health plan's customer service (Q30)

	2018 CSS Average	2019	2018	Gender (Q48) Male	Female	Age (Q47) 18 to 34	35 to 54	55 or more	Education (Q49) HS grad or less	Some college	College grad or more	Hispanic (Q50) Hispanic	Not Hispanic	Race (Q51) White	African-American	Other	Health Status (Q36) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,351	1,159	1,603	484	645	223	312	587	542	384	186	153	944	746	45	287	332	355	425	179	684	261
Number missing or multiple answer	21	23	0	10	12	2	3	16	8	9	3	5	15	13	0	6	9	7	5	6	10	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,330	1,136	1,603	474	633	221	309	571	534	375	183	148	929	733	45	281	323	348	420	173	674	259
	98.4%	98.0%	100.0%	97.9%	98.1%	99.1%	99.0%	97.3%	98.5%	97.7%	98.4%	96.7%	98.4%	98.3%	100.0%	97.9%	97.3%	98.0%	98.8%	96.6%	98.5%	99.2%
Never	34	28	51	9	16	3	11	11	13	6	4	3	22	17	1	7	5	7	12	5	14	9
	2.6%	2.5%	3.2%	1.9%	2.5%	1.4%	3.6%	1.9%	2.4%	1.6%	2.2%	2.0%	2.4%	2.3%	2.2%	2.5%	1.5%	2.0%	2.9%	2.9%	2.1%	3.5%
Sometimes	192	183	250	70	109	43	57	79	78	69	30	23	149	97	7	64	45	61	69	29	99	46
	14.4%	16.1%	15.6%	14.8%	17.2%	19.5%	18.4%	13.8%	14.6%	18.4%	16.4%	15.5%	16.0%	13.2%	15.6%	22.8%	13.9%	17.5%	16.4%	16.8%	14.7%	17.8%
Usually	355	323	457	131	186	65	83	166	152	113	48	49	265	217	7	82	68	117	128	47	192	78
	26.7%	28.4%	28.5%	27.6%	29.4%	29.4%	26.9%	29.1%	28.5%	30.1%	26.2%	33.1%	28.5%	29.6%	15.6%	29.2%	21.1%	33.6%	30.5%	27.2%	28.5%	30.1%
Always	749	602	845	264	322	110	158	315	291	187	101	73	493	402	30	128	205	163	211	92	369	126
	56.3%	53.0%	52.7%	55.7%	50.9%	49.8%	51.1%	55.2%	54.5%	49.9%	55.2%	49.3%	53.1%	54.8%	66.7%	45.6%	63.5%	46.8%	50.2%	53.2%	54.7%	48.6%
Significantly different from column:*														P	P	NO	RS	Q	Q			
Usually or Always	1,104	925	1,302	395	508	175	241	481	443	300	149	122	758	619	37	210	273	280	339	139	561	204
	83.0%	81.4%	81.2%	83.3%	80.3%	79.2%	78.0%	84.2%	83.0%	80.0%	81.4%	82.4%	81.6%	84.4%	82.2%	74.7%	84.5%	80.5%	80.7%	80.3%	83.2%	78.8%
Significantly different from column:*							H	G						P		N						

NA - Not Applicable

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State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 32

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

Base: All respondents who tried to get information from the health plan's customer service (Q30)

	2018 CSS Average	2019	2018	Gender (Q48) Male	Gender (Q48) Female	Age (Q47) 18 to 34	Age (Q47) 35 to 54	Age (Q47) 55 or more	Education (Q49) HS grad or less	Education (Q49) Some college	Education (Q49) College grad or more	Hispanic (Q50) Hispanic	Hispanic (Q50) Not Hispanic	Race (Q51) White	Race (Q51) African-American	Race (Q51) Other	Health Status (Q36) Excellent or Very good	Health Status (Q36) Good	Health Status (Q36) Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	Doctor Visits in Last 6 Months (Q7) 1 to 4	Doctor Visits in Last 6 Months (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,351	1,159	1,605	484	645	223	312	587	542	384	186	153	944	746	45	287	332	355	425	179	684	261
Number missing or multiple answer	30	23	0	8	15	2	4	15	9	10	2	7	14	11	1	8	8	6	7	5	10	5
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,321	1,136	1,605	476	630	221	308	572	533	374	184	146	930	735	44	279	324	349	418	174	674	256
	97.8%	98.0%	100.0%	98.3%	97.7%	99.1%	98.7%	97.4%	98.3%	97.4%	98.9%	95.4%	98.5%	98.5%	97.8%	97.2%	97.6%	98.3%	98.4%	97.2%	98.5%	98.1%
Never	19	17	26	6	8	0	7	7	7	2	3	3	11	8	1	3	4	5	5	8	7	1
	1.4%	1.5%	1.6%	1.3%	1.3%	0.0%	2.3%	1.2%	1.3%	0.5%	1.6%	2.1%	1.2%	1.1%	2.3%	1.1%	1.2%	1.4%	1.2%	4.6%	1.0%	0.4%
Sometimes	64	62	85	18	41	13	15	31	27	22	9	11	44	26	2	26	17	13	26	9	31	21
	4.8%	5.5%	5.3%	3.8%	6.5%	5.9%	4.9%	5.4%	5.1%	5.9%	4.9%	7.5%	4.7%	3.5%	4.5%	9.3%	5.2%	3.7%	6.2%	5.2%	4.6%	8.2%
Usually	193	224	316	88	133	52	71	95	101	84	30	32	184	149	3	61	51	66	99	30	134	55
	14.6%	19.7%	19.7%	18.5%	21.1%	23.5%	23.1%	16.6%	18.9%	22.5%	16.3%	21.9%	19.8%	20.3%	6.8%	21.9%	15.7%	18.9%	23.7%	17.2%	19.9%	21.5%
Always	1,045	833	1,178	364	448	156	215	439	398	266	142	100	691	552	38	189	252	265	288	127	502	179
	79.1%	73.3%	73.4%	76.5%	71.1%	70.6%	69.8%	76.7%	74.7%	71.1%	77.2%	68.5%	74.3%	75.1%	86.4%	67.7%	77.8%	75.9%	68.9%	73.0%	74.5%	69.9%
Significantly different from column:*	███	A	███	E	D		H	G						P	P	NO	S	S	QR			
Usually or Always	1,238	1,057	1,494	452	581	208	286	534	499	350	172	132	875	701	41	250	303	331	387	157	636	234
	93.7%	93.0%	93.1%	95.0%	92.2%	94.1%	92.9%	93.4%	93.6%	93.6%	93.5%	90.4%	94.1%	95.4%	93.2%	89.6%	93.5%	94.8%	92.6%	90.2%	94.4%	91.4%
Significantly different from column:*	███		███											P		N				U	T	

NA - Not Applicable

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

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 33

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

Base: All respondents

	2018 CSS Average	2019	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,307	4,794	6,027	1,969	2,684	994	1,321	2,323	2,402	1,594	586	541	4,012	3,296	122	1,081	1,451	1,571	1,582	1,175	2,706	795
Number missing or multiple answer	157	124	0	40	62	16	31	53	53	26	14	26	71	51	5	34	27	21	52	32	56	28
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,150	4,670	6,027	1,929	2,622	978	1,290	2,270	2,349	1,568	572	515	3,941	3,245	117	1,047	1,424	1,550	1,530	1,143	2,650	767
	96.4%	97.4%	100.0%	98.0%	97.7%	98.4%	97.7%	97.7%	97.8%	98.4%	97.6%	95.2%	98.2%	98.5%	95.9%	96.9%	98.1%	98.7%	96.7%	97.3%	97.9%	96.5%
Yes	1,033	1,422	2,058	620	763	304	395	682	663	502	199	168	1,183	970	37	331	440	444	483	217	859	311
	24.9%	30.4%	34.1%	32.1%	29.1%	31.1%	30.6%	30.0%	28.2%	32.0%	34.8%	32.6%	30.0%	29.9%	31.6%	31.6%	30.9%	28.6%	31.6%	19.0%	32.4%	40.5%
No	3,117	3,248	3,969	1,309	1,859	674	895	1,588	1,686	1,066	373	347	2,758	2,275	80	716	984	1,106	1,047	926	1,791	456
	75.1%	69.6%	65.9%	67.9%	70.9%	68.9%	69.4%	70.0%	71.8%	68.0%	65.2%	67.4%	70.0%	70.1%	68.4%	68.4%	69.1%	71.4%	68.4%	81.0%	67.6%	59.5%
Significantly different from column:*		AC		E	D				JK	I	I									UV	TV	TU

NA - Not Applicable

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

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 34

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

Base: All respondents who received forms to fill out from the health plan (Q33)

	2018 CSS Average	2019	2018	Gender (Q48) Male	Female	Age (Q47) 18 to 34	35 to 54	55 or more	Education (Q49) HS grad or less	Some college	College grad or more	Hispanic (Q50) Hispanic	Not Hispanic	Race (Q51) White	African-American	Other	Health Status (Q36) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,150	4,670	5,944	1,929	2,622	978	1,290	2,270	2,349	1,568	572	515	3,941	3,245	117	1,047	1,424	1,550	1,530	1,143	2,650	767
Number missing or multiple answer	40	29	0	9	18	4	10	14	15	8	4	7	18	14	0	12	11	7	8	10	8	7
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,110	4,641	5,944	1,920	2,604	974	1,280	2,256	2,334	1,560	568	508	3,923	3,231	117	1,035	1,413	1,543	1,522	1,133	2,642	760
	99.0%	99.4%	100.0%	99.5%	99.3%	99.6%	99.2%	99.4%	99.4%	99.5%	99.3%	98.6%	99.5%	99.6%	100.0%	98.9%	99.2%	99.5%	99.5%	99.1%	99.7%	99.1%
Never	28	54	75	32	18	2	16	33	25	15	8	10	40	30	1	16	10	15	24	9	30	15
	0.7%	1.2%	1.3%	1.7%	0.7%	0.2%	1.3%	1.5%	1.1%	1.0%	1.4%	2.0%	1.0%	0.9%	0.9%	1.5%	0.7%	1.0%	1.6%	0.8%	1.1%	2.0%
Sometimes	138	216	313	96	113	44	64	99	113	66	25	29	171	138	6	56	47	78	81	40	123	50
	3.4%	4.7%	5.3%	5.0%	4.3%	4.5%	5.0%	4.4%	4.8%	4.2%	4.4%	5.7%	4.4%	4.3%	5.1%	5.4%	3.3%	5.1%	5.3%	3.5%	4.7%	6.6%
Usually	289	508	760	222	279	114	143	242	236	189	72	61	436	357	12	123	142	179	170	64	313	118
	7.0%	10.9%	12.8%	11.6%	10.7%	11.7%	11.2%	10.7%	10.1%	12.1%	12.7%	12.0%	11.1%	11.0%	10.3%	11.9%	10.0%	11.6%	11.2%	5.6%	11.8%	15.5%
Always	3,655	3,863	4,796	1,570	2,194	814	1,057	1,882	1,960	1,290	463	408	3,276	2,706	98	840	1,214	1,271	1,247	1,020	2,176	577
	88.9%	83.2%	80.7%	81.8%	84.3%	83.6%	82.6%	83.4%	84.0%	82.7%	81.5%	80.3%	83.5%	83.8%	83.8%	81.2%	85.9%	82.4%	81.9%	90.0%	82.4%	75.9%
Significantly different from column:*		AC		E	D												RS	Q	Q	UV	TV	TU
Usually or Always	3,944	4,371	5,556	1,792	2,473	928	1,200	2,124	2,196	1,479	535	469	3,712	3,063	110	963	1,356	1,450	1,417	1,084	2,489	695
	96.0%	94.2%	93.5%	93.3%	95.0%	95.3%	93.8%	94.1%	94.1%	94.8%	94.2%	92.3%	94.6%	94.8%	94.0%	93.0%	96.0%	94.0%	93.1%	95.7%	94.2%	91.4%
Significantly different from column:*		A		E	D							M	L	P		N	RS	Q	Q	V	V	TU

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 33 are reported to NCQA as "Always" in question 34, and are used in calculating the Question Summary Rate.

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35

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

Base: All respondents

	2018 CSS Average	2019	2018	Gender (Q48) Male	Gender (Q48) Female	Age (Q47) 18 to 34	Age (Q47) 35 to 54	Age (Q47) 55 or more	Education (Q49) HS grad or less	Education (Q49) Some college	Education (Q49) College grad or more	Hispanic (Q50) Hispanic	Hispanic (Q50) Not Hispanic	Race (Q51) White	Race (Q51) African-American	Race (Q51) Other	Health Status (Q36) Excellent or Very good	Health Status (Q36) Good	Health Status (Q36) Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	Doctor Visits in Last 6 Months (Q7) 1 to 4	Doctor Visits in Last 6 Months (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,307	4,794	5,426	1,969	2,684	994	1,321	2,323	2,402	1,594	586	541	4,012	3,296	122	1,081	1,451	1,571	1,582	1,175	2,706	795
Number missing or multiple answer	147	657	0	250	375	113	154	357	341	196	78	54	553	453	17	140	205	199	212	212	343	81
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,160	4,137	5,426	1,719	2,309	881	1,167	1,966	2,061	1,398	508	487	3,459	2,843	105	941	1,246	1,372	1,370	963	2,363	714
	96.6%	86.3%	100.0%	87.3%	86.0%	88.6%	88.3%	84.6%	85.8%	87.7%	86.7%	90.0%	86.2%	86.3%	86.1%	87.0%	85.9%	87.3%	86.6%	82.0%	87.3%	89.8%
0 Worst health plan possible	30	38	29	20	17	2	19	15	17	13	4	4	33	24	0	12	6	9	22	15	14	8
	0.7%	0.9%	0.5%	1.2%	0.7%	0.2%	1.6%	0.8%	0.8%	0.9%	0.8%	0.8%	1.0%	0.8%	0.0%	1.3%	0.5%	0.7%	1.6%	1.6%	0.6%	1.1%
1	15	24	21	10	11	2	9	11	11	10	1	0	20	17	0	4	4	11	7	5	14	3
	0.4%	0.6%	0.4%	0.6%	0.5%	0.2%	0.8%	0.6%	0.5%	0.7%	0.2%	0.0%	0.6%	0.6%	0.0%	0.4%	0.3%	0.8%	0.5%	0.5%	0.6%	0.4%
2	25	27	41	9	17	5	10	11	14	8	4	2	23	18	0	8	6	7	12	6	14	7
	0.6%	0.7%	0.8%	0.5%	0.7%	0.6%	0.9%	0.6%	0.7%	0.6%	0.8%	0.4%	0.7%	0.6%	0.0%	0.9%	0.5%	0.5%	0.9%	0.6%	0.6%	1.0%
3	42	44	90	12	30	11	14	17	18	15	8	5	36	25	0	15	13	6	22	10	23	10
	1.0%	1.1%	1.7%	0.7%	1.3%	1.2%	1.2%	0.9%	0.9%	1.1%	1.6%	1.0%	1.0%	0.9%	0.0%	1.6%	1.0%	0.4%	1.6%	1.0%	1.0%	1.4%
4	74	75	99	30	44	14	29	30	38	26	9	7	66	44	2	28	16	24	33	23	40	10
	1.8%	1.8%	1.8%	1.7%	1.9%	1.6%	2.5%	1.5%	1.8%	1.9%	1.8%	1.4%	1.9%	1.5%	1.9%	3.0%	1.3%	1.7%	2.4%	2.4%	1.7%	1.4%
5	262	299	422	120	169	71	97	122	137	117	30	19	264	205	4	75	73	99	116	96	149	48
	6.3%	7.2%	7.8%	7.0%	7.3%	8.1%	8.3%	6.2%	6.6%	8.4%	5.9%	3.9%	7.6%	7.2%	3.8%	8.0%	5.9%	7.2%	8.5%	10.0%	6.3%	6.7%
6	191	226	291	100	120	69	68	82	103	81	34	24	193	155	5	56	59	84	72	57	120	47
	4.6%	5.5%	5.4%	5.8%	5.2%	7.8%	5.8%	4.2%	5.0%	5.8%	6.7%	4.9%	5.6%	5.5%	4.8%	6.0%	4.7%	6.1%	5.3%	5.9%	5.1%	6.6%
7	391	492	688	221	261	122	159	198	214	182	83	38	435	342	12	117	131	174	168	132	259	92
	9.4%	11.9%	12.7%	12.9%	11.3%	13.8%	13.6%	10.1%	10.4%	13.0%	16.3%	7.8%	12.6%	12.0%	11.4%	12.4%	10.5%	12.7%	12.3%	13.7%	11.0%	12.9%
8	745	790	1,078	330	435	185	228	350	362	285	109	75	681	575	14	159	240	287	233	174	468	129
	17.9%	19.1%	19.9%	19.2%	18.8%	21.0%	19.5%	17.8%	17.6%	20.4%	21.5%	15.4%	19.7%	20.2%	13.3%	16.9%	19.3%	20.9%	17.0%	18.1%	19.8%	18.1%
9	660	704	885	307	386	136	202	355	349	244	93	84	597	503	16	149	209	244	233	131	425	135
	15.9%	17.0%	16.3%	17.9%	16.7%	15.4%	17.3%	18.1%	16.9%	17.5%	18.3%	17.2%	17.3%	17.7%	15.2%	15.8%	16.8%	17.8%	17.0%	13.6%	18.0%	18.9%
10 Best health plan possible	1,725	1,418	1,782	560	819	264	332	775	798	417	133	229	1,111	935	52	318	489	427	452	314	837	225
	41.5%	34.3%	32.8%	32.6%	35.5%	30.0%	28.4%	39.4%	38.7%	29.8%	26.2%	47.0%	32.1%	32.9%	49.5%	33.8%	39.2%	31.1%	33.0%	32.6%	35.4%	31.5%

NA - Not Applicable

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35

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

Base: All respondents

| | 2018 CSS Average | 2019 | 2018 | Gender (Q48) | | Age (Q47) | | | Education (Q49) | | | Hispanic (Q50) | | Race (Q51) | | | Health Status (Q36) | | | Doctor Visits in Last 6 Months (Q7) | | |
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,307	**4,794**	5,426	1,969	2,684	994	1,321	2,323	2,402	1,594	586	541	4,012	3,296	122	1,081	1,451	1,571	1,582	1,175	2,706	795
Number missing or multiple answer	147	**657**	0	250	375	113	154	357	341	196	78	54	553	453	17	140	205	199	212	212	343	81
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,160	**4,137**	5,426	1,719	2,309	881	1,167	1,966	2,061	1,398	508	487	3,459	2,843	105	941	1,246	1,372	1,370	963	2,363	714
	96.6%	**86.3%**	100.0%	87.3%	86.0%	88.6%	88.3%	84.6%	85.8%	87.7%	86.7%	90.0%	86.2%	86.3%	86.1%	87.0%	85.9%	87.3%	86.6%	82.0%	87.3%	89.8%
0 to 4	186	**208**	280	81	119	34	81	84	98	72	26	18	178	128	2	67	45	57	96	59	105	38
	4.5%	**5.0%**	5.2%	4.7%	5.2%	3.9%	6.9%	4.3%	4.8%	5.2%	5.1%	3.7%	5.1%	4.5%	1.9%	7.1%	3.6%	4.2%	7.0%	6.1%	4.4%	5.3%
5	262	**299**	422	120	169	71	97	122	137	117	30	19	264	205	4	75	73	99	116	96	149	48
	6.3%	**7.2%**	7.8%	7.0%	7.3%	8.1%	8.3%	6.2%	6.6%	8.4%	5.9%	3.9%	7.6%	7.2%	3.8%	8.0%	5.9%	7.2%	8.5%	10.0%	6.3%	6.7%
6 or 7	582	**718**	979	321	381	191	227	280	317	263	117	62	628	497	17	173	190	258	240	189	379	139
	14.0%	**17.4%**	18.0%	18.7%	16.5%	21.7%	19.5%	14.2%	15.4%	18.8%	23.0%	12.7%	18.2%	17.5%	16.2%	18.4%	15.2%	18.8%	17.5%	19.6%	16.0%	19.5%
8 to 10	3,130	**2,912**	3,745	1,197	1,640	585	762	1,480	1,509	946	335	388	2,389	2,013	82	626	938	958	918	619	1,730	489
	75.2%	**70.4%**	69.0%	69.6%	71.0%	66.4%	65.3%	75.3%	73.2%	67.7%	65.9%	79.7%	69.1%	70.8%	78.1%	66.5%	75.3%	69.8%	67.0%	64.3%	73.2%	68.5%
Significantly different from column:*		A				H	H	FG	JK	I	I	M	L	P	P	NO	RS	Q	Q	U	TV	U
0 to 6	639	**733**	993	301	408	174	246	288	338	270	90	61	635	488	11	198	177	240	284	212	374	133
	15.4%	**17.7%**	18.3%	17.5%	17.7%	19.8%	21.1%	14.6%	16.4%	19.3%	17.7%	12.5%	18.4%	17.2%	10.5%	21.0%	14.2%	17.5%	20.7%	22.0%	15.8%	18.6%
7 to 8	1,136	**1,282**	1,766	551	696	307	387	548	576	467	192	113	1,116	917	26	276	371	461	401	306	727	221
	27.3%	**31.0%**	32.5%	32.1%	30.1%	34.8%	33.2%	27.9%	27.9%	33.4%	37.8%	23.2%	32.3%	32.3%	24.8%	29.3%	29.8%	33.6%	29.3%	31.8%	30.8%	31.0%
9 to 10	2,385	**2,122**	2,667	867	1,205	400	534	1,130	1,147	661	226	313	1,708	1,438	68	467	698	671	685	445	1,262	360
	57.3%	**51.3%**	49.2%	50.4%	52.2%	45.4%	45.8%	57.5%	55.7%	47.3%	44.5%	64.3%	49.4%	50.6%	64.8%	49.6%	56.0%	48.9%	50.0%	46.2%	53.4%	50.4%
Significantly different from column:*		AC				H	H	FG	JK	I	I	M	L	O	NP	O	RS	Q	Q	U	T	

NA - Not Applicable

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

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35a

In the last 6 months, did you have a health problem for which you needed special medical equipment, such as a cane, a wheelchair, or oxygen equipment?

Base: All respondents

	2018 CSS Average	2019	2018	Gender (Q48) Male	Gender (Q48) Female	Age (Q47) 18 to 34	Age (Q47) 35 to 54	Age (Q47) 55 or more	Education (Q49) HS grad or less	Education (Q49) Some college	Education (Q49) College grad or more	Hispanic (Q50) Hispanic	Hispanic (Q50) Not Hispanic	Race (Q51) White	Race (Q51) African-American	Race (Q51) Other	Health Status (Q36) Excellent or Very good	Health Status (Q36) Good	Health Status (Q36) Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	Doctor Visits in Last 6 Months (Q7) 1 to 4	Doctor Visits in Last 6 Months (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	---	4,794	5,899	1,969	2,684	994	1,321	2,323	2,402	1,594	586	541	4,012	3,296	122	1,081	1,451	1,571	1,582	1,175	2,706	795
Number missing or multiple answer	---	249	0	88	128	31	58	126	121	60	26	20	191	158	6	47	65	65	79	78	134	27
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	4,545	5,899	1,881	2,556	963	1,263	2,197	2,281	1,534	560	521	3,821	3,138	116	1,034	1,386	1,506	1,503	1,097	2,572	768
	---	94.8%	100.0%	95.5%	95.2%	96.9%	95.6%	94.6%	95.0%	96.2%	95.6%	96.3%	95.2%	95.2%	95.1%	95.7%	95.5%	95.9%	95.0%	93.4%	95.0%	96.6%
Yes	---	755	793	261	474	51	196	485	336	304	82	53	663	522	20	175	77	192	453	60	397	274
	---	16.6%	13.4%	13.9%	18.5%	5.3%	15.5%	22.1%	14.7%	19.8%	14.6%	10.2%	17.4%	16.6%	17.2%	16.9%	5.6%	12.7%	30.1%	5.5%	15.4%	35.7%
No	---	3,790	5,106	1,620	2,082	912	1,067	1,712	1,945	1,230	478	468	3,158	2,616	96	859	1,309	1,314	1,050	1,037	2,175	494
	---	83.4%	86.6%	86.1%	81.5%	94.7%	84.5%	77.9%	85.3%	80.2%	85.4%	89.8%	82.6%	83.4%	82.8%	83.1%	94.4%	87.3%	69.9%	94.5%	84.6%	64.3%
Significantly different from column:*		C		E	D	GH	FH	FG	J	IK	J	M	L				RS	QS	QR	UV	TV	TU

NA - Not Applicable

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

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35b

In the last 6 months, how often was it easy to get the medical equipment you needed through your health plan?

Base: All respondents who needed special equipment (Q35a)

	2018 CSS Average	2019	2018	Gender (Q48) Male	Female	Age (Q47) 18 to 34	35 to 54	55 or more	Education (Q49) HS grad or less	Some college	College grad or more	Hispanic (Q50) Hispanic	Not Hispanic	Race (Q51) White	African-American	Other	Health Status (Q36) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	---	**755**	748	261	474	51	196	485	336	304	82	53	663	522	20	175	77	192	453	60	397	274
Number missing or multiple answer	---	**27**	0	10	16	0	7	19	14	10	1	1	24	17	0	7	3	4	17	2	12	11
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**728**	748	251	458	51	189	466	322	294	81	52	639	505	20	168	74	188	436	58	385	263
	---	**96.4%**	100.0%	96.2%	96.6%	100.0%	96.4%	96.1%	95.8%	96.7%	98.8%	98.1%	96.4%	96.7%	100.0%	96.0%	96.1%	97.9%	96.2%	96.7%	97.0%	96.0%
Never	---	**143**	127	47	94	12	54	75	48	66	24	7	130	101	3	32	19	38	83	11	70	56
	---	**19.6%**	17.0%	18.7%	20.5%	23.5%	28.6%	16.1%	14.9%	22.4%	29.6%	13.5%	20.3%	20.0%	15.0%	19.0%	25.7%	20.2%	19.0%	19.0%	18.2%	21.3%
Sometimes	---	**105**	124	32	73	13	25	66	43	48	11	6	95	77	3	23	5	23	75	10	53	39
	---	**14.4%**	16.6%	12.7%	15.9%	25.5%	13.2%	14.2%	13.4%	16.3%	13.6%	11.5%	14.9%	15.2%	15.0%	13.7%	6.8%	12.2%	17.2%	17.2%	13.8%	14.8%
Usually	---	**168**	185	54	106	11	41	107	83	58	16	14	144	114	5	40	12	43	103	11	86	68
	---	**23.1%**	24.7%	21.5%	23.1%	21.6%	21.7%	23.0%	25.8%	19.7%	19.8%	26.9%	22.5%	22.6%	25.0%	23.8%	16.2%	22.9%	23.6%	19.0%	22.3%	25.9%
Always	---	**312**	312	118	185	15	69	218	148	122	30	25	270	213	9	73	38	84	175	26	176	100
	---	**42.9%**	41.7%	47.0%	40.4%	29.4%	36.5%	46.8%	46.0%	41.5%	37.0%	48.1%	42.3%	42.2%	45.0%	43.5%	51.4%	44.7%	40.1%	44.8%	45.7%	38.0%
Significantly different from column:*	■					H	H	FG														
Usually or Always	---	**480**	497	172	291	26	110	325	231	180	46	39	414	327	14	113	50	127	278	37	262	168
	---	**65.9%**	66.4%	68.5%	63.5%	51.0%	58.2%	69.7%	71.7%	61.2%	56.8%	75.0%	64.8%	64.8%	70.0%	67.3%	67.6%	67.6%	63.8%	63.8%	68.1%	63.9%
Significantly different from column:*	■		■			H	H	FG	JK	I	I											

NA - Not Applicable

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State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35c

In the last 6 months, did you have any health problems that needed special therapy, such as physical, occupational, or speech therapy?

Base: All respondents

	2018 CSS Average	2019	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	---	4,794	6,058	1,969	2,684	994	1,321	2,323	2,402	1,594	586	541	4,012	3,296	122	1,081	1,451	1,571	1,582	1,175	2,706	795
Number missing or multiple answer	---	97	0	19	44	11	17	36	40	17	4	14	47	35	1	24	13	16	31	25	55	13
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	4,697	6,058	1,950	2,640	983	1,304	2,287	2,362	1,577	582	527	3,965	3,261	121	1,057	1,438	1,555	1,551	1,150	2,651	782
	---	98.0%	100.0%	99.0%	98.4%	98.9%	98.7%	98.5%	98.3%	98.9%	99.3%	97.4%	98.8%	98.9%	99.2%	97.8%	99.1%	99.0%	98.0%	97.9%	98.0%	98.4%
Yes	---	920	1,044	315	586	107	279	512	406	347	134	84	795	652	19	212	158	273	451	69	502	318
	---	19.6%	17.2%	16.2%	22.2%	10.9%	21.4%	22.4%	17.2%	22.0%	23.0%	15.9%	20.1%	20.0%	15.7%	20.1%	11.0%	17.6%	29.1%	6.0%	18.9%	40.7%
No	---	3,777	5,014	1,635	2,054	876	1,025	1,775	1,956	1,230	448	443	3,170	2,609	102	845	1,280	1,282	1,100	1,081	2,149	464
	---	80.4%	82.8%	83.8%	77.8%	89.1%	78.6%	77.6%	82.8%	78.0%	77.0%	84.1%	79.9%	80.0%	84.3%	79.9%	89.0%	82.4%	70.9%	94.0%	81.1%	59.3%
Significantly different from column:*		C		E	D	GH	F	F	JK	I	I	M	L				RS	QS	QR	UV	TV	TU

NA - Not Applicable

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State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35d

In the last 6 months, how often was it easy to get the special therapy you needed through your health plan?

Base: All respondents who needed special therapy (Q35c)

	2018 CSS Average	2019	2018	Gender (Q48) Male	Female	Age (Q47) 18 to 34	35 to 54	55 or more	Education (Q49) HS grad or less	Some college	College grad or more	Hispanic (Q50) Hispanic	Not Hispanic	Race (Q51) White	African-American	Other	Health Status (Q36) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	---	920	989	315	586	107	279	512	406	347	134	84	795	652	19	212	158	273	451	69	502	318
Number missing or multiple answer	---	34	0	16	17	2	11	19	11	14	4	3	26	21	2	8	4	9	13	4	16	11
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	886	989	299	569	105	268	493	395	333	130	81	769	631	17	204	154	264	438	65	486	307
	---	96.3%	100.0%	94.9%	97.1%	98.1%	96.1%	96.3%	97.3%	96.0%	97.0%	96.4%	96.7%	96.8%	89.5%	96.2%	97.5%	96.7%	97.1%	94.2%	96.8%	96.5%
Never	---	134	165	41	90	19	54	58	49	57	24	7	122	85	2	41	20	46	63	18	72	39
	---	15.1%	16.7%	13.7%	15.8%	18.1%	20.1%	11.8%	12.4%	17.1%	18.5%	8.6%	15.9%	13.5%	11.8%	20.1%	13.0%	17.4%	14.4%	27.7%	14.8%	12.7%
Sometimes	---	156	165	53	99	23	56	73	63	61	28	19	131	111	4	33	23	47	81	7	94	51
	---	17.6%	16.7%	17.7%	17.4%	21.9%	20.9%	14.8%	15.9%	18.3%	21.5%	23.5%	17.0%	17.6%	23.5%	16.2%	14.9%	17.8%	18.5%	10.8%	19.3%	16.6%
Usually	---	212	257	75	134	23	66	118	94	77	33	16	187	159	1	46	31	57	116	10	114	84
	---	23.9%	26.0%	25.1%	23.6%	21.9%	24.6%	23.9%	23.8%	23.1%	25.4%	19.8%	24.3%	25.2%	5.9%	22.5%	20.1%	21.6%	26.5%	15.4%	23.5%	27.4%
Always	---	384	402	130	246	40	92	244	189	138	45	39	329	276	10	84	80	114	178	30	206	133
	---	43.3%	40.6%	43.5%	43.2%	38.1%	34.3%	49.5%	47.8%	41.4%	34.6%	48.1%	42.8%	43.7%	58.8%	41.2%	51.9%	43.2%	40.6%	46.2%	42.4%	43.3%
Significantly different from column:*						H	H	FG	K		I						S		Q			
Usually or Always	---	596	659	205	380	63	158	362	283	215	78	55	516	435	11	130	111	171	294	40	320	217
	---	67.3%	66.6%	68.6%	66.8%	60.0%	59.0%	73.4%	71.6%	64.6%	60.0%	67.9%	67.1%	68.9%	64.7%	63.7%	72.1%	64.8%	67.1%	61.5%	65.8%	70.7%
Significantly different from column:*						H	H	FG	JK	I	I											

NA - Not Applicable

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State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35e

In the last 6 months, how often did a doctor or other health provider talk too fast when talking to you?

Base: All respondents

	2018 CSS Average	2019	2018	Gender (Q48) Male	Female	Age (Q47) 18 to 34	35 to 54	55 or more	Education (Q49) HS grad or less	Some college	College grad or more	Hispanic (Q50) Hispanic	Not Hispanic	Race (Q51) White	African-American	Other	Health Status (Q36) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	---	4,794	5,976	1,969	2,684	994	1,321	2,323	2,402	1,594	586	541	4,012	3,296	122	1,081	1,451	1,571	1,582	1,175	2,706	795
Number missing or multiple answer	---	177	0	55	58	19	26	65	57	42	11	16	90	79	3	23	45	23	37	94	55	19
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	4,617	5,976	1,914	2,626	975	1,295	2,258	2,345	1,552	575	525	3,922	3,217	119	1,058	1,406	1,548	1,545	1,081	2,651	776
	---	96.3%	100.0%	97.2%	97.8%	98.1%	98.0%	97.2%	97.6%	97.4%	98.1%	97.0%	97.8%	97.6%	97.5%	97.9%	96.9%	98.5%	97.7%	92.0%	98.0%	97.6%
Never	---	3,559	4,530	1,485	2,012	782	975	1,732	1,783	1,204	458	397	3,030	2,534	94	768	1,198	1,203	1,073	919	2,033	524
	---	77.1%	75.8%	77.6%	76.6%	80.2%	75.3%	76.7%	76.0%	77.6%	79.7%	75.6%	77.3%	78.8%	79.0%	72.6%	85.2%	77.7%	69.4%	85.0%	76.7%	67.5%
Sometimes	---	764	1,024	306	451	142	230	383	382	275	92	87	658	509	13	206	142	256	344	99	451	197
	---	16.5%	17.1%	16.0%	17.2%	14.6%	17.8%	17.0%	16.3%	17.7%	16.0%	16.6%	16.8%	15.8%	10.9%	19.5%	10.1%	16.5%	22.3%	9.2%	17.0%	25.4%
Usually	---	144	230	51	90	34	48	58	89	39	10	23	116	88	3	44	31	50	59	30	82	31
	---	3.1%	3.8%	2.7%	3.4%	3.5%	3.7%	2.6%	3.8%	2.5%	1.7%	4.4%	3.0%	2.7%	2.5%	4.2%	2.2%	3.2%	3.8%	2.8%	3.1%	4.0%
Always	---	150	192	72	73	17	42	85	91	34	15	18	118	86	9	40	35	39	69	33	85	24
	---	3.2%	3.2%	3.8%	2.8%	1.7%	3.2%	3.8%	3.9%	2.2%	2.6%	3.4%	3.0%	2.7%	7.6%	3.8%	2.5%	2.5%	4.5%	3.1%	3.2%	3.1%
Significantly different from column:*						GH	F	F	J	I							S	S	QR			
Never or Sometimes	---	4,323	5,554	1,791	2,463	924	1,205	2,115	2,165	1,479	550	484	3,688	3,043	107	974	1,340	1,459	1,417	1,018	2,484	721
	---	93.6%	92.9%	93.6%	93.8%	94.8%	93.1%	93.7%	92.3%	95.3%	95.7%	92.2%	94.0%	94.6%	89.9%	92.1%	95.3%	94.3%	91.7%	94.2%	93.7%	92.9%
Significantly different from column:*									JK	I	I			OP	N	N	S	S	QR			

NA - Not Applicable

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State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35f

In the last 6 months, how often did a doctor or other health provider interrupt you when you were talking?

Base: All respondents

	2018 CSS Average	2019	2018	Gender (Q48) Male	Female	Age (Q47) 18 to 34	35 to 54	55 or more	Education (Q49) HS grad or less	Some college	College grad or more	Hispanic (Q50) Hispanic	Not Hispanic	Race (Q51) White	African-American	Other	Health Status (Q36) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	---	**4,794**	5,967	1,969	2,684	994	1,321	2,323	2,402	1,594	586	541	4,012	3,296	122	1,081	1,451	1,571	1,582	1,175	2,706	795
Number missing or multiple answer	---	**177**	0	47	60	21	28	56	51	36	16	11	89	73	2	28	42	26	29	95	60	14
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**4,617**	5,967	1,922	2,624	973	1,293	2,267	2,351	1,558	570	530	3,923	3,223	120	1,053	1,409	1,545	1,553	1,080	2,646	781
	---	**96.3%**	100.0%	97.6%	97.8%	97.9%	97.9%	97.6%	97.9%	97.7%	97.3%	98.0%	97.8%	97.8%	98.4%	97.4%	97.1%	98.3%	98.2%	91.9%	97.8%	98.2%
Never	---	**3,830**	4,972	1,639	2,131	819	1,058	1,884	1,979	1,268	469	460	3,235	2,689	105	847	1,262	1,315	1,169	970	2,199	570
	---	**83.0%**	83.3%	85.3%	81.2%	84.2%	81.8%	83.1%	84.2%	81.4%	82.3%	86.8%	82.5%	83.4%	87.5%	80.4%	89.6%	85.1%	75.3%	89.8%	83.1%	73.0%
Sometimes	---	**645**	794	228	410	137	183	315	295	247	86	60	565	444	10	168	122	191	316	84	363	180
	---	**14.0%**	13.3%	11.9%	15.6%	14.1%	14.2%	13.9%	12.5%	15.9%	15.1%	11.3%	14.4%	13.8%	8.3%	16.0%	8.7%	12.4%	20.3%	7.8%	13.7%	23.0%
Usually	---	**67**	120	26	41	14	25	28	36	22	9	5	61	44	3	19	10	22	33	11	45	11
	---	**1.5%**	2.0%	1.4%	1.6%	1.4%	1.9%	1.2%	1.5%	1.4%	1.6%	0.9%	1.6%	1.4%	2.5%	1.8%	0.7%	1.4%	2.1%	1.0%	1.7%	1.4%
Always	---	**75**	81	29	42	3	27	40	41	21	6	5	62	46	2	19	15	17	35	15	39	20
	---	**1.6%**	1.4%	1.5%	1.6%	0.3%	2.1%	1.8%	1.7%	1.3%	1.1%	0.9%	1.6%	1.4%	1.7%	1.8%	1.1%	1.1%	2.3%	1.4%	1.5%	2.6%
Significantly different from column:*						GH	F	F									S	S	QR		V	U
Never or Sometimes	---	**4,475**	5,766	1,867	2,541	956	1,241	2,199	2,274	1,515	555	520	3,800	3,133	115	1,015	1,384	1,506	1,485	1,054	2,562	750
	---	**96.9%**	96.6%	97.1%	96.8%	98.3%	96.0%	97.0%	96.7%	97.2%	97.4%	98.1%	96.9%	97.2%	95.8%	96.4%	98.2%	97.5%	95.6%	97.6%	96.8%	96.0%
Significantly different from column:*						GH	F	F									S	S	QR			

NA - Not Applicable

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State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35g

In the last 6 months, how often did a doctor or other health provider use a condescending, sarcastic or rude tone or manner with you?

Base: All respondents

	2018 CSS Average	2019	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	---	**4,794**	5,956	1,969	2,684	994	1,321	2,323	2,402	1,594	586	541	4,012	3,296	122	1,081	1,451	1,571	1,582	1,175	2,706	795
Number missing or multiple answer	---	**184**	0	48	61	19	28	60	51	36	16	11	89	74	3	27	36	32	32	94	67	14
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	**4,610**	5,956	1,921	2,623	975	1,293	2,263	2,351	1,558	570	530	3,923	3,222	119	1,054	1,415	1,539	1,550	1,081	2,639	781
	---	**96.2%**	100.0%	97.6%	97.7%	98.1%	97.9%	97.4%	97.9%	97.7%	97.3%	98.0%	97.8%	97.8%	97.5%	97.5%	97.5%	98.0%	98.0%	92.0%	97.5%	98.2%
Never	---	**4,092**	5,198	1,740	2,294	867	1,122	2,034	2,129	1,348	496	490	3,464	2,871	109	912	1,330	1,372	1,299	1,005	2,358	635
	---	**88.8%**	87.3%	90.6%	87.5%	88.9%	86.8%	89.9%	90.6%	86.5%	87.0%	92.5%	88.3%	89.1%	91.6%	86.5%	94.0%	89.1%	83.8%	93.0%	89.4%	81.3%
Sometimes	---	**418**	573	146	266	98	136	177	175	171	62	32	373	285	6	116	66	139	202	56	230	122
	---	**9.1%**	9.6%	7.6%	10.1%	10.1%	10.5%	7.8%	7.4%	11.0%	10.9%	6.0%	9.5%	8.8%	5.0%	11.0%	4.7%	9.0%	13.0%	5.2%	8.7%	15.6%
Usually	---	**56**	120	19	35	6	19	28	21	25	8	4	48	34	3	16	11	14	29	11	28	13
	---	**1.2%**	2.0%	1.0%	1.3%	0.6%	1.5%	1.2%	0.9%	1.6%	1.4%	0.8%	1.2%	1.1%	2.5%	1.5%	0.8%	0.9%	1.9%	1.0%	1.1%	1.7%
Always	---	**44**	65	16	28	4	16	24	26	14	4	4	38	32	1	10	8	14	20	9	23	11
	---	**1.0%**	1.1%	0.8%	1.1%	0.4%	1.2%	1.1%	1.1%	0.9%	0.7%	0.8%	1.0%	1.0%	0.8%	0.9%	0.6%	0.9%	1.3%	0.8%	0.9%	1.4%
Significantly different from column:*						G	F										S		Q			
Never or Sometimes	---	**4,510**	5,771	1,886	2,560	965	1,258	2,211	2,304	1,519	558	522	3,837	3,156	115	1,028	1,396	1,511	1,501	1,061	2,588	757
	---	**97.8%**	96.9%	98.2%	97.6%	99.0%	97.3%	97.7%	98.0%	97.5%	97.9%	98.5%	97.8%	98.0%	96.6%	97.5%	98.7%	98.2%	96.8%	98.1%	98.1%	96.9%
Significantly different from column:*		C				GH	F	F									S	S	QR			

NA - Not Applicable

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State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35h

In the last 6 months, did you feel you could trust a doctor or other health provider with your medical care?

Base: All respondents

	2018 CSS Average	2019	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	---	4,794	5,934	1,969	2,684	994	1,321	2,323	2,402	1,594	586	541	4,012	3,296	122	1,081	1,451	1,571	1,582	1,175	2,706	795
Number missing or multiple answer	---	228	0	65	83	28	35	82	75	44	19	23	112	97	4	36	50	32	53	112	83	22
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	4,566	5,934	1,904	2,601	966	1,286	2,241	2,327	1,550	567	518	3,900	3,199	118	1,045	1,401	1,539	1,529	1,063	2,623	773
	---	95.2%	100.0%	96.7%	96.9%	97.2%	97.4%	96.5%	96.9%	97.2%	96.8%	95.7%	97.2%	97.1%	96.7%	96.7%	96.6%	98.0%	96.6%	90.5%	96.9%	97.2%
Yes, definitely	---	3,229	4,137	1,332	1,857	684	866	1,633	1,693	1,064	396	387	2,740	2,293	81	711	1,074	1,099	994	693	1,922	543
	---	70.7%	69.7%	70.0%	71.4%	70.8%	67.3%	72.9%	72.8%	68.6%	69.8%	74.7%	70.3%	71.7%	68.6%	68.0%	76.7%	71.4%	65.0%	65.2%	73.3%	70.2%
Yes, somewhat	---	1,084	1,406	460	607	241	329	493	503	401	142	106	942	731	29	276	261	364	434	257	606	192
	---	23.7%	23.7%	24.2%	23.3%	24.9%	25.6%	22.0%	21.6%	25.9%	25.0%	20.5%	24.2%	22.9%	24.6%	26.4%	18.6%	23.7%	28.4%	24.2%	23.1%	24.8%
No	---	253	391	112	137	41	91	115	131	85	29	25	218	175	8	58	66	76	101	113	95	38
	---	5.5%	6.6%	5.9%	5.3%	4.2%	7.1%	5.1%	5.6%	5.5%	5.1%	4.8%	5.6%	5.5%	6.8%	5.6%	4.7%	4.9%	6.6%	10.6%	3.6%	4.9%
Yes, definitely or Yes, somewhat	---	4,313	5,543	1,792	2,464	925	1,195	2,126	2,196	1,465	538	493	3,682	3,024	110	987	1,335	1,463	1,428	950	2,528	735
	---	94.5%	93.4%	94.1%	94.7%	95.8%	92.9%	94.9%	94.4%	94.5%	94.9%	95.2%	94.4%	94.5%	93.2%	94.4%	95.3%	95.1%	93.4%	89.4%	96.4%	95.1%
Significantly different from column:*		C				G	FH	G									S	S	QR	UV	T	T

NA - Not Applicable

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State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35i

A regular dentist is one you would go to for check-ups and cleanings or when you have a cavity or tooth pain. Do you have a regular dentist?

Base: All respondents

	2018 CSS Average	2019	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	---	4,794	6,001	1,969	2,684	994	1,321	2,323	2,402	1,594	586	541	4,012	3,296	122	1,081	1,451	1,571	1,582	1,175	2,706	795
Number missing or multiple answer	---	200	0	43	63	10	20	73	57	34	11	7	88	77	2	24	20	26	44	63	100	25
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	4,594	6,001	1,926	2,621	984	1,301	2,250	2,345	1,560	575	534	3,924	3,219	120	1,057	1,431	1,545	1,538	1,112	2,606	770
	---	95.8%	100.0%	97.8%	97.7%	99.0%	98.5%	96.9%	97.6%	97.9%	98.1%	98.7%	97.8%	97.7%	98.4%	97.8%	98.6%	98.3%	97.2%	94.6%	96.3%	96.9%
Yes	---	2,570	3,441	1,004	1,543	600	750	1,188	1,249	909	360	330	2,165	1,797	65	595	929	865	738	539	1,530	449
	---	55.9%	57.3%	52.1%	58.9%	61.0%	57.6%	52.8%	53.3%	58.3%	62.6%	61.8%	55.2%	55.8%	54.2%	56.3%	64.9%	56.0%	48.0%	48.5%	58.7%	58.3%
No	---	2,024	2,560	922	1,078	384	551	1,062	1,096	651	215	204	1,759	1,422	55	462	502	680	800	573	1,076	321
	---	44.1%	42.7%	47.9%	41.1%	39.0%	42.4%	47.2%	46.7%	41.7%	37.4%	38.2%	44.8%	44.2%	45.8%	43.7%	35.1%	44.0%	52.0%	51.5%	41.3%	41.7%
Significantly different from column:*				E	D	H	H	FG	JK	I	I	M	L				RS	QS	QR	UV	T	T

NA - Not Applicable

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State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35j

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

Base: All respondents

	2018 CSS Average	2019	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	---	4,794	5,990	1,969	2,684	994	1,321	2,323	2,402	1,594	586	541	4,012	3,296	122	1,081	1,451	1,571	1,582	1,175	2,706	795
Number missing or multiple answer	---	191	0	39	59	9	17	70	54	27	13	14	78	68	2	25	23	29	32	59	101	19
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	4,603	5,990	1,930	2,625	985	1,304	2,253	2,348	1,567	573	527	3,934	3,228	120	1,056	1,428	1,542	1,550	1,116	2,605	776
	---	96.0%	100.0%	98.0%	97.8%	99.1%	98.7%	97.0%	97.8%	98.3%	97.8%	97.4%	98.1%	97.9%	98.4%	97.7%	98.4%	98.2%	98.0%	95.0%	96.3%	97.6%
Yes	---	1,877	2,446	745	1,114	444	537	867	871	664	297	234	1,587	1,318	41	435	681	621	540	332	1,151	348
	---	40.8%	40.8%	38.6%	42.4%	45.1%	41.2%	38.5%	37.1%	42.4%	51.8%	44.4%	40.3%	40.8%	34.2%	41.2%	47.7%	40.3%	34.8%	29.7%	44.2%	44.8%
No	---	2,726	3,544	1,185	1,511	541	767	1,386	1,477	903	276	293	2,347	1,910	79	621	747	921	1,010	784	1,454	428
	---	59.2%	59.2%	61.4%	57.6%	54.9%	58.8%	61.5%	62.9%	57.6%	48.2%	55.6%	59.7%	59.2%	65.8%	58.8%	52.3%	59.7%	65.2%	70.3%	55.8%	55.2%
Significantly different from column:*				E	D	H		F	JK	IK	IJ						RS	QS	QR	UV	T	T

NA - Not Applicable

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State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35k

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

Base: All respondents who went to a dentist's office/clinic to get care (Q35j)

	2018 CSS Average	2019	2018	Gender (Q48) Male	Female	Age (Q47) 18 to 34	35 to 54	55 or more	Education (Q49) HS grad or less	Some college	College grad or more	Hispanic (Q50) Hispanic	Not Hispanic	Race (Q51) White	African-American	Other	Health Status (Q36) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	---	1,877	2,380	745	1,114	444	537	867	871	664	297	234	1,587	1,318	41	435	681	621	540	332	1,151	348
Number missing or multiple answer	---	25	0	6	16	3	9	7	11	6	3	6	16	11	0	9	7	4	9	5	14	4
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	1,852	2,380	739	1,098	441	528	860	860	658	294	228	1,571	1,307	41	426	674	617	531	327	1,137	344
	---	98.7%	100.0%	99.2%	98.6%	99.3%	98.3%	99.2%	98.7%	99.1%	99.0%	97.4%	99.0%	99.2%	100.0%	97.9%	99.0%	99.4%	98.3%	98.5%	98.8%	98.9%
Never	---	26	65	9	17	3	11	12	13	7	3	2	24	19	0	6	6	11	8	8	12	6
	---	1.4%	2.7%	1.2%	1.5%	0.7%	2.1%	1.4%	1.5%	1.1%	1.0%	0.9%	1.5%	1.5%	0.0%	1.4%	0.9%	1.8%	1.5%	2.4%	1.1%	1.7%
Sometimes	---	149	175	55	92	49	41	57	70	53	23	13	133	95	2	43	36	59	52	25	83	33
	---	8.0%	7.4%	7.4%	8.4%	11.1%	7.8%	6.6%	8.1%	8.1%	7.8%	5.7%	8.5%	7.3%	4.9%	10.1%	5.3%	9.6%	9.8%	7.6%	7.3%	9.6%
Usually	---	359	460	142	214	82	106	166	158	137	56	51	298	259	8	78	129	112	110	73	215	63
	---	19.4%	19.3%	19.2%	19.5%	18.6%	20.1%	19.3%	18.4%	20.8%	19.0%	22.4%	19.0%	19.8%	19.5%	18.3%	19.1%	18.2%	20.7%	22.3%	18.9%	18.3%
Always	---	1,318	1,680	533	775	307	370	625	619	461	212	162	1,116	934	31	299	503	435	361	221	827	242
	---	71.2%	70.6%	72.1%	70.6%	69.6%	70.1%	72.7%	72.0%	70.1%	72.1%	71.1%	71.0%	71.5%	75.6%	70.2%	74.6%	70.5%	68.0%	67.6%	72.7%	70.3%
Significantly different from column:*																	S		Q			
Usually or Always	---	1,677	2,140	675	989	389	476	791	777	598	268	213	1,414	1,193	39	377	632	547	471	294	1,042	305
	---	90.6%	89.9%	91.3%	90.1%	88.2%	90.2%	92.0%	90.3%	90.9%	91.2%	93.4%	90.0%	91.3%	95.1%	88.5%	93.8%	88.7%	88.7%	89.9%	91.6%	88.7%
Significantly different from column:*						H		F									RS	Q	Q			

NA - Not Applicable

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State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35I

If you tried to get an appointment for yourself with a dentist who specializes in a particular type of dental care (such as root canals or gum disease) in the last 6 months, how often did you get an appointment as soon as you wanted?

Base: All respondents

	2018 CSS Average	2019	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	---	4,794	5,899	1,969	2,684	994	1,321	2,323	2,402	1,594	586	541	4,012	3,296	122	1,081	1,451	1,571	1,582	1,175	2,706	795
Number missing or multiple answer	---	317	0	83	127	19	48	136	107	66	24	28	172	151	7	41	44	60	89	97	160	42
Number no experience	---	3,087	3,506	1,282	1,780	718	831	1,509	1,540	1,084	403	293	2713	2225	75	666	994	1,019	1,032	779	1,741	510
Usable responses	---	1,390	2,393	604	777	257	442	678	755	444	159	220	1,127	920	40	374	413	492	461	299	805	243
	---	29.0%	40.6%	30.7%	28.9%	25.9%	33.5%	29.2%	31.4%	27.9%	27.1%	40.7%	28.1%	27.9%	32.8%	34.6%	28.5%	31.3%	29.1%	25.4%	29.7%	30.6%
Never	---	499	932	214	281	85	167	242	258	176	52	62	420	348	9	127	133	174	182	122	268	91
	---	35.9%	38.9%	35.4%	36.2%	33.1%	37.8%	35.7%	34.2%	39.6%	32.7%	28.2%	37.3%	37.8%	22.5%	34.0%	32.2%	35.4%	39.5%	40.8%	33.3%	37.4%
Sometimes	---	235	417	110	123	51	83	98	132	67	31	49	182	146	4	71	63	77	89	46	142	39
	---	16.9%	17.4%	18.2%	15.8%	19.8%	18.8%	14.5%	17.5%	15.1%	19.5%	22.3%	16.1%	15.9%	10.0%	19.0%	15.3%	15.7%	19.3%	15.4%	17.6%	16.0%
Usually	---	264	459	126	138	59	72	133	155	82	23	43	216	172	7	79	84	101	74	51	161	43
	---	19.0%	19.2%	20.9%	17.8%	23.0%	16.3%	19.6%	20.5%	18.5%	14.5%	19.5%	19.2%	18.7%	17.5%	21.1%	20.3%	20.5%	16.1%	17.1%	20.0%	17.7%
Always	---	392	585	154	235	62	120	205	210	119	53	66	309	254	20	97	133	140	116	80	234	70
	---	28.2%	24.4%	25.5%	30.2%	24.1%	27.1%	30.2%	27.8%	26.8%	33.3%	30.0%	27.4%	27.6%	50.0%	25.9%	32.2%	28.5%	25.2%	26.8%	29.1%	28.8%
Significantly different from column:*		C													O	NP	O	S		Q		
Usually or Always	---	656	1,044	280	373	121	192	338	365	201	76	109	525	426	27	176	217	241	190	131	395	113
	---	47.2%	43.6%	46.4%	48.0%	47.1%	43.4%	49.9%	48.3%	45.3%	47.8%	49.5%	46.6%	46.3%	67.5%	47.1%	52.5%	49.0%	41.2%	43.8%	49.1%	46.5%
Significantly different from column:*		C					H	G							O	NP	O	S	S	QR		

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State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35m

In the last 6 months, if you needed to see a dentist right away because of a <u>dental emergency</u>, how often did you get to see a dentist as soon as you wanted?

Base: All respondents

	2018 CSS Average	2019	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	---	**4,794**	5,907	1,969	2,684	994	1,321	2,323	2,402	1,594	586	541	4,012	3,296	122	1,081	1,451	1,571	1,582	1,175	2,706	795
Number missing or multiple answer	---	**290**	0	70	105	20	36	117	90	55	22	20	142	121	4	40	36	54	70	80	157	35
Number no experience	---	**3,241**	3,495	1,374	1,849	758	871	1,587	1,627	1,113	440	353	2813	2318	88	716	1,067	1,093	1,040	848	1,799	535
Usable responses	---	**1,263**	2,412	525	730	216	414	619	685	426	124	168	1,057	857	30	325	348	424	472	247	750	225
	---		40.8%	26.7%	27.2%	21.7%	31.3%	26.6%	28.5%	26.7%	21.2%	31.1%	26.3%	26.0%	24.6%	30.1%	24.0%	27.0%	29.8%	21.0%	27.7%	28.3%
Never	---	**457**	918	206	244	71	155	223	230	162	51	47	391	323	9	110	111	145	189	114	247	79
	---	**36.2%**	38.1%	39.2%	33.4%	32.9%	37.4%	36.0%	33.6%	38.0%	41.1%	28.0%	37.0%	37.7%	30.0%	33.8%	31.9%	34.2%	40.0%	46.2%	32.9%	35.1%
Sometimes	---	**191**	442	74	117	39	73	79	115	63	11	37	149	118	5	55	47	69	75	31	116	38
	---	**15.1%**	18.3%	14.1%	16.0%	18.1%	17.6%	12.8%	16.8%	14.8%	8.9%	22.0%	14.1%	13.8%	16.7%	16.9%	13.5%	16.3%	15.9%	12.6%	15.5%	16.9%
Usually	---	**218**	438	91	127	38	65	114	120	77	19	29	186	153	6	58	65	78	72	34	141	37
	---	**17.3%**	18.2%	17.3%	17.4%	17.6%	15.7%	18.4%	17.5%	18.1%	15.3%	17.3%	17.6%	17.9%	20.0%	17.8%	18.7%	18.4%	15.3%	13.8%	18.8%	16.4%
Always	---	**397**	614	154	242	68	121	203	220	124	43	55	331	263	10	102	125	132	136	68	246	71
	---	**31.4%**	25.5%	29.3%	33.2%	31.5%	29.2%	32.8%	32.1%	29.1%	34.7%	32.7%	31.3%	30.7%	33.3%	31.4%	35.9%	31.1%	28.8%	27.5%	32.8%	31.6%
Significantly different from column:*		C															S		Q			
Usually or Always	---	**615**	1,052	245	369	106	186	317	340	201	62	84	517	416	16	160	190	210	208	102	387	108
	---	**48.7%**	43.6%	46.7%	50.5%	49.1%	44.9%	51.2%	49.6%	47.2%	50.0%	50.0%	48.9%	48.5%	53.3%	49.2%	54.6%	49.5%	44.1%	41.3%	51.6%	48.0%
Significantly different from column:*		C					H	G									S		Q	U	T	

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

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35n

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?

Base: All respondents

	2018 CSS Average	2019	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	---	4,794	5,360	1,969	2,684	994	1,321	2,323	2,402	1,594	586	541	4,012	3,296	122	1,081	1,451	1,571	1,582	1,175	2,706	795
Number missing or multiple answer	---	824	0	307	397	76	156	466	378	230	72	71	612	506	22	138	154	233	293	209	448	137
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	3,970	5,360	1,662	2,287	918	1,165	1,857	2,024	1,364	514	470	3,400	2,790	100	943	1,297	1,338	1,289	966	2,258	658
	---	82.8%	100.0%	84.4%	85.2%	92.4%	88.2%	79.9%	84.3%	85.6%	87.7%	86.9%	84.7%	84.6%	82.0%	87.2%	89.4%	85.2%	81.5%	82.2%	83.4%	82.8%
0 Extremely difficult	---	347	431	140	202	63	120	160	171	122	43	25	310	254	8	79	83	104	154	100	178	60
	---	8.7%	8.0%	8.4%	8.8%	6.9%	10.3%	8.6%	8.4%	8.9%	8.4%	5.3%	9.1%	9.1%	8.0%	8.4%	6.4%	7.8%	11.9%	10.4%	7.9%	9.1%
1	---	89	152	31	58	17	23	49	37	42	8	6	83	68	2	19	12	35	40	14	57	12
	---	2.2%	2.8%	1.9%	2.5%	1.9%	2.0%	2.6%	1.8%	3.1%	1.6%	1.3%	2.4%	2.4%	2.0%	2.0%	0.9%	2.6%	3.1%	1.4%	2.5%	1.8%
2	---	106	136	36	68	20	40	44	46	38	19	9	92	73	1	25	21	39	42	22	56	25
	---	2.7%	2.5%	2.2%	3.0%	2.2%	3.4%	2.4%	2.3%	2.8%	3.7%	1.9%	2.7%	2.6%	1.0%	2.7%	1.6%	2.9%	3.3%	2.3%	2.5%	3.8%
3	---	130	192	52	77	27	45	56	59	49	18	5	124	86	4	38	33	43	52	29	80	19
	---	3.3%	3.6%	3.1%	3.4%	2.9%	3.9%	3.0%	2.9%	3.6%	3.5%	1.1%	3.6%	3.1%	4.0%	4.0%	2.5%	3.2%	4.0%	3.0%	3.5%	2.9%
4	---	134	174	50	84	51	36	47	58	63	11	14	117	102	0	30	39	53	41	32	74	25
	---	3.4%	3.2%	3.0%	3.7%	5.6%	3.1%	2.5%	2.9%	4.6%	2.1%	3.0%	3.4%	3.7%	0.0%	3.2%	3.0%	4.0%	3.2%	3.3%	3.3%	3.8%
5	---	470	695	217	253	103	148	218	237	179	51	64	398	318	9	124	134	176	154	154	233	73
	---	11.8%	13.0%	13.1%	11.1%	11.2%	12.7%	11.7%	11.7%	13.1%	9.9%	13.6%	11.7%	11.4%	9.0%	13.1%	10.3%	13.2%	11.9%	15.9%	10.3%	11.1%
6	---	164	283	74	89	36	53	73	85	50	27	21	136	114	2	42	44	65	53	42	99	20
	---	4.1%	5.3%	4.5%	3.9%	3.9%	4.5%	3.9%	4.2%	3.7%	5.3%	4.5%	4.0%	4.1%	2.0%	4.5%	3.4%	4.9%	4.1%	4.3%	4.4%	3.0%
7	---	310	407	136	173	82	86	140	154	108	43	41	261	212	3	84	104	115	89	74	172	57
	---	7.8%	7.6%	8.2%	7.6%	8.9%	7.4%	7.5%	7.6%	7.9%	8.4%	8.7%	7.7%	7.6%	3.0%	8.9%	8.0%	8.6%	6.9%	7.7%	7.6%	8.7%
8	---	444	652	200	242	121	131	190	219	141	79	63	373	315	10	107	138	162	137	115	253	71
	---	11.2%	12.2%	12.0%	10.6%	13.2%	11.2%	10.2%	10.8%	10.3%	15.4%	13.4%	11.0%	11.3%	10.0%	11.3%	10.6%	12.1%	10.6%	11.9%	11.2%	10.8%
9	---	367	578	152	214	88	108	169	187	121	56	38	326	277	8	73	159	108	99	64	229	68
	---	9.2%	10.8%	9.1%	9.4%	9.6%	9.3%	9.1%	9.2%	8.9%	10.9%	8.1%	9.6%	9.9%	8.0%	7.7%	12.3%	8.1%	7.7%	6.6%	10.1%	10.3%
10 Extremely easy	---	1,409	1,660	574	827	310	375	711	771	451	159	184	1,180	971	53	322	530	438	428	320	827	228
	---	35.5%	31.0%	34.5%	36.2%	33.8%	32.2%	38.3%	38.1%	33.1%	30.9%	39.1%	34.7%	34.8%	53.0%	34.1%	40.9%	32.7%	33.2%	33.1%	36.6%	34.7%

NA - Not Applicable

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35n

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?

Base: All respondents

	2018 CSS Average	2019	2018	Gender (Q48) Male	Female	Age (Q47) 18 to 34	35 to 54	55 or more	Education (Q49) HS grad or less	Some college	College grad or more	Hispanic (Q50) Hispanic	Not Hispanic	Race (Q51) White	African-American	Other	Health Status (Q36) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	---	4,794	5,360	1,969	2,684	994	1,321	2,323	2,402	1,594	586	541	4,012	3,296	122	1,081	1,451	1,571	1,582	1,175	2,706	795
Number missing or multiple answer	---	824	0	307	397	76	156	466	378	230	72	71	612	506	22	138	154	233	293	209	448	137
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	3,970	5,360	1,662	2,287	918	1,165	1,857	2,024	1,364	514	470	3,400	2,790	100	943	1,297	1,338	1,289	966	2,258	658
	---	82.8%	100.0%	84.4%	85.2%	92.4%	88.2%	79.9%	84.3%	85.6%	87.7%	86.9%	84.7%	84.6%	82.0%	87.2%	89.4%	85.2%	81.5%	82.2%	83.4%	82.8%
0 to 4	---	806	1,085	309	489	178	264	356	371	314	99	59	726	583	15	191	188	274	329	197	445	141
	---	20.3%	20.2%	18.6%	21.4%	19.4%	22.7%	19.2%	18.3%	23.0%	19.3%	12.6%	21.4%	20.9%	15.0%	20.3%	14.5%	20.5%	25.5%	20.4%	19.7%	21.4%
5	---	470	695	217	253	103	148	218	237	179	51	64	398	318	9	124	134	176	154	154	233	73
	---	11.8%	13.0%	13.1%	11.1%	11.2%	12.7%	11.7%	11.7%	13.1%	9.9%	13.6%	11.7%	11.4%	9.0%	13.1%	10.3%	13.2%	11.9%	15.9%	10.3%	11.1%
6 or 7	---	474	690	210	262	118	139	213	239	158	70	62	397	326	5	126	148	180	142	116	271	77
	---	11.9%	12.9%	12.6%	11.5%	12.9%	11.9%	11.5%	11.8%	11.6%	13.6%	13.2%	11.7%	11.7%	5.0%	13.4%	11.4%	13.5%	11.0%	12.0%	12.0%	11.7%
8 to 10	---	2,220	2,890	926	1,283	519	614	1,070	1,177	713	294	285	1,879	1,563	71	502	827	708	664	499	1,309	367
	---	55.9%	53.9%	55.7%	56.1%	56.5%	52.7%	57.6%	58.2%	52.3%	57.2%	60.6%	55.3%	56.0%	71.0%	53.2%	63.8%	52.9%	51.5%	51.7%	58.0%	55.8%
Significantly different from column:*							H	G	J	I		M	L	O	NP	O	RS	Q	Q	U	T	
0 to 6	---	1,440	2,063	600	831	317	465	647	693	543	177	144	1,260	1,015	26	357	366	515	536	393	777	234
	---	36.3%	38.5%	36.1%	36.3%	34.5%	39.9%	34.8%	34.2%	39.8%	34.4%	30.6%	37.1%	36.4%	26.0%	37.9%	28.2%	38.5%	41.6%	40.7%	34.4%	35.6%
7 to 8	---	754	1,059	336	415	203	217	330	373	249	122	104	634	527	13	191	242	277	226	189	425	128
	---	19.0%	19.8%	20.2%	18.1%	22.1%	18.6%	17.8%	18.4%	18.3%	23.7%	22.1%	18.6%	18.9%	13.0%	20.3%	18.7%	20.7%	17.5%	19.6%	18.8%	19.5%
9 to 10	---	1,776	2,238	726	1,041	398	483	880	958	572	215	222	1,506	1,248	61	395	689	546	527	384	1,056	296
	---	44.7%	41.8%	43.7%	45.5%	43.4%	41.5%	47.4%	47.3%	41.9%	41.8%	47.2%	44.3%	44.7%	61.0%	41.9%	53.1%	40.8%	40.9%	39.8%	46.8%	45.0%
Significantly different from column:*		C					H	H	FG	JK	I	I			O	NP	O	RS	Q	Q	UV	T	T

NA - Not Applicable

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

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 36

In general, how would you rate your overall health?

Base: All respondents

	2018 CSS Average	2019	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,307	4,794	6,005	1,969	2,684	994	1,321	2,323	2,402	1,594	586	541	4,012	3,296	122	1,081	1,451	1,571	1,582	1,175	2,706	795
Number missing or multiple answer	83	190	0	35	38	6	20	44	36	29	2	11	58	46	2	19	0	0	0	53	97	28
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,224	4,604	6,005	1,934	2,646	988	1,301	2,279	2,366	1,565	584	530	3,954	3,250	120	1,062	1,451	1,571	1,582	1,122	2,609	767
	98.1%	96.0%	100.0%	98.2%	98.6%	99.4%	98.5%	98.1%	98.5%	98.2%	99.7%	98.0%	98.6%	98.6%	98.4%	98.2%	100.0%	100.0%	100.0%	95.5%	96.4%	96.5%
Poor	260	403	512	153	249	29	108	265	215	145	35	29	365	285	11	94	0	0	403	48	187	159
	6.2%	8.8%	8.5%	7.9%	9.4%	2.9%	8.3%	11.6%	9.1%	9.3%	6.0%	5.5%	9.2%	8.8%	9.2%	8.9%	0.0%	0.0%	25.5%	4.3%	7.2%	20.7%
Fair	1,001	1,179	1,366	472	703	136	330	702	691	360	94	150	992	791	33	301	0	0	1,179	206	680	262
	23.7%	25.6%	22.7%	24.4%	26.6%	13.8%	25.4%	30.8%	29.2%	23.0%	16.1%	28.3%	25.1%	24.3%	27.5%	28.3%	0.0%	0.0%	74.5%	18.4%	26.1%	34.2%
Good	1,452	1,571	2,137	685	879	325	455	783	834	550	165	175	1,364	1,146	35	331	0	1,571	0	383	922	229
	34.4%	34.1%	35.6%	35.4%	33.2%	32.9%	35.0%	34.4%	35.2%	35.1%	28.3%	33.0%	34.5%	35.3%	29.2%	31.2%	0.0%	100.0%	0.0%	34.1%	35.3%	29.9%
Very good	1,014	1,053	1,458	448	596	331	300	412	457	378	198	119	907	757	27	236	1,053	0	0	332	605	93
	24.0%	22.9%	24.3%	23.2%	22.5%	33.5%	23.1%	18.1%	19.3%	24.2%	33.9%	22.5%	22.9%	23.3%	22.5%	22.2%	72.6%	0.0%	0.0%	29.6%	23.2%	12.1%
Excellent	497	398	532	176	219	167	108	117	169	132	92	57	326	271	14	100	398	0	0	153	215	24
	11.8%	8.6%	8.9%	9.1%	8.3%	16.9%	8.3%	5.1%	7.1%	8.4%	15.8%	10.8%	8.2%	8.3%	11.7%	9.4%	27.4%	0.0%	0.0%	13.6%	8.2%	3.1%
Excellent or Very good	1,511	1,451	1,990	624	815	498	408	529	626	510	290	176	1,233	1,028	41	336	1,451	0	0	485	820	117
	35.8%	31.5%	33.1%	32.3%	30.8%	50.4%	31.4%	23.2%	26.5%	32.6%	49.7%	33.2%	31.2%	31.6%	34.2%	31.6%	100.0%	0.0%	0.0%	43.2%	31.4%	15.3%
Significantly different from column:*		A				GH	FH	FG	JK	IK	IJ						RS	Q	Q	UV	TV	TU

NA - Not Applicable

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

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 37

In general, how would you rate your overall <u>mental or emotional</u> health?

Base: All respondents

	2018 CSS Average	2019	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,307	4,794	6,013	1,969	2,684	994	1,321	2,323	2,402	1,594	586	541	4,012	3,296	122	1,081	1,451	1,571	1,582	1,175	2,706	795
Number missing or multiple answer	68	171	0	24	29	10	15	27	27	15	6	5	45	34	3	14	11	10	13	47	91	27
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,239	4,623	6,013	1,945	2,655	984	1,306	2,296	2,375	1,579	580	536	3,967	3,262	119	1,067	1,440	1,561	1,569	1,128	2,615	768
	98.4%	96.4%	100.0%	98.8%	98.9%	99.0%	98.9%	98.8%	98.9%	99.1%	99.0%	99.1%	98.9%	99.0%	97.5%	98.7%	99.2%	99.4%	99.2%	96.0%	96.6%	96.6%
Poor	236	328	404	118	208	79	101	147	175	119	29	27	295	238	9	72	20	72	230	51	169	96
	5.6%	7.1%	6.7%	6.1%	7.8%	8.0%	7.7%	6.4%	7.4%	7.5%	5.0%	5.0%	7.4%	7.3%	7.6%	6.7%	1.4%	4.6%	14.7%	4.5%	6.5%	12.5%
Fair	878	1,044	1,220	403	636	199	300	535	576	345	98	118	895	733	28	241	111	288	633	199	595	219
	20.7%	22.6%	20.3%	20.7%	24.0%	20.2%	23.0%	23.3%	24.3%	21.8%	16.9%	22.0%	22.6%	22.5%	23.5%	22.6%	7.7%	18.4%	40.3%	17.6%	22.8%	28.5%
Good	1,159	1,422	1,792	620	796	294	401	716	761	471	163	176	1,212	995	35	341	272	698	435	357	818	211
	27.3%	30.8%	29.8%	31.9%	30.0%	29.9%	30.7%	31.2%	32.0%	29.8%	28.1%	32.8%	30.6%	30.5%	29.4%	32.0%	18.9%	44.7%	27.7%	31.6%	31.3%	27.5%
Very good	1,029	1,121	1,515	470	644	245	299	568	521	407	174	113	978	823	23	243	576	348	183	289	644	171
	24.3%	24.2%	25.2%	24.2%	24.3%	24.9%	22.9%	24.7%	21.9%	25.8%	30.0%	21.1%	24.7%	25.2%	19.3%	22.8%	40.0%	22.3%	11.7%	25.6%	24.6%	22.3%
Excellent	937	708	1,082	334	371	167	205	330	342	237	116	102	587	473	24	170	461	155	88	232	389	71
	22.1%	15.3%	18.0%	17.2%	14.0%	17.0%	15.7%	14.4%	14.4%	15.0%	20.0%	19.0%	14.8%	14.5%	20.2%	15.9%	32.0%	9.9%	5.6%	20.6%	14.9%	9.2%
Excellent or Very good	1,966	1,829	2,597	804	1,015	412	504	898	863	644	290	215	1,565	1,296	47	413	1,037	503	271	521	1,033	242
	46.4%	39.6%	43.2%	41.3%	38.2%	41.9%	38.6%	39.1%	36.3%	40.8%	50.0%	40.1%	39.5%	39.7%	39.5%	38.7%	72.0%	32.2%	17.3%	46.2%	39.5%	31.5%
Significantly different from column:*	■	AC	■	E	D				JK	IK	IJ						RS	QS	QR	UV	TV	TU

NA - Not Applicable

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

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 38

Have you had either a flu shot or flu spray in the nose since July 1, 2018?**

Base: All respondents who were flagged as being 18 to 64 as of July 1 of the measurement year

	2018 CSS Average	2019	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,091	4,092	5,350	1,735	2,242	971	1,320	1,674	2,017	1,399	515	468	3,443	2,870	98	885	1,330	1,358	1,247	1,022	2,294	687
Number missing or multiple answer	47	122	0	11	11	6	4	10	12	8	1	3	18	15	2	4	6	3	4	31	73	15
Number no experience	86	64	110	31	32	24	22	18	39	17	5	16	46	30	4	27	21	20	22	15	39	9
Usable responses	3,958	3,906	5,240	1,693	2,199	941	1,294	1,646	1,966	1,374	509	449	3,379	2,825	92	854	1,303	1,335	1,221	976	2,182	663
	96.7%	95.5%	97.9%	97.6%	98.1%	96.9%	98.0%	98.3%	97.5%	98.2%	98.8%	95.9%	98.1%	98.4%	93.9%	96.5%	98.0%	98.3%	97.9%	95.5%	95.1%	96.5%
Yes	1,463	1,531	1,966	629	897	285	473	764	804	494	206	189	1,313	1,101	40	334	441	515	558	210	946	341
	37.0%	39.2%	37.5%	37.2%	40.8%	30.3%	36.6%	46.4%	40.9%	36.0%	40.5%	42.1%	38.9%	39.0%	43.5%	39.1%	33.8%	38.6%	45.7%	21.5%	43.4%	51.4%
No	2,495	2,375	3,274	1,064	1,302	656	821	882	1,162	880	303	260	2,066	1,724	52	520	862	820	663	766	1,236	322
	63.0%	60.8%	62.5%	62.8%	59.2%	69.7%	63.4%	53.6%	59.1%	64.0%	59.5%	57.9%	61.1%	61.0%	56.5%	60.9%	66.2%	61.4%	54.3%	78.5%	56.6%	48.6%
Significantly different from column:*		A		E	D	GH	FH	FG	J	I							RS	QS	QR	UV	TV	TU

*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.

**A plan's score for the HEDIS Flu Vaccinations for Adults measure will include only those members flagged as being age 18 to 64 as of July 1 of the measurement year.

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 39

Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

Base: All respondents

	2018 CSS Average	2019	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,307	4,794	6,030	1,969	2,684	994	1,321	2,323	2,402	1,594	586	541	4,012	3,296	122	1,081	1,451	1,571	1,582	1,175	2,706	795
Number missing or multiple answer	65	153	0	14	23	7	11	18	20	10	2	5	29	24	3	5	6	15	8	47	81	19
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,242	4,641	6,030	1,955	2,661	987	1,310	2,305	2,382	1,584	584	536	3,983	3,272	119	1,076	1,445	1,556	1,574	1,128	2,625	776
	98.5%	96.8%	100.0%	99.3%	99.1%	99.3%	99.2%	99.2%	99.2%	99.4%	99.7%	99.1%	99.3%	99.3%	97.5%	99.5%	99.6%	99.0%	99.5%	96.0%	97.0%	97.6%
Every day	856	858	1,128	433	420	130	305	417	540	262	46	37	802	636	25	181	173	309	358	227	466	139
	20.2%	18.5%	18.7%	22.1%	15.8%	13.2%	23.3%	18.1%	22.7%	16.5%	7.9%	6.9%	20.1%	19.4%	21.0%	16.8%	12.0%	19.9%	22.7%	20.1%	17.8%	17.9%
Some days	514	436	544	195	236	88	123	220	238	161	31	42	382	299	14	111	118	156	158	94	249	82
	12.1%	9.4%	9.0%	10.0%	8.9%	8.9%	9.4%	9.5%	10.0%	10.2%	5.3%	7.8%	9.6%	9.1%	11.8%	10.3%	8.2%	10.0%	10.0%	8.3%	9.5%	10.6%
Not at all	2,818	3,324	4,316	1,320	1,990	763	875	1,660	1,592	1,153	506	452	2,783	2,328	80	771	1,147	1,086	1,048	803	1,895	552
	66.4%	71.6%	71.6%	67.5%	74.8%	77.3%	66.8%	72.0%	66.8%	72.8%	86.6%	84.3%	69.9%	71.1%	67.2%	71.7%	79.4%	69.8%	66.6%	71.2%	72.2%	71.1%
Don't know	54	23	42	7	15	6	7	8	12	8	1	5	16	9	0	13	7	5	10	4	15	3
	1.3%	0.5%	0.7%	0.4%	0.6%	0.6%	0.5%	0.3%	0.5%	0.5%	0.2%	0.9%	0.4%	0.3%	0.0%	1.2%	0.5%	0.3%	0.6%	0.4%	0.6%	0.4%
Every day or Some days	1,370	1,294	1,672	628	656	218	428	637	778	423	77	79	1,184	935	39	292	291	465	516	321	715	221
	32.3%	27.9%	27.7%	32.1%	24.7%	22.1%	32.7%	27.6%	32.7%	26.7%	13.2%	14.7%	29.7%	28.6%	32.8%	27.1%	20.1%	29.9%	32.8%	28.5%	27.2%	28.5%
Significantly different from column:*		A		E	D	GH	FH	FG	JK	IK	IJ	M	L				RS	Q	Q			

NA - Not Applicable

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State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 40

In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

Base: All respondents who smoke cigarettes or use tobacco (Q39)

	2018 CSS Average	2019	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,370	1,294	1,644	628	656	218	428	637	778	423	77	79	1,184	935	39	292	291	465	516	321	715	221
Number missing or multiple answer	17	23	0	11	10	3	5	14	15	4	2	1	20	14	1	5	8	6	6	10	8	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,353	1,271	1,644	617	646	215	423	623	763	419	75	78	1,164	921	38	287	283	459	510	311	707	219
	98.8%	98.2%	100.0%	98.2%	98.5%	98.6%	98.8%	97.8%	98.1%	99.1%	97.4%	98.7%	98.3%	98.5%	97.4%	98.3%	97.3%	98.7%	98.8%	96.9%	98.9%	99.1%
Never	304	338	400	204	132	53	126	156	200	110	22	24	307	249	5	76	93	126	113	173	124	30
	22.5%	26.6%	24.3%	33.1%	20.4%	24.7%	29.8%	25.0%	26.2%	26.3%	29.3%	30.8%	26.4%	27.0%	13.2%	26.5%	32.9%	27.5%	22.2%	55.6%	17.5%	13.7%
Sometimes	235	263	327	121	140	61	99	100	159	83	18	22	238	190	9	61	48	105	107	47	172	36
	17.4%	20.7%	19.9%	19.6%	21.7%	28.4%	23.4%	16.1%	20.8%	19.8%	24.0%	28.2%	20.4%	20.6%	23.7%	21.3%	17.0%	22.9%	21.0%	15.1%	24.3%	16.4%
Usually	231	223	308	95	127	40	63	119	135	75	11	8	212	163	6	52	44	85	92	28	135	56
	17.1%	17.5%	18.7%	15.4%	19.7%	18.6%	14.9%	19.1%	17.7%	17.9%	14.7%	10.3%	18.2%	17.7%	15.8%	18.1%	15.5%	18.5%	18.0%	9.0%	19.1%	25.6%
Always	583	447	609	197	247	61	135	248	269	151	24	24	407	319	18	98	98	143	198	63	276	97
	43.1%	35.2%	37.0%	31.9%	38.2%	28.4%	31.9%	39.8%	35.3%	36.0%	32.0%	30.8%	35.0%	34.6%	47.4%	34.1%	34.6%	31.2%	38.8%	20.3%	39.0%	44.3%
Significantly different from column:*		A		E	D	H	H	FG										S	R	UV	T	T
Sometimes, Usually, or Always	1,049	933	1,244	413	514	162	297	467	563	309	53	54	857	672	33	211	190	333	397	138	583	189
	77.5%	73.4%	75.7%	66.9%	79.6%	75.3%	70.2%	75.0%	73.8%	73.7%	70.7%	69.2%	73.6%	73.0%	86.8%	73.5%	67.1%	72.5%	77.8%	44.4%	82.5%	86.3%
Significantly different from column:*		A		E	D												S		Q	UV	T	T

NA - Not Applicable

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State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 41

In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

Base: All respondents who smoke cigarettes or use tobacco (Q39)

	2018 CSS Average	2019	2018	Gender (Q48) Male	Female	Age (Q47) 18 to 34	35 to 54	55 or more	Education (Q49) HS grad or less	Some college	College grad or more	Hispanic (Q50) Hispanic	Not Hispanic	Race (Q51) White	African-American	Other	Health Status (Q36) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,370	1,294	1,643	628	656	218	428	637	778	423	77	79	1,184	935	39	292	291	465	516	321	715	221
Number missing or multiple answer	31	24	0	11	11	3	1	19	13	8	1	3	19	17	0	4	7	8	6	9	12	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,339	1,270	1,643	617	645	215	427	618	765	415	76	76	1,165	918	39	288	284	457	510	312	703	218
	97.7%	98.1%	100.0%	98.2%	98.3%	98.6%	99.8%	97.0%	98.3%	98.1%	98.7%	96.2%	98.4%	98.2%	100.0%	98.6%	97.6%	98.3%	98.8%	97.2%	98.3%	98.6%
Never	609	598	720	324	271	122	213	259	361	193	36	41	545	438	12	135	151	205	228	224	273	81
	45.5%	47.1%	43.8%	52.5%	42.0%	56.7%	49.9%	41.9%	47.2%	46.5%	47.4%	53.9%	46.8%	47.7%	30.8%	46.9%	53.2%	44.9%	44.7%	71.8%	38.8%	37.2%
Sometimes	280	256	360	118	137	41	95	118	140	91	23	12	241	173	7	75	45	110	100	35	160	53
	20.9%	20.2%	21.9%	19.1%	21.2%	19.1%	22.2%	19.1%	18.3%	21.9%	30.3%	15.8%	20.7%	18.8%	17.9%	26.0%	15.8%	24.1%	19.6%	11.2%	22.8%	24.3%
Usually	172	181	240	74	106	28	56	96	116	56	8	9	169	143	6	31	36	68	77	21	119	39
	12.8%	14.3%	14.6%	12.0%	16.4%	13.0%	13.1%	15.5%	15.2%	13.5%	10.5%	11.8%	14.5%	15.6%	15.4%	10.8%	12.7%	14.9%	15.1%	6.7%	16.9%	17.9%
Always	278	235	323	101	131	24	63	145	148	75	9	14	210	164	14	47	52	74	105	32	151	45
	20.8%	18.5%	19.7%	16.4%	20.3%	11.2%	14.8%	23.5%	19.3%	18.1%	11.8%	18.4%	18.0%	17.9%	35.9%	16.3%	18.3%	16.2%	20.6%	10.3%	21.5%	20.6%
Significantly different from column:*	■		■			H	H	FG						O	NP	O				UV	T	T
Sometimes, Usually, or Always	730	672	923	293	374	93	214	359	404	222	40	35	620	480	27	153	133	252	282	88	430	137
	54.5%	52.9%	56.2%	47.5%	58.0%	43.3%	50.1%	58.1%	52.8%	53.5%	52.6%	46.1%	53.2%	52.3%	69.2%	53.1%	46.8%	55.1%	55.3%	28.2%	61.2%	62.8%
Significantly different from column:*	■		■	E	D	H	H	FG						O	N		RS	Q	Q	UV	T	T

NA - Not Applicable

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State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 42

In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

Base: All respondents who smoke cigarettes or use tobacco (Q39)

	2018 CSS Average	2019	2018	Gender (Q48) Male	Female	Age (Q47) 18 to 34	35 to 54	55 or more	Education (Q49) HS grad or less	Some college	College grad or more	Hispanic (Q50) Hispanic	Not Hispanic	Race (Q51) White	African-American	Other	Health Status (Q36) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,370	1,294	1,632	628	656	218	428	637	778	423	77	79	1,184	935	39	292	291	465	516	321	715	221
Number missing or multiple answer	27	32	0	16	11	4	3	21	16	9	2	2	24	20	0	6	12	10	6	13	11	5
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,343	1,262	1,632	612	645	214	425	616	762	414	75	77	1,160	915	39	286	279	455	510	308	704	216
	98.0%	97.5%	100.0%	97.5%	98.3%	98.2%	99.3%	96.7%	97.9%	97.9%	97.4%	97.5%	98.0%	97.9%	100.0%	97.9%	95.9%	97.8%	98.8%	96.0%	98.5%	97.7%
Never	684	676	827	359	314	131	240	300	408	223	37	43	621	492	15	154	156	237	269	234	331	88
	50.9%	53.6%	50.7%	58.7%	48.7%	61.2%	56.5%	48.7%	53.5%	53.9%	49.3%	55.8%	53.5%	53.8%	38.5%	53.8%	55.9%	52.1%	52.7%	76.0%	47.0%	40.7%
Sometimes	268	241	332	108	132	37	90	113	126	91	22	14	224	177	10	53	41	98	102	36	139	64
	20.0%	19.1%	20.3%	17.6%	20.5%	17.3%	21.2%	18.3%	16.5%	22.0%	29.3%	18.2%	19.3%	19.3%	25.6%	18.5%	14.7%	21.5%	20.0%	11.7%	19.7%	29.6%
Usually	164	157	218	68	89	22	43	92	112	38	7	6	147	117	3	36	31	66	59	18	102	33
	12.2%	12.4%	13.4%	11.1%	13.8%	10.3%	10.1%	14.9%	14.7%	9.2%	9.3%	7.8%	12.7%	12.8%	7.7%	12.6%	11.1%	14.5%	11.6%	5.8%	14.5%	15.3%
Always	227	188	255	77	110	24	52	111	116	62	9	14	168	129	11	43	51	54	80	20	132	31
	16.9%	14.9%	15.6%	12.6%	17.1%	11.2%	12.2%	18.0%	15.2%	15.0%	12.0%	18.2%	14.5%	14.1%	28.2%	15.0%	18.3%	11.9%	15.7%	6.5%	18.8%	14.4%
Significantly different from column:*				E	D	H	H	FG						O	NP	O	R	Q		UV	T	T
Sometimes, Usually, or Always	659	586	805	253	331	83	185	316	354	191	38	34	539	423	24	132	123	218	241	74	373	128
	49.1%	46.4%	49.3%	41.3%	51.3%	38.8%	43.5%	51.3%	46.5%	46.1%	50.7%	44.2%	46.5%	46.2%	61.5%	46.2%	44.1%	47.9%	47.3%	24.0%	53.0%	59.3%
Significantly different from column:*				E	D	H	H	FG												UV	T	T

NA - Not Applicable

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

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 43

In the last 6 months, did you get health care 3 or more times for the same condition or problem?

Base: All respondents

	2018 CSS Average	2019	2018	Gender (Q48) Male	Gender (Q48) Female	Age (Q47) 18 to 34	Age (Q47) 35 to 54	Age (Q47) 55 or more	Education (Q49) HS grad or less	Education (Q49) Some college	Education (Q49) College grad or more	Hispanic (Q50) Hispanic	Hispanic (Q50) Not Hispanic	Race (Q51) White	Race (Q51) African-American	Race (Q51) Other	Health Status (Q36) Excellent or Very good	Health Status (Q36) Good	Health Status (Q36) Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	Doctor Visits in Last 6 Months (Q7) 1 to 4	Doctor Visits in Last 6 Months (Q7) 5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,307	4,794	6,011	1,969	2,684	994	1,321	2,323	2,402	1,594	586	541	4,012	3,296	122	1,081	1,451	1,571	1,582	1,175	2,706	795
Number missing or multiple answer	138	174	0	15	30	4	8	32	27	10	3	7	32	24	5	14	19	18	19	52	92	20
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,169	4,620	6,011	1,954	2,654	990	1,313	2,291	2,375	1,584	583	534	3,980	3,272	117	1,067	1,432	1,553	1,563	1,123	2,614	775
	96.8%	96.4%	100.0%	99.2%	98.9%	99.6%	99.4%	98.6%	98.9%	99.4%	99.5%	98.7%	99.2%	99.3%	95.9%	98.7%	98.7%	98.9%	98.8%	95.6%	96.6%	97.5%
Yes	1,479	1,613	2,042	558	1,049	258	498	845	788	600	192	152	1,418	1,153	46	358	268	485	829	77	871	621
	35.5%	34.9%	34.0%	28.6%	39.5%	26.1%	37.9%	36.9%	33.2%	37.9%	32.9%	28.5%	35.6%	35.2%	39.3%	33.6%	18.7%	31.2%	53.0%	6.9%	33.3%	80.1%
No	2,690	3,007	3,969	1,396	1,605	732	815	1,446	1,587	984	391	382	2,562	2,119	71	709	1,164	1,068	734	1,046	1,743	154
	64.5%	65.1%	66.0%	71.4%	60.5%	73.9%	62.1%	63.1%	66.8%	62.1%	67.1%	71.5%	64.4%	64.8%	60.7%	66.4%	81.3%	68.8%	47.0%	93.1%	66.7%	19.9%
Significantly different from column:*				E	D	GH	F	F	J	IK	J	M	L				RS	QS	QR	UV	TV	TU

NA - Not Applicable

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

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 44

Is this a condition or problem that has lasted for at least 3 months? Do <u>not</u> include pregnancy or menopause.

Base: All respondents who saw a doctor 3 or more times for the same condition or problem (Q43)

	2018 CSS Average	2019	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,479	**1,613**	1,961	558	1,049	258	498	845	788	600	192	152	1,418	1,153	46	358	268	485	829	77	871	621
Number missing or multiple answer	40	**23**	0	6	15	1	6	13	8	9	1	5	16	13	1	4	6	1	14	2	13	7
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,439	**1,590**	1,961	552	1,034	257	492	832	780	591	191	147	1,402	1,140	45	354	262	484	815	75	858	614
	97.3%	**98.6%**	100.0%	98.9%	98.6%	99.6%	98.8%	98.5%	99.0%	98.5%	99.5%	96.7%	98.9%	98.9%	97.8%	98.9%	97.8%	99.8%	98.3%	97.4%	98.5%	98.9%
Yes	1,189	**1,401**	1,684	483	914	214	427	754	669	545	166	119	1,248	1,007	40	314	204	424	746	62	740	561
	82.6%	**88.1%**	85.9%	87.5%	88.4%	83.3%	86.8%	90.6%	85.8%	92.2%	86.9%	81.0%	89.0%	88.3%	88.9%	88.7%	77.9%	87.6%	91.5%	82.7%	86.2%	91.4%
No	250	**189**	277	69	120	43	65	78	111	46	25	28	154	133	5	40	58	60	69	13	118	53
	17.4%	**11.9%**	14.1%	12.5%	11.6%	16.7%	13.2%	9.4%	14.2%	7.8%	13.1%	19.0%	11.0%	11.7%	11.1%	11.3%	22.1%	12.4%	8.5%	17.3%	13.8%	8.6%
Significantly different from column:*		AC				H	H	FG	J	IK	J	M	L				RS	QS	QR	V	V	TU

NA - Not Applicable

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State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 45

Do you now need or take medicine prescribed by a doctor? Do <u>not</u> include birth control.

Base: All respondents

	2018 CSS Average	2019	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,307	**4,794**	6,019	1,969	2,684	994	1,321	2,323	2,402	1,594	586	541	4,012	3,296	122	1,081	1,451	1,571	1,582	1,175	2,706	795
Number missing or multiple answer	97	**169**	0	16	21	4	5	26	23	7	2	10	25	24	1	8	18	13	17	51	89	19
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,210	**4,625**	6,019	1,953	2,663	990	1,316	2,297	2,379	1,587	584	531	3,987	3,272	121	1,073	1,433	1,558	1,565	1,124	2,617	776
	97.7%	**96.5%**	100.0%	99.2%	99.2%	99.6%	99.6%	98.9%	99.0%	99.6%	99.7%	98.2%	99.4%	99.3%	99.2%	99.3%	98.8%	99.2%	98.9%	95.7%	96.7%	97.6%
Yes	2,752	**3,110**	3,851	1,251	1,856	432	859	1,808	1,616	1,107	341	273	2,763	2,261	80	679	650	1,093	1,322	425	1,942	665
	65.4%	**67.2%**	64.0%	64.1%	69.7%	43.6%	65.3%	78.7%	67.9%	69.8%	58.4%	51.4%	69.3%	69.1%	66.1%	63.3%	45.4%	70.2%	84.5%	37.8%	74.2%	85.7%
No	1,458	**1,515**	2,168	702	807	558	457	489	763	480	243	258	1,224	1,011	41	394	783	465	243	699	675	111
	34.6%	**32.8%**	36.0%	35.9%	30.3%	56.4%	34.7%	21.3%	32.1%	30.2%	41.6%	48.6%	30.7%	30.9%	33.9%	36.7%	54.6%	29.8%	15.5%	62.2%	25.8%	14.3%
Significantly different from column:*		C		E	D	GH	FH	FG	K	K	IJ	M	L	P		N	RS	QS	QR	UV	TV	TU

NA - Not Applicable

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State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 46

Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

Base: All respondents who need or take medicine prescribed by a doctor (Q45)

	2018 CSS Average	2019	2018	Gender (Q48) Male	Gender (Q48) Female	Age (Q47) 18 to 34	Age (Q47) 35 to 54	Age (Q47) 55 or more	Education (Q49) HS grad or less	Education (Q49) Some college	Education (Q49) College grad or more	Hispanic (Q50) Hispanic	Hispanic (Q50) Not Hispanic	Race (Q51) White	Race (Q51) African-American	Race (Q51) Other	Health Status (Q36) Excellent or Very good	Health Status (Q36) Good	Health Status (Q36) Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	Doctor Visits in Last 6 Months (Q7) 1 to 4	Doctor Visits in Last 6 Months (Q7) 5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,752	**3,110**	3,709	1,251	1,856	432	859	1,808	1,616	1,107	341	273	2,763	2,261	80	679	650	1,093	1,322	425	1,942	665
Number missing or multiple answer	72	**38**	0	18	20	4	12	21	20	10	5	5	29	26	3	7	15	6	15	11	20	4
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,680	**3,072**	3,709	1,233	1,836	428	847	1,787	1,596	1,097	336	268	2,734	2,235	77	672	635	1,087	1,307	414	1,922	661
	97.4%	**98.8%**	100.0%	98.6%	98.9%	99.1%	98.6%	98.8%	98.8%	99.1%	98.5%	98.2%	99.0%	98.9%	96.3%	99.0%	97.7%	99.5%	98.9%	97.4%	99.0%	99.4%
Yes	2,441	**2,911**	3,478	1,176	1,732	390	801	1,711	1,497	1,056	321	236	2,608	2,135	72	628	583	1,023	1,263	384	1,817	639
	91.1%	**94.8%**	93.8%	95.4%	94.3%	91.1%	94.6%	95.7%	93.8%	96.3%	95.5%	88.1%	95.4%	95.5%	93.5%	93.5%	91.8%	94.1%	96.6%	92.8%	94.5%	96.7%
No	239	**161**	231	57	104	38	46	76	99	41	15	32	126	100	5	44	52	64	44	30	105	22
	8.9%	**5.2%**	6.2%	4.6%	5.7%	8.9%	5.4%	4.3%	6.2%	3.7%	4.5%	11.9%	4.6%	4.5%	6.5%	6.5%	8.2%	5.9%	3.4%	7.2%	5.5%	3.3%
Significantly different from column:*		A				GH	F	F	J	I		M	L	P		N	S	S	QR	V	V	TU

NA - Not Applicable

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State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 47

What is your age?

Base: All respondents

	2018 CSS Average	2019	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,307	4,794	6,048	1,969	2,684	994	1,321	2,323	2,402	1,594	586	541	4,012	3,296	122	1,081	1,451	1,571	1,582	1,175	2,706	795
Number missing or multiple answer	69	156	0	6	14	0	0	0	9	5	0	8	9	10	0	5	16	8	12	46	84	18
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,238	4,638	6,048	1,963	2,670	994	1,321	2,323	2,393	1,589	586	533	4,003	3,286	122	1,076	1,435	1,563	1,570	1,129	2,622	777
	98.4%	96.7%	100.0%	99.7%	99.5%	100.0%	100.0%	100.0%	99.6%	99.7%	100.0%	98.5%	99.8%	99.7%	100.0%	99.5%	98.9%	99.5%	99.2%	96.1%	96.9%	97.7%
18 to 24	401	390	553	170	220	390	0	0	244	125	15	112	272	240	10	120	220	115	53	141	195	48
	9.5%	8.4%	9.1%	8.7%	8.2%	39.2%	0.0%	0.0%	10.2%	7.9%	2.6%	21.0%	6.8%	7.3%	8.2%	11.2%	15.3%	7.4%	3.4%	12.5%	7.4%	6.2%
25 to 34	790	604	881	272	332	604	0	0	257	218	128	80	521	409	16	171	278	210	112	278	335	80
	18.6%	13.0%	14.6%	13.9%	12.4%	60.8%	0.0%	0.0%	10.7%	13.7%	21.8%	15.0%	13.0%	12.4%	13.1%	15.9%	19.4%	13.4%	7.1%	15.6%	12.8%	10.3%
35 to 44	671	542	894	234	305	0	542	0	269	188	78	63	474	375	17	135	197	197	141	131	315	86
	15.8%	11.7%	14.8%	11.9%	11.4%	0.0%	41.0%	0.0%	11.2%	11.8%	13.3%	11.8%	11.8%	11.4%	13.9%	12.5%	13.7%	12.6%	9.0%	11.6%	12.0%	11.1%
45 to 54	870	779	1,203	343	436	0	779	0	388	272	102	99	666	559	21	164	211	258	297	176	437	151
	20.5%	16.8%	19.9%	17.5%	16.3%	0.0%	59.0%	0.0%	16.2%	17.1%	17.4%	18.6%	16.6%	17.0%	17.2%	15.2%	14.7%	16.5%	18.9%	15.6%	16.7%	19.4%
55 to 64	1,285	1,597	1,805	691	906	0	0	1,597	837	558	188	108	1,452	1,229	32	294	412	554	603	352	908	298
	30.3%	34.4%	29.8%	35.2%	33.9%	0.0%	0.0%	68.7%	35.0%	35.1%	32.1%	20.3%	36.3%	37.4%	26.2%	27.3%	28.7%	35.4%	38.4%	31.2%	34.6%	38.4%
65 to 74	156	468	427	178	288	0	0	468	242	172	39	36	407	325	17	107	81	155	225	97	277	77
	3.7%	10.1%	7.1%	9.1%	10.8%	0.0%	0.0%	20.1%	10.1%	10.8%	6.7%	6.8%	10.2%	9.9%	13.9%	9.9%	5.6%	9.9%	14.3%	8.6%	10.6%	9.9%
75 or older	65	258	285	75	183	0	0	258	156	56	36	35	211	149	9	85	36	74	139	56	155	37
	1.5%	5.6%	4.7%	3.8%	6.9%	0.0%	0.0%	11.1%	6.5%	3.5%	6.1%	6.6%	5.3%	4.5%	7.4%	7.9%	2.5%	4.7%	8.9%	5.0%	5.9%	4.8%
55 or older	1,506	2,323	2,517	944	1,377	0	0	2,323	1,235	786	263	179	2,070	1,703	58	486	529	783	967	505	1,340	412
	35.5%	50.1%	41.6%	48.1%	51.6%	0.0%	0.0%	100.0%	51.6%	49.5%	44.9%	33.6%	51.7%	51.8%	47.5%	45.2%	36.9%	50.1%	61.6%	44.7%	51.1%	53.0%
Significantly different from column:*		AC		E	D	H	H	FG	K		I	M	L	P		N	RS	QS	QR	UV	T	T

NA - Not Applicable

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State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 48

Are you male or female?

Base: All respondents

| | 2018 CSS Average | 2019 | 2018 | Gender (Q48) | | Age (Q47) | | | Education (Q49) | | | Hispanic (Q50) | | Race (Q51) | | | Health Status (Q36) | | | Doctor Visits in Last 6 Months (Q7) | | |
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,307	4,794	6,042	1,969	2,684	994	1,321	2,323	2,402	1,594	586	541	4,012	3,296	122	1,081	1,451	1,571	1,582	1,175	2,706	795
Number missing or multiple answer	71	141	0	0	0	0	3	2	0	3	2	0	5	2	0	3	12	7	5	44	73	17
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,236	4,653	6,042	1,969	2,684	994	1,318	2,321	2,402	1,591	584	541	4,007	3,294	122	1,078	1,439	1,564	1,577	1,131	2,633	778
	98.4%	97.1%	100.0%	100.0%	100.0%	100.0%	99.8%	99.9%	100.0%	99.8%	99.7%	100.0%	99.9%	99.9%	100.0%	99.7%	99.2%	99.6%	99.7%	96.3%	97.3%	97.9%
Male	1,747	1,969	2,423	1,969	0	442	577	944	1,091	592	248	213	1,711	1,377	66	461	624	685	625	592	1,069	266
	41.2%	42.3%	40.1%	100.0%	0.0%	44.5%	43.8%	40.7%	45.4%	37.2%	42.5%	39.4%	42.7%	41.8%	54.1%	42.8%	43.4%	43.8%	39.6%	52.3%	40.6%	34.2%
Female	2,489	2,684	3,619	0	2,684	552	741	1,377	1,311	999	336	328	2,296	1,917	56	617	815	879	952	539	1,564	512
	58.8%	57.7%	59.9%	0.0%	100.0%	55.5%	56.2%	59.3%	54.6%	62.8%	57.5%	60.6%	57.3%	58.2%	45.9%	57.2%	56.6%	56.2%	60.4%	47.7%	59.4%	65.8%
Significantly different from column:*		C		E	D	H		F	J	IK	J			O	NP	O	S	S	QR	UV	TV	TU

NA - Not Applicable

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State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 49

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

Base: All respondents

	2018 CSS Average	2019	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,307	4,794	5,991	1,969	2,684	994	1,321	2,323	2,402	1,594	586	541	4,012	3,296	122	1,081	1,451	1,571	1,582	1,175	2,706	795
Number missing or multiple answer	114	212	0	38	38	7	24	39	0	0	0	28	35	31	1	21	25	22	42	63	108	27
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,193	4,582	5,991	1,931	2,646	987	1,297	2,284	2,402	1,594	586	513	3,977	3,265	121	1,060	1,426	1,549	1,540	1,112	2,598	768
	97.4%	95.6%	100.0%	98.1%	98.6%	99.3%	98.2%	98.3%	100.0%	100.0%	100.0%	94.8%	99.1%	99.1%	99.2%	98.1%	98.3%	98.6%	97.3%	94.6%	96.0%	96.6%
8th grade or less	247	259	386	99	160	8	64	184	259	0	0	112	137	101	4	119	52	69	130	60	161	28
	5.9%	5.7%	6.4%	5.1%	6.0%	0.8%	4.9%	8.1%	10.8%	0.0%	0.0%	21.8%	3.4%	3.1%	3.3%	11.2%	3.6%	4.5%	8.4%	5.4%	6.2%	3.6%
Some high school, but did not graduate	665	521	777	235	286	97	143	279	521	0	0	73	433	361	18	121	120	166	228	130	283	92
	15.9%	11.4%	13.0%	12.2%	10.8%	9.8%	11.0%	12.2%	21.7%	0.0%	0.0%	14.2%	10.9%	11.1%	14.9%	11.4%	8.4%	10.7%	14.8%	11.7%	10.9%	12.0%
High school graduate or GED	1,529	1,622	2,070	757	865	396	450	772	1,622	0	0	166	1,419	1,191	44	347	454	599	548	439	928	222
	36.5%	35.4%	34.6%	39.2%	32.7%	40.1%	34.7%	33.8%	67.5%	0.0%	0.0%	32.4%	35.7%	36.5%	36.4%	32.7%	31.8%	38.7%	35.6%	39.5%	35.7%	28.9%
Some college or 2-year degree	1,174	1,594	2,064	592	999	343	460	786	0	1,594	0	118	1,455	1,187	42	338	510	550	505	336	908	313
	28.0%	34.8%	34.5%	30.7%	37.8%	34.8%	35.5%	34.4%	0.0%	100.0%	0.0%	23.0%	36.6%	36.4%	34.7%	31.9%	35.8%	35.5%	32.8%	30.2%	34.9%	40.8%
4-year college graduate	374	358	454	149	208	103	107	148	0	0	358	27	326	259	6	86	178	103	76	96	189	66
	8.9%	7.8%	7.6%	7.7%	7.9%	10.4%	8.2%	6.5%	0.0%	0.0%	61.1%	5.3%	8.2%	7.9%	5.0%	8.1%	12.5%	6.6%	4.9%	8.6%	7.3%	8.6%
More than 4-year college degree	204	228	240	99	128	40	73	115	0	0	228	17	207	166	7	49	112	62	53	51	129	47
	4.9%	5.0%	4.0%	5.1%	4.8%	4.1%	5.6%	5.0%	0.0%	0.0%	38.9%	3.3%	5.2%	5.1%	5.8%	4.6%	7.9%	4.0%	3.4%	4.6%	5.0%	6.1%
4-year college graduate or more	578	586	694	248	336	143	180	263	0	0	586	44	533	425	13	135	290	165	129	147	318	113
	13.8%	12.8%	11.6%	12.8%	12.7%	14.5%	13.9%	11.5%	0.0%	0.0%	100.0%	8.6%	13.4%	13.0%	10.7%	12.7%	20.3%	10.7%	8.4%	13.2%	12.2%	14.7%
Significantly different from column:*	■	■	■			H	H	FG	K	K	IJ	M	L				RS	QS	QR			

NA - Not Applicable

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

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 50

Are you of Hispanic or Latino origin or descent?

Base: All respondents

	2018 CSS Average	2019	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,307	4,794	5,947	1,969	2,684	994	1,321	2,323	2,402	1,594	586	541	4,012	3,296	122	1,081	1,451	1,571	1,582	1,175	2,706	795
Number missing or multiple answer	182	241	0	45	60	9	19	74	62	21	9	0	0	27	11	33	42	32	46	70	133	27
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,125	4,553	5,947	1,924	2,624	985	1,302	2,249	2,340	1,573	577	541	4,012	3,269	111	1,048	1,409	1,539	1,536	1,105	2,573	768
	95.8%	95.0%	100.0%	97.7%	97.8%	99.1%	98.6%	96.8%	97.4%	98.7%	98.5%	100.0%	100.0%	99.2%	91.0%	96.9%	97.1%	98.0%	97.1%	94.0%	95.1%	96.6%
Yes, Hispanic or Latino	879	541	719	213	328	192	162	179	351	118	44	541	0	178	4	260	176	175	179	181	278	64
	21.3%	11.9%	12.1%	11.1%	12.5%	19.5%	12.4%	8.0%	15.0%	7.5%	7.6%	100.0%	0.0%	5.4%	3.6%	24.8%	12.5%	11.4%	11.7%	16.4%	10.8%	8.3%
No, not Hispanic or Latino	3,246	4,012	5,228	1,711	2,296	793	1,140	2,070	1,989	1,455	533	0	4,012	3,091	107	788	1,233	1,364	1,357	924	2,295	704
	78.7%	88.1%	87.9%	88.9%	87.5%	80.5%	87.6%	92.0%	85.0%	92.5%	92.4%	0.0%	100.0%	94.6%	96.4%	75.2%	87.5%	88.6%	88.3%	83.6%	89.2%	91.7%
Significantly different from column:*		A				GH	FH	FG	JK	I	I	M	L	P	P	NO				UV	TV	TU

NA - Not Applicable

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

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 51

What is your race? Mark one or more.

Base: All respondents

| | 2018 CSS Average | 2019 | 2018 | Gender (Q48) | | Age (Q47) | | | Education (Q49) | | | Hispanic (Q50) | | Race (Q51) | | | Health Status (Q36) | | | Doctor Visits in Last 6 Months (Q7) | | |
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,307	4,794	6,161	1,969	2,684	994	1,321	2,323	2,402	1,594	586	541	4,012	3,296	122	1,081	1,451	1,571	1,582	1,175	2,706	795
Number missing or multiple answer	164	295	384	65	94	28	50	76	96	27	13	99	26	0	0	0	46	59	67	100	153	29
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,143	4,499	5,777	1,904	2,590	966	1,271	2,247	2,306	1,567	573	442	3,986	3,296	122	1,081	1,405	1,512	1,515	1,075	2,553	766
	96.2%	93.8%	93.8%	96.7%	96.5%	97.2%	96.2%	96.7%	96.0%	98.3%	97.8%	81.7%	99.4%	100.0%	100.0%	100.0%	96.8%	96.2%	95.8%	91.5%	94.3%	96.4%
White	2,242	3,700	4,713	1,555	2,142	766	1,060	1,863	1,856	1,348	461	221	3,440	3,296	0	404	1,157	1,253	1,236	874	2,085	654
	54.1%	82.2%	81.6%	81.7%	82.7%	79.3%	83.4%	82.9%	80.5%	86.0%	80.5%	50.0%	86.3%	100.0%	0.0%	37.4%	82.3%	82.9%	81.6%	81.3%	81.7%	85.4%
Black or African-American	1,481	177	301	95	81	52	58	67	93	60	22	13	150	0	122	55	63	50	61	31	115	29
	35.7%	3.9%	5.2%	5.0%	3.1%	5.4%	4.6%	3.0%	4.0%	3.8%	3.8%	2.9%	3.8%	0.0%	100.0%	5.1%	4.5%	3.3%	4.0%	2.9%	4.5%	3.8%
Asian	180	243	430	88	155	58	59	126	111	72	54	7	231	0	0	243	90	81	67	70	141	27
	4.3%	5.4%	7.4%	4.6%	6.0%	6.0%	4.6%	5.6%	4.8%	4.6%	9.4%	1.6%	5.8%	0.0%	0.0%	22.5%	6.4%	5.4%	4.4%	6.5%	5.5%	3.5%
Native Hawaiian or other Pacific Islander	27	51	75	24	27	18	21	12	24	19	6	3	46	0	0	51	20	15	14	13	30	8
	0.7%	1.1%	1.3%	1.3%	1.0%	1.9%	1.7%	0.5%	1.0%	1.2%	1.0%	0.7%	1.2%	0.0%	0.0%	4.7%	1.4%	1.0%	0.9%	1.2%	1.2%	1.0%
American Indian or Alaska Native	129	418	520	190	227	104	123	189	221	152	38	44	361	0	0	418	110	125	174	99	220	91
	3.1%	9.3%	9.0%	10.0%	8.8%	10.8%	9.7%	8.4%	9.6%	9.7%	6.6%	10.0%	9.1%	0.0%	0.0%	38.7%	7.8%	8.3%	11.5%	9.2%	8.6%	11.9%
Other	374	454	372	204	249	124	128	198	267	131	46	228	210	0	0	454	148	126	172	119	235	83
	9.0%	10.1%	6.4%	10.7%	9.6%	12.8%	10.1%	8.8%	11.6%	8.4%	8.0%	51.6%	5.3%	0.0%	0.0%	42.0%	10.5%	8.3%	11.4%	11.1%	9.2%	10.8%

NA - Not Applicable

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

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 52

Did someone help you complete this survey?

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

| | 2018 CSS Average | 2019 | 2018 | Gender (Q48) | | Age (Q47) | | | Education (Q49) | | | Hispanic (Q50) | | Race (Q51) | | | Health Status (Q36) | | | Doctor Visits in Last 6 Months (Q7) | | |
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	3,275	4,794	4,862	1,969	2,684	994	1,321	2,323	2,402	1,594	586	541	4,012	3,296	122	1,081	1,451	1,571	1,582	1,175	2,706	795
Number missing or multiple answer	56	1,361	0	558	670	391	396	436	631	432	135	210	978	708	46	374	419	377	444	380	704	241
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,219	3,433	4,862	1,411	2,014	603	925	1,887	1,771	1,162	451	331	3,034	2,588	76	707	1,032	1,194	1,138	795	2,002	554
	98.3%	71.6%	100.0%	71.7%	75.0%	60.7%	70.0%	81.2%	73.7%	72.9%	77.0%	61.2%	75.6%	78.5%	62.3%	65.4%	71.1%	76.0%	71.9%	67.7%	74.0%	69.7%
Yes	459	566	734	284	281	141	105	315	436	89	20	70	484	364	17	172	137	174	239	122	350	88
	14.3%	16.5%	15.1%	20.1%	14.0%	23.4%	11.4%	16.7%	24.6%	7.7%	4.4%	21.1%	16.0%	14.1%	22.4%	24.3%	13.3%	14.6%	21.0%	15.3%	17.5%	15.9%
No	2,760	2,867	4,128	1,127	1,733	462	820	1,572	1,335	1,073	431	261	2,550	2,224	59	535	895	1,020	899	673	1,652	466
	85.7%	83.5%	84.9%	79.9%	86.0%	76.6%	88.6%	83.3%	75.4%	92.3%	95.6%	78.9%	84.0%	85.9%	77.6%	75.7%	86.7%	85.4%	79.0%	84.7%	82.5%	84.1%
Significantly different from column:*		A		E	D	GH	FH	FG	JK	IK	IJ	M	L	OP	N	N	S	S	QR			

NA - Not Applicable

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

State OHP

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 53

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

Base: All respondents who had help completing the survey (Q52) (Please note that members who responded on the phone were not asked this question.)

	2018 CSS Average	2019	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	459	566	6,161	284	281	141	105	315	436	89	20	70	484	364	17	172	137	174	239	122	350	88
Number missing or multiple answer	10	3	5,446	0	3	1	0	2	2	1	0	0	3	2	0	0	0	1	2	1	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	449	563	715	284	278	140	105	313	434	88	20	70	481	362	17	172	137	173	237	121	348	88
	97.8%	99.5%	11.6%	100.0%	98.9%	99.3%	100.0%	99.4%	99.5%	98.9%	100.0%	100.0%	99.4%	99.5%	100.0%	100.0%	100.0%	99.4%	99.2%	99.2%	99.4%	100.0%
Read the questions to me	228	270	347	133	137	58	54	157	209	42	9	47	219	176	10	78	56	89	119	49	172	45
	50.8%	48.0%	48.5%	46.8%	49.3%	41.4%	51.4%	50.2%	48.2%	47.7%	45.0%	67.1%	45.5%	48.6%	58.8%	45.3%	40.9%	51.4%	50.2%	40.5%	49.4%	51.1%
Wrote down the answers I gave	145	245	281	118	127	45	47	152	190	43	6	38	203	164	9	66	42	74	121	45	155	43
	32.3%	43.5%	39.3%	41.5%	45.7%	32.1%	44.8%	48.6%	43.8%	48.9%	30.0%	54.3%	42.2%	45.3%	52.9%	38.4%	30.7%	42.8%	51.1%	37.2%	44.5%	48.9%
Answered the questions for me	117	186	207	93	93	67	37	78	145	30	4	17	164	132	6	45	57	47	75	46	110	28
	26.1%	33.0%	29.0%	32.7%	33.5%	47.9%	35.2%	24.9%	33.4%	34.1%	20.0%	24.3%	34.1%	36.5%	35.3%	26.2%	41.6%	27.2%	31.6%	38.0%	31.6%	31.8%
Translated the questions into my language	46	73	121	21	51	2	10	60	60	7	2	10	61	15	2	54	12	28	30	15	49	9
	10.2%	13.0%	16.9%	7.4%	18.3%	1.4%	9.5%	19.2%	13.8%	8.0%	10.0%	14.3%	12.7%	4.1%	11.8%	31.4%	8.8%	16.2%	12.7%	12.4%	14.1%	10.2%
Helped in some other way	67	58	63	31	27	22	6	30	42	9	5	2	55	34	1	23	20	16	22	14	34	10
	14.9%	10.3%	8.8%	10.9%	9.7%	15.7%	5.7%	9.6%	9.7%	10.2%	25.0%	2.9%	11.4%	9.4%	5.9%	13.4%	14.6%	9.2%	9.3%	11.6%	9.8%	11.4%

NA - Not Applicable

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

SURVEY INSTRUMENT

Oregon Health Authority

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).

1. Our records show that you are 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 health plan? *(Please print)*

   _____

Your Health Care in the Last 6 Months

These questions ask about your own health care. Do <u>not</u> include care you got when you stayed overnight in a hospital. Do <u>not</u> include the times you went for dental care visits.

3. In the last 6 months, did you 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*

4. In the last 6 months, when you <u>needed care right away</u>, how often did you get care as soon as you needed?
   - $\square_1$ Never
   - $\square_2$ Sometimes
   - $\square_3$ Usually
   - $\square_4$ Always

5. In the last 6 months, did you make any appointments for a <u>check-up or routine care</u> at a doctor's office or clinic?
   - $\square_1$ Yes
   - $\square_2$ No → *If No, Go to Question 7*

6. In the last 6 months, how often did you get an appointment for a <u>check-up or routine care</u> at a doctor's office or clinic as soon as you needed?
   - $\square_1$ Never
   - $\square_2$ Sometimes
   - $\square_3$ Usually
   - $\square_4$ Always

7. In the last 6 months, <u>not</u> counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?
   - $\square_0$ None → *If None, Go to Question 15*
   - $\square_1$ 1 time
   - $\square_2$ 2
   - $\square_3$ 3
   - $\square_4$ 4
   - $\square_5$ 5 to 9
   - $\square_6$ 10 or more times

8. In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?
   - $\square_1$ Yes
   - $\square_2$ No

9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?
   - $\square_1$ Yes
   - $\square_2$ No → *If No, Go to Question 13*

10. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?
    - $\square_1$ Yes
    - $\square_2$ No

11. Did you and a doctor or other health provider talk about the reasons you might <u>not</u> want to take a medicine?
    - $\square_1$ Yes
    - $\square_2$ No

12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?
    - $\square_1$ Yes
    - $\square_2$ No

13. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?
    - $\square_0$ 0 Worst health care possible
    - $\square_1$ 1
    - $\square_2$ 2
    - $\square_3$ 3
    - $\square_4$ 4
    - $\square_5$ 5
    - $\square_6$ 6
    - $\square_7$ 7
    - $\square_8$ 8
    - $\square_9$ 9
    - $\square_{10}$ 10 Best health care possible

14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?
    - $\square_1$ Never
    - $\square_2$ Sometimes
    - $\square_3$ Usually
    - $\square_4$ Always

Your Personal Doctor

15. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?
    - $\square_1$ Yes
    - $\square_2$ No → *If No, Go to Question 24*

16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?
    - $\square_0$ None → *If None, Go to Question 23*
    - $\square_1$ 1 time
    - $\square_2$ 2
    - $\square_3$ 3
    - $\square_4$ 4
    - $\square_5$ 5 to 9
    - $\square_6$ 10 or more times

17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?
    - $\square_1$ Never
    - $\square_2$ Sometimes
    - $\square_3$ Usually
    - $\square_4$ Always

18. In the last 6 months, how often did your personal doctor listen carefully to you?
    - $\square_1$ Never
    - $\square_2$ Sometimes
    - $\square_3$ Usually
    - $\square_4$ Always

19. In the last 6 months, how often did your personal doctor show respect for what you had to say?
    - $\square_1$ Never
    - $\square_2$ Sometimes
    - $\square_3$ Usually
    - $\square_4$ Always

20. In the last 6 months, how often did your personal doctor spend enough time with you?
    - $\square_1$ Never
    - $\square_2$ Sometimes
    - $\square_3$ Usually
    - $\square_4$ Always

21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?
    - $\square_1$ Yes
    - $\square_2$ No → *If No, Go to Question 23*

22. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?
    - $\square_1$ Never
    - $\square_2$ Sometimes
    - $\square_3$ Usually
    - $\square_4$ Always

23. 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 personal doctor?

- $\square_0$ 0 Worst personal doctor possible
- $\square_1$ 1
- $\square_2$ 2
- $\square_3$ 3
- $\square_4$ 4
- $\square_5$ 5
- $\square_6$ 6
- $\square_7$ 7
- $\square_8$ 8
- $\square_9$ 9
- $\square_{10}$ 10 Best personal doctor possible

Getting Health Care From Specialists

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

24. 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 to see a specialist?

- $\square_1$ Yes
- $\square_2$ No → *If No, Go to Question 28*

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

- $\square_1$ Never
- $\square_2$ Sometimes
- $\square_3$ Usually
- $\square_4$ Always

26. How many specialists have you seen in the last 6 months?

- $\square_0$ None → *If None, Go to Question 28*
- $\square_1$ 1 specialist
- $\square_2$ 2
- $\square_3$ 3
- $\square_4$ 4
- $\square_5$ 5 or more specialists

27. We want to know your rating of the specialist you 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?

- $\square_0$ 0 Worst specialist possible
- $\square_1$ 1
- $\square_2$ 2
- $\square_3$ 3
- $\square_4$ 4
- $\square_5$ 5
- $\square_6$ 6
- $\square_7$ 7
- $\square_8$ 8
- $\square_9$ 9
- $\square_{10}$ 10 Best specialist possible

Your Health Plan

The next questions ask about your experience with your health plan.

28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

- $\square_1$ Yes
- $\square_2$ No → *If No, Go to Question 30*

29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

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

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

- □₁ Yes
- □₂ No → *If No, Go to Question 33*

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

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

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

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

33. In the last 6 months, did your health plan give you any forms to fill out?

- □₁ Yes
- □₂ No → *If No, Go to Question 35*

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

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

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

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

35a. In the last 6 months, did you have a health problem for which you needed special medical equipment, such as a cane, a wheelchair, or oxygen equipment?

- □₁ Yes
- □₂ No → *If No, Go to Question 35c*

35b. In the last 6 months, how often was it easy to get the medical equipment you needed through your health plan?

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

35c. In the last 6 months, did you have any health problems that needed special therapy, such as physical, occupational, or speech therapy?

- □₁ Yes
- □₂ No → *If No, Go to Question 35e*

Please continue on next page →

35d. In the last 6 months, how often was it easy to get the special therapy you needed through your health plan?

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

Additional Questions

The following questions ask about how much you think your doctor or other health provider respects your beliefs, attitudes, language and behavior.

35e. In the last 6 months, how often did a doctor or other health provider talk too fast when talking to you?

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

35f. In the last 6 months, how often did a doctor or other health provider interrupt you when you were talking?

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

35g. In the last 6 months, how often did a doctor or other health provider use a condescending, sarcastic or rude tone or manner with you?

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

35h. In the last 6 months, did you feel you could trust a doctor or other health provider with your medical care?

- ☐₁ Yes, definitely
- ☐₂ Yes, somewhat
- ☐₃ No

Access to Dental Care

35i. A regular dentist is one you would go to for check-ups and cleanings or when you have a cavity or tooth pain. Do you have a regular dentist?

- ☐₁ Yes
- ☐₂ No

35j. In the last 6 months, did you go to a dentist's office or clinic for care?

- ☐₁ Yes
- ☐₂ No → *If No, Go to Question 35l*

35k. In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating you?

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

35l. If you tried to get an appointment for yourself with a dentist who specializes in a particular type of dental care (such as root canals or gum disease) in the last 6 months, how often did you get an appointment as soon as you wanted?

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always
- ☐₅ I did not try to get an appointment with a specialist dentist for myself in the last 6 months

35m. In the last 6 months, if you needed to see a dentist right away because of a <u>dental emergency,</u> how often did you get to see a dentist as soon as you wanted?

- $\square_1$ Never
- $\square_2$ Sometimes
- $\square_3$ Usually
- $\square_4$ Always
- $\square_5$ I did not have a dental emergency in the last 6 months

35n. 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?

- $\square_0$ 0 Extremely difficult
- $\square_1$ 1
- $\square_2$ 2
- $\square_3$ 3
- $\square_4$ 4
- $\square_5$ 5
- $\square_6$ 6
- $\square_7$ 7
- $\square_8$ 8
- $\square_9$ 9
- $\square_{10}$ 10 Extremely easy

About You

36. In general, how would you rate your overall health?

- $\square_1$ Excellent
- $\square_2$ Very Good
- $\square_3$ Good
- $\square_4$ Fair
- $\square_5$ Poor

37. In general, how would you rate your overall <u>mental or emotional</u> health?

- $\square_1$ Excellent
- $\square_2$ Very Good
- $\square_3$ Good
- $\square_4$ Fair
- $\square_5$ Poor

38. Have you had either a flu shot or flu spray in the nose since July 1, 2018?

- $\square_1$ Yes
- $\square_2$ No
- $\square_3$ Don't know

39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

- $\square_1$ Every day
- $\square_2$ Some days
- $\square_3$ Not at all → *If Not at All, Go to Question 43*
- $\square_4$ Don't know → *If Don't know, Go to Question 43*

40. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

- $\square_1$ Never
- $\square_2$ Sometimes
- $\square_3$ Usually
- $\square_4$ Always

41. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

- $\square_1$ Never
- $\square_2$ Sometimes
- $\square_3$ Usually
- $\square_4$ Always

Please continue on next page →

42. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.
- $\square_1$ Never
- $\square_2$ Sometimes
- $\square_3$ Usually
- $\square_4$ Always

43. In the last 6 months, did you get health care 3 or more times for the same condition or problem?
- $\square_1$ Yes
- $\square_2$ No → *If No, Go to Question 45*

44. Is this a condition or problem that has lasted for at least 3 months? Do <u>not</u> include pregnancy or menopause.
- $\square_1$ Yes
- $\square_2$ No

45. Do you now need or take medicine prescribed by a doctor? Do <u>not</u> include birth control.
- $\square_1$ Yes
- $\square_2$ No → *If No, Go to Question 47*

46. Is this medicine to treat a condition that has lasted for at least 3 months? Do <u>not</u> include pregnancy or menopause.
- $\square_1$ Yes
- $\square_2$ No

47. What is your age?
- $\square_1$ 18 to 24
- $\square_2$ 25 to 34
- $\square_3$ 35 to 44
- $\square_4$ 45 to 54
- $\square_5$ 55 to 64
- $\square_6$ 65 to 74
- $\square_7$ 75 or older

48. Are you male or female?
- $\square_1$ Male
- $\square_2$ Female

49. What is the highest grade or level of school that you have completed?
- $\square_1$ 8th grade or less
- $\square_2$ Some high school, but did not graduate
- $\square_3$ High school graduate or GED
- $\square_4$ Some college or 2-year degree
- $\square_5$ 4-year college graduate
- $\square_6$ More than 4-year college degree

50. Are you of Hispanic or Latino origin or descent?
- $\square_1$ Yes, Hispanic or Latino
- $\square_2$ No, Not Hispanic or Latino

51. What is your race? Mark one or more.
- $\square_a$ White
- $\square_b$ Black or African-American
- $\square_c$ Asian
- $\square_d$ Native Hawaiian or other Pacific Islander
- $\square_e$ American Indian or Alaska Native
- $\square_f$ Other

52. Did someone help you complete this survey?
- $\square_1$ Yes → *If Yes, Go to Question 53*
- $\square_2$ No → *Thank you. Please return the completed survey in the postage-paid envelope.*

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

☐ₐ Read the questions to me
☐ᵦ Wrote down the answers I gave
☐ᵨ Answered the questions for me
☐_d Translated the questions into my language
☐ₑ Helped in some other way

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

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).

1. Nuestros registros muestran que usted 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 su plan de salud? *(Por favor escriba en letra de molde)*

_____

La atención médica que usted recibió en los últimos 6 meses

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

3. En los últimos 6 meses, ¿tuvo usted una enfermedad, lesión o problema de salud para el cual necesitó atención inmediata en una clínica, en una sala de emergencia o en un consultorio médico?

☐₁ Sí
☐₂ No → *Si contestó "No", pase a la pregunta 5*

4. En los últimos 6 meses, cuando usted necesitó atención inmediata, ¿con qué frecuencia lo atendieron tan pronto como lo necesitaba?
   - $\square_1$ Nunca
   - $\square_2$ A veces
   - $\square_3$ La mayoría de las veces
   - $\square_4$ Siempre

5. En los últimos 6 meses, ¿hizo alguna cita para un chequeo o una consulta regular en un consultorio médico o en una clínica?
   - $\square_1$ Sí
   - $\square_2$ 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 en un consultorio médico o en una clínica tan pronto como la necesitaba?
   - $\square_1$ Nunca
   - $\square_2$ A veces
   - $\square_3$ La mayoría de las veces
   - $\square_4$ Siempre

7. En los últimos 6 meses, sin contar las veces en que fue a una sala de emergencia, ¿cuántas veces fue a un consultorio médico o a una clínica para recibir atención médica para usted mismo?
   - $\square_0$ Ninguna vez → *Si contestó "Ninguna vez", pase a la pregunta 15*
   - $\square_1$ 1 vez
   - $\square_2$ 2
   - $\square_3$ 3
   - $\square_4$ 4
   - $\square_5$ 5 a 9
   - $\square_6$ 10 veces o más

8. En los últimos 6 meses, ¿hablaron usted y un doctor u otro profesional médico sobre cosas específicas que usted podría hacer para prevenir enfermedades?
   - $\square_1$ Sí
   - $\square_2$ No

9. En los últimos 6 meses, ¿hablaron usted y un doctor u otro profesional médico sobre comenzar o suspender una medicina recetada?
   - $\square_1$ Sí
   - $\square_2$ No → *Si contestó "No", pase a la pregunta 13*

10. ¿Hablaron usted y un doctor u otro profesional médico sobre las razones por las que tal vez quiera tomar una medicina?
    - $\square_1$ Sí
    - $\square_2$ No

11. ¿Hablaron usted y un doctor u otro profesional médico sobre las razones por las que tal vez no quiera tomar una medicina?
    - $\square_1$ Sí
    - $\square_2$ No

12. Cuando hablaron de comenzar o suspender una medicina recetada, ¿le preguntó un doctor u otro profesional médico sobre lo que usted creía que sería lo mejor para usted?
    - $\square_1$ Sí
    - $\square_2$ No

13. 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 a toda la atención médica que ha recibido en los últimos 6 meses?

- $\square_0$ 0 La peor atención médica posible
- $\square_1$ 1
- $\square_2$ 2
- $\square_3$ 3
- $\square_4$ 4
- $\square_5$ 5
- $\square_6$ 6
- $\square_7$ 7
- $\square_8$ 8
- $\square_9$ 9
- $\square_{10}$ 10 La mejor atención médica posible

14. En los últimos 6 meses, ¿con qué frecuencia le fue fácil conseguir la atención médica, las pruebas o el tratamiento que usted necesitaba?

- $\square_1$ Nunca
- $\square_2$ A veces
- $\square_3$ La mayoría de las veces
- $\square_4$ Siempre

Su doctor personal

15. El doctor personal es aquel a quien usted va si necesita un chequeo, quiere pedir consejo sobre un problema de salud o si se enferma o lastima. ¿Tiene usted un doctor personal?

- $\square_1$ Sí
- $\square_2$ No → *Si contestó "No", pase a la pregunta 24*

16. En los últimos 6 meses, ¿cuántas veces fue a ver a su doctor personal para recibir atención médica para usted mismo?

- $\square_0$ Ninguna vez → *Si contestó "Ninguna vez", pase a la pregunta 23*
- $\square_1$ 1 vez
- $\square_2$ 2
- $\square_3$ 3
- $\square_4$ 4
- $\square_5$ 5 a 9
- $\square_6$ 10 veces o más

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

- $\square_1$ Nunca
- $\square_2$ A veces
- $\square_3$ La mayoría de las veces
- $\square_4$ Siempre

18. En los últimos 6 meses, ¿con qué frecuencia su doctor personal le escuchó con atención?

- $\square_1$ Nunca
- $\square_2$ A veces
- $\square_3$ La mayoría de las veces
- $\square_4$ Siempre

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

- $\square_1$ Nunca
- $\square_2$ A veces
- $\square_3$ La mayoría de las veces
- $\square_4$ Siempre

20. En los últimos 6 meses, ¿con qué frecuencia su doctor personal pasó suficiente tiempo con usted?

- $\square_1$ Nunca
- $\square_2$ A veces
- $\square_3$ La mayoría de las veces
- $\square_4$ Siempre

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

- $\square_1$ Sí
- $\square_2$ No → *Si contestó "No", pase a la pregunta 23*

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

- $\square_1$ Nunca
- $\square_2$ A veces
- $\square_3$ La mayoría de las veces
- $\square_4$ Siempre

23. 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 a su doctor personal?

- $\square_0$ 0 El peor doctor personal posible
- $\square_1$ 1
- $\square_2$ 2
- $\square_3$ 3
- $\square_4$ 4
- $\square_5$ 5
- $\square_6$ 6
- $\square_7$ 7
- $\square_8$ 8
- $\square_9$ 9
- $\square_{10}$ 10 El mejor doctor personal posible

La atención médica que recibió de especialistas

Al contestar las siguientes preguntas <u>no</u> incluya las veces que fue a ver al dentista ni la atención que recibió cuando pasó la noche hospitalizado.

24. 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 con un especialista?

- $\square_1$ Sí
- $\square_2$ No → *Si contestó "No", pase a la pregunta 28*

25. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita con un especialista tan pronto como usted la necesitaba?

- $\square_1$ Nunca
- $\square_2$ A veces
- $\square_3$ La mayoría de las veces
- $\square_4$ Siempre

26. ¿Cuántos especialistas ha visto en los últimos 6 meses?

- $\square_0$ Ninguno → *Si contestó "Ninguno", pase a la pregunta 28*
- $\square_1$ 1 especialista
- $\square_2$ 2
- $\square_3$ 3
- $\square_4$ 4
- $\square_5$ 5 especialistas o más

27. Queremos saber cómo califica al especialista al que 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 al especialista?

- $\square_0$ 0 El peor especialista posible
- $\square_1$ 1
- $\square_2$ 2
- $\square_3$ 3
- $\square_4$ 4
- $\square_5$ 5
- $\square_6$ 6
- $\square_7$ 7
- $\square_8$ 8
- $\square_9$ 9
- $\square_{10}$ 10 El mejor especialista posible

Su plan de salud

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

28. En los últimos 6 meses, ¿buscó alguna información en materiales escritos o en la Internet sobre cómo funciona su plan de salud?

- $\square_1$ Sí
- $\square_2$ No → *Si contestó "No", pase a la pregunta 30*

29. En los últimos 6 meses, ¿con qué frecuencia encontró la información que usted necesitaba sobre cómo funciona su plan de salud en materiales escritos o en la Internet?

- $\square_1$ Nunca
- $\square_2$ A veces
- $\square_3$ La mayoría de las veces
- $\square_4$ Siempre

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

- $\square_1$ Sí
- $\square_2$ No → *Si contestó "No", pase a la pregunta 33*

31. En los últimos 6 meses, ¿con qué frecuencia el servicio al cliente de su plan de salud le dio la información o ayuda que usted necesitaba?

- $\square_1$ Nunca
- $\square_2$ A veces
- $\square_3$ La mayoría de las veces
- $\square_4$ Siempre

32. En los últimos 6 meses, ¿con qué frecuencia el personal de servicio al cliente de su plan de salud le trató con cortesía y respeto?

- $\square_1$ Nunca
- $\square_2$ A veces
- $\square_3$ La mayoría de las veces
- $\square_4$ Siempre

33. En los últimos 6 meses, ¿le dio su plan de salud algún formulario para que lo llenara?

- $\square_1$ Sí
- $\square_2$ No → *Si contestó "No", pase a la pregunta 35*

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

- $\square_1$ Nunca
- $\square_2$ A veces
- $\square_3$ La mayoría de las veces
- $\square_4$ Siempre

35. 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 su plan de salud?

- $\square_0$ 0 El peor plan de salud posible
- $\square_1$ 1
- $\square_2$ 2
- $\square_3$ 3
- $\square_4$ 4
- $\square_5$ 5
- $\square_6$ 6
- $\square_7$ 7
- $\square_8$ 8
- $\square_9$ 9
- $\square_{10}$ 10 El mejor plan de salud posible

35a. En los últimos 6 meses, ¿tuvo usted un problema de salud para el cual necesitó equipo especial, tal como un bastón, silla de rueda, o equipo de óxigeno?

- $\square_1$ Sí
- $\square_2$ No → *Si contestó "No", pase a la pregunta 35c*

35b. En los últimos 6 meses, ¿con qué frecuencia fue fácil para usted conseguir el equipo médico que usted necesitaba a través de su plan de salud?

- $\square_1$ Nunca
- $\square_2$ A veces
- $\square_3$ La mayoría de las veces
- $\square_4$ Siempre

35c. En los últimos 6 meses, ¿tuvo usted un problema de salud para el cual necesitó terapia especial, tal como terapia física, ocupacional o terapia del habla?

- $\square_1$ Sí
- $\square_2$ No → *Si contestó "No", pase a la pregunta 35e*

35d. En los últimos 6 meses, ¿con qué frecuencia fue fácil para usted conseguir la terapia especial que usted necesitaba a través de su plan de salud?

- $\square_1$ Nunca
- $\square_2$ A veces
- $\square_3$ La mayoría de las veces
- $\square_4$ Siempre

Preguntas adicionales

Las siguientes preguntas son sobre cuánto usted piensa que su doctor u otro proveedor de salud respeta sus creencias, actitudes, lenguaje y comportamiento.

35e. En los últimos 6 meses, ¿con qué frecuencia un doctor u otro proveedor de salud le habló muy rápido?

- $\square_1$ Nunca
- $\square_2$ A veces
- $\square_3$ La mayoría de las veces
- $\square_4$ Siempre

35f. En los últimos 6 meses, ¿con qué frecuencia un doctor u otro proveedor de salud le interrumpió cuando usted estaba hablando?

- $\square_1$ Nunca
- $\square_2$ A veces
- $\square_3$ La mayoría de las veces
- $\square_4$ Siempre

35g. En los últimos 6 meses, ¿con qué frecuencia un doctor u otro proveedor de salud uso un tono condescendiente, sarcástico o grosero con usted?

- $\square_1$ Nunca
- $\square_2$ A veces
- $\square_3$ La mayoría de las veces
- $\square_4$ Siempre

35h. En los últimos 6 meses, ¿sintió usted que podía confiarle su atención médica al doctor u otro proveedor de salud?

$\square_1$ Sí, definitivamente
$\square_2$ Sí, algo
$\square_3$ No

Acceso a atención dental

35i. Un dentista regular es a quien usted va a ver para un chequeo y limpieza o cuando tiene una carie o un dolor de diente. ¿Usted tiene un dentista regular?

$\square_1$ Sí
$\square_2$ No

35j. En los últimos 6 meses, ¿fue usted al consultorio de un dentista o a una clínica dental para recibir atención?

$\square_1$ Sí
$\square_2$ No → *Si contestó "No", pase a la pregunta 35l*

35k. En los últimos 6 meses, ¿con qué frecuencia el personal dental o el dentista le explicaron lo que le hacian durante el tratamiento?

$\square_1$ Nunca
$\square_2$ A veces
$\square_3$ La mayoría de las veces
$\square_4$ Siempre

35l. Si usted trató de conseguir una cita para usted con un dentista que se especializaba en un tipo de atención dental en particular (como una endodoncia (root canal) o enfermedad de las encias) en los últimos 6 meses, ¿con qué frecuencia le dieron una cita tan pronto como la quería?

$\square_1$ Nunca
$\square_2$ A veces
$\square_3$ La mayoría de las veces
$\square_4$ Siempre
$\square_5$ No traté de conseguir una cita con un especialista dental para mí en los últimos 6 meses

35m.En los últimos 6 meses, si usted necesitó ver a un dentista de inmediato por una <u>emergencia dental</u>, ¿con qué frecuencia pudo ver usted a un dentista tan pronto como quería?

$\square_1$ Nunca
$\square_2$ A veces
$\square_3$ La mayoría de las veces
$\square_4$ Siempre
$\square_5$ No tuve una emergencia dental en los últimos 6 meses

35n. 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?

- $\square_0$ 0 Extremadamente difícil
- $\square_1$ 1
- $\square_2$ 2
- $\square_3$ 3
- $\square_4$ 4
- $\square_5$ 5
- $\square_6$ 6
- $\square_7$ 7
- $\square_8$ 8
- $\square_9$ 9
- $\square_{10}$ 10 Extremadamente fácil

Acerca de usted

36. En general, ¿cómo calificaría toda su salud?

- $\square_1$ Excelente
- $\square_2$ Muy buena
- $\square_3$ Buena
- $\square_4$ Regular
- $\square_5$ Mala

37. En general, ¿cómo calificaría toda su salud mental o emocional?

- $\square_1$ Excelente
- $\square_2$ Muy buena
- $\square_3$ Buena
- $\square_4$ Regular
- $\square_5$ Mala

38. Desde el 1 de julio del 2018, ¿le han puesto la vacuna para la influenza o gripe ya sea en inyección o con un rociador o espray nasal?

- $\square_1$ Sí
- $\square_2$ No
- $\square_3$ No sé

39. Actualmente, ¿fuma cigarrillos o usa tabaco todos los días, algunos días o nunca?

- $\square_1$ Todos los días
- $\square_2$ Algunos días
- $\square_3$ No fumo en absoluto → *Si contestó "No fumo en absoluto", pase a la pregunta 43*
- $\square_4$ No sé → *Si contestó "No sé", pase a la pregunta 43*

40. En los últimos 6 meses, ¿qué tan seguido le aconsejó un doctor u otro profesional médico de su seguro que dejara de fumar o usar tabaco?

- $\square_1$ Nunca
- $\square_2$ A veces
- $\square_3$ La mayoría de las veces
- $\square_4$ Siempre

41. En los últimos 6 meses, ¿qué tan seguido le recomendó, o habló un doctor o profesional médico sobre medicamentos para ayudarlo(a) a dejar de fumar o usar tabaco? Ejemplos de medicamentos son: chicle o goma de mascar con nicotina, parche, rociador o aerosol nasal, inhalador o medicamentos con receta.

- $\square_1$ Nunca
- $\square_2$ A veces
- $\square_3$ La mayoría de las veces
- $\square_4$ Siempre

42. En los últimos 6 meses, ¿qué tan seguido le ofreció o habló con su doctor o profesional médico sobre métodos y estrategias, aparte de medicamentos, para ayudarlo(a) a dejar de fumar o usar tabaco? Ejemplos de métodos y estrategias son: una línea telefónica de ayuda, consejería individual o terapia de grupo o un programa para dejar de fumar.
- ☐₁ Nunca
- ☐₂ A veces
- ☐₃ La mayoría de las veces
- ☐₄ Siempre

43. En los últimos 6 meses, ¿recibió usted atención médica 3 veces o más para la misma enfermedad o problema?
- ☐₁ Sí
- ☐₂ No → *Si contestó "No", pase a la pregunta 45*

44. ¿Se trata de una enfermedad o problema que ha durado al menos 3 meses? No incluya el embarazo ni la menopausia.
- ☐₁ Sí
- ☐₂ No

45. ¿Necesita o toma ahora alguna medicina recetada por un doctor? No incluya anticonceptivos.
- ☐₁ Sí
- ☐₂ No → *Si contestó "No", pase a la pregunta 47*

46. ¿Es esta medicina para tratar una enfermedad o problema que ha durado al menos 3 meses? No incluya el embarazo ni la menopausia.
- ☐₁ Sí
- ☐₂ No

47. ¿Qué edad tiene?
- ☐₁ 18 a 24 años
- ☐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

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

49. ¿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

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

Por favor continuar en la página siguiente →

51. ¿A qué raza pertenece? Marque una o más.
- ☐a Blanca
- ☐b Negra o afroamericana
- ☐c Asiática
- ☐d Nativa de Hawái o de otras islas del Pacífico
- ☐e Indígena americana o nativa de Alaska
- ☐f Otra

52. ¿Le ayudó alguien a completar esta encuesta?
- ☐1 Sí → *Si contestó "Sí", pase a la pregunta 53*
- ☐2 No → *Gracias. Por favor, devuelva esta encuesta en el sobre con el porte o franqueo pagado.*

53. ¿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

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:

$$\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{\begin{array}{c}\text{[Complete and Eligible + Incomplete (but Eligible) + Refusal + Nonresponse after maximum attempts}\\\text{+ Added to Do Not Call (DNC) List]}\end{array}}$$

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.