



**Oregon Health Plan Report of Results for  
State Oregon Health Plan Adult Population  
2020 CAHPS® 5.0H Medicaid Member Experience Survey**

**Prepared for:**

Oregon Health Authority

**Prepared by:**

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

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## INTRODUCTION

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

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

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

The survey measures member satisfaction with the experience of care and gives a general indication of how well the health plan meets members' expectations. Surveyed members are asked to rate various aspects of the health plan based on their experience with the plan during the previous six months. In addition, the survey collects data on Effectiveness of Care measures, including influenza vaccinations and smoking cessation measures.



## WHAT'S NEW IN 2020

### 2020 SURVEY FIELDING UPDATES

#### SAMPLING METHODOLOGY

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

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

#### SURVEY INSTRUMENTS

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

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

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

## IMPACT OF COVID-19 ON OHA REPORTING

The 2020 OHA CAHPS survey fielding timeline overlapped with the COVID-19 outbreak in the United States (US). Survey administration began on January 8, 2020 and data collection closed on April 6, 2020. The pandemic gained more widespread national attention during the second half of survey administration. Oregon's response to the outbreak as outlined in Governor's Executive Order No. 20-12 ([https://www.oregon.gov/gov/Documents/executive\\_orders/eo\\_20-12.pdf](https://www.oregon.gov/gov/Documents/executive_orders/eo_20-12.pdf)) demonstrates the overlap of the timelines. A multitude of factors, such as COVID-19 infection rates, consumer experience, stay-at-home orders, social distancing guidelines, and "essential business" designations might affect the data collected. It is unclear how all these changes may have impacted CAHPS survey results for 2020 and CCOs should be mindful of this when interpreting results.

## UPDATES TO THE 2020 OHA CAHPS SURVEY RESULTS REPORT

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

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

## EXECUTIVE SUMMARY

CSS administered the Adult Medicaid version of the 2020 CAHPS Health Plan Survey for the Oregon Health Authority on behalf of various CCOs between January 8 and April 8, 2020. The following CCOs were included in survey administration: Advanced Health, AllCare CCO, Cascade Health Alliance, Columbia Pacific CCO, Eastern Oregon CCO, Fee-For-Service, Health Share of Oregon, Inter-Community Health Network, Jackson Care Connect, Pacific Source – Columbia Gorge, Pacific Source – Central Oregon, Primary Health, Trillium Community Health Plan, Umpqua Health Alliance, Willamette Valley Community Health, and Yamhill Community Care. This report focuses on **statewide** State OHP hereafter referred to as State OHP results, which were calculated by pooling survey responses across these plans including additional oversample for race and ethnicity. The final Adult Medicaid aggregated survey sample for the State OHP included 19,742 members. 4,884 members completed the survey, resulting in a response rate of 25.45 percent.

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

## RESULTS ON KEY SURVEY MEASURES

### STATISTICALLY SIGNIFICANT IMPROVEMENTS OR DECLINES COMPARED TO 2019

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

### STATISTICALLY SIGNIFICANT DIFFERENCES FROM NATIONAL BENCHMARK

Reportable Rate ABOVE Benchmark	Reportable Rate BELOW Benchmark
<b>2020 CSS Adult Medicaid Average</b>	
None	Rating of Health Plan (by 4.34 points) Customer Service (by 2.12 points)

## TOP PRIORITIES FOR QUALITY IMPROVEMENT

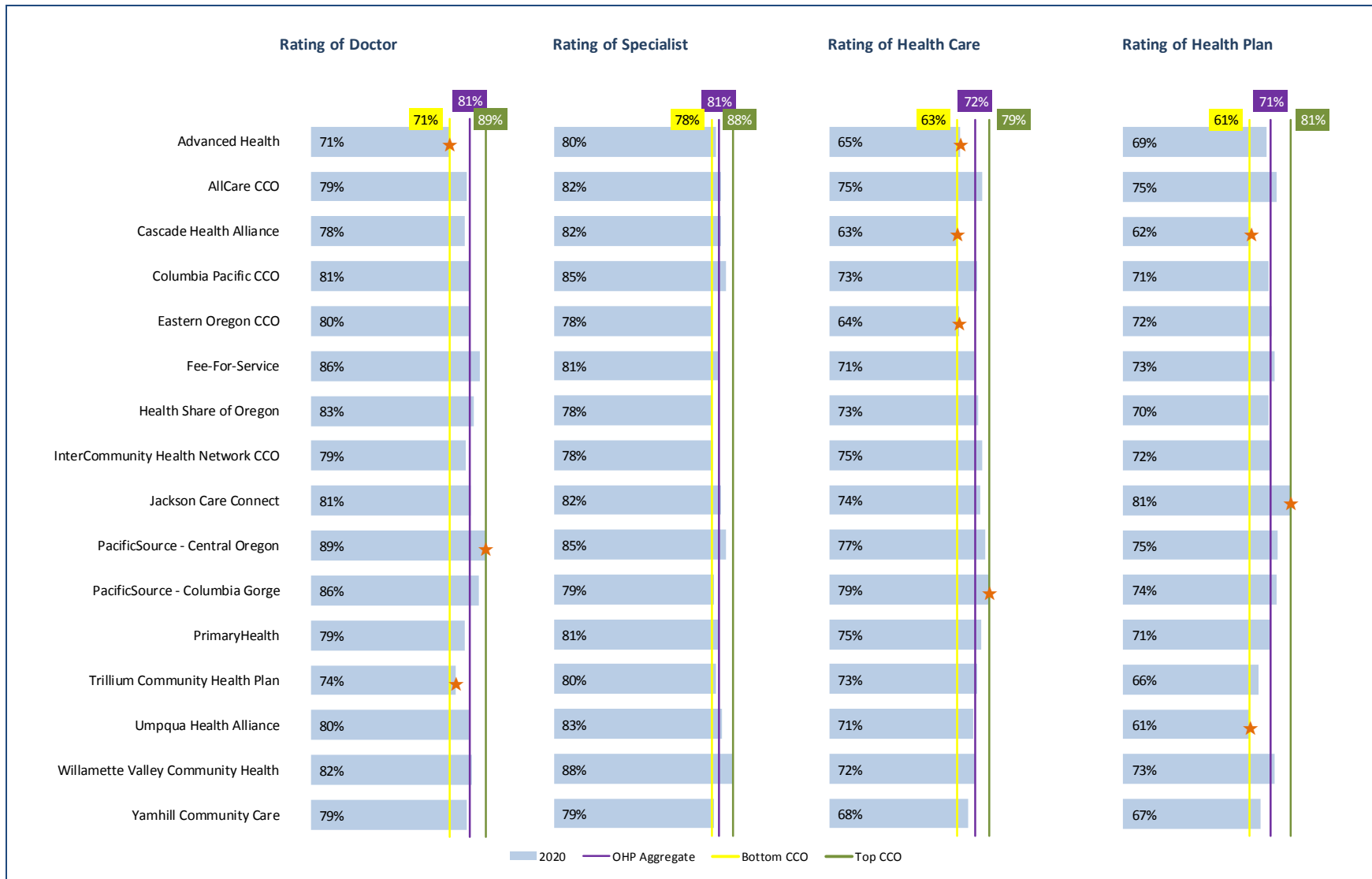
CSS's *Key Driver Analysis* identifies the areas of health plan performance and aspects of member experience that shape members' overall assessment of their health plan. To the extent that these specific areas or experiences can be improved, the overall rating of the plan should reflect these gains. 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 ability of the health plan customer service to provide necessary information or help
2. Improving the quality of physicians in health plan network (specialists)
3. Improving member access to care (ease of getting needed care, tests, or treatment)
4. Improving member access to care (getting an appointment for urgent care as soon as needed)
5. Improving member access to care (visits to doctor's office or clinic)

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

## OREGON HEALTH PLAN CCO PERFORMANCE ON KEY SURVEY MEASURES

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







## SURVEY RESULTS AT A GLANCE

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

EXHIBIT 1. 2020 OHA CAHPS SURVEY FOR STATE OHP ADULT MEDICAID SAMPLE: SURVEY RESULTS AT A GLANCE

CAHPS 5.0H Survey Measures		Global Proportions and Question Summary Rates			Valid Responses			2020 CSS Adult Medicaid Average
		2018	2019	2020	2018	2019	2020	
Overall Ratings (% 8, 9, or 10)	Q8. Rating of All Health Care	71.46%	70.83%	<b>71.87%</b>	4,391	3,462	<b>3,427</b>	73.74%
	Q18. Rating of Personal Doctor	77.74% ▲	80.14%	<b>80.79%</b>	4,708	3,831	<b>3,768</b>	81.59%
	Q22. Rating of Specialist Seen Most Often	79.58%	79.45%	<b>81.37%</b>	2,297	1,942	<b>1,911</b>	81.90%
	Q28. Rating of Health Plan	69.02% ▲	70.39%	<b>71.28%</b>	5,426	4,137	<b>4,252</b>	75.62% ▼
Getting Needed Care (% Always or Usually)	<b>Getting Needed Care Composite</b>	80.53%	81.41%	<b>81.90%</b>	3,420	2,763	<b>2,713</b>	83.40%
	Q9. Easy to get needed care	82.85% ▲	85.15%	<b>85.66%</b>	4,397	3,469	<b>3,403</b>	86.54%
	Q20. Easy to see specialists	78.21%	77.68%	<b>78.14%</b>	2,442	2,056	<b>2,022</b>	80.26%
Getting Care Quickly (% Always or Usually)	<b>Getting Care Quickly Composite</b>	80.55%	82.65%	<b>82.43%</b>	3,062	2,529	<b>2,473</b>	83.19%
	Q4. Got urgent care as soon as needed	83.16%	85.22%	<b>83.80%</b>	2,263	1,833	<b>1,815</b>	84.86%
	Q6. Got routine care as soon as needed	77.93% ▲	80.09%	<b>81.05%</b>	3,861	3,224	<b>3,130</b>	81.52%
How Well Doctors Communicate* (% Always or Usually)	<b>How Well Doctors Communicate Composite</b>	90.80% ▲	92.08%	<b>92.52%</b>	3,793	3,045	<b>2,977</b>	93.08%
	Q12. Doctor explained things	92.44%	93.27%	<b>93.55%</b>	3,795	3,044	<b>2,975</b>	93.39%
	Q13. Doctor listened carefully	90.45% ▲	92.15%	<b>92.51%</b>	3,791	3,045	<b>2,976</b>	93.12%
	Q14. Doctor showed respect	92.03% ▲	92.82%	<b>93.43%</b>	3,791	3,051	<b>2,982</b>	94.32%
	Q15. Doctor spent enough time	88.30% ▲	90.07%	<b>90.59%</b>	3,794	3,041	<b>2,975</b>	91.50%
Customer Service (% Always or Usually)	<b>Customer Service Composite</b>	87.15%	87.24%	<b>88.16%</b>	1,604	1,136	<b>1,512</b>	90.28% ▼
	Q24. Provided needed information/help	81.22%	81.43%	<b>82.35%</b>	1,603	1,136	<b>1,513</b>	85.09% ▼
	Q25. Treated with courtesy/respect	93.08%	93.05%	<b>93.97%</b>	1,605	1,136	<b>1,510</b>	95.47% ▼
Effectiveness of Care Measures	Q17. Coordination of Care (% Always or Usually)	81.12%	82.51%	<b>82.95%</b>	2,283	1,875	<b>1,848</b>	83.43%
	Advising Smokers and Tobacco Users to Quit	75.67% ▼	73.41%	<b>72.29%</b>	1,644	1,271	<b>1,274</b>	76.32% ▼
	Discussing Cessation Medications	56.18%	52.91%	<b>54.79%</b>	1,643	1,270	<b>1,263</b>	53.46%
	Discussing Cessation Strategies	49.33%	46.43%	<b>47.89%</b>	1,632	1,262	<b>1,255</b>	48.40%
	Flu Vaccinations for Adults	37.52%	39.20%	<b>39.19%</b>	5,240	3,906	<b>3,858</b>	43.10% ▼

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

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



## ABOUT THIS REPORT

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

- State OHP results were calculated by pooling member responses from the following 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 2020, Volume 3: Specifications for Survey Measures* unless otherwise noted. Summary Results are reported regardless of whether the denominator threshold is met, however, any summary measure where the denominator is less than 30 is marked as “Low n”.
- Throughout the report, the 2020 State OHP survey results are compared to the 2020 CSS Adult Medicaid Average. The 2020 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 national performance. If prior-year survey results are available, any statistically significant improvements or declines on key survey measures are also noted. Up to five top organizational priorities for quality improvement based on CSS’s *Key Driver Analysis* are identified.
- *Summary of Survey Results* presents the 2020 State OHP survey scores on key measures, including question summary rates (QSRs), global proportions, and changes in QSR and global proportion scores from the previous year (if applicable); and comparisons to relevant national benchmarks. Statistically significant differences in scores are noted.
- *Detailed Performance Charts* are provided for the rating questions, composite measures, and individual survey items representing the various CAHPS domains of care. The 2020 State OHP QSRs and global proportions are compared to the 2020 CSS 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 2020 State OHP respondent profile to the appropriate reference distribution (i.e., all plans included in the 2020 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 2020 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 2020 State OHP results on each key driver are compared to the highest score among all the Adult Medicaid plans contributing to the 2020 State OHP, yielding a measure of available room for improvement in each area. The result is then weighted by the key driver's contribution to the overall *Rating of Health Plan* score. Opportunities for improvement are prioritized based on the expected improvement in the State OHP *Rating of Health Plan* score due to improved performance on the key driver. A separate section of the report provides some helpful resources for health plan quality improvement.
- The *Appendix* includes:
  - Detailed cross-tabulations of survey responses for every survey question, with additional tables summarizing performance on key survey measures;
  - A copy of the survey instrument;
  - Step-by-step guidelines for calculating composite global proportions; and
  - A glossary of terms.

## SURVEY METHODOLOGY

### SURVEY PROTOCOL AND TIMELINE

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

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

### SURVEY MATERIALS

The survey instruments (both English and Spanish) used for State OHP are provided in the Appendix. CSS designed the survey following instructions from OHA and the NCQA specifications detailed in *HEDIS 2020, Volume 3: Specifications for Survey Measures and Quality Assurance Plan for HEDIS 2020 Survey Measures*. The materials referred to Oregon Health Plan and included the Oregon Health Authority logo on all the mailing materials. Each survey package included a postage-paid return envelope. Besides the core CAHPS questions, the survey included 32 additional questions added by OHA. These included questions on mobility impairment, cultural competency, access to dental care, and REALD demographics. All mailings included a duplex English and Spanish cover letter. Members received either an English or Spanish survey based on language information provided by Oregon Health Authority. Members had the option to request the survey in the other language using a telephone request line.

### SAMPLE SELECTION

CSS followed Oregon Health Authority's instructions to generate the survey sample for the State OHP. Sample-eligible members were defined as plan members who were 18 years old or older as of November 30, 2019; were currently enrolled; had been continuously enrolled for six months (with no more than one enrollment break of 45 days or less); and whose primary coverage was through Medicaid. Prior to sampling, CSS carefully inspected the member file(s) and

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

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

The Oregon Health Authority chose to oversample for targeted race and ethnicity groups to ensure these groups were appropriately represented in the state sample. Data for those sample members only appear in the State OHP results and not the individual CCO results. Therefore, the final Adult Medicaid survey sample for the State OHP included 19,742 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, 4,884 completed the survey, resulting in a response rate of 25.45 percent. Additional detail on sample member status at the end of data collection (dispositions) is provided in Exhibit 2.

EXHIBIT 2. 2020 OHA CAHPS SURVEY FOR STATE OHP ADULT MEDICAID SAMPLE: SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

Disposition	Total	
	Number	% Initial Sample
<b>Initial Sample</b>	19,742	100.00%
<b>Disposition</b>		
Complete and Eligible - Mail	3,455	17.50%
Complete and Eligible - Phone	1,224	6.20%
Complete and Eligible - Internet	205	1.04%
Complete and Eligible - Total	4,884	24.74%
Does not meet Eligible Population criteria	357	1.81%
Incomplete (but Eligible)	352	1.78%
Ineligible	198	1.00%
- Language barrier	11	0.06%
- Mentally or physically incapacitated	149	0.75%
- Deceased	38	0.19%
Refusal	1,066	5.40%
Nonresponse after maximum attempts	12,772	64.69%
Added to Do Not Call (DNC) list	113	0.57%
<b>Response Rate*</b>		<b>25.45%</b>

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

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

EXHIBIT 3A. 2020 STATE OHP ADULT MEDICAID CAHPS SURVEY: RESPONSE RATES BY CCO

CCOs	Sample Size	Completes	Ineligibles	Response Rate
<b>State OHP</b>	<b>19,742</b>	<b>4,884</b>	<b>555</b>	<b>25.45%</b>
Advanced Health	1,150	304	32	27.19%
AllCare CCO	1,150	288	30	25.71%
Cascade Health Alliance	1,150	294	17	25.95%
Columbia Pacific CCO	1,150	304	30	27.14%
Eastern Oregon CCO	1,150	320	34	28.67%
Fee-For-Service	1,150	268	68	24.77%
Health Share of Oregon	1,150	242	25	21.51%
InterCommunity Health Network CCO	1,150	305	30	27.23%
Jackson Care Connect	1,150	274	28	24.42%
PacificSource - Central Oregon	1,150	286	18	25.27%
PacificSource - Columbia Gorge	1,150	273	39	24.57%
PrimaryHealth	1,150	310	39	27.90%
Trillium Community Health Plan	1,150	264	17	23.30%
Umpqua Health Alliance	1,150	275	36	24.69%
Willamette Valley Community Health	1,150	295	44	26.67%
Yamhill Community Care	1,150	271	31	24.22%
Oversample	1,342	311	37	23.83%

## SATISFACTION WITH THE EXPERIENCE OF CARE

### PATIENT EXPERIENCE OF CARE MEASURES

#### GLOBAL RATINGS

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

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

#### CAHPS COMPOSITES

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

- **Getting Needed Care** combines two survey questions that address member access to care. Both questions use a *Never, Sometimes, Usually, or Always* response scale, with *Always* being the most favorable response. Results are based on the proportion of members answering the following questions as *Usually* or *Always*.
  - *In the last 6 months, how often was it easy to get the care, tests, or treatment 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 check-up/routine care. The questions use a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. Results are based on the proportion of members selecting *Usually* or *Always* in response to the following questions:
  - *In the last 6 months, when 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. The questions use a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members answering the following questions as *Usually* or *Always*:
  - *In the last 6 months, how often did your 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. The questions use a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members selecting *Usually* or *Always* in response to the following questions:
  - *In the last 6 months, how often did 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?*
- **Coordination of Care** is based on a single survey question, which uses a *Never, Sometimes, Usually, or Always* scale (with *Always* being the most favorable response). Results are based on the proportion of members selecting *Usually* or *Always* in response to the question below:
  - *In the last 6 months, how often did your 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.

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

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

### DENOMINATOR THRESHOLD

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

### COMPARISONS TO BENCHMARKS AND PRIOR-YEAR RESULTS

Throughout the report, the 2020 State OHP results are compared to the 2020 CSS Adult Medicaid Average as well as to the highest and lowest performing CCO. The 2020 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 the statistical tests are carried out at the 95% confidence level (i.e., there is a 95% probability that the observed difference is not due to chance).

## SUMMARY OF SURVEY RESULTS

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

EXHIBIT 3. 2020 OHA CAHPS SURVEY FOR STATE OHP ADULT MEDICAID SAMPLE: SUMMARY OF RESULTS ON KEY MEASURES

CAHPS 5.0H Survey Measures*	2020 Rate	Difference** between 2020 Rate and...		
		2019 Rate	2018 Rate	2020 CSS Adult Medicaid Average
<b>Ratings</b>				
Rating of Personal Doctor	80.79%	0.65%	3.05% ▲	-0.80%
Rating of Specialist Seen Most Often	81.37%	1.92%	1.79%	-0.53%
Rating of All Health Care	71.87%	1.04%	0.41%	-1.87%
Rating of Health Plan	71.28%	0.89%	2.26% ▲	-4.34% ▼
<b>Composite Measures</b>				
Getting Needed Care	81.90%	0.49%	1.37%	-1.50%
Getting Care Quickly	82.43%	-0.22%	1.88%	-0.76%
How Well Doctors Communicate	92.52%	0.44%	1.71% ▲	-0.57%
Customer Service	88.16%	0.93%	1.01%	-2.12% ▼
<b>Additional Content Areas</b>				
Coordination of Care	82.95%	0.45%	1.83%	-0.48%

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

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

## DETAILED PERFORMANCE CHARTS

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

### TREND IN RESULTS

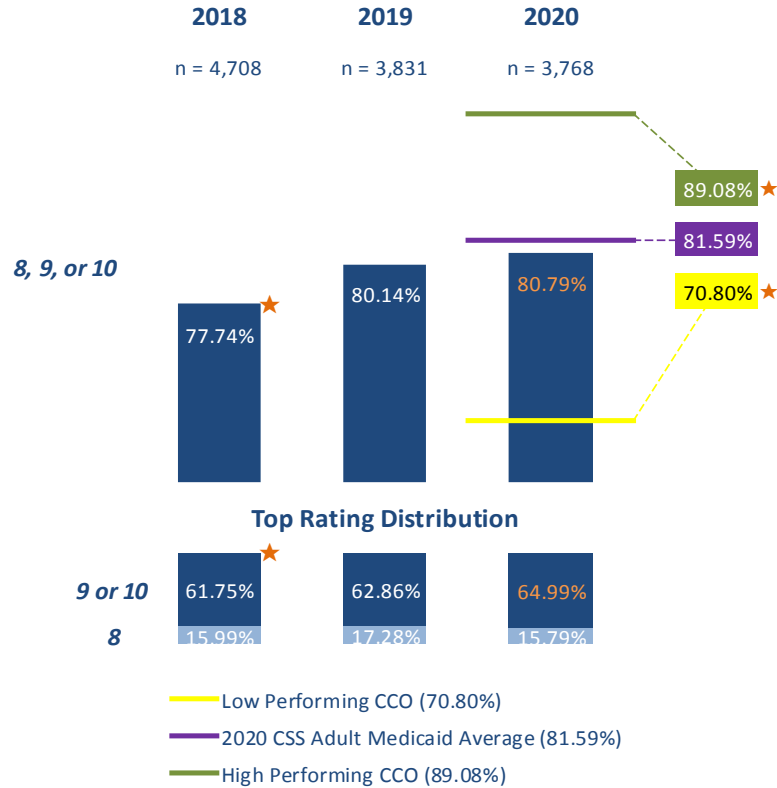
- State OHP survey scores are trended over three consecutive years of data collection, if available. A result may not be available if the survey was not administered in a given year, if the measure is new, or if the measure is not deemed appropriate for trending. In such cases, “No data” appears in place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

### COMPARISONS TO BENCHMARKS

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

# Rating of Personal Doctor

Percent Responding 8, 9, or 10



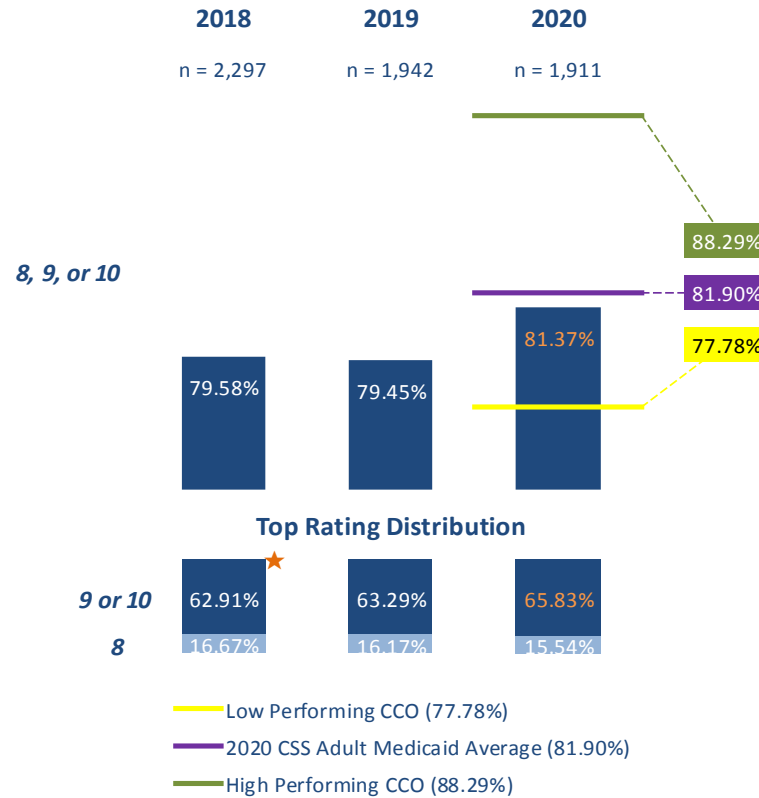
39930

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



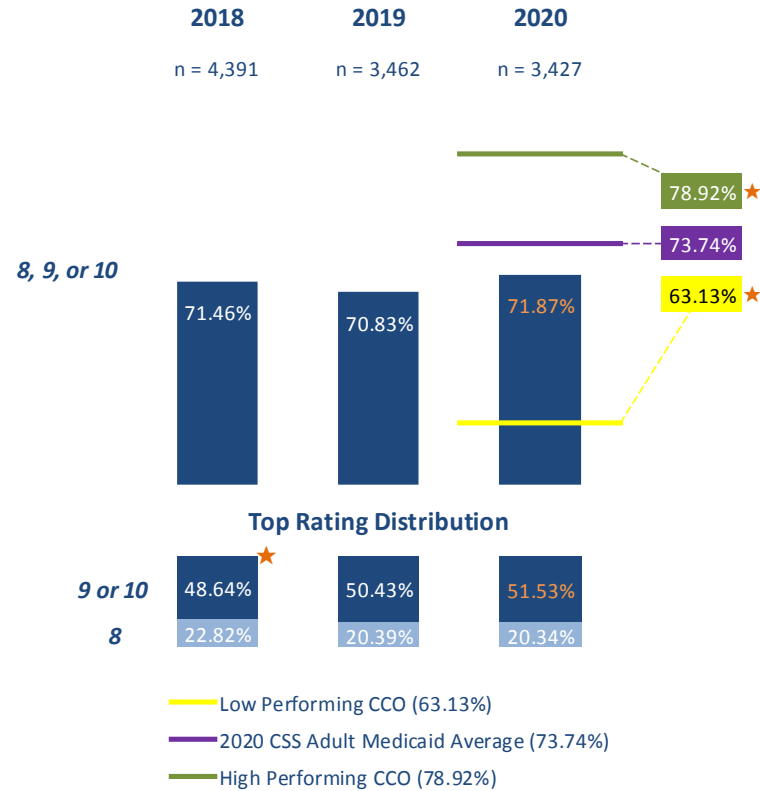
39930

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



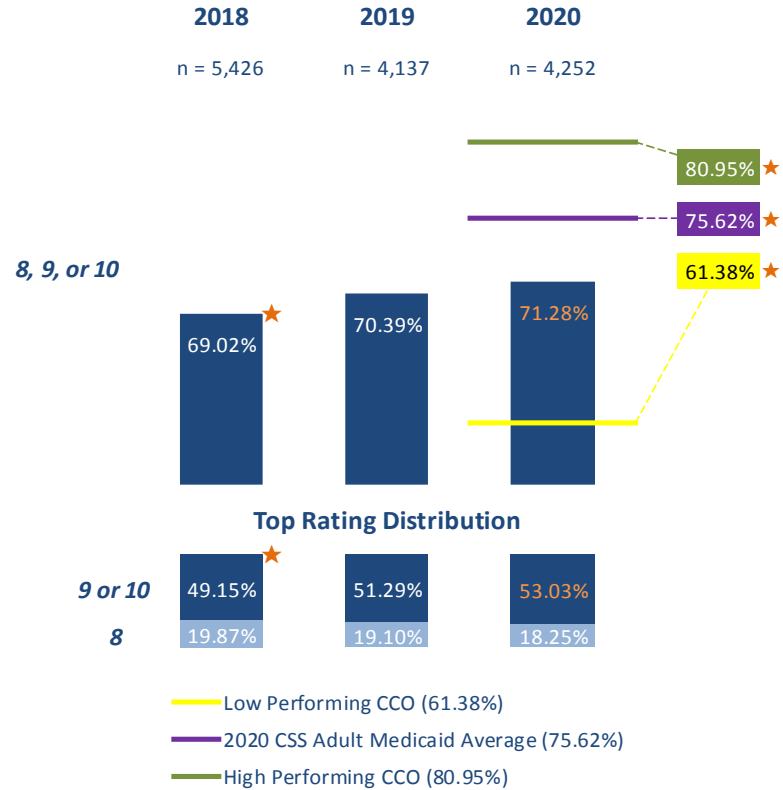
39930

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



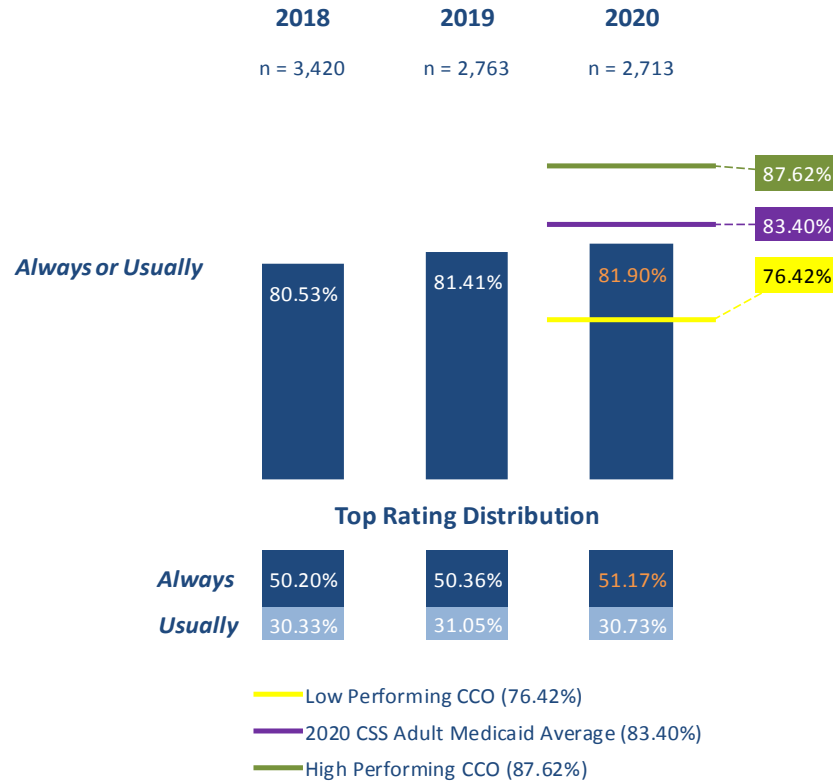
39930

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



39930

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.

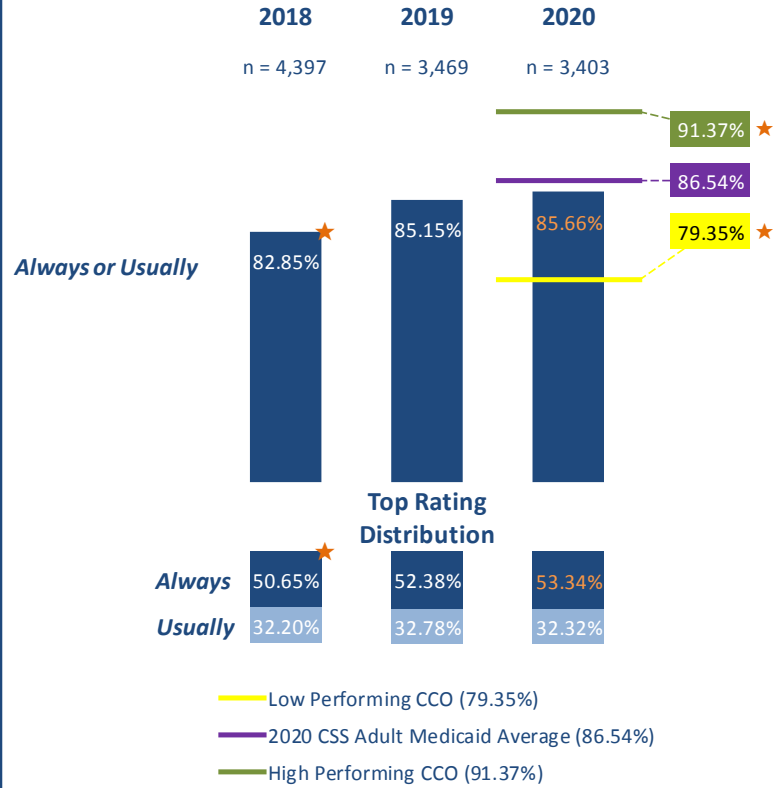
The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.



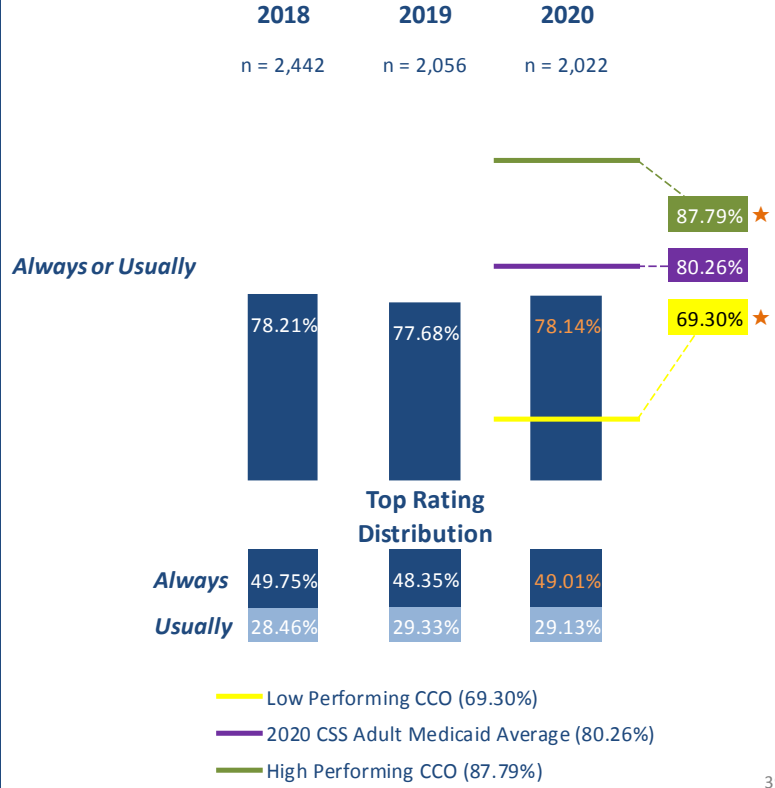
# Getting Needed Care (Contributing Items)

Percent Responding Always or Usually

Q9. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?



Q20. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?



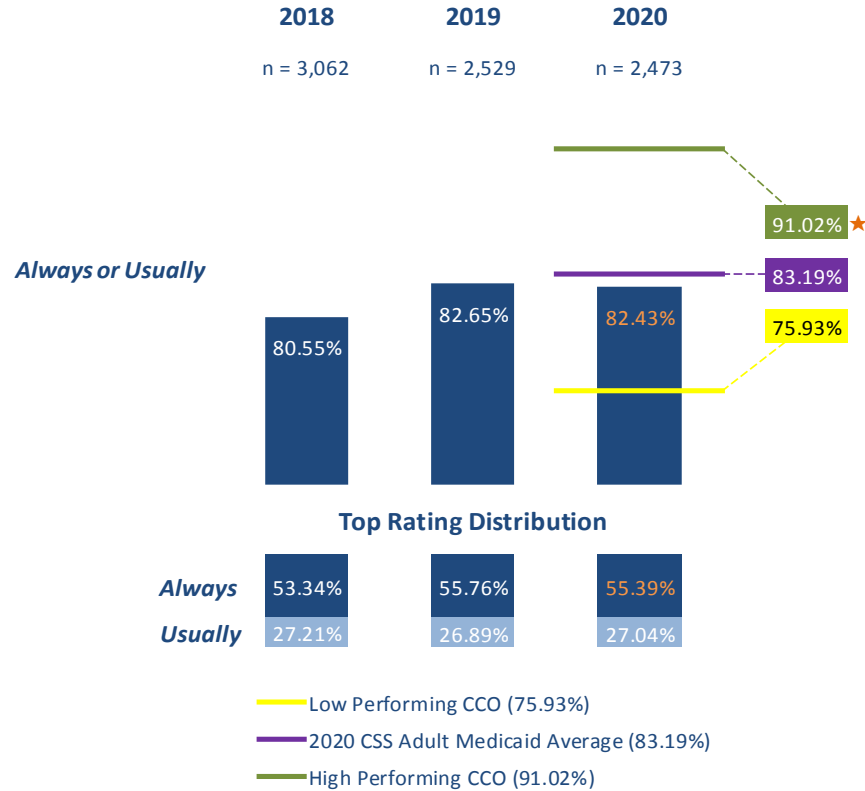
39930

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



39930

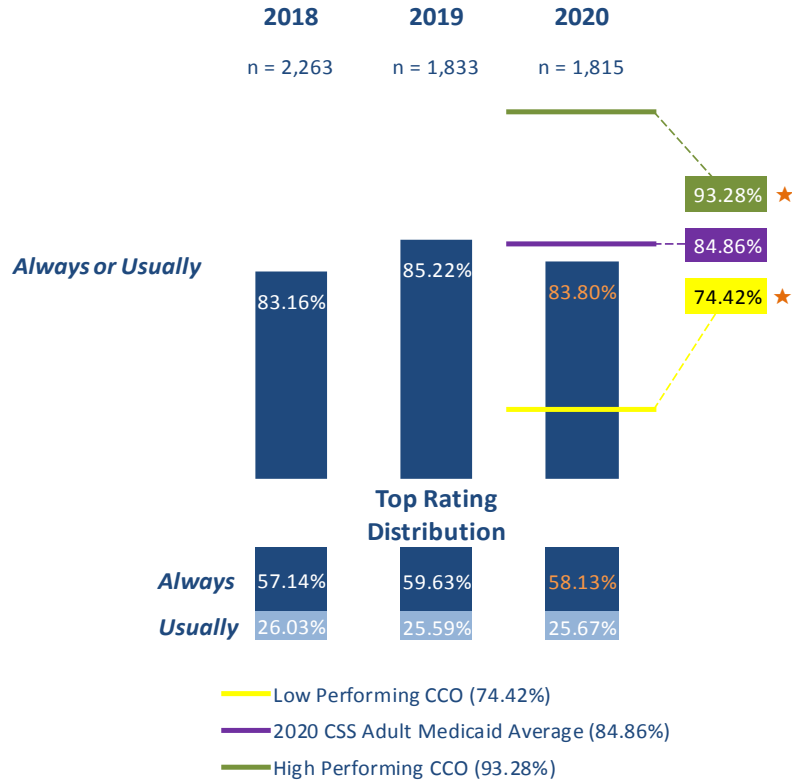
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

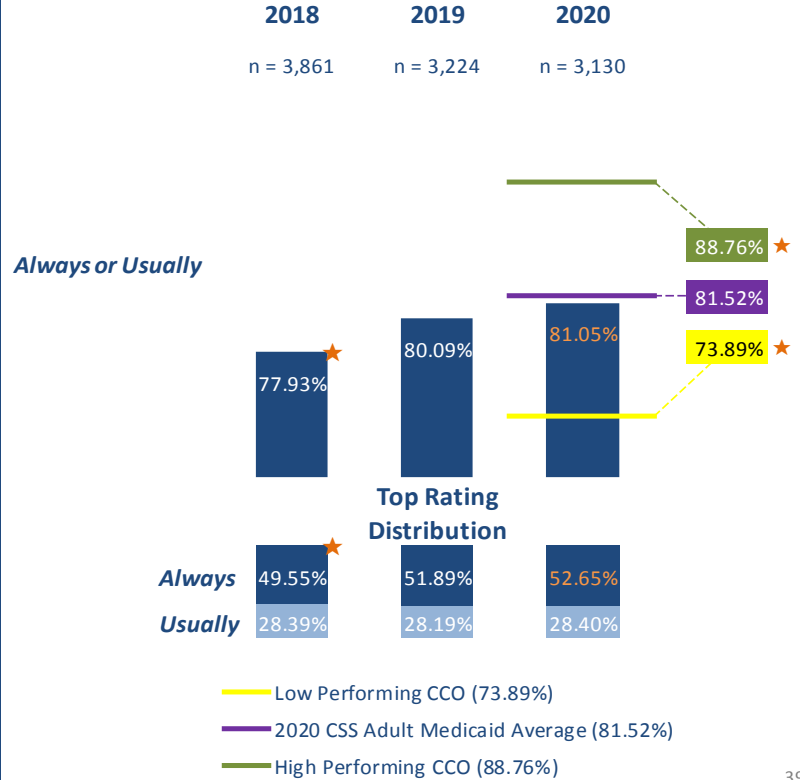
# Getting Care Quickly (Contributing Items)

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?



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?



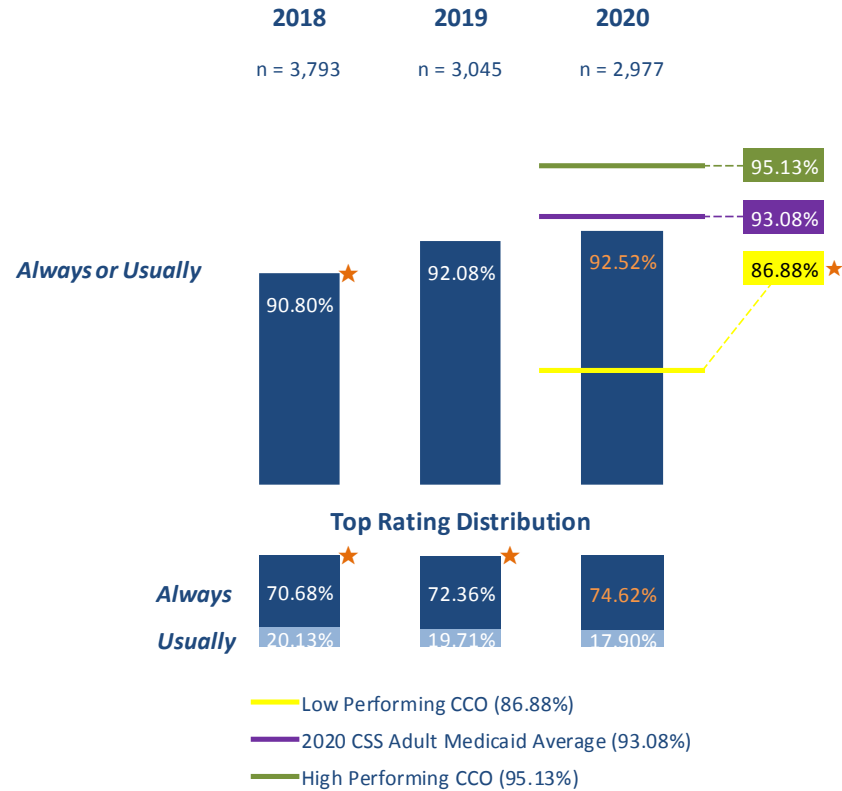
39930

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



39930

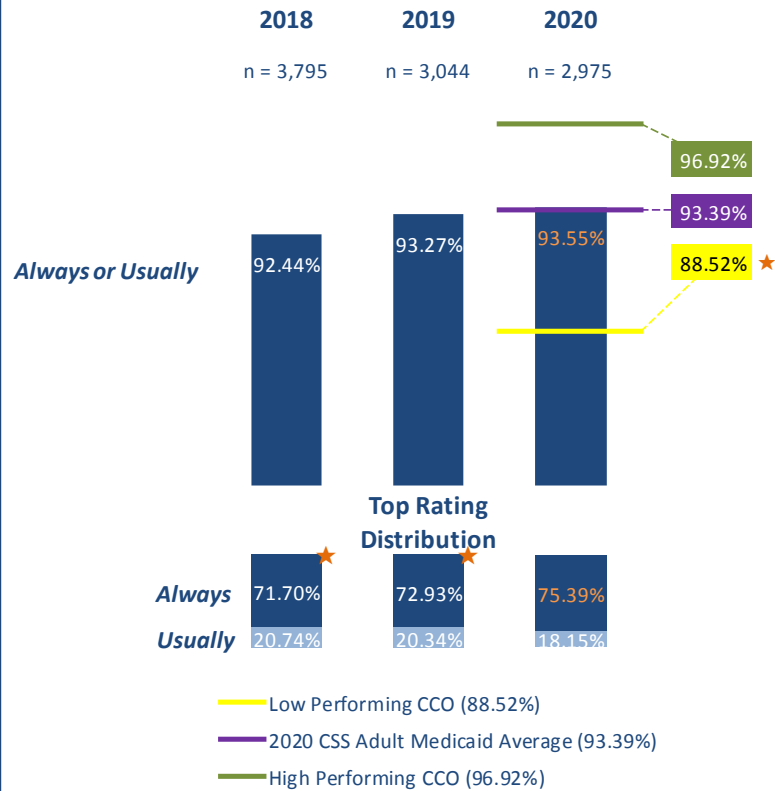
Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

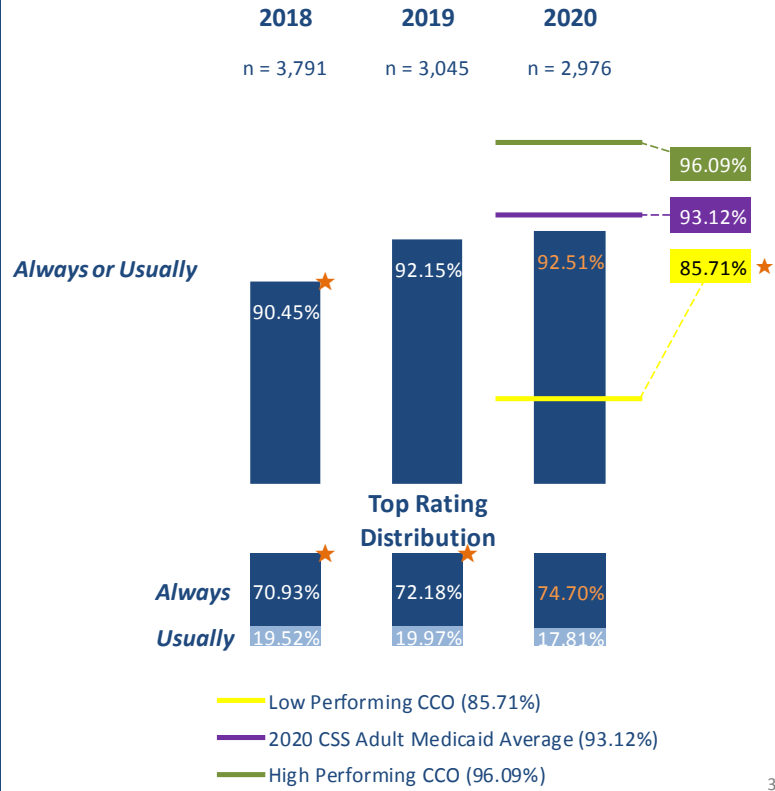
# How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

Q12. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?



Q13. In the last 6 months, how often did your personal doctor listen carefully to you?



39930

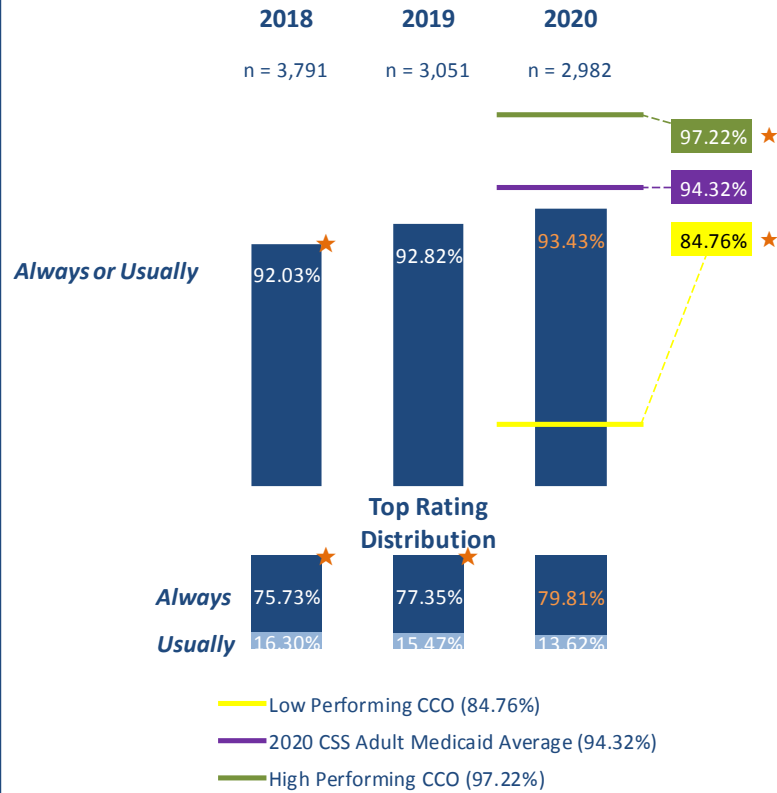
Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison rate (prior-year, or national rate) are marked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

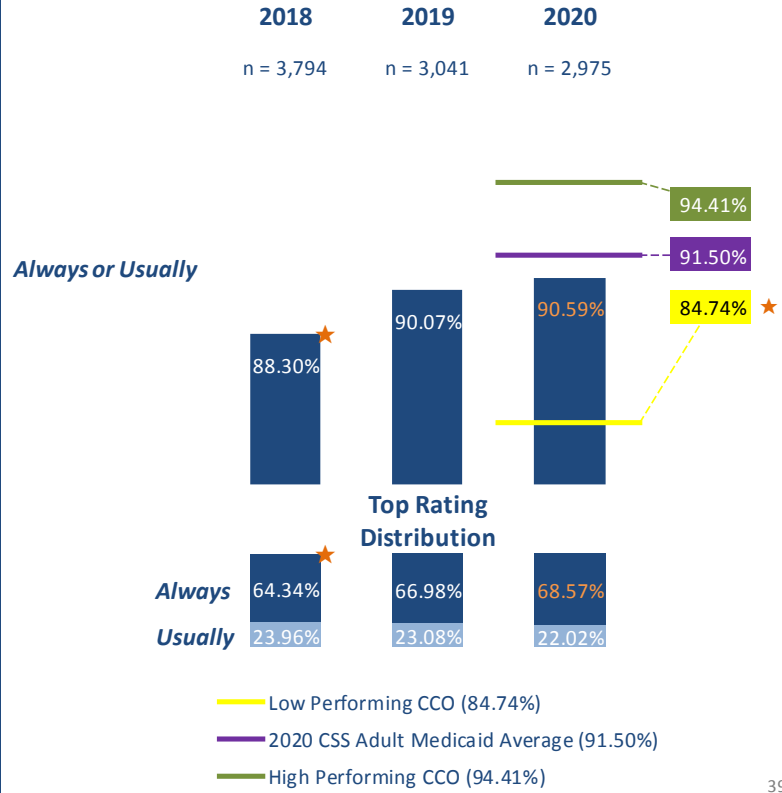
# How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

Q14. In the last 6 months, how often did your personal doctor show respect for what you had to say?



Q15. In the last 6 months, how often did your personal doctor spend enough time with you?



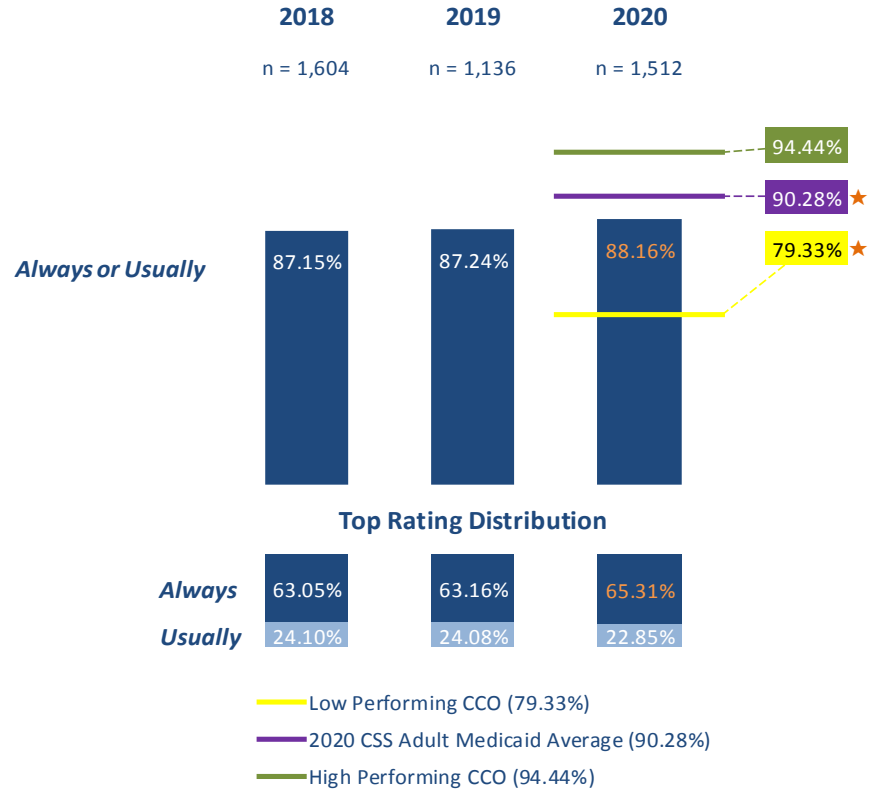
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison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

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

# Customer Service (Composite)

Percent Responding Always or Usually



39930

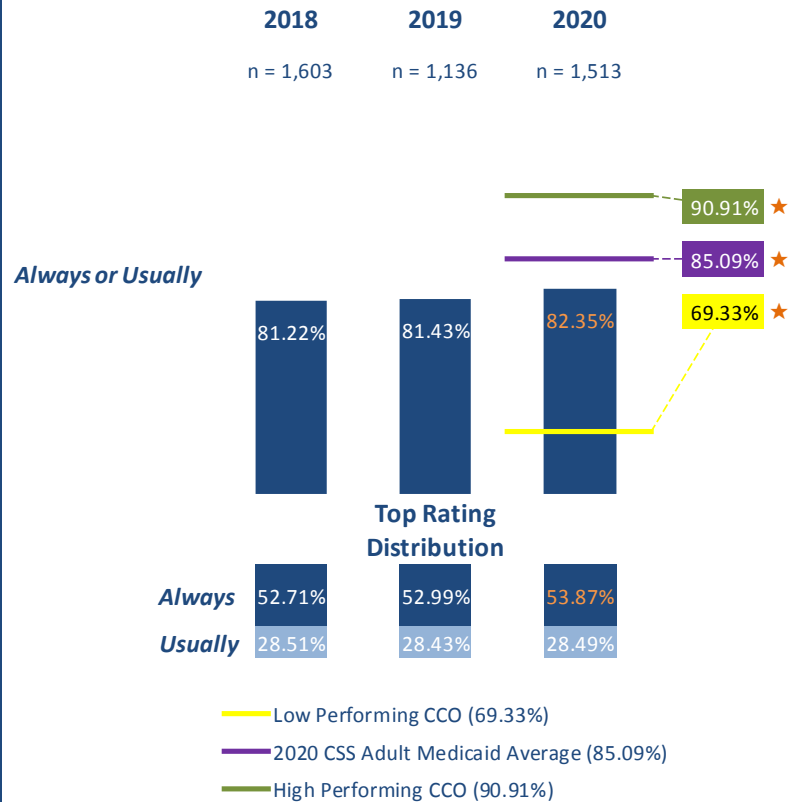
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

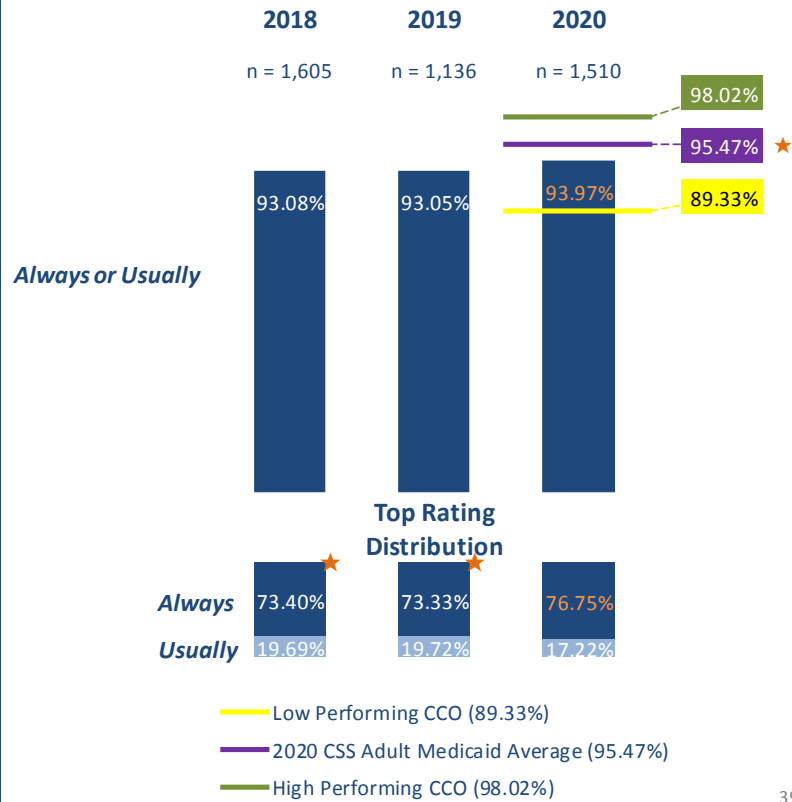
# Customer Service (Contributing Items)

Percent Responding Always or Usually

Q24. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?



Q25. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?



39930

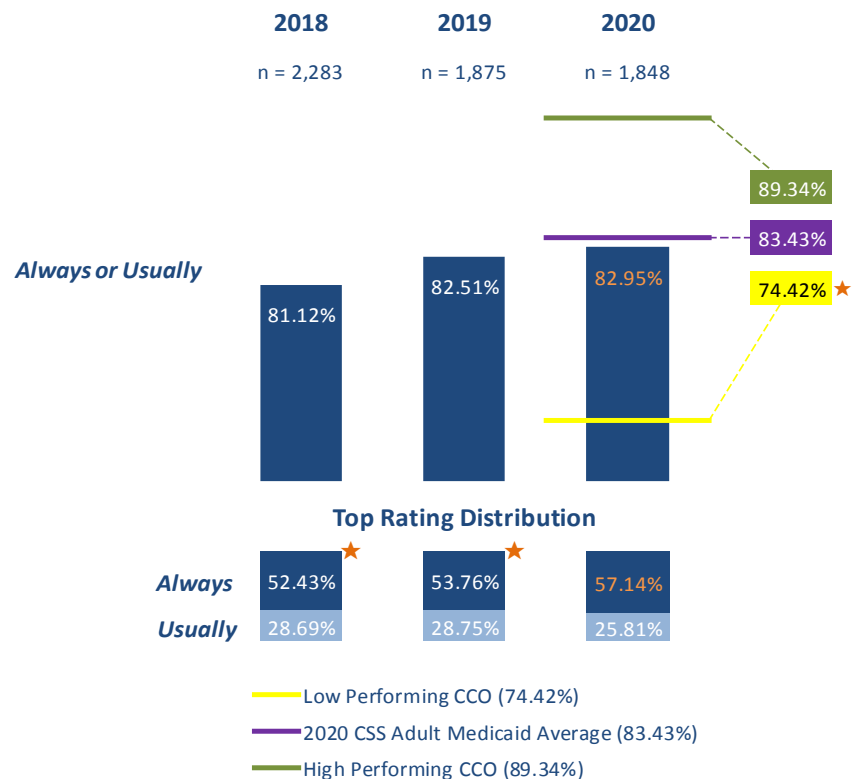
Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison rate (prior-year, or national rate) are marked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

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



# Coordination of Care (Single Item)

Percent Responding Always or Usually



39930

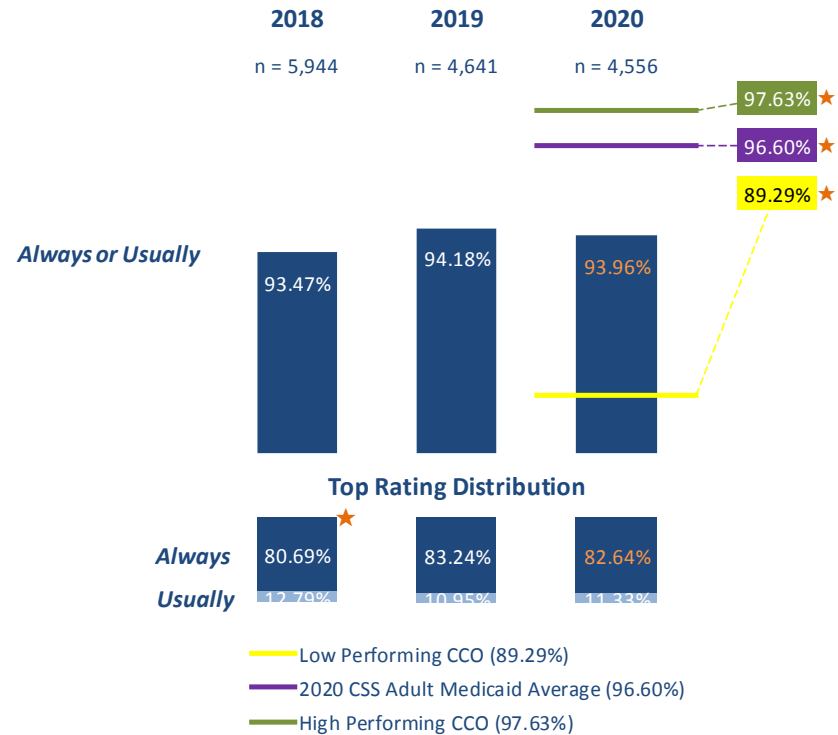
Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

Q27. 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".)



39930

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 AdultMedicaid 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 2020, 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 4 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 2020 CSS Adult Medicaid Average rates with statistical significance tests are included.

EXHIBIT 4. 2020 OHA CAHPS SURVEY FOR STATE OHP ADULT MEDICAID SAMPLE: EFFECTIVENESS OF CARE RESULTS

Effectiveness of Care Measures*	2020 Rate	Difference** between 2020 Rate and...	
		2019 Rate	2020 CSS Adult Medicaid Average
<b>Flu Vaccinations for Adults (FVA)</b>			
Flu Vaccinations for Adults	39.19%	0.00%	-3.91% ▼
<b>Medical Assistance with Smoking and Tobacco Use Cessation (MSC)</b>			
Advising Smokers and Tobacco Users to Quit	72.29%	-1.11%	-4.03% ▼
Discussing Cessation Medications	54.79%	1.88%	1.33%
Discussing Cessation Strategies	47.89%	1.45%	-0.51%

39930

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

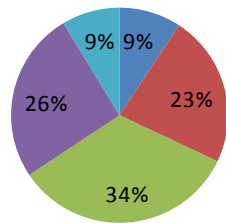
## HEALTH STATUS AND DEMOGRAPHICS

The following characteristics are profiled in this section:

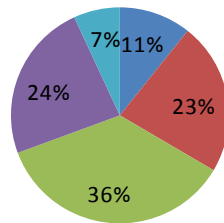
- Respondent's self-reported health status
- Respondent's self-reported mental or emotional health status
- Respondent's age
- Respondent's current gender identity
- Respondent's education level
- Respondent's racial or ethnic identity

Q29. In general, how would you rate your overall health?

Your Organization

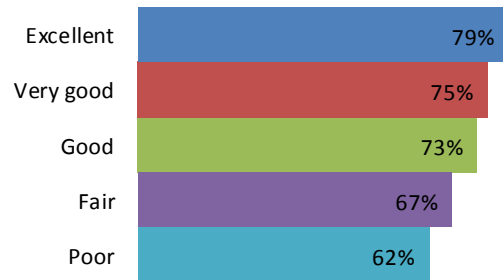


National Distribution\*



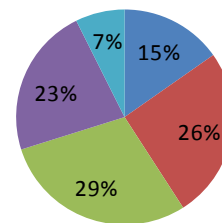
■ Excellent ■ Very good ■ Good ■ Fair ■ Poor

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q29\*\*

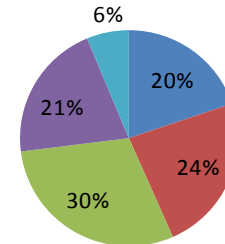


Q30. In general, how would you rate your overall mental or emotional health?

Your Organization

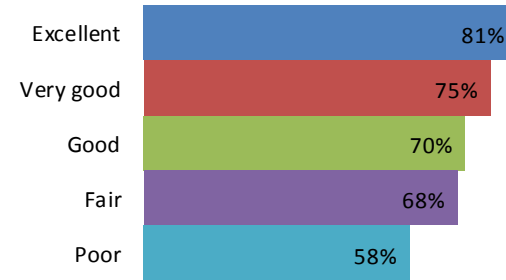


National Distribution\*



■ Excellent ■ Very good ■ Good ■ Fair ■ Poor

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q30\*\*



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.

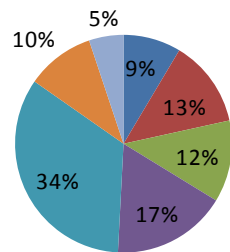
39930

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

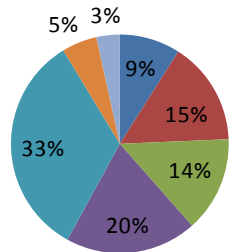
\*\* Includes members who answered the question and provided a valid response to Q28 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q28 or if no one rated the plan as 8, 9, or 10.

Q36. What is your age?

Your Organization

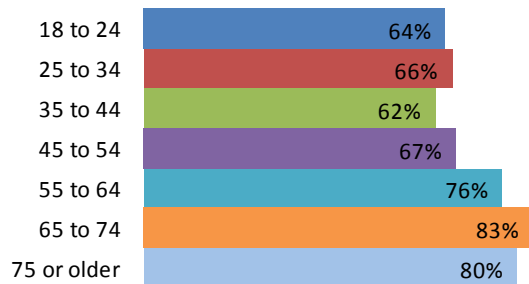


National Distribution\*



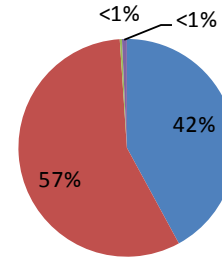
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

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



Q38. What is your current gender identity?

Your Organization

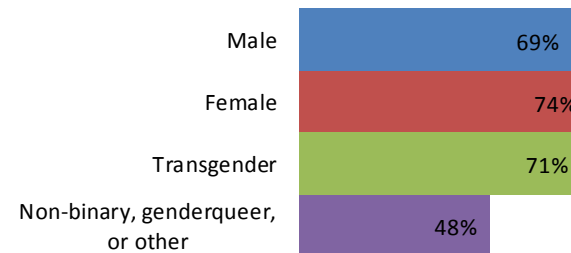


National Distribution\*

No Data

- Male
- Female
- Transgender
- Non-binary, genderqueer, or other

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q38\*\*



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.

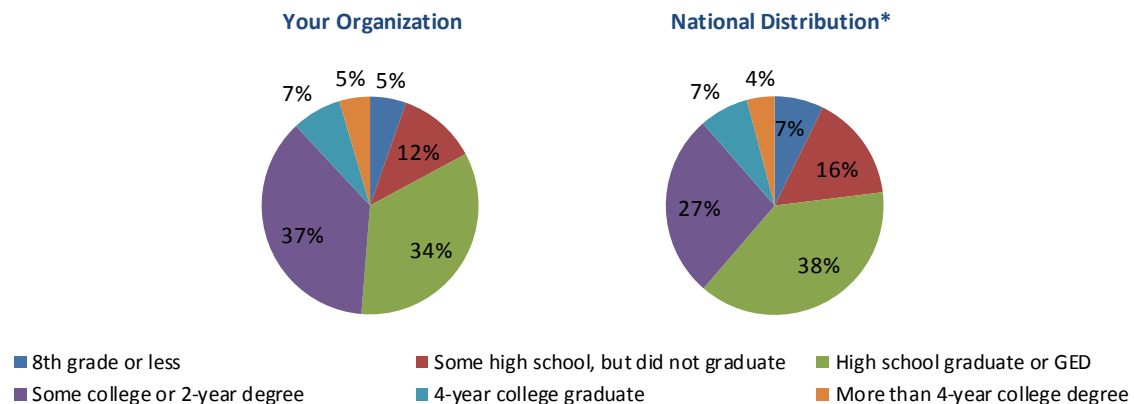
39930

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

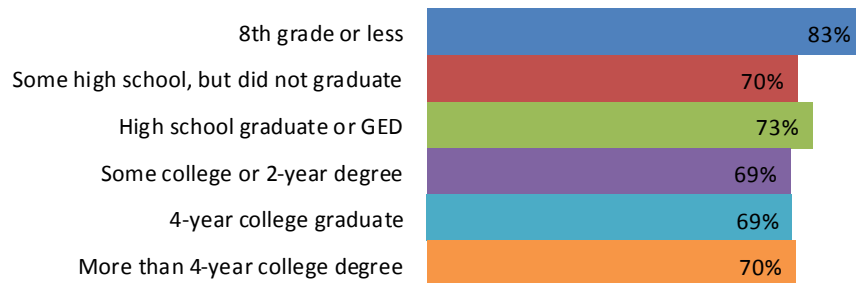
\*\* Includes members who answered the question and provided a valid response to Q28 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q28 or if no one rated the plan as 8, 9, or 10.



Q39. What is the highest grade or level of school that you have completed?



Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q39\*\*

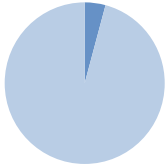
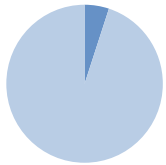
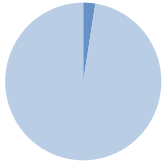
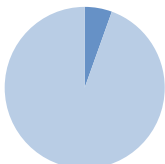
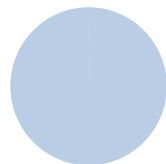
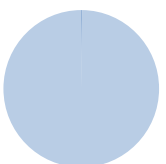


Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

39930

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

\*\* Includes members who answered the question and provided a valid response to Q28 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q28 or if no one rated the plan as 8, 9, or 10.

<p>Q40. Which of the following describes your racial or ethnic identity? Please check ALL that apply.</p> <p>% American Indian or Alaska Native†</p>		<p>Q40. Which of the following describes your racial or ethnic identity? Please check ALL that apply.</p> <p>% Asian†</p>		<p>Q40. Which of the following describes your racial or ethnic identity? Please check ALL that apply.</p> <p>% Black or African American†</p>	
<p>Your Organization</p> <p>4%</p>  <p>Percent of American Indian or Alaska Native† Members Rating Their Plan as 8, 9, or 10**</p>	<p>National Distribution*</p> <p>No Data</p> <p>75%</p>	<p>Your Organization</p> <p>5%</p>  <p>Percent of Asian† Members Rating Their Plan as 8, 9, or 10**</p>	<p>National Distribution*</p> <p>No Data</p> <p>78%</p>	<p>Your Organization</p> <p>2%</p>  <p>Percent of Black or African American† Members Rating Their Plan as 8, 9, or 10**</p>	<p>National Distribution*</p> <p>No Data</p> <p>73%</p>
<p>Q40. Which of the following describes your racial or ethnic identity? Please check ALL that apply.</p> <p>% Hispanic or Latino/a†</p>		<p>Q40. Which of the following describes your racial or ethnic identity? Please check ALL that apply.</p> <p>% Middle Eastern/Northern African†</p>		<p>Q40. Which of the following describes your racial or ethnic identity? Please check ALL that apply.</p> <p>% Native Hawaiian or Pacific Islander†</p>	
<p>Your Organization</p> <p>6%</p>  <p>Percent of Hispanic or Latino/a† Members Rating Their Plan as 8, 9, or 10**</p>	<p>National Distribution*</p> <p>No Data</p> <p>83%</p>	<p>Your Organization</p> <p>&lt;1%</p>  <p>Percent of Middle Eastern/Northern African† Members Rating Their Plan as 8, 9, or 10**</p>	<p>National Distribution*</p> <p>No Data</p> <p>71%</p>	<p>Your Organization</p> <p>&lt;1%</p>  <p>Percent of Native Hawaiian or Pacific Islander† Members Rating Their Plan as 8, 9, or 10**</p>	<p>National Distribution*</p> <p>No Data</p> <p>71%</p>

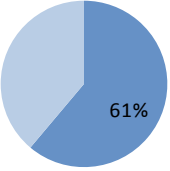
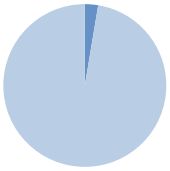
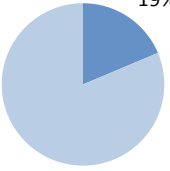
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

39930

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

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

\*\* Includes members who answered the question and provided a valid response to Q28 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q28 or if no one rated the plan as 8, 9, or 10.

Q40. Which of the following describes your racial or ethnic identity? Please check ALL that apply.		Q40. Which of the following describes your racial or ethnic identity? Please check ALL that apply.		Q40. Which of the following describes your racial or ethnic identity? Please check ALL that apply.	
% White†		% Other†		% Multiracial†	
Your Organization	National Distribution*	Your Organization	National Distribution*	Your Organization	National Distribution*
 <p>61%</p>	No Data	 <p>3%</p>	No Data	 <p>19%</p>	No Data
Percent of White† Members Rating Their Plan as 8, 9, or 10**	70%	Percent of Other† Members Rating Their Plan as 8, 9, or 10**	66%	Percent of Multiracial† Members Rating Their Plan as 8, 9, or 10**	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.

39930

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

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

\*\* Includes members who answered the question and provided a valid response to Q28 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q28 or if no one rated the plan as 8, 9, or 10.

## USE OF SERVICES

The following utilization measures are included in this section:

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

<p>Q3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office? (% Yes)</p>	<p>Q5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic? (% Yes)</p>	<p>Q10. 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)</p>												
<p>Your Organization      National Distribution*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q3 (Yes/No)**</p> <table border="1"> <tr><td>Yes</td><td>71%</td></tr> <tr><td>No</td><td>72%</td></tr> </table>	Yes	71%	No	72%	<p>Your Organization      National Distribution*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q5 (Yes/No)**</p> <table border="1"> <tr><td>Yes</td><td>74%</td></tr> <tr><td>No</td><td>65%</td></tr> </table>	Yes	74%	No	65%	<p>Your Organization      National Distribution*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q10 (Yes/No)**</p> <table border="1"> <tr><td>Yes</td><td>74%</td></tr> <tr><td>No</td><td>58%</td></tr> </table>	Yes	74%	No	58%
Yes	71%													
No	72%													
Yes	74%													
No	65%													
Yes	74%													
No	58%													
<p>Q16. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor? (% Yes)</p>	<p>Q19. In the last 6 months, did you make any appointments to see a specialist? (% Yes)</p>	<p>Q28i. 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? (% Yes)</p>												
<p>Your Organization      National Distribution*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q16 (Yes/No)**</p> <table border="1"> <tr><td>Yes</td><td>73%</td></tr> <tr><td>No</td><td>76%</td></tr> </table>	Yes	73%	No	76%	<p>Your Organization      National Distribution*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q19 (Yes/No)**</p> <table border="1"> <tr><td>Yes</td><td>72%</td></tr> <tr><td>No</td><td>71%</td></tr> </table>	Yes	72%	No	71%	<p>Your Organization      National Distribution*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q28i (Yes/No)**</p> <table border="1"> <tr><td>Yes</td><td>73%</td></tr> <tr><td>No</td><td>69%</td></tr> </table>	Yes	73%	No	69%
Yes	73%													
No	76%													
Yes	72%													
No	71%													
Yes	73%													
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.

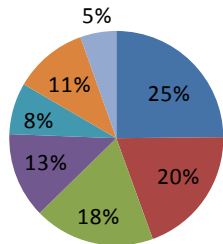
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\* Represents the combined distribution of responses to this question for all plans included in the 2020 CSS Adult Medicaid Average.

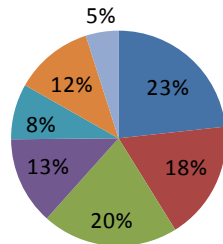
\*\* Includes members who answered the question and provided a valid response to Q28 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q28 or if no one rated the plan as 8, 9, or 10.

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?

Your Organization

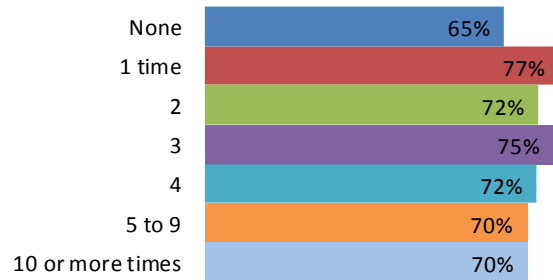


National Distribution\*



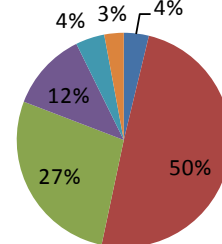
■ None ■ 1 time ■ 2 ■ 3 ■ 4 ■ 5 to 9 ■ 10 or more times

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

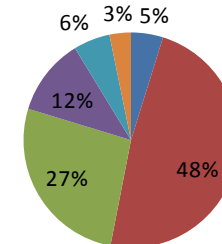


Q21. How many specialists have you seen in the last 6 months? (Note: the question applies only to those respondents who had appointments with specialists.)

Your Organization

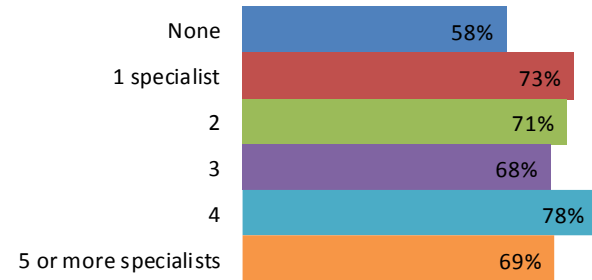


National Distribution\*



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

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q21\*\*



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.

39930

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

\*\* Includes members who answered the question and provided a valid response to Q28 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q28 or if no one rated the plan as 8, 9, or 10.

## KEY DRIVER ANALYSIS

### OBJECTIVES

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

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

### TECHNICAL APPROACH

#### INDUSTRY VIEW

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

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

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

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

## KEY DRIVER MODEL DEVELOPMENT

The *CSS Key Driver Model* was developed using a national plan-level dataset of Adult Medicaid CAHPS survey results. The analysis was based on 299 plans included in the 2018 and 2019 NCQA Quality Compass dataset. 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 seven 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 54 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.

Member ratings of the plan are strongly related to their ability to get the care they need when they need it (Q9). Being able to obtain needed information from customer service (Q24), access to highly rated providers (Q22 and Q18), and availability of various types of care (Q4, Q5, and Q7) are all significant drivers of member experience.



Key Driver	Interpretation
Q9. Ease of getting needed care, tests, or treatment (percent <i>Always</i> or <i>Usually</i> )	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
Q24. Health plan customer service provided needed information or help (percent <i>Always</i> or <i>Usually</i> )	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
Q22. Rating of Specialist Seen Most Often (percent 9 or 10)	The higher the proportion of members rating their specialist as 9 or 10, the higher the overall plan score
Q7. Visits to doctor's office or clinic (percent 5 or more)	The higher the proportion of members who visited a provider 5 or more times, the higher the overall plan score
Q18. Rating of Personal Doctor (percent 9 or 10)	The higher the proportion of members rating their personal doctor as 9 or 10, the higher the overall plan score
Q5. Made appointments for routine care at a doctor's office or clinic (percent <i>Yes</i> )	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
Q4. Got an appointment for urgent care as soon as needed (percent <i>Always</i> or <i>Usually</i> )	The higher the proportion of members reporting favorably on their experience getting urgent care, the higher the overall plan score

## OPPORTUNITIES FOR PLAN QUALITY IMPROVEMENT

Specific improvement opportunities for State OHP are presented in Exhibit 5. The ordering reflects both the strength of each key driver in the broad industry context and how State OHP is currently performing on the measure.

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

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

EXHIBIT 5. 2020 OHA CAHPS SURVEY FOR STATE OHP ADULT MEDICAID SAMPLE: KEY AREAS AND PRIORITIES FOR IMPROVEMENT

Current Key Driver Performance		Room for Improvement on Key Driver		Overall Improvement Opportunity
2020 Rate		Percentage Point Difference Between Current Key Driver Score and the Best Practice Score*		Expected Percentage Point Improvement in Rating of Health Plan score (percent 9 or 10) if Key Driver Performs at Best Practice Level
Q24. Customer service provided needed information or help (percent <i>Usually</i> or <i>Always</i> )	82.35%	+8.56%	→ 90.91%	+2.54%
Q22. Rating of Specialist Seen Most Often (percent 9 or 10)	65.83%	+8.95%	→ 74.77%	+2.03%
Q9. Ease of getting needed care, tests, or treatment (percent <i>Usually</i> or <i>Always</i> )	85.66%	+5.71%	→ 91.37%	+1.88%
Q4. Got an appointment for urgent care as soon as needed (percent <i>Usually</i> or <i>Always</i> )	83.80%	+9.48%	→ 93.28%	+1.75%
Q7. Visits to doctor's office or clinic (percent 5 or more)	16.62%	+7.19%	→ 23.81%	+1.73%
Q18. Rating of Personal Doctor (percent 9 or 10)	64.99%	+7.49%	→ 72.49%	+1.42%
Q5. Made appointments for routine care at a doctor's office or clinic (percent Yes)	69.26%	+7.46%	→ 76.71%	+1.27%

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

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## HEALTH PLAN QUALITY IMPROVEMENT RESOURCES FOR KEY DRIVERS

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

### IMPROVING MEMBER ACCESS TO CARE

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

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

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

## IMPROVING QUALITY OF PHYSICIANS IN HEALTH PLAN NETWORK

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

- *Improve Physician Communication* – Much of patient dissatisfaction stems from a failure of effective physician communication (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3096184/>). Seminars and workshops for physicians serve as a resource for physicians to learn and practice patient-centered communication techniques. For example, The California Quality Collaborative has identified nine effective strategies for improving patient experience with health care providers in their *Improving the Patient Experience Change Package* (see [http://www.calquality.org/storage/Improving\\_Pt\\_Experience\\_Spread\\_Change\\_Pkg\\_UpdatedMay2011.pdf](http://www.calquality.org/storage/Improving_Pt_Experience_Spread_Change_Pkg_UpdatedMay2011.pdf)). For general recommendations related to physician communication, see <https://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6gtraining.html>.
- *Help Patients Communicate* – Patients who can effectively communicate their needs tend to have higher satisfaction with their care. AHRQ recommends four interventions that prepare patients to better communicate with their providers, including record sharing, writing down talking points prior to visits, and “coached care” programs. See <http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6i-shared-decisionmaking.html> and <http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6htools.html>. For a sample communication document that providers can distribute to patients before or during visits, see <http://www.rwjf.org/content/dam/farm/toolkits/toolkits/2013/rwjf404048>.
- *Build Physician-Patient Relationships* – An article published in the British Journal of General Practice found that patients seeing their preferred doctor rated their satisfaction with visits significantly higher than patients who did not have a doctor preference or those who would have preferred to see a different doctor. A study of English National Health Service data found that confidence and trust in a doctor is an important predictor of overall patient satisfaction (<http://www.ncbi.nlm.nih.gov/pubmed/18416910/>), while a Harvard study found that a positive physician-patient relationship correlates with better healthcare outcomes (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3981763/>).

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

## IMPROVING CUSTOMER SERVICE AND HEALTH PLAN-RELATED INFORMATION

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

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

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

## APPENDIX

## CROSS-TABULATIONS OF SURVEY RESPONSES



## State Oregon Health Plan

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

### Satisfaction With the Experience of Care

Survey Measures*	Global Proportions			
	2020 CSS Average	Plan Rate		
		2020	2019	2018
<b>Ratings</b>				
Rating of Personal Doctor	81.59%	<b>80.79%</b>	80.14%	77.74%
Rating of Specialist	81.90%	<b>81.37%</b>	79.45%	79.58%
Rating of All Health Care	73.74%	<b>71.87%</b>	70.83%	71.46%
Rating of Health Plan	75.62%	<b>71.28%</b>	70.39%	69.02%
<b>Composites</b>				
Getting Needed Care	83.40%	<b>81.90%</b>	81.41%	80.53%
Getting Care Quickly	83.19%	<b>82.43%</b>	82.65%	80.55%
How Well Doctors Communicate	93.08%	<b>92.52%</b>	92.08%	90.80%
Customer Service	90.28%	<b>88.16%</b>	87.24%	87.15%
<b>Additional Content Areas</b>				
Coordination of Care	83.43%	<b>82.95%</b>	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 Oregon Health Plan

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

### Effectiveness of Care

		2020 Rate (Single Year)	2019 Rate (Single Year)
<b>Flu Vaccinations for Adults Ages 18-64 (FVA)</b>			
<i>Base: All eligible respondents flagged by the plan as being age 18 to 64 as of July 1 of the measurement year</i>			
Flu Vaccinations for Adults	Received a flu vaccination	1512	1531
	Usable responses	3858	3906
	FVA Rate	39.2%	39.2%
<b>Medical Assistance with Smoking and Tobacco Use Cessation (MSC)</b>			
<i>Base: All eligible respondents who smoke or use tobacco</i>			
Advising Smokers and Tobacco Users to Quit	Advised to quit	921	933
	Usable responses	1274	1271
	MSC Rate	72.3%	73.4%
Discussing Cessation Medications	Discussed medications	692	672
	Usable responses	1263	1270
	MSC Rate	54.8%	52.9%
Discussing Cessation Strategies	Discussed strategies	601	586
	Usable responses	1255	1262
	MSC Rate	47.9%	46.4%

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 Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 3**

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?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	6,103	<b>4,756</b>	4,794	6,090	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768	
Number missing or multiple answer	112	<b>77</b>	107	0	33	40	1	15	16	44	44	19	10	2	6	1	4	0	0	32	2	13	22	18	32	13	42	10	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,991	<b>4,679</b>	4,687	6,090	1,885	2,556	47	979	1,332	2,222	2,281	1,646	533	167	197	99	218	8	7	2,432	104	739	1,442	1,516	1,537	1,135	2,662	758	
	98.2%	<b>98.4%</b>	97.8%	100.0%	98.3%	0.0%	97.9%	98.5%	98.8%	98.1%	98.1%	98.9%	98.2%	98.8%	97.0%	99.0%	98.2%	100.0%	100.0%	98.7%	0.0%	98.3%	98.5%	98.8%	98.0%	98.9%	98.4%	98.7%	
Yes	2,412	<b>1,890</b>	1,904	2,525	684	1,109	24	339	578	917	881	718	205	70	49	37	77	1	5	994	42	320	398	598	806	124	1,204	503	
	40.3%	<b>40.4%</b>	40.6%	41.5%	36.3%	43.4%	51.1%	34.6%	43.4%	41.3%	38.6%	43.6%	38.5%	41.9%	24.9%	37.4%	35.3%	12.5%	71.4%	40.9%	40.4%	43.3%	27.6%	39.4%	52.4%	10.9%	45.2%	66.4%	
No	3,579	<b>2,789</b>	2,783	3,565	1,201	1,447	23	640	754	1,305	1,400	928	328	97	148	62	141	7	2	1,438	62	419	1,044	918	731	1,011	1,458	255	
	59.7%	<b>59.6%</b>	59.4%	58.5%	63.7%	56.6%	48.9%	65.4%	56.6%	58.7%	61.4%	56.4%	61.5%	58.1%	75.1%	62.6%	64.7%	87.5%	28.6%	59.1%	59.6%	56.7%	72.4%	60.6%	47.6%	89.1%	54.8%	33.6%	
Significantly different from column:*					FG	E	E	U	H	H	L	KM	L	O	NPQTUV	O	OV			O	O	OQ	XY	WY	WX	AAAB	ZAB	ZAA	

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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**Question 4**

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

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

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X	Y
Number in sample	2,418	<b>1,890</b>	1,904	2,263	684	1,109	24	339	578	917	881	718	205	70	49	37	77	1	5	994	42	320	398	598	806	124	1,204	503	
Number missing or multiple answer	133	<b>75</b>	71	0	28	44	0	7	22	44	41	26	6	3	4	2	1	0	1	43	1	7	9	29	33	4	44	13	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,285	<b>1,815</b>	1,833	2,263	656	1,065	24	332	556	873	840	692	199	67	45	35	76	1	4	951	41	313	389	569	773	120	1,160	490	
	94.5%	<b>96.0%</b>	96.3%	100.0%	95.9%	0.0%	100.0%	97.9%	96.2%	95.2%	95.3%	96.4%	97.1%	95.7%	91.8%	94.6%	98.7%	100.0%	80.0%	95.7%	0.0%	97.8%	97.7%	95.2%	95.9%	96.8%	96.3%	97.4%	
Never	51	<b>55</b>	45	60	26	26	0	8	13	32	26	21	5	0	1	3	2	0	1	28	0	12	9	14	30	13	26	15	
	2.2%	<b>3.0%</b>	2.5%	2.7%	4.0%	2.4%	0.0%	2.4%	2.3%	3.7%	3.1%	3.0%	2.5%	0.0%	2.2%	8.6%	2.6%	0.0%	25.0%	2.9%	0.0%	3.8%	2.3%	2.5%	3.9%	10.8%	2.2%	3.1%	
Sometimes	295	<b>239</b>	226	321	71	153	2	51	81	95	104	101	21	6	12	5	12	0	1	113	2	53	41	55	131	15	152	68	
	12.9%	<b>13.2%</b>	12.3%	14.2%	10.8%	14.4%	8.3%	15.4%	14.6%	10.9%	12.4%	14.6%	10.6%	9.0%	26.7%	14.3%	15.8%	0.0%	25.0%	11.9%	4.9%	16.9%	10.5%	9.7%	16.9%	12.5%	13.1%	13.9%	
Usually	494	<b>466</b>	469	589	151	287	13	105	144	206	226	171	52	13	10	9	23	1	0	255	17	67	72	160	214	22	296	132	
	21.6%	<b>25.7%</b>	25.6%	26.0%	23.0%	26.9%	54.2%	31.6%	25.9%	23.6%	26.9%	24.7%	26.1%	19.4%	22.2%	25.7%	30.3%	100.0%	0.0%	26.8%	41.5%	21.4%	18.5%	28.1%	27.7%	18.3%	25.5%	26.9%	
Always	1,445	<b>1,055</b>	1,093	1,293	408	599	9	168	318	540	484	399	121	48	22	18	39	0	2	555	22	181	267	340	398	70	686	275	
	63.2%	<b>58.1%</b>	59.6%	57.1%	62.2%	56.2%	37.5%	50.6%	57.2%	61.9%	57.6%	57.7%	60.8%	71.6%	48.9%	51.4%	51.3%	0.0%	50.0%	58.4%	53.7%	57.8%	68.6%	59.8%	51.5%	58.3%	59.1%	56.1%	
Significantly different from column:*		<b>A</b>			<b>FG</b>	<b>E</b>	<b>E</b>	<b>J</b>		<b>H</b>				<b>OPQTV</b>	<b>N</b>	<b>N</b>	<b>N</b>			<b>N</b>		<b>N</b>	<b>XY</b>	<b>WY</b>	<b>WX</b>				
Usually or Always	1,939	<b>1,521</b>	1,562	1,882	559	886	22	273	462	746	710	570	173	61	32	27	62	1	2	810	39	248	339	500	612	92	982	407	
	84.9%	<b>83.8%</b>	85.2%	83.2%	85.2%	83.2%	91.7%	82.2%	83.1%	85.5%	84.5%	82.4%	86.9%	91.0%	71.1%	77.1%	81.6%	100.0%	50.0%	85.2%	95.1%	79.2%	87.1%	87.9%	79.2%	76.7%	84.7%	83.1%	
Significantly different from column:*														<b>OV</b>	<b>NTU</b>		<b>U</b>			<b>OV</b>	<b>OQV</b>	<b>NTU</b>	<b>Y</b>	<b>Y</b>	<b>WX</b>	<b>AA</b>	<b>Z</b>		

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 5**

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)								Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)				
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	6,103	<b>4,756</b>	4,794	6,090	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768	
Number missing or multiple answer	94	<b>72</b>	61	0	33	35	0	11	15	41	37	23	8	5	4	2	4	0	1	30	2	11	17	31	19	13	22	7	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,009	<b>4,684</b>	4,733	6,090	1,885	2,561	48	983	1,333	2,225	2,288	1,642	535	164	199	98	218	8	6	2,434	104	741	1,447	1,503	1,550	1,135	2,682	761	
	98.5%	<b>98.5%</b>	98.7%	100.0%	98.3%	0.0%	100.0%	98.9%	98.9%	98.2%	98.4%	98.6%	98.5%	97.0%	98.0%	98.0%	98.2%	100.0%	85.7%	98.8%	0.0%	98.5%	98.8%	98.0%	98.8%	98.9%	99.2%	99.1%	
Yes	4,402	<b>3,244</b>	3,326	4,307	1,184	1,914	34	572	936	1,657	1,556	1,177	385	109	131	75	135	5	2	1,721	76	515	865	1,047	1,211	180	2,264	717	
	73.3%	<b>69.3%</b>	70.3%	70.7%	62.8%	74.7%	70.8%	58.2%	70.2%	74.5%	68.0%	71.7%	72.0%	66.5%	65.8%	76.5%	61.9%	62.5%	33.3%	70.7%	73.1%	69.5%	59.8%	69.7%	78.1%	15.9%	84.4%	94.2%	
No	1,607	<b>1,440</b>	1,407	1,783	701	647	14	411	397	568	732	465	150	55	68	23	83	3	4	713	28	226	582	456	339	955	418	44	
	26.7%	<b>30.7%</b>	29.7%	29.3%	37.2%	25.3%	29.2%	41.8%	29.8%	25.5%	32.0%	28.3%	28.0%	33.5%	34.2%	23.5%	38.1%	37.5%	66.7%	29.3%	26.9%	30.5%	40.2%	30.3%	21.9%	84.1%	15.6%	5.8%	
Significantly different from column:*		A			F	E		IJ	HJ	HI	L	K				Q	PTUV			Q	Q	Q	XY	WY	WX	AAAB	ZAB	ZAA	

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**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)

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X	Y
Number in sample	4,406	<b>3,244</b>	3,326	3,861	1,184	1,914	34	572	936	1,657	1,556	1,177	385	109	131	75	135	5	2	1,721	76	515	865	1,047	1,211	180	2,264	717	
Number missing or multiple answer	202	<b>114</b>	102	0	40	68	0	11	26	73	58	42	6	5	4	2	5	0	0	62	2	18	31	38	38	6	81	21	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,204	<b>3,130</b>	3,224	3,861	1,144	1,846	34	561	910	1,584	1,498	1,135	379	104	127	73	130	5	2	1,659	74	497	834	1,009	1,173	174	2,183	696	
	95.4%	<b>96.5%</b>	96.9%	100.0%	96.6%	0.0%	100.0%	98.1%	97.2%	95.6%	96.3%	96.4%	98.4%	95.4%	96.9%	97.3%	96.3%	100.0%	100.0%	96.4%	0.0%	96.5%	96.4%	96.4%	96.9%	96.7%	96.4%	97.1%	
Never	72	<b>87</b>	102	123	43	38	1	20	30	34	37	31	14	2	2	2	5	0	0	46	4	15	18	29	37	19	57	10	
	1.7%	<b>2.8%</b>	3.2%	3.2%	3.8%	2.1%	2.9%	3.6%	3.3%	2.1%	2.5%	2.7%	3.7%	1.9%	1.6%	2.7%	3.8%	0.0%	0.0%	2.8%	5.4%	3.0%	2.2%	2.9%	3.2%	10.9%	2.6%	1.4%	
Sometimes	705	<b>506</b>	540	729	183	291	8	135	153	205	250	170	65	16	44	15	32	0	1	217	14	97	133	180	176	43	366	86	
	16.8%	<b>16.2%</b>	16.7%	18.9%	16.0%	15.8%	23.5%	24.1%	16.8%	12.9%	16.7%	15.0%	17.2%	15.4%	34.6%	20.5%	24.6%	0.0%	50.0%	13.1%	18.9%	19.5%	15.9%	17.8%	15.0%	24.7%	16.8%	12.4%	
Usually	1,051	<b>889</b>	909	1,096	302	545	11	164	264	435	416	333	104	26	36	16	32	2	0	495	17	136	221	297	341	37	629	195	
	25.0%	<b>28.4%</b>	28.2%	28.4%	26.4%	29.5%	32.4%	29.2%	29.0%	27.5%	27.8%	29.3%	27.4%	25.0%	28.3%	21.9%	24.6%	40.0%	0.0%	29.8%	23.0%	27.4%	26.5%	29.4%	29.1%	21.3%	28.8%	28.0%	
Always	2,376	<b>1,648</b>	1,673	1,913	616	972	14	242	463	910	795	601	196	60	45	40	61	3	1	901	39	249	462	503	619	75	1,131	405	
	56.5%	<b>52.7%</b>	51.9%	49.5%	53.8%	52.7%	41.2%	43.1%	50.9%	57.4%	53.1%	53.0%	51.7%	57.7%	35.4%	54.8%	46.9%	60.0%	50.0%	54.3%	52.7%	50.1%	55.4%	49.9%	52.8%	43.1%	51.8%	58.2%	
Significantly different from column:*		AD					IJ	HJ	HI					O	NPTUV	O			O	O	O	X	W		AAAB	ZAB	ZAA		
Usually or Always	3,427	<b>2,537</b>	2,582	3,009	918	1,517	25	406	727	1,345	1,211	934	300	86	81	56	93	5	1	1,396	56	385	683	800	960	112	1,760	600	
	81.5%	<b>81.1%</b>	80.1%	77.9%	80.2%	82.2%	73.5%	72.4%	79.9%	84.9%	80.8%	82.3%	79.2%	82.7%	63.8%	76.7%	71.5%	100.0%	50.0%	84.1%	75.7%	77.5%	81.9%	79.3%	81.8%	64.4%	80.6%	86.2%	
Significantly different from column:*		D					IJ	HJ	HI					OQ	NTV	NT			OQV	OT				AAAB	ZAB	ZAA			

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**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

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)								Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)				
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X	Y
Number in sample	6,103	<b>4,756</b>	4,794	6,050	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768	
Number missing or multiple answer	147	<b>136</b>	118	0	51	75	1	25	29	74	69	40	14	5	5	2	7	1	1	53	7	23	28	45	50	0	0	0	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,956	<b>4,620</b>	4,676	6,050	1,867	2,521	47	969	1,319	2,192	2,256	1,625	529	164	198	98	215	7	6	2,411	99	729	1,436	1,489	1,519	1,148	2,704	768	
	97.6%	<b>97.1%</b>	97.5%	100.0%	97.3%	0.0%	97.9%	97.5%	97.8%	96.7%	97.0%	97.6%	97.4%	97.0%	97.5%	98.0%	96.8%	87.5%	85.7%	97.8%	0.0%	96.9%	98.1%	97.1%	96.8%	100.0%	100.0%	100.0%	
None	1,386	<b>1,148</b>	1,175	1,505	581	493	10	309	339	446	605	352	121	44	71	21	67	1	2	565	23	170	524	353	217	1,148	0	0	
	23.3%	<b>24.8%</b>	25.1%	24.9%	31.1%	19.6%	21.3%	31.9%	25.7%	20.3%	26.8%	21.7%	22.9%	26.8%	35.9%	21.4%	31.2%	14.3%	33.3%	23.4%	23.2%	23.3%	36.5%	23.7%	14.3%	100.0%	0.0%	0.0%	
1 time	1,065	<b>906</b>	864	1,188	371	490	5	200	222	458	445	307	105	27	49	17	49	2	1	485	21	126	320	323	235	0	906	0	
	17.9%	<b>19.6%</b>	18.5%	19.6%	19.9%	19.4%	10.6%	20.6%	16.8%	20.9%	19.7%	18.9%	19.8%	16.5%	24.7%	17.3%	22.8%	28.6%	16.7%	20.1%	21.2%	17.3%	22.3%	21.7%	15.5%	0.0%	33.5%	0.0%	
2	1,220	<b>843</b>	852	1,078	332	479	6	152	247	424	431	290	94	28	30	20	38	2	1	433	10	132	231	276	307	0	843	0	
	20.5%	<b>18.2%</b>	18.2%	17.8%	17.8%	19.0%	12.8%	15.7%	18.7%	19.3%	19.1%	17.8%	17.8%	17.1%	15.2%	20.4%	17.7%	28.6%	16.7%	18.0%	10.1%	18.1%	16.1%	18.5%	20.2%	0.0%	31.2%	0.0%	
3	787	<b>596</b>	598	739	219	346	8	104	159	316	289	221	67	27	25	12	23	0	2	317	14	95	157	207	210	0	596	0	
	13.2%	<b>12.9%</b>	12.8%	12.2%	11.7%	13.7%	17.0%	10.7%	12.1%	14.4%	12.8%	13.6%	12.7%	16.5%	12.6%	12.2%	10.7%	0.0%	33.3%	13.1%	14.1%	13.0%	10.9%	13.9%	13.8%	0.0%	22.0%	0.0%	
4	498	<b>359</b>	392	527	100	240	7	60	112	178	155	134	52	11	7	13	16	0	0	188	10	66	71	116	159	0	359	0	
	8.4%	<b>7.8%</b>	8.4%	8.7%	5.4%	9.5%	14.9%	6.2%	8.5%	8.1%	6.9%	8.2%	9.8%	6.7%	3.5%	13.3%	7.4%	0.0%	0.0%	7.8%	10.1%	9.1%	4.9%	7.8%	10.5%	0.0%	13.3%	0.0%	
5 to 9	707	<b>517</b>	536	678	183	315	8	90	158	261	225	210	63	17	12	10	15	2	0	293	15	91	98	152	245	0	0	517	
	11.9%	<b>11.2%</b>	11.5%	11.2%	9.8%	12.5%	17.0%	9.3%	12.0%	11.9%	10.0%	12.9%	11.9%	10.4%	6.1%	10.2%	7.0%	28.6%	0.0%	12.2%	15.2%	12.5%	6.8%	10.2%	16.1%	0.0%	0.0%	67.3%	
10 or more times	293	<b>251</b>	259	335	81	158	3	54	82	109	106	111	27	10	4	5	7	0	0	130	6	49	35	62	146	0	0	251	
	4.9%	<b>5.4%</b>	5.5%	5.5%	4.3%	6.3%	6.4%	5.6%	6.2%	5.0%	4.7%	6.8%	5.1%	6.1%	2.0%	5.1%	3.3%	0.0%	0.0%	5.4%	6.1%	6.7%	2.4%	4.2%	9.6%	0.0%	0.0%	32.7%	
5 or more times	1,000	<b>768</b>	795	1,013	264	473	11	144	240	370	331	321	90	27	16	15	22	2	0	423	21	140	133	214	391	0	0	768	
	16.8%	<b>16.6%</b>	17.0%	16.7%	14.1%	18.8%	23.4%	14.9%	18.2%	16.9%	14.7%	19.8%	17.0%	16.5%	8.1%	15.3%	10.2%	28.6%	0.0%	17.5%	21.2%	19.2%	9.3%	14.4%	25.7%	0.0%	0.0%	100.0%	
Significantly different from column:*					F	E		I	H		L	K		O	NTUV		TUV			OQ	OQ	OQ	XY	WY	WX	AB	AB	ZAA	

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 8**

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)

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)										Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X	Y
Number in sample	4,573	<b>3,472</b>	3,501	4,391	1,286	2,028	37	660	980	1,746	1,651	1,273	408	120	127	77	148	6	4	1,846	76	559	912	1,136	1,302	0	2,704	768	
Number missing or multiple answer	65	<b>45</b>	39	0	17	26	1	5	12	28	21	20	2	1	1	1	3	0	1	23	1	11	10	16	15	0	36	9	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,508	<b>3,427</b>	3,462	4,391	1,269	2,002	36	655	968	1,718	1,630	1,253	406	119	126	76	145	6	3	1,823	75	548	902	1,120	1,287	0	2,668	759	
	98.6%	<b>98.7%</b>	98.9%	100.0%	98.7%	0.0%	97.3%	99.2%	98.8%	98.4%	98.7%	98.4%	99.5%	99.2%	99.2%	98.7%	98.0%	100.0%	75.0%	98.8%	0.0%	98.0%	98.9%	98.6%	98.8%	---	98.7%	98.8%	
0 Worst health care possible	24	<b>25</b>	22	21	10	14	0	4	9	12	13	11	1	3	1	2	1	0	7	0	7	0	6	16	0	18	7		
	0.5%	<b>0.7%</b>	0.6%	0.5%	0.8%	0.7%	0.0%	0.6%	0.9%	0.7%	0.8%	0.9%	0.2%	2.5%	0.8%	2.6%	0.7%	0.0%	0.0%	0.4%	0.0%	1.3%	0.0%	0.5%	1.2%	---	0.7%	0.9%	
1	18	<b>16</b>	17	16	13	3	0	2	5	8	6	6	4	0	1	2	0	0	9	0	1	2	8	6	0	12	4		
	0.4%	<b>0.5%</b>	0.5%	0.4%	1.0%	0.1%	0.0%	0.3%	0.5%	0.5%	0.4%	0.5%	1.0%	0.0%	0.8%	2.6%	0.0%	0.0%	0.5%	0.0%	0.2%	0.2%	0.7%	0.5%	---	0.4%	0.5%		
2	25	<b>28</b>	34	40	9	17	0	5	9	12	13	9	2	0	0	0	2	0	12	0	9	3	8	15	0	23	5		
	0.6%	<b>0.8%</b>	1.0%	0.9%	0.7%	0.8%	0.0%	0.8%	0.9%	0.7%	0.8%	0.7%	0.5%	0.0%	0.0%	0.0%	1.4%	0.0%	0.7%	0.0%	1.6%	0.3%	0.7%	1.2%	---	0.9%	0.7%		
3	65	<b>50</b>	59	69	15	33	1	12	10	27	22	22	4	3	1	1	0	0	25	3	6	6	12	30	0	39	11		
	1.4%	<b>1.5%</b>	1.7%	1.6%	1.2%	1.6%	2.8%	1.8%	1.0%	1.6%	1.3%	1.8%	1.0%	2.5%	0.8%	0.0%	0.7%	0.0%	1.4%	4.0%	1.1%	0.7%	1.1%	2.3%	---	1.5%	1.4%		
4	89	<b>64</b>	66	96	22	38	2	12	23	28	34	25	4	4	0	3	1	0	37	2	11	7	21	35	0	47	17		
	2.0%	<b>1.9%</b>	1.9%	2.2%	1.7%	1.9%	5.6%	1.8%	2.4%	1.6%	2.1%	2.0%	1.0%	3.4%	0.0%	3.9%	0.7%	0.0%	2.0%	2.7%	2.0%	0.8%	1.9%	2.7%	---	1.8%	2.2%		
5	260	<b>202</b>	217	240	76	116	1	37	50	109	110	63	19	7	11	3	7	0	91	11	45	41	57	96	0	151	51		
	5.8%	<b>5.9%</b>	6.3%	5.5%	6.0%	5.8%	2.8%	5.6%	5.2%	6.3%	6.7%	5.0%	4.7%	5.9%	8.7%	3.9%	4.8%	0.0%	5.0%	14.7%	8.2%	4.5%	5.1%	7.5%	---	5.7%	6.7%		
6	207	<b>180</b>	199	256	65	105	5	38	60	77	82	69	22	10	10	5	7	1	96	5	23	32	55	88	0	136	44		
	4.6%	<b>5.3%</b>	5.7%	5.8%	5.1%	5.2%	13.9%	5.8%	6.2%	4.5%	5.0%	5.5%	5.4%	8.4%	7.9%	6.6%	4.8%	16.7%	5.3%	6.7%	4.2%	3.5%	4.9%	6.8%	---	5.1%	5.8%		
7	496	<b>399</b>	396	515	148	228	3	86	147	158	188	149	48	9	21	2	10	0	226	5	69	87	149	151	0	315	84		
	11.0%	<b>11.6%</b>	11.4%	11.7%	11.7%	11.4%	8.3%	13.1%	15.2%	9.2%	11.5%	11.9%	11.8%	7.6%	16.7%	2.6%	6.9%	0.0%	12.4%	6.7%	12.6%	9.6%	13.3%	11.7%	---	11.8%	11.1%		
8	869	<b>697</b>	706	1,002	294	374	8	163	198	317	296	276	95	25	23	20	28	0	389	19	99	160	265	247	0	541	156		
	19.3%	<b>20.3%</b>	20.4%	22.8%	23.2%	18.7%	22.2%	24.9%	20.5%	18.5%	18.2%	22.0%	23.4%	21.0%	18.3%	26.3%	19.3%	0.0%	21.3%	25.3%	18.1%	17.7%	23.7%	19.2%	---	20.3%	20.6%		
9	668	<b>601</b>	557	743	209	359	11	118	163	305	261	231	89	12	26	10	27	2	1	339	10	95	187	185	210	0	456	145	
	14.8%	<b>17.5%</b>	16.1%	16.9%	16.5%	17.9%	30.6%	18.0%	16.8%	17.8%	16.0%	18.4%	21.9%	10.1%	20.6%	13.2%	18.6%	33.3%	18.6%	13.3%	17.3%	20.7%	16.5%	16.3%	---	17.1%	19.1%		
10 Best health care possible	1,787	<b>1,165</b>	1,189	1,393	408	715	5	178	294	665	605	392	118	46	32	29	61	3	2	592	20	183	377	354	393	0	930	235	
	39.6%	<b>34.0%</b>	34.3%	31.7%	32.2%	35.7%	13.9%	27.2%	30.4%	38.7%	37.1%	31.3%	29.1%	38.7%	25.4%	38.2%	42.1%	50.0%	32.5%	26.7%	33.4%	41.8%	31.6%	30.5%	---	34.9%	31.0%		

NA - Not Applicable



**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 8**

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)

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)										Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X	Y
Number in sample	4,573	<b>3,472</b>	3,501	4,391	1,286	2,028	37	660	980	1,746	1,651	1,273	408	120	127	77	148	6	4	1,846	76	559	912	1,136	1,302	0	2,704	768	
Number missing or multiple answer	65	<b>45</b>	39	0	17	26	1	5	12	28	21	20	2	1	1	1	3	0	1	23	1	11	10	16	15	0	36	9	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,508	<b>3,427</b>	3,462	4,391	1,269	2,002	36	655	968	1,718	1,630	1,253	406	119	126	76	145	6	3	1,823	75	548	902	1,120	1,287	0	2,668	759	
	98.6%	<b>98.7%</b>	98.9%	100.0%	98.7%	0.0%	97.3%	99.2%	98.8%	98.4%	98.7%	98.4%	99.5%	99.2%	99.2%	98.7%	98.0%	100.0%	75.0%	98.8%	0.0%	98.0%	98.9%	98.6%	98.8%	---	98.7%	98.8%	
0 to 4	221	<b>183</b>	198	242	69	105	3	35	56	87	88	73	15	10	3	7	5	0	90	5	34	18	55	102	0	139	44		
	4.9%	<b>5.3%</b>	5.7%	5.5%	5.4%	5.2%	8.3%	5.3%	5.8%	5.1%	5.4%	5.8%	3.7%	8.4%	2.4%	9.2%	3.4%	0.0%	4.9%	6.7%	6.2%	2.0%	4.9%	7.9%	---	5.2%	5.8%		
5	260	<b>202</b>	217	240	76	116	1	37	50	109	110	63	19	7	11	3	7	0	91	11	45	41	57	96	0	151	51		
	5.8%	<b>5.9%</b>	6.3%	5.5%	6.0%	5.8%	2.8%	5.6%	5.2%	6.3%	6.7%	5.0%	4.7%	5.9%	8.7%	3.9%	4.8%	0.0%	5.0%	14.7%	8.2%	4.5%	5.1%	7.5%	---	5.7%	6.7%		
6 or 7	703	<b>579</b>	595	771	213	333	8	124	207	235	270	218	70	19	31	7	17	1	322	10	92	119	204	239	0	451	128		
	15.6%	<b>16.9%</b>	17.2%	17.6%	16.8%	16.6%	22.2%	18.9%	21.4%	13.7%	16.6%	17.4%	17.2%	16.0%	24.6%	9.2%	11.7%	16.7%	0.0%	17.7%	13.3%	16.8%	13.2%	18.2%	18.6%	---	16.9%	16.9%	
8 to 10	3,324	<b>2,463</b>	2,452	3,138	911	1,448	24	459	655	1,287	1,162	899	302	83	81	59	116	5	3	1,320	49	377	724	804	850	0	1,927	536	
	73.7%	<b>71.9%</b>	70.8%	71.5%	71.8%	72.3%	66.7%	70.1%	67.7%	74.9%	71.3%	71.7%	74.4%	69.7%	64.3%	77.6%	80.0%	83.3%	100.0%	72.4%	65.3%	68.8%	80.3%	71.8%	66.0%	---	72.2%	70.6%	
Significantly different from column:*								J	J	HI					PQT	O	OTUV			OQ	Q	Q	XY	WY	WX				
0 to 6	688	<b>565</b>	614	738	210	326	9	110	166	273	280	205	56	27	24	15	19	1	0	277	21	102	91	167	286	0	426	139	
	15.3%	<b>16.5%</b>	17.7%	16.8%	16.5%	16.3%	25.0%	16.8%	17.1%	15.9%	17.2%	16.4%	13.8%	22.7%	19.0%	19.7%	13.1%	16.7%	0.0%	15.2%	28.0%	18.6%	10.1%	14.9%	22.2%	---	16.0%	18.3%	
7 to 8	1,365	<b>1,096</b>	1,102	1,517	442	602	11	249	345	475	484	425	143	34	44	22	38	0	0	615	24	168	247	414	398	0	856	240	
	30.3%	<b>32.0%</b>	31.8%	34.5%	34.8%	30.1%	30.6%	38.0%	35.6%	27.6%	29.7%	33.9%	35.2%	28.6%	34.9%	28.9%	26.2%	0.0%	0.0%	33.7%	32.0%	30.7%	27.4%	37.0%	30.9%	---	32.1%	31.6%	
9 to 10	2,455	<b>1,766</b>	1,746	2,136	617	1,074	16	296	457	970	866	623	207	58	58	39	88	5	3	931	30	278	564	539	603	0	1,386	380	
	54.5%	<b>51.5%</b>	50.4%	48.6%	48.6%	53.6%	44.4%	45.2%	47.2%	56.5%	53.1%	49.7%	51.0%	48.7%	46.0%	51.3%	60.7%	83.3%	100.0%	51.1%	40.0%	50.7%	62.5%	48.1%	46.9%	---	51.9%	50.1%	
Significantly different from column:*		AD			F	E		J	J	HI					Q		OTUV			Q	Q	Q	XY	W	W				

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 9**

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)

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X	Y
Number in sample	4,573	<b>3,472</b>	3,501	4,397	1,286	2,028	37	660	980	1,746	1,651	1,273	408	120	127	77	148	6	4	1,846	76	559	912	1,136	1,302	0	2,704	768	
Number missing or multiple answer	79	<b>69</b>	32	0	25	40	1	9	21	38	38	23	6	1	2	2	4	0	1	30	1	21	11	18	35	0	56	13	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,494	<b>3,403</b>	3,469	4,397	1,261	1,988	36	651	959	1,708	1,613	1,250	402	119	125	75	144	6	3	1,816	75	538	901	1,118	1,267	0	2,648	755	
	98.3%	<b>98.0%</b>	99.1%	100.0%	98.1%	0.0%	97.3%	98.6%	97.9%	97.8%	97.7%	98.2%	98.5%	99.2%	98.4%	97.4%	97.3%	100.0%	75.0%	98.4%	0.0%	96.2%	98.8%	98.4%	97.3%	---	97.9%	98.3%	
Never	74	<b>68</b>	80	93	32	33	0	21	21	25	38	19	7	0	4	3	2	0	0	33	2	13	12	19	36	0	55	13	
	1.6%	<b>2.0%</b>	2.3%	2.1%	2.5%	1.7%	0.0%	3.2%	2.2%	1.5%	2.4%	1.5%	1.7%	0.0%	3.2%	4.0%	1.4%	0.0%	0.0%	1.8%	2.7%	2.4%	1.3%	1.7%	2.8%	---	2.1%	1.7%	
Sometimes	531	<b>420</b>	435	661	161	234	5	106	134	165	191	164	43	15	12	7	20	0	0	196	18	87	76	130	196	0	318	102	
	11.8%	<b>12.3%</b>	12.5%	15.0%	12.8%	11.8%	13.9%	16.3%	14.0%	9.7%	11.8%	13.1%	10.7%	12.6%	9.6%	9.3%	13.9%	0.0%	0.0%	10.8%	24.0%	16.2%	8.4%	11.6%	15.5%	---	12.0%	13.5%	
Usually	1,272	<b>1,100</b>	1,137	1,416	381	672	12	222	334	520	496	417	153	39	58	23	47	2	0	590	16	179	234	378	451	0	818	282	
	28.3%	<b>32.3%</b>	32.8%	32.2%	30.2%	33.8%	33.3%	34.1%	34.8%	30.4%	30.8%	33.4%	38.1%	32.8%	46.4%	30.7%	32.6%	33.3%	0.0%	32.5%	21.3%	33.3%	26.0%	33.8%	35.6%	---	30.9%	37.4%	
Always	2,617	<b>1,815</b>	1,817	2,227	687	1,049	19	302	470	998	888	650	199	65	51	42	75	4	3	997	39	259	579	591	584	0	1,457	358	
	58.2%	<b>53.3%</b>	52.4%	50.6%	54.5%	52.8%	52.8%	46.4%	49.0%	58.4%	55.1%	52.0%	49.5%	54.6%	40.8%	56.0%	52.1%	66.7%	100.0%	54.9%	52.0%	48.1%	64.3%	52.9%	46.1%	---	55.0%	47.4%	
Significantly different from column:*		AD					J	J	HI	M		K	O	NPT	O				OV		T	XY	WY	WX		AB	AA		
Usually or Always	3,889	<b>2,915</b>	2,954	3,643	1,068	1,721	31	524	804	1,518	1,384	1,067	352	104	109	65	122	6	3	1,587	55	438	813	969	1,035	0	2,275	640	
	86.5%	<b>85.7%</b>	85.2%	82.9%	84.7%	86.6%	86.1%	80.5%	83.8%	88.9%	85.8%	85.4%	87.6%	87.4%	87.2%	86.7%	84.7%	100.0%	100.0%	87.4%	73.3%	81.4%	90.2%	86.7%	81.7%	---	85.9%	84.8%	
Significantly different from column:*		D					J	J	HI				U	U	U	U			UV	NOPQT	T	XY	WY	WX					

NA - Not Applicable

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**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 10**

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

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X	Y
Number in sample	6,103	<b>4,756</b>	4,794	6,087	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768	
Number missing or multiple answer	78	<b>72</b>	56	0	38	27		13	16	37	44	16	5	5	1	2	6	0	0	26	3	15	18	18	25	22	26	4	
Number no experience	NA	<b>NA</b>	NA	NA	NA		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,025	<b>4,684</b>	4,738	6,087	1,880	2,569	48	981	1,332	2,229	2,281	1,649	538	164	202	98	216	8	7	2,438	103	737	1,446	1,516	1,544	1,126	2,678	764	
	98.7%	<b>98.5%</b>	98.8%	100.0%	98.0%	0.0%	100.0%	98.7%	98.8%	98.4%	98.1%	99.0%	99.1%	97.0%	99.5%	98.0%	97.3%	100.0%	100.0%	98.9%	0.0%	98.0%	98.8%	98.8%	98.4%	98.1%	99.0%	99.5%	
Yes	4,973	<b>3,875</b>	3,960	5,037	1,467	2,225	41	712	1,093	1,968	1,884	1,388	440	129	156	80	168	5	4	2,064	91	594	1,122	1,268	1,346	656	2,400	718	
	82.5%	<b>82.7%</b>	83.6%	82.8%	78.0%	86.6%	85.4%	72.6%	82.1%	88.3%	82.6%	84.2%	81.8%	78.7%	77.2%	81.6%	77.8%	62.5%	57.1%	84.7%	88.3%	80.6%	77.6%	83.6%	87.2%	58.3%	89.6%	94.0%	
No	1,052	<b>809</b>	778	1,050	413	344	7	269	239	261	397	261	98	35	46	18	48	3	3	374	12	143	324	248	198	470	278	46	
	17.5%	<b>17.3%</b>	16.4%	17.2%	22.0%	13.4%	14.6%	27.4%	17.9%	11.7%	17.4%	15.8%	18.2%	21.3%	22.8%	18.4%	22.2%	37.5%	42.9%	15.3%	11.7%	19.4%	22.4%	16.4%	12.8%	41.7%	10.4%	6.0%	
Significantly different from column:*					F	E		IJ	HJ	HI				TU	TU		TU			NOQV	NOQ	T	XY	WY	WX	AAAB	ZAB	ZAA	

NA - Not Applicable

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

# State Oregon Health Plan

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

39930

## Question 11

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 (Q10)

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X	Y
Number in sample	4,974	<b>3,875</b>	3,960	4,763	1,467	2,225	41	712	1,093	1,968	1,884	1,388	440	129	156	80	168	5	4	2,064	91	594	1,122	1,268	1,346	656	2,400	718	
Number missing or multiple answer	179	<b>118</b>	107	0	38	72	1	20	28	66	65	41	6	5	7	4	9	0	0	46	5	16	26	39	42	22	49	14	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,795	<b>3,757</b>	3,853	4,763	1,429	2,153	40	692	1,065	1,902	1,819	1,347	434	124	149	76	159	5	4	2,018	86	578	1,096	1,229	1,304	634	2,351	704	
	96.4%	<b>97.0%</b>	97.3%	100.0%	97.4%	0.0%	97.6%	97.2%	97.4%	96.6%	96.5%	97.0%	98.6%	96.1%	95.5%	95.0%	94.6%	100.0%	100.0%	97.8%	0.0%	97.3%	97.7%	96.9%	96.9%	96.6%	98.0%	98.1%	
None	793	<b>766</b>	789	954	364	364	7	197	238	305	357	272	102	23	29	13	42	0	0	429	16	105	332	256	154	495	210	55	
	16.5%	<b>20.4%</b>	20.5%	20.0%	25.5%	16.9%	17.5%	28.5%	22.3%	16.0%	19.6%	20.2%	23.5%	18.5%	19.5%	17.1%	26.4%	0.0%	0.0%	21.3%	18.6%	18.2%	30.3%	20.8%	11.8%	78.1%	8.9%	7.8%	
1 time	1,278	<b>1,026</b>	1,037	1,325	403	575	12	193	268	542	495	351	136	30	52	18	53	2	2	570	22	126	342	366	287	88	853	63	
	26.7%	<b>27.3%</b>	26.9%	27.8%	28.2%	26.7%	30.0%	27.9%	25.2%	28.5%	27.2%	26.1%	31.3%	24.2%	34.9%	23.7%	33.3%	40.0%	50.0%	28.2%	25.6%	21.8%	31.2%	29.8%	22.0%	13.9%	36.3%	8.9%	
2	1,265	<b>868</b>	832	1,026	306	528	9	127	244	477	434	312	90	24	40	17	22	2	0	472	15	133	210	282	348	27	709	118	
	26.4%	<b>23.1%</b>	21.6%	21.5%	21.4%	24.5%	22.5%	18.4%	22.9%	25.1%	23.9%	23.2%	20.7%	19.4%	26.8%	22.4%	13.8%	40.0%	0.0%	23.4%	17.4%	23.0%	19.2%	22.9%	26.7%	4.3%	30.2%	16.8%	
3	616	<b>500</b>	482	573	174	298	5	72	145	267	223	198	56	16	9	12	16	0	2	275	10	87	114	158	209	9	376	104	
	12.8%	<b>13.3%</b>	12.5%	12.0%	12.2%	13.8%	12.5%	10.4%	13.6%	14.0%	12.3%	14.7%	12.9%	12.9%	6.0%	15.8%	10.1%	0.0%	50.0%	13.6%	11.6%	15.1%	10.4%	12.9%	16.0%	1.4%	16.0%	14.8%	
4	353	<b>256</b>	306	388	81	166	2	45	71	136	133	93	24	11	14	8	12	1	0	107	8	65	50	79	117	9	154	84	
	7.4%	<b>6.8%</b>	7.9%	8.1%	5.7%	7.7%	5.0%	6.5%	6.7%	7.2%	7.3%	6.9%	5.5%	8.9%	9.4%	10.5%	7.5%	20.0%	0.0%	5.3%	9.3%	11.2%	4.6%	6.4%	9.0%	1.4%	6.6%	11.9%	
5 to 9	388	<b>270</b>	315	397	83	173	3	45	74	144	138	97	21	14	4	7	11	0	0	136	12	48	41	69	147	6	42	217	
	8.1%	<b>7.2%</b>	8.2%	8.3%	5.8%	8.0%	7.5%	6.5%	6.9%	7.6%	7.6%	7.2%	4.8%	11.3%	2.7%	9.2%	6.9%	0.0%	0.0%	6.7%	14.0%	8.3%	3.7%	5.6%	11.3%	0.9%	1.8%	30.8%	
10 or more times	102	<b>71</b>	92	100	18	49	2	13	25	31	39	24	5	6	1	1	3	0	0	29	3	14	7	19	42	0	7	63	
	2.1%	<b>1.9%</b>	2.4%	2.1%	1.3%	2.3%	5.0%	1.9%	2.3%	1.6%	2.1%	1.8%	1.2%	4.8%	0.7%	1.3%	1.9%	0.0%	0.0%	1.4%	3.5%	2.4%	0.6%	1.5%	3.2%	0.0%	0.3%	8.9%	
5 or more times	490	<b>341</b>	407	497	101	222	5	58	99	175	177	121	26	20	5	8	14	0	0	165	15	62	48	88	189	6	49	280	
	10.2%	<b>9.1%</b>	10.6%	10.4%	7.1%	10.3%	12.5%	8.4%	9.3%	9.2%	9.7%	9.0%	6.0%	16.1%	3.4%	10.5%	8.8%	0.0%	0.0%	8.2%	17.4%	10.7%	4.4%	7.2%	14.5%	0.9%	2.1%	39.8%	
Significantly different from column:*		CD			F	E					M	M	KL	OT	NQTUV		OU			NOU	OQT	O	XY	WY	WX	AB	AB	ZAA	

NA - Not Applicable

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**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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**Question 12**

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 (Q10 & Q11)

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	4,006	<b>2,991</b>	3,064	3,795	1,065	1,789	33	495	827	1,597	1,462	1,075	332	101	120	63	117	5	4	1,589	70	473	764	973	1,150	139	2,141	649	
Number missing or multiple answer	15	<b>16</b>	20	0	8	7	0	1	4	11	9	4	2	1	0	0	0	0	0	9	0	4	0	7	6	1	10	3	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,991	<b>2,975</b>	3,044	3,795	1,057	1,782	33	494	823	1,586	1,453	1,071	330	100	120	63	117	5	4	1,580	70	469	764	966	1,144	138	2,131	646	
	99.6%	<b>99.5%</b>	99.3%	100.0%	99.2%	0.0%	100.0%	99.8%	99.5%	99.3%	99.4%	99.6%	99.4%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.4%	0.0%	99.2%	100.0%	99.3%	99.5%	99.3%	99.5%	99.5%	
Never	41	<b>31</b>	34	41	15	14	0	4	15	11	13	10	5	0	1	0	4	0	0	15	1	4	4	8	18	0	25	6	
	1.0%	<b>1.0%</b>	1.1%	1.1%	1.4%	0.8%	0.0%	0.8%	1.8%	0.7%	0.9%	0.9%	1.5%	0.0%	0.8%	0.0%	3.4%	0.0%	0.0%	0.9%	1.4%	0.9%	0.5%	0.8%	1.6%	0.0%	1.2%	0.9%	
Sometimes	223	<b>161</b>	171	246	54	98	0	32	44	80	84	56	13	6	8	3	4	1	0	83	8	20	26	57	73	10	110	35	
	5.6%	<b>5.4%</b>	5.6%	6.5%	5.1%	5.5%	0.0%	6.5%	5.3%	5.0%	5.8%	5.2%	3.9%	6.0%	6.7%	4.8%	3.4%	20.0%	0.0%	5.3%	11.4%	4.3%	3.4%	5.9%	6.4%	7.2%	5.2%	5.4%	
Usually	749	<b>540</b>	619	787	191	325	6	79	130	317	293	158	69	16	43	14	19	0	0	272	7	96	105	184	234	17	390	117	
	18.8%	<b>18.2%</b>	20.3%	20.7%	18.1%	18.2%	18.2%	16.0%	15.8%	20.0%	20.2%	14.8%	20.9%	16.0%	35.8%	22.2%	16.2%	0.0%	0.0%	17.2%	10.0%	20.5%	13.7%	19.0%	20.5%	12.3%	18.3%	18.1%	
Always	2,978	<b>2,243</b>	2,220	2,721	797	1,345	27	379	634	1,178	1,063	847	243	78	68	46	90	4	4	1,210	54	349	629	717	819	111	1,606	488	
	74.6%	<b>75.4%</b>	72.9%	71.7%	75.4%	75.5%	81.8%	76.7%	77.0%	74.3%	73.2%	79.1%	73.6%	78.0%	56.7%	73.0%	76.9%	80.0%	100.0%	76.6%	77.1%	74.4%	82.3%	74.2%	71.6%	80.4%	75.4%	75.5%	
Significantly different from column:*		CD								L	KM	L		O	NPQTUV	O	O			O	O	O	XY	W	W				
Usually or Always	3,727	<b>2,783</b>	2,839	3,508	988	1,670	33	458	764	1,495	1,356	1,005	312	94	111	60	109	4	4	1,482	61	445	734	901	1,053	128	1,996	605	
	93.4%	<b>93.5%</b>	93.3%	92.4%	93.5%	93.7%	100.0%	92.7%	92.8%	94.3%	93.3%	93.8%	94.5%	94.0%	92.5%	95.2%	93.2%	80.0%	100.0%	93.8%	87.1%	94.9%	96.1%	93.3%	92.0%	92.8%	93.7%	93.7%	
Significantly different from column:*																							XY	W	W				

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 13**

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 (Q10 & Q11)

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,006	<b>2,991</b>	3,064	3,791	1,065	1,789	33	495	827	1,597	1,462	1,075	332	101	120	63	117	5	4	1,589	70	473	764	973	1,150	139	2,141	649
Number missing or multiple answer	22	<b>15</b>	19	0	7	6	1	0	5	9	8	4	2	1	0	1	0	0	0	7	0	5	3	4	6	1	10	3
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,984	<b>2,976</b>	3,045	3,791	1,058	1,783	32	495	822	1,588	1,454	1,071	330	100	120	62	117	5	4	1,582	70	468	761	969	1,144	138	2,131	646
	99.5%	<b>99.5%</b>	99.4%	100.0%	99.3%	0.0%	97.0%	100.0%	99.4%	99.4%	99.5%	99.6%	99.4%	99.0%	100.0%	98.4%	100.0%	100.0%	100.0%	99.6%	0.0%	98.9%	99.6%	99.6%	99.5%	99.3%	99.5%	99.5%
Never	52	<b>44</b>	43	69	20	23	0	6	18	20	18	18	8	0	0	0	2	0	22	2	10	3	13	27	0	30	13	
	1.3%	<b>1.5%</b>	1.4%	1.8%	1.9%	1.3%	0.0%	1.2%	2.2%	1.3%	1.2%	1.7%	2.4%	0.0%	0.0%	0.0%	1.7%	0.0%	1.4%	2.9%	2.1%	0.4%	1.3%	2.4%	0.0%	1.4%	2.0%	
Sometimes	222	<b>179</b>	196	293	55	117	0	27	56	92	80	71	20	8	8	4	4	1	92	8	27	24	66	83	7	126	43	
	5.6%	<b>6.0%</b>	6.4%	7.7%	5.2%	6.6%	0.0%	5.5%	6.8%	5.8%	5.5%	6.6%	6.1%	8.0%	6.7%	6.5%	3.4%	20.0%	0.0%	5.8%	11.4%	5.8%	3.2%	6.8%	7.3%	5.1%	5.9%	6.7%
Usually	681	<b>530</b>	608	740	190	314	5	79	143	295	288	167	59	14	34	15	22	0	1	284	7	89	94	165	254	13	386	116
	17.1%	<b>17.8%</b>	20.0%	19.5%	18.0%	17.6%	15.6%	16.0%	17.4%	18.6%	19.8%	15.6%	17.9%	14.0%	28.3%	24.2%	18.8%	0.0%	25.0%	18.0%	10.0%	19.0%	12.4%	17.0%	22.2%	9.4%	18.1%	18.0%
Always	3,029	<b>2,223</b>	2,198	2,689	793	1,329	27	383	605	1,181	1,068	815	243	78	78	43	89	4	3	1,184	53	342	640	725	780	118	1,589	474
	76.0%	<b>74.7%</b>	72.2%	70.9%	75.0%	74.5%	84.4%	77.4%	73.6%	74.4%	73.5%	76.1%	73.6%	78.0%	65.0%	69.4%	76.1%	80.0%	75.0%	74.8%	75.7%	73.1%	84.1%	74.8%	68.2%	85.5%	74.6%	73.4%
Significantly different from column:*		CD												O	NT				O				XY	WY	WX	AAAB	Z	Z
Usually or Always	3,710	<b>2,753</b>	2,806	3,429	983	1,643	32	462	748	1,476	1,356	982	302	92	112	58	111	4	4	1,468	60	431	734	890	1,034	131	1,975	590
	93.1%	<b>92.5%</b>	92.2%	90.5%	92.9%	92.1%	100.0%	93.3%	91.0%	92.9%	93.3%	91.7%	91.5%	92.0%	93.3%	93.5%	94.9%	100.0%	92.8%	85.7%	92.1%	96.5%	91.8%	90.4%	94.9%	92.7%	91.3%	
Significantly different from column:*		D													U				U	QT			XY	W	W			

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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**Question 14**

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 (Q10 & Q11)

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X
Number in sample	4,006	<b>2,991</b>	3,064	3,791	1,065	1,789	33	495	827	1,597	1,462	1,075	332	101	120	63	117	5	4	1,589	70	473	764	973	1,150	139	2,141	649
Number missing or multiple answer	26	<b>9</b>	13	0	7	1	0	0	2	6	3	3	1	1	1	0	0	0	0	4	4	2	1	3	2	1	7	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,980	<b>2,982</b>	3,051	3,791	1,058	1,788	33	495	825	1,591	1,459	1,072	331	100	119	63	117	5	4	1,585	70	471	763	970	1,148	138	2,134	649
	99.4%	<b>99.7%</b>	99.6%	100.0%	99.3%	0.0%	100.0%	100.0%	99.8%	99.6%	99.8%	99.7%	99.7%	99.0%	99.2%	100.0%	100.0%	100.0%	100.0%	99.7%	0.0%	99.6%	99.9%	99.7%	99.8%	99.3%	99.7%	100.0%
Never	46	<b>38</b>	48	71	15	22	0	4	14	20	15	17	6	0	0	0	1	0	0	20	3	8	3	12	22	1	24	12
	1.2%	<b>1.3%</b>	1.6%	1.9%	1.4%	1.2%	0.0%	0.8%	1.7%	1.3%	1.0%	1.6%	1.8%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	1.3%	4.3%	1.7%	0.4%	1.2%	1.9%	0.7%	1.1%	1.8%
Sometimes	180	<b>158</b>	171	231	46	104	2	27	47	80	75	54	22	7	4	4	4	1	0	87	6	25	20	55	75	3	113	38
	4.5%	<b>5.3%</b>	5.6%	6.1%	4.3%	5.8%	6.1%	5.5%	5.7%	5.0%	5.1%	5.0%	6.6%	7.0%	3.4%	6.3%	3.4%	20.0%	0.0%	5.5%	8.6%	5.3%	2.6%	5.7%	6.5%	2.2%	5.3%	5.9%
Usually	538	<b>406</b>	472	618	146	236	8	65	114	217	211	143	39	12	32	8	13	0	0	213	6	59	79	135	180	13	293	89
	13.5%	<b>13.6%</b>	15.5%	16.3%	13.8%	13.2%	24.2%	13.1%	13.8%	13.6%	14.5%	13.3%	11.8%	12.0%	26.9%	12.7%	11.1%	0.0%	0.0%	13.4%	8.6%	12.5%	10.4%	13.9%	15.7%	9.4%	13.7%	13.7%
Always	3,216	<b>2,380</b>	2,360	2,871	851	1,426	23	399	650	1,274	1,158	858	264	81	83	51	99	4	4	1,265	55	379	661	768	871	121	1,704	510
	80.8%	<b>79.8%</b>	77.4%	75.7%	80.4%	79.8%	69.7%	80.6%	78.8%	80.1%	79.4%	80.0%	79.8%	81.0%	69.7%	81.0%	84.6%	80.0%	100.0%	79.8%	78.6%	80.5%	86.6%	79.2%	75.9%	87.7%	79.9%	78.6%
Significantly different from column:*		CD													QTV					O		O	XY	W	W	AAAB	Z	Z
Usually or Always	3,754	<b>2,786</b>	2,832	3,489	997	1,662	31	464	764	1,491	1,369	1,001	303	93	115	59	112	4	4	1,478	61	438	740	903	1,051	134	1,997	599
	94.3%	<b>93.4%</b>	92.8%	92.0%	94.2%	93.0%	93.9%	93.7%	92.6%	93.7%	93.8%	93.4%	91.5%	93.0%	96.6%	93.7%	95.7%	100.0%	93.2%	87.1%	93.0%	97.0%	93.1%	91.6%	97.1%	93.6%	92.3%	
Significantly different from column:*		D													U					Q		XY	W	W	AB		Z	

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 15**

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 (Q10 & Q11)

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,006	<b>2,991</b>	3,064	3,794	1,065	1,789	33	495	827	1,597	1,462	1,075	332	101	120	63	117	5	4	1,589	70	473	764	973	1,150	139	2,141	649
Number missing or multiple answer	29	<b>16</b>	23	0	8	8	0	3	2	11	7	8	1	2	1	2	0	0	7	0	3	1	7	5	1	11	2	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,977	<b>2,975</b>	3,041	3,794	1,057	1,781	33	492	825	1,586	1,455	1,067	331	99	119	61	117	5	4	1,582	70	470	763	966	1,145	138	2,130	647
	99.3%	<b>99.5%</b>	99.2%	100.0%	99.2%	0.0%	100.0%	99.4%	99.8%	99.3%	99.5%	99.3%	99.7%	98.0%	99.2%	96.8%	100.0%	100.0%	100.0%	99.6%	0.0%	99.4%	99.9%	99.3%	99.6%	99.3%	99.5%	99.7%
Never	69	<b>62</b>	57	99	26	32	0	9	25	25	26	24	8	1	1	1	5	0	34	4	8	6	18	34	2	42	16	
	1.7%	<b>2.1%</b>	1.9%	2.6%	2.5%	1.8%	0.0%	1.8%	3.0%	1.6%	1.8%	2.2%	2.4%	1.0%	0.8%	1.6%	4.3%	0.0%	2.1%	5.7%	1.7%	0.8%	1.9%	3.0%	1.4%	2.0%	2.5%	
Sometimes	269	<b>218</b>	245	345	68	135	4	45	56	111	107	77	24	8	9	1	8	1	104	3	49	35	73	102	11	157	44	
	6.8%	<b>7.3%</b>	8.1%	9.1%	6.4%	7.6%	12.1%	9.1%	6.8%	7.0%	7.4%	7.2%	7.3%	8.1%	7.6%	1.6%	6.8%	20.0%	6.6%	4.3%	10.4%	4.6%	7.6%	8.9%	8.0%	7.4%	6.8%	
Usually	816	<b>655</b>	702	909	227	394	9	110	178	349	352	216	64	20	38	16	25	0	338	12	116	118	225	289	29	449	162	
	20.5%	<b>22.0%</b>	23.1%	24.0%	21.5%	22.1%	27.3%	22.4%	21.6%	22.0%	24.2%	20.2%	19.3%	20.2%	31.9%	26.2%	21.4%	0.0%	0.0%	21.4%	17.1%	24.7%	15.5%	23.3%	25.2%	21.0%	21.1%	25.0%
Always	2,823	<b>2,040</b>	2,037	2,441	736	1,220	20	328	566	1,101	970	750	235	70	71	43	79	4	4	1,106	51	297	604	650	720	96	1,482	425
	71.0%	<b>68.6%</b>	67.0%	64.3%	69.6%	68.5%	60.6%	66.7%	68.6%	69.4%	66.7%	70.3%	71.0%	70.7%	59.7%	70.5%	67.5%	80.0%	100.0%	69.9%	72.9%	63.2%	79.2%	67.3%	62.9%	69.6%	69.6%	65.7%
Significantly different from column:*		AD												T					OV		T	XY	WY	WX				
Usually or Always	3,639	<b>2,695</b>	2,739	3,350	963	1,614	29	438	744	1,450	1,322	966	299	90	109	59	104	4	4	1,444	63	413	722	875	1,009	125	1,931	587
	91.5%	<b>90.6%</b>	90.1%	88.3%	91.1%	90.6%	87.9%	89.0%	90.2%	91.4%	90.9%	90.5%	90.3%	90.9%	91.6%	96.7%	88.9%	80.0%	100.0%	91.3%	90.0%	87.9%	94.6%	90.6%	88.1%	90.6%	90.7%	90.7%
Significantly different from column:*		D													V				V		PT	XY	W	W				

NA - Not Applicable

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



**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 16**

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 (Q10 & Q11)

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,006	<b>2,991</b>	3,064	3,764	1,065	1,789	33	495	827	1,597	1,462	1,075	332	101	120	63	117	5	4	1,589	70	473	764	973	1,150	139	2,141	649
Number missing or multiple answer	87	<b>28</b>	28	0	12	1	3	6	17	12	9	5	3	1	1	1	0	0	12	0	6	2	13	9	2	21	2	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,919	<b>2,963</b>	3,036	3,764	1,053	1,777	32	492	821	1,580	1,450	1,066	327	98	119	62	116	5	4	1,577	70	467	762	960	1,141	137	2,120	647
	97.8%	<b>99.1%</b>	99.1%	100.0%	98.9%	0.0%	97.0%	99.4%	99.3%	98.9%	99.2%	99.2%	98.5%	97.0%	99.2%	98.4%	99.1%	100.0%	100.0%	99.2%	0.0%	98.7%	99.7%	98.7%	99.2%	98.6%	99.0%	99.7%
Yes	2,363	<b>1,893</b>	1,921	2,359	609	1,199	21	272	559	1,018	848	744	228	60	62	40	64	3	1	1,055	38	296	421	586	815	37	1,225	584
	60.3%	<b>63.9%</b>	63.3%	62.7%	57.8%	67.5%	65.6%	55.3%	68.1%	64.4%	58.5%	69.8%	69.7%	61.2%	52.1%	64.5%	55.2%	60.0%	25.0%	66.9%	54.3%	63.4%	55.2%	61.0%	71.4%	27.0%	57.8%	90.3%
No	1,556	<b>1,070</b>	1,115	1,405	444	578	11	220	262	562	602	322	99	38	57	22	52	2	3	522	32	171	341	374	326	100	895	63
	39.7%	<b>36.1%</b>	36.7%	37.3%	42.2%	32.5%	34.4%	44.7%	31.9%	35.6%	41.5%	30.2%	30.3%	38.8%	47.9%	35.5%	44.8%	40.0%	75.0%	33.1%	45.7%	36.6%	44.8%	39.0%	28.6%	73.0%	42.2%	9.7%
Significantly different from column:*		A			F	E		U	H	H	LM	K	K		TV		T		OQU	T	O	XY	WY	WX	AAAB	ZAB	ZAA	

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 17**

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 (Q10, Q11, & Q16)

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)							Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)					
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X	Y
Number in sample	2,371	<b>1,893</b>	1,921	2,283	609	1,199	21	272	559	1,018	848	744	228	60	62	40	64	3	1	1,055	38	296	421	586	815	37	1,225	584	
Number missing or multiple answer	65	<b>45</b>	46	0	11	33	1	4	11	30	23	13	9	1	3	2	2	0	0	26	1	3	10	10	25	1	29	14	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,306	<b>1,848</b>	1,875	2,283	598	1,166	20	268	548	988	825	731	219	59	59	38	62	3	1	1,029	37	293	411	576	790	36	1,196	570	
	97.3%	<b>97.6%</b>	97.6%	100.0%	98.2%	0.0%	95.2%	98.5%	98.0%	97.1%	97.3%	98.3%	96.1%	98.3%	95.2%	95.0%	96.9%	100.0%	100.0%	97.5%	0.0%	99.0%	97.6%	98.3%	96.9%	97.3%	97.6%	97.6%	
Never	100	<b>87</b>	88	131	32	49	2	12	39	34	30	42	11	4	2	2	4	0	0	43	3	16	15	20	49	2	54	28	
	4.3%	<b>4.7%</b>	4.7%	5.7%	5.4%	4.2%	10.0%	4.5%	7.1%	3.4%	3.6%	5.7%	5.0%	6.8%	3.4%	5.3%	6.5%	0.0%	0.0%	4.2%	8.1%	5.5%	3.6%	3.5%	6.2%	5.6%	4.5%	4.9%	
Sometimes	282	<b>228</b>	240	300	60	154	5	37	81	104	90	96	32	4	12	1	4	1	0	120	4	45	30	90	100	5	138	77	
	12.2%	<b>12.3%</b>	12.8%	13.1%	10.0%	13.2%	25.0%	13.8%	14.8%	10.5%	10.9%	13.1%	14.6%	6.8%	20.3%	2.6%	6.5%	33.3%	0.0%	11.7%	10.8%	15.4%	7.3%	15.6%	12.7%	13.9%	11.5%	13.5%	
Usually	565	<b>477</b>	539	655	160	296	0	68	143	250	208	186	60	16	17	9	14	0	0	277	11	64	89	140	220	11	291	163	
	24.5%	<b>25.8%</b>	28.7%	28.7%	26.8%	25.4%	0.0%	25.4%	26.1%	25.3%	25.2%	25.4%	27.4%	27.1%	28.8%	23.7%	22.6%	0.0%	0.0%	26.9%	29.7%	21.8%	21.7%	24.3%	27.8%	30.6%	24.3%	28.6%	
Always	1,359	<b>1,056</b>	1,008	1,197	346	667	13	151	285	600	497	407	116	35	28	26	40	2	1	589	19	168	277	326	421	18	713	302	
	58.9%	<b>57.1%</b>	53.8%	52.4%	57.9%	57.2%	65.0%	56.3%	52.0%	60.7%	60.2%	55.7%	53.0%	59.3%	47.5%	68.4%	64.5%	66.7%	100.0%	57.2%	51.4%	57.3%	67.4%	56.6%	53.3%	50.0%	59.6%	53.0%	
Significantly different from column:*		CD						J	I						P	O						XY	W	W			AB	AA	
Usually or Always	1,924	<b>1,533</b>	1,547	1,852	506	963	13	219	428	850	705	593	176	51	45	35	54	2	1	866	30	232	366	466	641	29	1,004	465	
	83.4%	<b>83.0%</b>	82.5%	81.1%	84.6%	82.6%	65.0%	81.7%	78.1%	86.0%	85.5%	81.1%	80.4%	86.4%	76.3%	92.1%	87.1%	66.7%	100.0%	84.2%	81.1%	79.2%	89.1%	80.9%	81.1%	80.6%	83.9%	81.6%	
Significantly different from column:*								J	I	L	K				P	O				V		T	XY	W	W				

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 18**

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 (Q10)

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)								Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)				
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X	Y
Number in sample	4,974	<b>3,875</b>	3,960	4,708	1,467	2,225	41	712	1,093	1,968	1,884	1,388	440	129	156	80	168	5	4	2,064	91	594	1,122	1,268	1,346	656	2,400	718	
Number missing or multiple answer	195	<b>107</b>	129	0	41	60	2	21	35	49	53	42	9	4	4	2	5	0	0	48	5	23	33	34	36	48	43	14	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,779	<b>3,768</b>	3,831	4,708	1,426	2,165	39	691	1,058	1,919	1,831	1,346	431	125	152	78	163	5	4	2,016	86	571	1,089	1,234	1,310	608	2,357	704	
	96.1%	<b>97.2%</b>	96.7%	100.0%	97.2%	0.0%	95.1%	97.1%	96.8%	97.5%	97.2%	97.0%	98.0%	96.9%	97.4%	97.5%	97.0%	100.0%	100.0%	97.7%	0.0%	96.1%	97.1%	97.3%	97.3%	92.7%	98.2%	98.1%	
0 Worst personal doctor possible	34	<b>23</b>	27	41	6	17	0	1	9	13	13	6	4	2	1	0	1	0	0	11	1	5	2	6	14	7	13	3	
	0.7%	<b>0.6%</b>	0.7%	0.9%	0.4%	0.8%	0.0%	0.1%	0.9%	0.7%	0.7%	0.4%	0.9%	1.6%	0.7%	0.0%	0.6%	0.0%	0.0%	0.5%	1.2%	0.9%	0.2%	0.5%	1.1%	1.2%	0.6%	0.4%	
1	19	<b>16</b>	21	32	6	7	0	3	5	5	8	4	2	0	1	0	0	0	10	0	1	1	6	6	2	10	3		
	0.4%	<b>0.4%</b>	0.5%	0.7%	0.4%	0.3%	0.0%	0.4%	0.5%	0.3%	0.4%	0.3%	0.5%	0.0%	0.7%	0.0%	0.0%	0.0%	0.5%	0.0%	0.2%	0.1%	0.5%	0.5%	0.3%	0.4%	0.4%		
2	31	<b>32</b>	30	40	13	19	0	1	13	18	14	16	2	1	0	1	0	0	18	0	7	7	13	12	9	16	6		
	0.6%	<b>0.8%</b>	0.8%	0.8%	0.9%	0.9%	0.0%	0.1%	1.2%	0.9%	0.8%	1.2%	0.5%	0.8%	0.0%	1.3%	0.0%	0.0%	0.9%	0.0%	1.2%	0.6%	1.1%	0.9%	1.5%	0.7%	0.9%		
3	41	<b>49</b>	37	63	17	29	1	10	14	22	23	19	4	2	0	1	0	0	29	2	6	6	20	20	12	23	12		
	0.9%	<b>1.3%</b>	1.0%	1.3%	1.2%	1.3%	2.6%	1.4%	1.3%	1.1%	1.3%	1.4%	0.9%	1.6%	0.0%	1.3%	0.0%	0.0%	1.4%	2.3%	1.1%	0.6%	1.6%	1.5%	2.0%	1.0%	1.7%		
4	58	<b>53</b>	67	86	21	30	0	6	21	25	25	24	3	1	0	1	3	1	29	6	4	8	21	24	14	28	11		
	1.2%	<b>1.4%</b>	1.7%	1.8%	1.5%	1.4%	0.0%	0.9%	2.0%	1.3%	1.4%	1.8%	0.7%	0.8%	0.0%	1.3%	1.8%	20.0%	1.4%	7.0%	0.7%	0.7%	1.7%	1.8%	2.3%	1.2%	1.6%		
5	201	<b>174</b>	156	226	70	95	1	33	47	88	81	66	17	7	5	2	5	0	94	5	30	46	50	68	48	92	30		
	4.2%	<b>4.6%</b>	4.1%	4.8%	4.9%	4.4%	2.6%	4.8%	4.4%	4.6%	4.4%	4.9%	3.9%	5.6%	3.3%	2.6%	3.1%	0.0%	4.7%	5.8%	5.3%	4.2%	4.1%	5.2%	7.9%	3.9%	4.3%		
6	151	<b>112</b>	124	179	40	65	0	27	23	58	58	29	17	6	7	3	1	0	65	1	12	26	37	45	19	70	20		
	3.2%	<b>3.0%</b>	3.2%	3.8%	2.8%	3.0%	0.0%	3.9%	2.2%	3.0%	3.2%	2.2%	3.9%	4.8%	4.6%	3.8%	0.6%	0.0%	3.2%	1.2%	2.1%	2.4%	3.0%	3.4%	3.1%	3.0%	2.8%		
7	345	<b>265</b>	299	381	117	132	3	58	91	104	119	107	25	8	6	3	6	0	159	1	42	65	87	100	62	150	49		
	7.2%	<b>7.0%</b>	7.8%	8.1%	8.2%	6.1%	7.7%	8.4%	8.6%	5.4%	6.5%	7.9%	5.8%	6.4%	3.9%	3.8%	3.7%	0.0%	7.9%	1.2%	7.4%	6.0%	7.1%	7.6%	10.2%	6.4%	7.0%		
8	694	<b>595</b>	662	753	262	301	8	126	171	279	284	196	88	12	31	10	23	0	317	14	87	156	218	194	110	385	88		
	14.5%	<b>15.8%</b>	17.3%	16.0%	18.4%	13.9%	20.5%	18.2%	16.2%	14.5%	15.5%	14.6%	20.4%	9.6%	20.4%	12.8%	14.1%	0.0%	15.7%	16.3%	15.2%	14.3%	17.7%	14.8%	18.1%	16.3%	12.5%		
9	743	<b>676</b>	687	883	264	374	12	119	193	345	315	253	84	19	38	17	30	1	2	383	13	93	203	223	230	88	413	156	
	15.5%	<b>17.9%</b>	17.9%	18.8%	18.5%	17.3%	30.8%	17.2%	18.2%	18.0%	17.2%	18.8%	19.5%	15.2%	25.0%	21.8%	18.4%	20.0%	19.0%	15.1%	16.3%	18.6%	18.1%	17.6%	14.5%	17.5%	22.2%		
10 Best personal doctor possible	2,462	<b>1,773</b>	1,721	2,024	610	1,096	14	307	471	962	891	626	185	67	63	40	94	3	901	43	284	569	553	597	237	1,157	326		
	51.5%	<b>47.1%</b>	44.9%	43.0%	42.8%	50.6%	35.9%	44.4%	44.5%	50.1%	48.7%	46.5%	42.9%	53.6%	41.4%	51.3%	57.7%	60.0%	44.7%	50.0%	49.7%	52.2%	44.8%	45.6%	39.0%	49.1%	46.3%		

NA - Not Applicable

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 18**

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 (Q10)

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)										Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X	Y	Z	AA	AB	
Number in sample	4,974	<b>3,875</b>	3,960	4,708	1,467	2,225	41	712	1,093	1,968	1,884	1,388	440	129	156	80	168	5	4	2,064	91	594	1,122	1,268	1,346	656	2,400	718	
Number missing or multiple answer	195	<b>107</b>	129	0	41	60	2	21	35	49	53	42	9	4	4	2	5	0	0	48	5	23	33	34	36	48	43	14	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,779	<b>3,768</b>	3,831	4,708	1,426	2,165	39	691	1,058	1,919	1,831	1,346	431	125	152	78	163	5	4	2,016	86	571	1,089	1,234	1,310	608	2,357	704	
	96.1%	<b>97.2%</b>	96.7%	100.0%	97.2%	0.0%	95.1%	97.1%	96.8%	97.5%	97.2%	97.0%	98.0%	96.9%	97.4%	97.5%	97.0%	100.0%	100.0%	97.7%	0.0%	96.1%	97.1%	97.3%	97.3%	92.7%	98.2%	98.1%	
0 to 4	183 3.8%	<b>173</b> <b>4.6%</b>	182 4.8%	262 5.6%	63 4.4%	102 4.7%	1 2.6%	21 3.0%	62 5.9%	83 4.3%	83 4.5%	69 5.1%	15 3.5%	6 4.8%	2 1.3%	3 3.8%	4 2.5%	1 20.0%	0 0.0%	9 4.8%	23 10.5%	24 4.0%	24 2.2%	66 5.3%	76 5.8%	44 7.2%	90 3.8%	35 5.0%	
5	201 4.2%	<b>174</b> <b>4.6%</b>	156 4.1%	226 4.8%	70 4.9%	95 4.4%	1 2.6%	33 4.8%	47 4.4%	88 4.6%	81 4.4%	66 4.9%	17 3.9%	7 5.6%	5 3.3%	2 2.6%	5 3.1%	0 0.0%	0 0.0%	94 4.7%	5 5.8%	30 5.3%	46 4.2%	50 4.1%	68 5.2%	48 7.9%	92 3.9%	30 4.3%	
6 or 7	496 10.4%	<b>377</b> <b>10.0%</b>	423 11.0%	560 11.9%	157 11.0%	197 9.1%	3 7.7%	85 12.3%	114 10.8%	162 8.4%	177 9.7%	136 10.1%	42 9.7%	14 11.2%	13 8.6%	6 7.7%	7 4.3%	0 0.0%	0 0.0%	224 11.1%	2 2.3%	54 9.5%	91 8.4%	124 10.0%	145 11.1%	81 13.3%	220 9.3%	69 9.8%	
8 to 10	3,899 81.6%	<b>3,044</b> <b>80.8%</b>	3,070 80.1%	3,660 77.7%	1,136 79.7%	1,771 81.8%	34 87.2%	552 79.9%	835 78.9%	1,586 82.6%	1,490 81.4%	1,075 79.9%	357 82.8%	98 78.4%	132 86.8%	67 85.9%	147 90.2%	4 80.0%	4 100.0%	1,601 79.4%	70 81.4%	464 81.3%	928 85.2%	994 80.6%	1,021 77.9%	435 71.5%	1,955 82.9%	570 81.0%	
Significantly different from column:*		D						J	I					Q	T		NTUV			OO	Q	Q	XY	W	W	AAAB	Z	Z	
0 to 6	535 11.2%	<b>459</b> <b>12.2%</b>	462 12.1%	667 14.2%	173 12.1%	262 12.1%	2 5.1%	81 11.7%	132 12.5%	229 11.9%	222 12.1%	164 12.2%	49 11.4%	19 15.2%	14 9.2%	8 10.3%	10 6.1%	1 20.0%	0 0.0%	256 12.7%	15 17.4%	65 11.4%	96 8.8%	153 12.4%	189 14.4%	111 18.3%	252 10.7%	85 12.1%	
7 to 8	1,039 21.7%	<b>860</b> <b>22.8%</b>	961 25.1%	1,134 24.1%	379 26.6%	433 20.0%	11 28.2%	184 26.6%	262 24.8%	383 20.0%	403 22.0%	303 22.5%	113 26.2%	20 16.0%	37 24.3%	13 16.7%	29 17.8%	0 0.0%	0 0.0%	476 23.6%	15 17.4%	129 22.6%	221 20.3%	305 24.7%	294 22.4%	172 28.3%	535 22.7%	137 19.5%	
9 to 10	3,205 67.1%	<b>2,449</b> <b>65.0%</b>	2,408 62.9%	2,907 61.7%	874 61.3%	1,470 67.9%	26 66.7%	426 61.6%	664 62.8%	1,307 68.1%	1,206 65.9%	879 65.3%	269 62.4%	86 68.8%	101 66.4%	57 73.1%	124 76.1%	4 80.0%	4 100.0%	1,284 63.7%	56 65.1%	377 66.0%	772 70.9%	776 62.9%	827 63.1%	325 53.5%	1,570 66.6%	482 68.5%	
Significantly different from column:*		AD			F	E		J	J	HI							TV			Q		Q	XY	W	W	AAAB	Z	Z	

NA - Not Applicable

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

# State Oregon Health Plan

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

39930

## Question 19

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)							Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)					
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	6,103	<b>4,756</b>	4,794	6,087	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768	
Number missing or multiple answer	106	<b>35</b>	34	0	17	16	0	5	12	16	21	8	5	1	5	1	1	0	0	10	0	8	6	7	17	6	20	3	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,997	<b>4,721</b>	4,760	6,087	1,901	2,580	48	989	1,336	2,250	2,304	1,657	538	168	198	99	221	8	7	2,454	106	744	1,458	1,527	1,552	1,142	2,684	765	
	98.3%	<b>99.3%</b>	99.3%	100.0%	99.1%	0.0%	100.0%	99.5%	99.1%	99.3%	99.1%	99.5%	99.1%	99.4%	97.5%	99.0%	99.5%	100.0%	100.0%	99.6%	0.0%	98.9%	99.6%	99.5%	98.9%	99.5%	99.3%	99.6%	
Yes	2,711	<b>2,055</b>	2,079	2,525	722	1,243	22	293	589	1,123	938	799	240	69	62	46	64	3	1	1,147	53	325	440	617	908	108	1,259	616	
	45.2%	<b>43.5%</b>	43.7%	41.5%	38.0%	48.2%	45.8%	29.6%	44.1%	49.9%	40.7%	48.2%	44.6%	41.1%	31.3%	46.5%	29.0%	37.5%	14.3%	46.7%	50.0%	43.7%	30.2%	40.4%	58.5%	9.5%	46.9%	80.5%	
No	3,286	<b>2,666</b>	2,681	3,562	1,179	1,337	26	696	747	1,127	1,366	858	298	99	136	53	157	5	6	1,307	53	419	1,018	910	644	1,034	1,425	149	
	54.8%	<b>56.5%</b>	56.3%	58.5%	62.0%	51.8%	54.2%	70.4%	55.9%	50.1%	59.3%	51.8%	55.4%	58.9%	68.7%	53.5%	71.0%	62.5%	85.7%	53.3%	50.0%	56.3%	69.8%	59.6%	41.5%	90.5%	53.1%	19.5%	
Significantly different from column:*		D			F	E		U	HJ	HI	L	K		Q	PTUV	OQ	NPTUV			OQ	OQ	OQ	XY	WY	WX	AAAB	ZAB	ZAA	

NA - Not Applicable

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**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 20**

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 (Q19)

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X	Y
Number in sample	2,716	<b>2,055</b>	2,079	2,442	722	1,243	22	293	589	1,123	938	799	240	69	62	46	64	3	1	1,147	53	325	440	617	908	108	1,259	616	
Number missing or multiple answer	62	<b>33</b>	23	0	8	23	1	3	5	25	18	10	3	2	2	0	1	0	0	15	3	3	7	11	13	4	17	8	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,654	<b>2,022</b>	2,056	2,442	714	1,220	21	290	584	1,098	920	789	237	67	60	46	63	3	1	1,132	50	322	433	606	895	104	1,242	608	
	97.7%	<b>98.4%</b>	98.9%	100.0%	98.9%	0.0%	95.5%	99.0%	99.2%	97.8%	98.1%	98.7%	98.8%	97.1%	96.8%	100.0%	98.4%	100.0%	100.0%	98.7%	0.0%	99.1%	98.4%	98.2%	98.6%	96.3%	98.6%	98.7%	
Never	90	<b>124</b>	114	143	56	61	0	24	38	56	52	53	11	4	3	1	3	0	0	63	1	28	17	41	59	13	75	32	
	3.4%	<b>6.1%</b>	5.5%	5.9%	7.8%	5.0%	0.0%	8.3%	6.5%	5.1%	5.7%	6.7%	4.6%	6.0%	5.0%	2.2%	4.8%	0.0%	0.0%	5.6%	2.0%	8.7%	3.9%	6.8%	6.6%	12.5%	6.0%	5.3%	
Sometimes	434	<b>318</b>	345	389	90	208	5	66	97	144	137	120	45	11	23	4	12	0	0	162	7	57	69	91	139	21	178	106	
	16.4%	<b>15.7%</b>	16.8%	15.9%	12.6%	17.0%	23.8%	22.8%	16.6%	13.1%	14.9%	15.2%	19.0%	16.4%	38.3%	8.7%	19.0%	0.0%	0.0%	14.3%	14.0%	17.7%	15.9%	15.0%	15.5%	20.2%	14.3%	17.4%	
Usually	734	<b>589</b>	603	695	196	373	6	84	177	317	259	241	71	19	17	13	22	1	1	333	17	91	91	201	274	26	352	191	
	27.7%	<b>29.1%</b>	29.3%	28.5%	27.5%	30.6%	28.6%	29.0%	30.3%	28.9%	28.2%	30.5%	30.0%	28.4%	28.3%	28.3%	34.9%	33.3%	100.0%	29.4%	34.0%	28.3%	21.0%	33.2%	30.6%	25.0%	28.3%	31.4%	
Always	1,396	<b>991</b>	994	1,215	372	578	10	116	272	581	472	375	110	33	17	28	26	2	0	574	25	146	256	273	423	44	637	279	
	52.6%	<b>49.0%</b>	48.3%	49.8%	52.1%	47.4%	47.6%	40.0%	46.6%	52.9%	51.3%	47.5%	46.4%	49.3%	28.3%	60.9%	41.3%	66.7%	0.0%	50.7%	50.0%	45.3%	59.1%	45.0%	47.3%	42.3%	51.3%	45.9%	
Significantly different from column:*		<b>A</b>			<b>F</b>	<b>E</b>		<b>J</b>	<b>J</b>	<b>HI</b>				<b>O</b>	<b>NPTUV</b>	<b>OQV</b>	<b>P</b>			<b>O</b>	<b>O</b>	<b>OP</b>	<b>XY</b>	<b>W</b>	<b>W</b>		<b>AB</b>	<b>AA</b>	
Usually or Always	2,130	<b>1,580</b>	1,597	1,910	568	951	16	200	449	898	731	616	181	52	34	41	48	3	1	907	42	237	347	474	697	70	989	470	
	80.3%	<b>78.1%</b>	77.7%	78.2%	79.6%	78.0%	76.2%	69.0%	76.9%	81.8%	79.5%	78.1%	76.4%	77.6%	56.7%	89.1%	76.2%	100.0%	100.0%	80.1%	84.0%	73.6%	80.1%	78.2%	77.9%	67.3%	79.6%	77.3%	
Significantly different from column:*								<b>IJ</b>	<b>HJ</b>	<b>HI</b>				<b>O</b>	<b>NPQTUV</b>	<b>OV</b>	<b>O</b>			<b>OV</b>	<b>O</b>	<b>OPT</b>				<b>AAAB</b>	<b>Z</b>	<b>Z</b>	

NA - Not Applicable

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**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 21**

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

Base: All respondents who made an appointment to see a specialist (Q19)

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X	Y
Number in sample	2,716	<b>2,055</b>	2,079	2,441	722	1,243	22	293	589	1,123	938	799	240	69	62	46	64	3	1	1,147	53	325	440	617	908	108	1,259	616	
Number missing or multiple answer	80	<b>43</b>	28	0	13	29	0	7	9	27	26	13	3	1	2	0	1	0	0	23	2	6	9	14	15	4	23	9	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,636	<b>2,012</b>	2,051	2,441	709	1,214	22	286	580	1,096	912	786	237	68	60	46	63	3	1	1,124	51	319	431	603	893	104	1,236	607	
	97.1%	<b>97.9%</b>	98.7%	100.0%	98.2%	0.0%	100.0%	97.6%	98.5%	97.6%	97.2%	98.4%	98.8%	98.6%	96.8%	100.0%	98.4%	100.0%	100.0%	98.0%	0.0%	98.2%	98.0%	97.7%	98.3%	96.3%	98.2%	98.5%	
None	127	<b>76</b>	98	117	31	41	1	12	25	37	38	29	4	4	3	3	3	0	0	31	3	19	13	26	34	10	52	12	
	4.8%	<b>3.8%</b>	4.8%	4.8%	4.4%	3.4%	4.5%	4.2%	4.3%	3.4%	4.2%	3.7%	1.7%	5.9%	5.0%	6.5%	4.8%	0.0%	0.0%	2.8%	5.9%	6.0%	3.0%	4.3%	3.8%	9.6%	4.2%	2.0%	
1 specialist	1,272	<b>997</b>	1,029	1,246	344	618	11	170	301	511	483	363	124	35	29	16	38	1	0	573	20	156	286	322	355	77	720	173	
	48.3%	<b>49.6%</b>	50.2%	51.0%	48.5%	50.9%	50.0%	59.4%	51.9%	46.6%	53.0%	46.2%	52.3%	51.5%	48.3%	34.8%	60.3%	33.3%	0.0%	51.0%	39.2%	48.9%	66.4%	53.4%	39.8%	74.0%	58.3%	28.5%	
2	702	<b>553</b>	541	642	200	323	4	61	148	321	226	232	67	16	21	17	11	1	0	307	19	79	95	169	260	16	329	181	
	26.6%	<b>27.5%</b>	26.4%	26.3%	28.2%	26.6%	18.2%	21.3%	25.5%	29.3%	24.8%	29.5%	28.3%	23.5%	35.0%	37.0%	17.5%	33.3%	0.0%	27.3%	37.3%	24.8%	22.0%	28.0%	29.1%	15.4%	26.6%	29.8%	
3	305	<b>239</b>	226	268	79	149	3	23	68	141	99	99	30	5	4	6	6	0	1	144	5	39	26	60	141	1	103	131	
	11.6%	<b>11.9%</b>	11.0%	11.0%	11.1%	12.3%	13.6%	8.0%	11.7%	12.9%	10.9%	12.6%	12.7%	7.4%	6.7%	13.0%	9.5%	0.0%	100.0%	12.8%	9.8%	12.2%	6.0%	10.0%	15.8%	1.0%	8.3%	21.6%	
4	145	<b>88</b>	76	102	34	49	2	15	26	46	43	35	7	3	1	3	3	0	0	46	2	13	4	14	66	0	22	62	
	5.5%	<b>4.4%</b>	3.7%	4.2%	4.8%	4.0%	9.1%	5.2%	4.5%	4.2%	4.7%	4.5%	3.0%	4.4%	1.7%	6.5%	4.8%	0.0%	4.1%	3.9%	4.1%	0.9%	2.3%	7.4%	0.0%	1.8%	10.2%		
5 or more specialists	85	<b>59</b>	81	66	21	34	1	5	12	40	23	28	5	5	2	1	2	1	0	23	2	13	7	12	37	0	10	48	
	3.2%	<b>2.9%</b>	3.9%	2.7%	3.0%	2.8%	4.5%	1.7%	2.1%	3.6%	2.5%	3.6%	2.1%	7.4%	3.3%	2.2%	3.2%	33.3%	0.0%	2.0%	3.9%	4.1%	1.6%	2.0%	4.1%	0.0%	0.8%	7.9%	
3 or more specialists	535	<b>386</b>	383	436	134	232	6	43	106	227	165	162	42	13	7	10	11	1	1	213	9	65	37	86	244	1	135	241	
	20.3%	<b>19.2%</b>	18.7%	17.9%	18.9%	19.1%	27.3%	15.0%	18.3%	20.7%	18.1%	20.6%	17.7%	19.1%	11.7%	21.7%	17.5%	33.3%	100.0%	19.0%	17.6%	20.4%	8.6%	14.3%	27.3%	1.0%	10.9%	39.7%	
Significantly different from column:*								J		H													XY	WY	WX	AAAB	ZAB	ZAA	

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 22**

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 (Q19 & Q21)

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X	Y	Z	AA	AB
Number in sample	2,515	<b>1,936</b>	1,953	2,297	678	1,173	21	274	555	1,059	874	757	233	64	57	43	60	3	1	1,093	48	300	418	577	859	94	1,184	595
Number missing or multiple answer	34	<b>25</b>	11	0	11	11	0	3	6	14	12	8	2	0	1	0	0	0	0	12	2	6	3	5	15	0	14	7
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,481	<b>1,911</b>	1,942	2,297	667	1,162	21	271	549	1,045	862	749	231	64	56	43	60	3	1	1,081	46	294	415	572	844	94	1,170	588
	98.6%	<b>98.7%</b>	99.4%	100.0%	98.4%	0.0%	100.0%	98.9%	98.9%	98.7%	98.6%	98.9%	99.1%	100.0%	98.2%	100.0%	100.0%	100.0%	100.0%	98.9%	0.0%	98.0%	99.3%	99.1%	98.3%	100.0%	98.8%	98.8%
0 Worst specialist possible	16	<b>18</b>	22	17	6	11	0	1	5	11	10	5	2	0	0	0	0	0	0	8	1	7	4	2	9	0	11	6
	0.6%	<b>0.9%</b>	1.1%	0.7%	0.9%	0.9%	0.0%	0.4%	0.9%	1.1%	1.2%	0.7%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%	2.2%	2.4%	1.0%	0.3%	1.1%	0.0%	0.9%	1.0%
1	12	<b>13</b>	15	10	7	5	0	2	3	7	5	7	0	0	0	1	0	0	0	6	0	5	2	1	9	1	9	2
	0.5%	<b>0.7%</b>	0.8%	0.4%	1.0%	0.4%	0.0%	0.7%	0.5%	0.7%	0.6%	0.9%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	0.6%	0.0%	1.7%	0.5%	0.2%	1.1%	1.1%	0.8%	0.3%
2	15	<b>13</b>	12	19	4	7	0	3	3	6	5	5	2	0	1	1	0	0	0	6	1	1	3	5	3	0	8	3
	0.6%	<b>0.7%</b>	0.6%	0.8%	0.6%	0.6%	0.0%	1.1%	0.5%	0.6%	0.6%	0.7%	0.9%	0.0%	1.8%	2.3%	0.0%	0.0%	0.0%	0.6%	2.2%	0.3%	0.7%	0.9%	0.4%	0.0%	0.7%	0.5%
3	23	<b>19</b>	26	26	6	11	0	7	3	8	10	4	4	3	0	0	0	0	0	8	0	6	6	6	5	0	9	9
	0.9%	<b>1.0%</b>	1.3%	1.1%	0.9%	0.9%	0.0%	2.6%	0.5%	0.8%	1.2%	0.5%	1.7%	4.7%	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	2.0%	1.4%	1.0%	0.6%	0.0%	0.8%	1.5%	
4	30	<b>25</b>	24	42	6	17	2	5	8	12	10	12	2	2	1	1	0	0	0	12	1	5	4	7	10	0	18	7
	1.2%	<b>1.3%</b>	1.2%	1.8%	0.9%	1.5%	9.5%	1.8%	1.5%	1.1%	1.2%	1.6%	0.9%	3.1%	1.8%	2.3%	0.0%	0.0%	1.1%	2.2%	1.7%	1.0%	1.2%	1.2%	1.2%	0.0%	1.5%	1.2%
5	82	<b>72</b>	85	97	29	42	1	13	20	39	35	25	12	3	3	2	0	0	0	39	2	12	10	27	32	4	45	19
	3.3%	<b>3.8%</b>	4.4%	4.2%	4.3%	3.6%	4.8%	4.8%	3.6%	3.7%	4.1%	3.3%	5.2%	4.7%	5.4%	4.7%	0.0%	0.0%	0.0%	3.6%	4.3%	4.1%	2.4%	4.7%	3.8%	4.3%	3.8%	3.2%
6	82	<b>60</b>	74	90	17	40	0	11	23	23	23	26	7	3	1	2	4	1	0	24	2	12	13	17	27	6	38	16
	3.3%	<b>3.1%</b>	3.8%	3.9%	2.5%	3.4%	0.0%	4.1%	4.2%	2.2%	2.7%	3.5%	3.0%	4.7%	1.8%	4.7%	6.7%	33.3%	0.0%	2.2%	4.3%	4.1%	3.1%	3.0%	3.2%	6.4%	3.2%	2.7%
7	189	<b>136</b>	141	168	44	88	2	25	42	69	61	55	17	2	5	2	4	0	0	73	4	24	23	37	74	4	81	48
	7.6%	<b>7.1%</b>	7.3%	7.3%	6.6%	7.6%	9.5%	9.2%	7.7%	6.6%	7.1%	7.3%	7.4%	3.1%	8.9%	4.7%	6.7%	0.0%	0.0%	6.8%	8.7%	8.2%	5.5%	6.5%	8.8%	4.3%	6.9%	8.2%
8	371	<b>297</b>	314	383	113	169	1	57	82	146	116	130	39	4	15	8	11	0	0	180	6	36	45	95	143	22	162	106
	15.0%	<b>15.5%</b>	16.2%	16.7%	16.9%	14.5%	4.8%	21.0%	14.9%	14.0%	13.5%	17.4%	16.9%	6.3%	26.8%	18.6%	18.3%	0.0%	0.0%	16.7%	13.0%	12.2%	10.8%	16.6%	16.9%	23.4%	13.8%	18.0%
9	445	<b>378</b>	403	416	149	217	6	43	119	211	164	156	48	19	8	5	13	0	0	236	9	48	62	125	175	16	248	104
	17.9%	<b>19.8%</b>	20.8%	18.1%	22.3%	18.7%	28.6%	15.9%	21.7%	20.2%	19.0%	20.8%	20.8%	29.7%	14.3%	11.6%	21.7%	0.0%	0.0%	21.8%	19.6%	16.3%	14.9%	21.9%	20.7%	17.0%	21.2%	17.7%
10 Best specialist possible	1,216	<b>880</b>	826	1,029	286	555	9	104	241	513	423	324	98	28	22	21	28	2	1	489	20	138	243	250	357	41	541	268
	49.0%	<b>46.0%</b>	42.5%	44.8%	42.9%	47.8%	42.9%	38.4%	43.9%	49.1%	49.1%	42.4%	43.8%	43.8%	39.3%	48.8%	46.7%	66.7%	100.0%	45.2%	43.5%	46.9%	58.6%	43.7%	42.3%	43.6%	46.2%	45.6%

NA - Not Applicable



**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 22**

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 (Q19 & Q21)

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)										Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	2,515	<b>1,936</b>	1,953	2,297	678	1,173	21	274	555	1,059	874	757	233	64	57	43	60	3	1	1,093	48	300	418	577	859	94	1,184	595	
Number missing or multiple answer	34	<b>25</b>	11	0	11	11	0	3	6	14	12	8	2	0	1	0	0	0	0	12	2	6	3	5	15	0	14	7	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,481	<b>1,911</b>	1,942	2,297	667	1,162	21	271	549	1,045	862	749	231	64	56	43	60	3	1	1,081	46	294	415	572	844	94	1,170	588	
	98.6%	<b>98.7%</b>	99.4%	100.0%	98.4%	0.0%	100.0%	98.9%	98.7%	98.6%	98.9%	99.1%	100.0%	100.0%	98.2%	100.0%	100.0%	100.0%	98.9%	0.0%	98.0%	99.3%	99.1%	98.3%	100.0%	98.8%	98.8%		
0 to 4	96	<b>88</b>	99	114	29	51	2	18	22	44	40	33	10	5	2	3	0	0	40	3	24	19	21	36	1	55	27		
	3.9%	<b>4.6%</b>	5.1%	5.0%	4.3%	4.4%	9.5%	6.6%	4.0%	4.2%	4.6%	4.4%	4.3%	7.8%	3.6%	7.0%	0.0%	0.0%	3.7%	6.5%	8.2%	4.6%	3.7%	4.3%	1.1%	4.7%	4.6%		
5	82	<b>72</b>	85	97	29	42	1	13	20	39	35	25	12	3	3	2	0	0	39	2	12	10	27	32	4	45	19		
	3.3%	<b>3.8%</b>	4.4%	4.2%	4.3%	3.6%	4.8%	4.8%	3.6%	3.7%	4.1%	3.3%	5.2%	4.7%	5.4%	4.7%	0.0%	0.0%	3.6%	4.3%	4.1%	2.4%	4.7%	3.8%	4.3%	3.8%	3.2%		
6 or 7	271	<b>196</b>	215	258	61	128	2	36	65	92	84	81	24	5	6	4	8	1	97	6	36	36	54	101	10	119	64		
	10.9%	<b>10.3%</b>	11.1%	11.2%	9.1%	11.0%	9.5%	13.3%	11.8%	8.8%	9.7%	10.8%	10.4%	7.8%	10.7%	9.3%	13.3%	33.3%	0.0%	9.0%	13.0%	12.2%	8.7%	9.4%	12.0%	10.6%	10.2%	10.9%	
8 to 10	2,032	<b>1,555</b>	1,543	1,828	548	941	16	204	442	870	703	610	185	51	45	34	52	2	1	905	35	222	350	470	675	79	951	478	
	81.9%	<b>81.4%</b>	79.5%	79.6%	82.2%	81.0%	76.2%	75.3%	80.5%	83.3%	81.6%	81.4%	80.1%	79.7%	80.4%	79.1%	86.7%	66.7%	100.0%	83.7%	76.1%	75.5%	84.3%	82.2%	80.0%	84.0%	81.3%	81.3%	
Significantly different from column:*							J		H										V		T								
0 to 6	260	<b>220</b>	258	301	75	133	3	42	65	106	98	84	29	11	6	7	4	1	103	7	48	42	65	95	11	138	62		
	10.5%	<b>11.5%</b>	13.3%	13.1%	11.2%	11.4%	14.3%	15.5%	10.1%	11.4%	11.2%	12.6%	17.2%	10.7%	16.3%	6.7%	33.3%	0.0%	9.5%	15.2%	16.3%	10.1%	11.4%	11.3%	11.7%	11.8%	10.5%		
7 to 8	560	<b>433</b>	455	551	157	257	3	82	124	215	177	185	56	6	20	10	15	0	253	10	60	68	132	217	26	243	154		
	22.6%	<b>22.7%</b>	23.4%	24.0%	23.5%	22.1%	14.3%	30.3%	22.6%	20.6%	20.5%	24.7%	24.2%	9.4%	35.7%	23.3%	25.0%	0.0%	23.4%	21.7%	20.4%	16.4%	23.1%	25.7%	27.7%	20.8%	26.2%		
9 to 10	1,661	<b>1,258</b>	1,229	1,445	435	772	15	147	360	724	587	480	146	47	30	26	41	2	725	29	186	305	375	532	57	789	372		
	66.9%	<b>65.8%</b>	63.3%	62.9%	65.2%	66.4%	71.4%	54.2%	65.6%	69.3%	68.1%	64.1%	63.2%	73.4%	53.6%	60.5%	68.3%	66.7%	100.0%	67.1%	63.0%	63.3%	73.5%	65.6%	63.0%	60.6%	67.4%	63.3%	
Significantly different from column:*		D					IJ	H	H					O	NT				O			XY	W	W					

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 23**

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	6,103	<b>4,756</b>	4,794	6,052	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768	
Number missing or multiple answer	136	<b>65</b>	80	0	22	31	0	9	13	32	31	16	4	3	0	1	2	0	0	21	3	11	14	13	26	15	37	10	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,967	<b>4,691</b>	4,714	6,052	1,896	2,565	48	985	1,335	2,234	2,294	1,649	539	166	203	99	220	8	7	2,443	103	741	1,450	1,521	1,543	1,133	2,667	758	
	97.8%	<b>98.6%</b>	98.3%	100.0%	98.9%	0.0%	100.0%	99.1%	99.0%	98.6%	98.7%	99.0%	99.3%	98.2%	100.0%	99.0%	99.1%	100.0%	100.0%	99.1%	0.0%	98.5%	99.0%	99.2%	98.3%	98.7%	98.6%	98.7%	
Yes	2,259	<b>1,541</b>	1,159	1,683	572	886	14	291	422	782	724	551	195	64	72	46	87	4	2	747	32	258	425	500	549	223	914	343	
	37.9%	<b>32.9%</b>	24.6%	27.8%	30.2%	34.5%	29.2%	29.5%	31.6%	35.0%	31.6%	33.4%	36.2%	38.6%	35.5%	46.5%	39.5%	50.0%	28.6%	30.6%	31.1%	34.8%	29.3%	32.9%	35.6%	19.7%	34.3%	45.3%	
No	3,708	<b>3,150</b>	3,555	4,369	1,324	1,679	34	694	913	1,452	1,570	1,098	344	102	131	53	133	4	5	1,696	71	483	1,025	1,021	994	910	1,753	415	
	62.1%	<b>67.1%</b>	75.4%	72.2%	69.8%	65.5%	70.8%	70.5%	68.4%	65.0%	68.4%	66.6%	63.8%	61.4%	64.5%	53.5%	60.5%	50.0%	71.4%	69.4%	68.9%	65.2%	70.7%	67.1%	64.4%	80.3%	65.7%	54.7%	
Significantly different from column:*		ACD			F	E		J	J	HI	M		K	T		TUV	T			NPQV	P	PT	XY	W	W	AAAB	ZAB	ZAA	

NA - Not Applicable

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

# State Oregon Health Plan

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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## Question 24

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 (Q23)

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,265	<b>1,541</b>	1,159	1,603	572	886	14	291	422	782	724	551	195	64	72	46	87	4	2	747	32	258	425	500	549	223	914	343
Number missing or multiple answer	52	<b>28</b>	23	0	14	12	0	1	11	15	15	7	4	1	3	0	1	0	10	1	7	7	5	14	7	15	4	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,213	<b>1,513</b>	1,136	1,603	558	874	14	290	411	767	709	544	191	63	69	46	86	3	2	737	31	251	418	495	535	216	899	339
	97.7%	<b>98.2%</b>	98.0%	100.0%	97.6%	0.0%	100.0%	99.7%	97.4%	98.1%	97.9%	98.7%	97.9%	98.4%	95.8%	100.0%	98.9%	75.0%	100.0%	98.7%	0.0%	97.3%	98.4%	99.0%	97.4%	96.9%	98.4%	98.8%
Never	44	<b>46</b>	28	51	19	25	0	9	22	13	21	17	6	1	0	1	0	0	0	20	1	12	10	11	24	11	29	6
	2.0%	<b>3.0%</b>	2.5%	3.2%	3.4%	2.9%	0.0%	3.1%	5.4%	1.7%	3.0%	3.1%	3.1%	1.6%	0.0%	2.2%	0.0%	0.0%	2.7%	3.2%	4.8%	2.4%	2.2%	4.5%	5.1%	3.2%	1.8%	
Sometimes	286	<b>221</b>	183	250	79	124	4	63	72	78	106	72	33	5	24	5	12	1	1	96	0	50	51	72	87	45	103	60
	12.9%	<b>14.6%</b>	16.1%	15.6%	14.2%	14.2%	28.6%	21.7%	17.5%	10.2%	15.0%	13.2%	17.3%	7.9%	34.8%	10.9%	14.0%	33.3%	50.0%	13.0%	0.0%	19.9%	12.2%	14.5%	16.3%	20.8%	11.5%	17.7%
Usually	577	<b>431</b>	323	457	150	266	3	93	101	227	203	162	52	24	27	15	22	0	1	209	11	63	100	146	167	42	265	110
	26.1%	<b>28.5%</b>	28.4%	28.5%	26.9%	30.4%	21.4%	32.1%	24.6%	29.6%	28.6%	29.8%	27.2%	38.1%	39.1%	32.6%	25.6%	0.0%	50.0%	28.4%	35.5%	25.1%	23.9%	29.5%	31.2%	19.4%	29.5%	32.4%
Always	1,306	<b>815</b>	602	845	310	459	7	125	216	449	379	293	100	33	18	25	52	2	0	412	19	126	257	266	257	118	502	163
	59.0%	<b>53.9%</b>	53.0%	52.7%	55.6%	52.5%	50.0%	43.1%	52.6%	58.5%	53.5%	53.9%	52.4%	52.4%	26.1%	54.3%	60.5%	66.7%	0.0%	55.9%	61.3%	50.2%	61.5%	53.7%	48.0%	54.6%	55.8%	48.1%
Significantly different from column:*		A						IJ	HJ	HI				O	NPQTUV	O	O			O	O	O	XY	W	W		AB	AA
Usually or Always	1,883	<b>1,246</b>	925	1,302	460	725	10	218	317	676	582	455	152	57	45	40	74	2	1	621	30	189	357	412	424	160	767	273
	85.1%	<b>82.4%</b>	81.4%	81.2%	82.4%	83.0%	71.4%	75.2%	77.1%	88.1%	82.1%	83.6%	79.6%	90.5%	65.2%	87.0%	86.0%	66.7%	50.0%	84.3%	96.8%	75.3%	85.4%	83.2%	79.3%	74.1%	85.3%	80.5%
Significantly different from column:*		A						J	J	HI				OV	NPQTU	O	OV			OV	OV	NQTU	Y	W	AA	ZAB	AA	

NA - Not Applicable

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

# State Oregon Health Plan

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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## Question 25

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 (Q23)

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	2,265	<b>1,541</b>	1,159	1,605	572	886	14	291	422	782	724	551	195	64	72	46	87	4	2	747	32	258	425	500	549	223	914	343	
Number missing or multiple answer	58	<b>31</b>	23	0	11	18	0	2	11	17	13	11	5	1	3	1	1	0	1	15	0	5	8	5	15	9	17	2	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,207	<b>1,510</b>	1,136	1,605	561	868	14	289	411	765	711	540	190	63	69	45	86	4	1	732	32	253	417	495	534	214	897	341	
	97.4%	<b>98.0%</b>	98.0%	100.0%	98.1%	0.0%	100.0%	99.3%	97.4%	97.8%	98.2%	98.0%	97.4%	98.4%	95.8%	97.8%	98.9%	100.0%	50.0%	98.0%	0.0%	98.1%	99.0%	97.3%	96.0%	98.1%	99.4%		
Never	16	<b>29</b>	17	26	7	19	0	8	11	9	13	10	5	2	2	0	0	0	0	9	1	8	8	6	13	13	13	1	
	0.7%	<b>1.9%</b>	1.5%	1.6%	1.2%	2.2%	0.0%	2.8%	2.7%	1.2%	1.8%	1.9%	2.6%	3.2%	2.9%	0.0%	0.0%	0.0%	1.2%	3.1%	3.2%	1.9%	1.2%	2.4%	6.1%	1.4%	0.3%		
Sometimes	84	<b>62</b>	62	85	25	33	0	15	18	27	33	18	7	4	6	3	1	0	0	22	3	18	6	18	33	5	35	19	
	3.8%	<b>4.1%</b>	5.5%	5.3%	4.5%	3.8%	0.0%	5.2%	4.4%	3.5%	4.6%	3.3%	3.7%	6.3%	8.7%	6.7%	1.2%	0.0%	0.0%	3.0%	9.4%	7.1%	1.4%	3.6%	6.2%	2.3%	3.9%	5.6%	
Usually	403	<b>260</b>	224	316	86	156	4	56	80	115	116	101	31	11	20	6	18	0	1	117	5	45	58	99	96	24	167	61	
	18.3%	<b>17.2%</b>	19.7%	19.7%	15.3%	18.0%	28.6%	19.4%	19.5%	15.0%	16.3%	18.7%	16.3%	17.5%	29.0%	13.3%	20.9%	0.0%	100.0%	16.0%	15.6%	17.8%	13.9%	20.0%	18.0%	11.2%	18.6%	17.9%	
Always	1,704	<b>1,159</b>	833	1,178	443	660	10	210	302	614	549	411	147	46	41	36	67	4	0	584	23	182	345	372	392	172	682	260	
	77.2%	<b>76.8%</b>	73.3%	73.4%	79.0%	76.0%	71.4%	72.7%	73.5%	80.3%	77.2%	76.1%	77.4%	73.0%	59.4%	80.0%	77.9%	100.0%	0.0%	79.8%	71.9%	71.9%	82.7%	75.2%	73.4%	80.4%	76.0%	76.2%	
Significantly different from column:*		CD					J	J	HI						PQTV	O	O			OV		OT	XY	W	W				
Usually or Always	2,107	<b>1,419</b>	1,057	1,494	529	816	14	266	382	729	665	512	178	57	61	42	85	4	1	701	28	227	403	471	488	196	849	321	
	95.5%	<b>94.0%</b>	93.0%	93.1%	94.3%	94.0%	100.0%	92.0%	92.9%	95.3%	93.5%	94.8%	93.7%	90.5%	88.4%	93.3%	98.8%	100.0%	100.0%	95.8%	87.5%	89.7%	96.6%	95.2%	91.4%	91.6%	94.6%	94.1%	
Significantly different from column:*		A					J		H						V	V	V			V		QT	Y	Y	WX				

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 26**

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)								Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)				
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	6,103	<b>4,756</b>	4,794	6,027	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768	
Number missing or multiple answer	248	<b>159</b>	124	0	55	77	2	22	42	73	72	48	14	6	10	3	9	0	0	58	2	24	33	38	64	34	84	29	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,855	<b>4,597</b>	4,670	6,027	1,863	2,519	46	972	1,306	2,193	2,253	1,617	529	163	193	97	213	8	7	2,406	104	728	1,431	1,496	1,505	1,114	2,620	739	
	95.9%	<b>96.7%</b>	97.4%	100.0%	97.1%	0.0%	95.8%	97.8%	96.9%	96.8%	96.9%	97.1%	97.4%	96.4%	95.1%	97.0%	95.9%	100.0%	100.0%	97.6%	0.0%	96.8%	97.7%	97.5%	95.9%	97.0%	96.9%	96.2%	
Yes	1,396	<b>1,479</b>	1,422	2,058	590	809	15	307	420	704	699	541	168	48	53	38	81	4	3	729	29	252	447	464	501	244	911	286	
	23.8%	<b>32.2%</b>	30.4%	34.1%	31.7%	32.1%	32.6%	31.6%	32.2%	32.1%	31.0%	33.5%	31.8%	29.4%	27.5%	39.2%	38.0%	50.0%	42.9%	30.3%	27.9%	34.6%	31.2%	31.0%	33.3%	21.9%	34.8%	38.7%	
No	4,459	<b>3,118</b>	3,248	3,969	1,273	1,710	31	665	886	1,489	1,554	1,076	361	115	140	59	132	4	4	1,677	75	476	984	1,032	1,004	870	1,709	453	
	76.2%	<b>67.8%</b>	69.6%	65.9%	68.3%	67.9%	67.4%	68.4%	67.8%	67.9%	69.0%	66.5%	68.2%	70.6%	72.5%	60.8%	62.0%	50.0%	57.1%	69.7%	72.1%	65.4%	68.8%	69.0%	66.7%	78.1%	65.2%	61.3%	
Significantly different from column:*		AD													PQ	O	OT			QV		T				AAAB	ZAB	ZAA	

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 27**

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 (Q26)

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	5,855	<b>4,597</b>	4,670	5,944	1,863	2,519	46	972	1,306	2,193	2,253	1,617	529	163	193	97	213	8	7	2,406	104	728	1,431	1,496	1,505	1,114	2,620	739	
Number missing or multiple answer	34	<b>41</b>	29	0	13	23	1	4	10	24	22	13	2	0	2	0	3	0	0	21	1	5	13	13	12	12	25	4	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,821	<b>4,556</b>	4,641	5,944	1,850	2,496	45	968	1,296	2,169	2,231	1,604	527	163	191	97	210	8	7	2,385	103	723	1,418	1,483	1,493	1,102	2,595	735	
	99.4%	<b>99.1%</b>	99.4%	100.0%	99.3%	0.0%	97.8%	99.6%	99.2%	98.9%	99.0%	99.2%	99.6%	100.0%	99.0%	100.0%	98.6%	100.0%	100.0%	99.1%	0.0%	99.3%	99.1%	99.1%	99.2%	98.9%	99.0%	99.5%	
Never	31	<b>60</b>	54	75	35	19	0	14	17	26	31	20	5	2	1	1	2	0	0	22	3	12	13	13	30	13	35	10	
	0.5%	<b>1.3%</b>	1.2%	1.3%	1.9%	0.8%	0.0%	1.4%	1.3%	1.2%	1.4%	1.2%	0.9%	1.2%	0.5%	1.0%	1.0%	0.0%	0.0%	0.9%	2.9%	1.7%	0.9%	0.9%	2.0%	1.2%	1.3%	1.4%	
Sometimes	167	<b>215</b>	216	313	99	98	6	47	66	91	114	61	26	8	12	5	5	1	0	94	8	46	52	75	72	44	124	38	
	2.9%	<b>4.7%</b>	4.7%	5.3%	5.4%	3.9%	13.3%	4.9%	5.1%	4.2%	5.1%	3.8%	4.9%	4.9%	6.3%	5.2%	2.4%	12.5%	0.0%	3.9%	7.8%	6.4%	3.7%	5.1%	4.8%	4.0%	4.8%	5.2%	
Usually	473	<b>516</b>	508	760	201	290	4	123	141	237	234	185	72	12	27	11	23	1	2	260	6	85	140	176	176	79	310	118	
	8.1%	<b>11.3%</b>	10.9%	12.8%	10.9%	11.6%	8.9%	12.7%	10.9%	10.9%	10.5%	11.5%	13.7%	7.4%	14.1%	11.3%	11.0%	12.5%	28.6%	10.9%	5.8%	11.8%	9.9%	11.9%	11.8%	7.2%	11.9%	16.1%	
Always	5,150	<b>3,765</b>	3,863	4,796	1,515	2,089	35	784	1,072	1,815	1,852	1,338	424	141	151	80	180	6	5	2,009	86	580	1,213	1,219	1,215	966	2,126	569	
	88.5%	<b>82.6%</b>	83.2%	80.7%	81.9%	83.7%	77.8%	81.0%	82.7%	83.7%	83.0%	83.4%	80.5%	86.5%	79.1%	82.5%	85.7%	75.0%	71.4%	84.2%	83.5%	80.2%	85.5%	82.2%	81.4%	87.7%	81.9%	77.4%	
Significantly different from column:*		AD																		V		T	XY	W	W	AAAB	ZAB	ZAA	
Usually or Always	5,623	<b>4,281</b>	4,371	5,556	1,716	2,379	39	907	1,213	2,052	2,086	1,523	496	153	178	91	203	7	7	2,269	92	665	1,353	1,395	1,391	1,045	2,436	687	
	96.6%	<b>94.0%</b>	94.2%	93.5%	92.8%	95.3%	86.7%	93.7%	93.6%	94.6%	93.5%	95.0%	94.1%	93.9%	93.2%	93.8%	96.7%	87.5%	100.0%	95.1%	89.3%	92.0%	95.4%	94.1%	93.2%	94.8%	93.9%	93.5%	
Significantly different from column:*		A			F	E										UV				UV	QT	QT	Y		W				

NA - Not Applicable

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

\*\*Respondents answering "No" to question 26 are reported to NCOA as "Always" in question 27, and are used in calculating the Question Summary Rate.

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 28**

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

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X
Number in sample	6,103	<b>4,756</b>	4,794	5,426	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768
Number missing or multiple answer	237	<b>504</b>	657	0	186	278	3	99	140	230	241	166	56	26	21	8	8	0	280	13	71	148	156	158	176	246	67	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,866	<b>4,252</b>	4,137	5,426	1,732	2,318	45	895	1,208	2,036	2,084	1,499	487	143	182	92	214	7	7	2,184	93	681	1,316	1,378	1,411	972	2,458	701
	96.1%	<b>89.4%</b>	86.3%	100.0%	90.3%	0.0%	93.8%	90.0%	89.6%	89.8%	89.6%	90.0%	89.7%	84.6%	89.7%	92.0%	96.4%	87.5%	100.0%	88.6%	0.0%	90.6%	89.9%	89.8%	89.9%	84.7%	90.9%	91.3%
0 Worst health plan possible	48	<b>34</b>	38	29	16	14	0	5	11	15	15	12	3	2	1	1	0	0	11	1	6	5	8	17	12	16	5	
	0.8%	<b>0.8%</b>	0.9%	0.5%	0.9%	0.6%	0.0%	0.6%	0.9%	0.7%	0.7%	0.8%	0.6%	1.4%	0.5%	1.1%	0.0%	0.0%	0.5%	1.1%	0.9%	0.4%	0.6%	1.2%	1.2%	0.7%	0.7%	
1	20	<b>14</b>	24	21	8	5	0	1	5	7	6	4	2	0	1	1	0	0	4	0	3	2	5	6	5	8	1	
	0.3%	<b>0.3%</b>	0.6%	0.4%	0.5%	0.2%	0.0%	0.1%	0.4%	0.3%	0.3%	0.3%	0.4%	0.0%	0.5%	1.1%	0.0%	0.0%	0.2%	0.0%	0.4%	0.2%	0.4%	0.4%	0.5%	0.3%	0.1%	
2	36	<b>23</b>	27	41	10	10	1	7	9	6	7	13	2	1	1	1	0	0	10	2	7	3	9	10	5	13	4	
	0.6%	<b>0.5%</b>	0.7%	0.8%	0.6%	0.4%	2.2%	0.8%	0.7%	0.3%	0.3%	0.9%	0.4%	0.7%	0.5%	1.1%	0.0%	0.0%	0.5%	2.2%	1.0%	0.2%	0.7%	0.7%	0.5%	0.5%	0.6%	
3	62	<b>56</b>	44	90	31	22	1	12	18	24	27	16	11	1	0	2	2	0	30	1	11	12	15	26	13	28	13	
	1.1%	<b>1.3%</b>	1.1%	1.7%	1.8%	0.9%	2.2%	1.3%	1.5%	1.2%	1.3%	1.1%	2.3%	0.7%	0.0%	2.2%	0.9%	0.0%	1.4%	1.1%	1.6%	0.9%	1.1%	1.8%	1.3%	1.1%	1.9%	
4	87	<b>71</b>	75	99	29	39	1	15	18	37	28	32	7	5	1	1	2	0	38	1	11	9	20	40	24	32	12	
	1.5%	<b>1.7%</b>	1.8%	1.8%	1.7%	1.7%	2.2%	1.7%	1.5%	1.8%	1.3%	2.1%	1.4%	3.5%	0.5%	1.1%	0.9%	0.0%	1.7%	1.1%	1.6%	0.7%	1.5%	2.8%	2.5%	1.3%	1.7%	
5	328	<b>297</b>	299	422	128	148	5	74	95	114	152	105	23	9	8	3	6	2	156	8	59	88	66	123	105	144	43	
	5.6%	<b>7.0%</b>	7.2%	7.8%	7.4%	6.4%	11.1%	8.3%	7.9%	5.6%	7.3%	7.0%	4.7%	6.3%	4.4%	3.3%	2.8%	0.0%	28.6%	7.1%	8.6%	8.7%	6.7%	4.8%	8.7%	10.8%	5.9%	6.1%
6	304	<b>226</b>	226	291	91	114	9	66	77	76	92	89	33	7	9	4	5	0	125	7	34	57	69	88	63	121	36	
	5.2%	<b>5.3%</b>	5.5%	5.4%	5.3%	4.9%	20.0%	7.4%	6.4%	3.7%	4.4%	5.9%	6.8%	4.9%	4.9%	4.3%	2.3%	0.0%	5.7%	7.5%	5.0%	4.3%	5.0%	6.2%	6.5%	4.9%	5.1%	
7	545	<b>500</b>	492	688	223	262	3	132	193	166	225	194	67	11	19	12	22	2	275	12	83	137	183	168	116	271	99	
	9.3%	<b>11.8%</b>	11.9%	12.7%	12.9%	11.3%	6.7%	14.7%	16.0%	8.2%	10.8%	12.9%	13.8%	7.7%	10.4%	13.0%	10.3%	28.6%	12.6%	12.9%	12.2%	10.4%	13.3%	11.9%	11.9%	11.0%	14.1%	
8	988	<b>776</b>	790	1,078	330	408	9	173	220	357	342	296	104	27	40	12	39	0	398	20	113	241	273	234	169	464	125	
	16.8%	<b>18.3%</b>	19.1%	19.9%	19.1%	17.6%	20.0%	19.3%	18.2%	17.5%	16.4%	19.7%	21.4%	18.9%	22.0%	13.0%	18.2%	0.0%	18.2%	21.5%	16.6%	18.3%	19.8%	16.6%	17.4%	18.9%	17.8%	
9	962	<b>762</b>	704	885	311	422	7	156	192	401	371	269	94	20	41	17	40	1	421	11	104	232	274	235	146	463	130	
	16.4%	<b>17.9%</b>	17.0%	16.3%	18.0%	18.2%	15.6%	17.4%	15.9%	19.7%	17.8%	17.9%	19.3%	14.0%	22.5%	18.5%	18.7%	14.3%	19.3%	11.8%	15.3%	17.6%	19.9%	16.7%	15.0%	18.8%	18.5%	
10 Best health plan possible	2,486	<b>1,493</b>	1,418	1,782	555	874	9	254	370	833	819	469	141	60	61	38	98	4	716	30	250	530	456	464	314	898	233	
	42.4%	<b>35.1%</b>	34.3%	32.8%	32.0%	37.7%	20.0%	28.4%	30.6%	40.9%	39.3%	31.3%	29.0%	42.0%	33.5%	41.3%	45.8%	57.1%	42.9%	32.8%	32.3%	36.7%	40.3%	33.1%	32.9%	32.3%	36.5%	33.2%

NA - Not Applicable

# State Oregon Health Plan

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

## Question 28

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

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)								Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)				
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X	Y	Z	AA	AB	
Number in sample	6,103	<b>4,756</b>	4,794	5,426	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768	
Number missing or multiple answer	237	<b>504</b>	657	0	186	278	3	99	140	230	241	166	56	26	21	8	8	1	0	280	13	71	148	156	158	176	246	67	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,866	<b>4,252</b>	4,137	5,426	1,732	2,318	45	895	1,208	2,036	2,084	1,499	487	143	182	92	214	7	7	2,184	93	681	1,316	1,378	1,411	972	2,458	701	
	96.1%	<b>89.4%</b>	86.3%	100.0%	90.3%	0.0%	93.8%	90.0%	89.6%	89.8%	89.6%	90.0%	89.7%	84.6%	89.7%	92.0%	96.4%	87.5%	100.0%	88.6%	0.0%	90.6%	89.9%	89.8%	89.9%	84.7%	90.9%	91.3%	
0 to 4	253	<b>198</b>	208	280	94	90	3	40	61	89	83	77	25	9	4	6	4	0	0	93	5	38	31	57	99	59	97	35	
	4.3%	<b>4.7%</b>	5.0%	5.2%	5.4%	3.9%	6.7%	4.5%	5.0%	4.4%	4.0%	5.1%	5.1%	6.3%	2.2%	6.5%	1.9%	0.0%	0.0%	4.3%	5.4%	5.6%	2.4%	4.1%	7.0%	6.1%	3.9%	5.0%	
5	328	<b>297</b>	299	422	128	148	5	74	95	114	152	105	23	9	8	3	6	0	2	156	8	59	88	66	123	105	144	43	
	5.6%	<b>7.0%</b>	7.2%	7.8%	7.4%	6.4%	11.1%	8.3%	7.9%	5.6%	7.3%	7.0%	4.7%	6.3%	4.4%	3.3%	2.8%	0.0%	28.6%	7.1%	8.6%	8.7%	6.7%	4.8%	8.7%	10.8%	5.9%	6.1%	
6 or 7	849	<b>726</b>	718	979	314	376	12	198	270	242	317	283	100	18	28	16	27	2	0	400	19	117	194	252	256	179	392	135	
	14.5%	<b>17.1%</b>	17.4%	18.0%	18.1%	16.2%	26.7%	22.1%	22.4%	11.9%	15.2%	18.9%	20.5%	12.6%	15.4%	17.4%	12.6%	28.6%	0.0%	18.3%	20.4%	17.2%	14.7%	18.3%	18.1%	18.4%	15.9%	19.3%	
8 to 10	4,436	<b>3,031</b>	2,912	3,745	1,196	1,704	25	583	782	1,591	1,532	1,034	339	107	142	67	177	5	5	1,535	61	467	1,003	1,003	933	629	1,825	488	
	75.6%	<b>71.3%</b>	70.4%	69.0%	69.1%	73.5%	55.6%	65.1%	64.7%	78.1%	73.5%	69.0%	69.6%	74.8%	78.0%	72.8%	82.7%	71.4%	71.4%	70.3%	65.6%	68.6%	76.2%	72.8%	66.1%	64.7%	74.2%	69.6%	
Significantly different from column:*		AD			F	EG	F	J	J	HI	L	K		TUV	Q	PTUV				OQ	OQ	OQ	XY	WY	WX	AAAB	ZAB	ZAA	
0 to 6	885	<b>721</b>	733	993	313	352	17	180	233	279	327	271	81	25	21	13	15	0	2	374	20	131	176	192	310	227	362	114	
	15.1%	<b>17.0%</b>	17.7%	18.3%	18.1%	15.2%	37.8%	20.1%	19.3%	13.7%	15.7%	18.1%	16.6%	17.5%	11.5%	14.1%	7.0%	0.0%	28.6%	17.1%	21.5%	19.2%	13.4%	13.9%	22.0%	23.4%	14.7%	16.3%	
7 to 8	1,533	<b>1,276</b>	1,282	1,766	553	670	12	305	413	523	567	490	171	38	59	24	61	2	1	673	32	196	378	456	402	285	735	224	
	26.1%	<b>30.0%</b>	31.0%	32.5%	31.9%	28.9%	26.7%	34.1%	34.2%	25.7%	27.2%	32.7%	35.1%	26.6%	32.4%	26.1%	28.5%	28.6%	14.3%	30.8%	34.4%	28.8%	28.7%	33.1%	28.5%	29.3%	29.9%	32.0%	
9 to 10	3,448	<b>2,255</b>	2,122	2,667	866	1,296	16	410	562	1,234	1,190	738	235	80	102	55	138	5	4	1,137	41	354	762	730	699	460	1,361	363	
	58.8%	<b>53.0%</b>	51.3%	49.2%	50.0%	55.9%	35.6%	45.8%	46.5%	60.6%	57.1%	49.2%	48.3%	55.9%	56.0%	59.8%	64.5%	71.4%	57.1%	52.1%	44.1%	52.0%	57.9%	53.0%	49.5%	47.3%	55.4%	51.8%	
Significantly different from column:*		AD			F	EG	F	J	J	HI	LM	K	K		U	TUV				Q	PQ	Q	XY	W	W	AA	Z		

NA - Not Applicable

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



**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 28a**

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

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)								Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)				
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X	Y
Number in sample	---	<b>4,756</b>	4,794	5,899	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768	
Number missing or multiple answer	---	<b>276</b>	249	0	95	151	1	42	76	131	143	81	22	16	15	6	4	0	0	137	4	40	78	70	96	84	143	41	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	<b>4,480</b>	4,545	5,899	1,823	2,445	47	952	1,272	2,135	2,182	1,584	521	153	188	94	218	8	7	2,327	102	712	1,386	1,464	1,473	1,064	2,561	727	
	---	<b>94.2%</b>	94.8%	100.0%	95.0%	0.0%	97.9%	95.8%	94.4%	94.2%	93.8%	95.1%	95.9%	90.5%	92.6%	94.0%	98.2%	100.0%	100.0%	94.4%	0.0%	94.7%	94.7%	95.4%	93.9%	92.7%	94.7%	94.7%	
Yes	---	<b>671</b>	755	793	263	378	8	48	169	436	323	254	62	24	14	19	19	0	0	352	19	114	70	173	399	50	370	228	
	---	<b>15.0%</b>	16.6%	13.4%	14.4%	15.5%	17.0%	5.0%	13.3%	20.4%	14.8%	16.0%	11.9%	15.7%	7.4%	20.2%	8.7%	0.0%	0.0%	15.1%	18.6%	16.0%	5.1%	11.8%	27.1%	4.7%	14.4%	31.4%	
No	---	<b>3,809</b>	3,790	5,106	1,560	2,067	39	904	1,103	1,699	1,859	1,330	459	129	174	75	199	8	7	1,975	83	598	1,316	1,291	1,074	1,014	2,191	499	
	---	<b>85.0%</b>	83.4%	86.6%	85.6%	84.5%	83.0%	95.0%	86.7%	79.6%	85.2%	84.0%	88.1%	84.3%	92.6%	79.8%	91.3%	100.0%	100.0%	84.9%	81.4%	84.0%	94.9%	88.2%	72.9%	95.3%	85.6%	68.6%	
Significantly different from column:*		CD						IJ	HJ	HI		M	L	OQ	NPTUV	OQ	NPTUV			OQ	OQ	OQ	XY	WY	WX	AAAB	ZAB	ZAA	

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 28b**

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 (Q28a)

	2020 CSS Average				Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)							Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)				
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	<b>671</b>	755	748	263	378	8	48	169	436	323	254	62	24	14	19	19	0	0	352	19	114	70	173	399	50	370	228
Number missing or multiple answer	---	<b>38</b>	27	0	11	25	0	2	5	31	18	14	3	1	1	0	0	0	0	15	3	11	3	9	22	4	17	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	NA	NA	NA	NA	NA	NA
Usable responses	---	<b>633</b>	728	748	252	353	8	46	164	405	305	240	59	23	13	19	19	0	0	337	16	103	67	164	377	46	353	214
	---	<b>94.3%</b>	96.4%	100.0%	95.8%	0.0%	100.0%	95.8%	97.0%	92.9%	94.4%	94.5%	95.2%	95.8%	92.9%	100.0%	100.0%	---	---	95.7%	0.0%	90.4%	95.7%	94.8%	94.5%	92.0%	95.4%	93.9%
Never	---	<b>107</b>	143	127	44	57	2	9	30	65	47	40	14	0	0	3	3	0	0	61	2	16	8	27	67	16	51	37
	---	<b>16.9%</b>	19.6%	17.0%	17.5%	16.1%	25.0%	19.6%	18.3%	16.0%	15.4%	16.7%	23.7%	0.0%	0.0%	15.8%	15.8%	---	---	18.1%	12.5%	15.5%	11.9%	16.5%	17.8%	34.8%	14.4%	17.3%
Sometimes	---	<b>88</b>	105	124	34	49	2	5	25	55	37	40	8	2	4	4	1	0	0	43	5	17	6	11	66	4	50	32
	---	<b>13.9%</b>	14.4%	16.6%	13.5%	13.9%	25.0%	10.9%	15.2%	13.6%	12.1%	16.7%	13.6%	8.7%	30.8%	21.1%	5.3%	---	---	12.8%	31.3%	16.5%	9.0%	6.7%	17.5%	8.7%	14.2%	15.0%
Usually	---	<b>152</b>	168	185	64	81	2	10	40	97	69	62	16	9	4	5	3	0	0	77	7	27	13	33	101	6	79	61
	---	<b>24.0%</b>	23.1%	24.7%	25.4%	22.9%	25.0%	21.7%	24.4%	24.0%	22.6%	25.8%	27.1%	39.1%	30.8%	26.3%	15.8%	---	---	22.8%	43.8%	26.2%	19.4%	20.1%	26.8%	13.0%	22.4%	28.5%
Always	---	<b>286</b>	312	312	110	166	2	22	69	188	152	98	21	12	5	7	12	0	0	156	2	43	40	93	143	20	173	84
	---	<b>45.2%</b>	42.9%	41.7%	43.7%	47.0%	25.0%	47.8%	42.1%	46.4%	49.8%	40.8%	35.6%	52.2%	38.5%	36.8%	63.2%	---	---	46.3%	12.5%	41.7%	59.7%	56.7%	37.9%	43.5%	49.0%	39.3%
Significantly different from column:*											LM	K	K	U						U	NQTV	U	Y	Y	WX		AB	AA
Usually or Always	---	<b>438</b>	480	497	174	247	4	32	109	285	221	160	37	21	9	12	15	0	0	233	9	70	53	126	244	26	252	145
	---	<b>69.2%</b>	65.9%	66.4%	69.0%	70.0%	50.0%	69.6%	66.5%	70.4%	72.5%	66.7%	62.7%	91.3%	69.2%	63.2%	78.9%	---	---	69.1%	56.3%	68.0%	79.1%	76.8%	64.7%	56.5%	71.4%	67.8%
Significantly different from column:*														TV						N		N	Y	Y	WX	AA	Z	

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 28c**

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

	2020 CSS Average				Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)							Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)				
	2020	2019	2018		Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X	Y	Z	AA	AB
Number in sample	---	<b>4,756</b>	4,794	6,058	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768
Number missing or multiple answer	---	<b>153</b>	97	0	47	77	0	19	31	76	79	34	12	8	4	3	7	0	1	57	2	35	27	37	56	38	94	14
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	<b>4,603</b>	4,697	6,058	1,871	2,519	48	975	1,317	2,190	2,246	1,631	531	161	199	97	215	8	6	2,407	104	717	1,437	1,497	1,513	1,110	2,610	754
	---	<b>96.8%</b>	98.0%	100.0%	97.5%	0.0%	100.0%	98.1%	97.7%	96.6%	96.6%	98.0%	97.8%	95.3%	98.0%	97.0%	96.8%	100.0%	85.7%	97.7%	0.0%	95.3%	98.2%	97.6%	96.4%	96.7%	96.5%	98.2%
Yes	---	<b>858</b>	920	1,044	293	525	15	130	248	461	363	348	117	29	24	25	34	4	0	433	19	164	158	249	412	53	462	312
	---	<b>18.6%</b>	19.6%	17.2%	15.7%	20.8%	31.3%	13.3%	18.8%	21.1%	16.2%	21.3%	22.0%	18.0%	12.1%	25.8%	15.8%	50.0%	0.0%	18.0%	18.3%	22.9%	11.0%	16.6%	27.2%	4.8%	17.7%	41.4%
No	---	<b>3,745</b>	3,777	5,014	1,578	1,994	33	845	1,069	1,729	1,883	1,283	414	132	175	72	181	4	6	1,974	85	553	1,279	1,248	1,101	1,057	2,148	442
	---	<b>81.4%</b>	80.4%	82.8%	84.3%	79.2%	68.8%	86.7%	81.2%	78.9%	83.8%	78.7%	78.0%	82.0%	87.9%	74.2%	84.2%	50.0%	100.0%	82.0%	81.7%	77.1%	89.0%	83.4%	72.8%	95.2%	82.3%	58.6%
Significantly different from column:*					FG	E	E	U	H	H	LM	K	K		PTV	OQ	PV			OV		OQT	XY	WY	WX	AAAB	ZAB	ZAA

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 28d**

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 (Q28c)

	2020 CSS Average				Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)							Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)				
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	<b>858</b>	920	989	293	525	15	130	248	461	363	348	117	29	24	25	34	4	0	433	19	164	158	249	412	53	462	312
Number missing or multiple answer	---	<b>26</b>	34	0	7	17	1	4	8	14	10	11	5	2	1	2	0	1	0	17	0	1	3	10	12	2	15	7
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	<b>832</b>	886	989	286	508	14	126	240	447	353	337	112	27	23	23	34	3	0	416	19	163	155	239	400	51	447	305
	---	<b>97.0%</b>	96.3%	100.0%	97.6%	0.0%	93.3%	96.9%	96.8%	97.0%	97.2%	96.8%	95.7%	93.1%	95.8%	92.0%	100.0%	75.0%	---	96.1%	0.0%	99.4%	98.1%	96.0%	97.1%	96.2%	96.8%	97.8%
Never	---	<b>90</b>	134	165	41	44	1	24	33	30	34	37	16	3	0	3	3	0	0	40	1	26	13	20	51	15	43	30
	---	<b>10.8%</b>	15.1%	16.7%	14.3%	8.7%	7.1%	19.0%	13.8%	6.7%	9.6%	11.0%	14.3%	11.1%	0.0%	13.0%	8.8%	0.0%	---	9.6%	5.3%	16.0%	8.4%	8.4%	12.8%	29.4%	9.6%	9.8%
Sometimes	---	<b>137</b>	156	165	43	86	4	26	43	65	52	55	25	3	5	4	5	1	0	72	2	28	15	47	68	7	75	47
	---	<b>16.5%</b>	17.6%	16.7%	15.0%	16.9%	28.6%	20.6%	17.9%	14.5%	14.7%	16.3%	22.3%	11.1%	21.7%	17.4%	14.7%	33.3%	---	17.3%	10.5%	17.2%	9.7%	19.7%	17.0%	13.7%	16.8%	15.4%
Usually	---	<b>224</b>	212	257	78	136	5	31	58	130	96	89	33	8	3	6	9	0	0	120	4	43	30	68	116	7	120	88
	---	<b>26.9%</b>	23.9%	26.0%	27.3%	26.8%	35.7%	24.6%	24.2%	29.1%	27.2%	26.4%	29.5%	29.6%	13.0%	26.1%	26.5%	0.0%	---	28.8%	21.1%	26.4%	19.4%	28.5%	29.0%	13.7%	26.8%	28.9%
Always	---	<b>381</b>	384	402	124	242	4	45	106	222	171	156	38	13	15	10	17	2	0	184	12	66	97	104	165	22	209	140
	---	<b>45.8%</b>	43.3%	40.6%	43.4%	47.6%	28.6%	35.7%	44.2%	49.7%	48.4%	46.3%	33.9%	48.1%	65.2%	43.5%	50.0%	66.7%	---	44.2%	63.2%	40.5%	62.6%	43.5%	41.3%	43.1%	46.8%	45.9%
Significantly different from column:*		D					J			H	M	M	KL		TV				O		O	XY	W	W				
Usually or Always	---	<b>605</b>	596	659	202	378	9	76	164	352	267	245	71	21	18	16	26	2	0	304	16	109	127	172	281	29	329	228
	---	<b>72.7%</b>	67.3%	66.6%	70.6%	74.4%	64.3%	60.3%	68.3%	78.7%	75.6%	72.7%	63.4%	77.8%	78.3%	69.6%	76.5%	66.7%	---	73.1%	84.2%	66.9%	81.9%	72.0%	70.3%	56.9%	73.6%	74.8%
Significantly different from column:*		CD					J	J	HI	M		K								XY	W	W	AAAB	Z	Z			

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

39930

**Question 28e**

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

Base: All respondents

	2020 CSS Average				Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)							Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)					
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
																													Male
Number in sample	---	<b>4,756</b>	4,794	5,976	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768	
Number missing or multiple answer	---	<b>191</b>	177	0	54	73	1	26	38	71	73	39	21	6	7	4	7	0	1	63	1	18	51	31	30	111	59	16	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	<b>4,565</b>	4,617	5,976	1,864	2,523	47	968	1,310	2,195	2,252	1,626	522	163	196	96	215	8	6	2,401	105	734	1,413	1,503	1,539	1,037	2,645	752	
	---	<b>96.0%</b>	96.3%	100.0%	97.2%	0.0%	97.9%	97.4%	97.2%	96.9%	96.9%	97.7%	96.1%	96.4%	96.6%	96.0%	96.8%	100.0%	85.7%	97.4%	0.0%	97.6%	96.5%	98.0%	98.1%	90.3%	97.8%	97.9%	
Never	---	<b>3,527</b>	3,559	4,530	1,465	1,941	29	737	1,020	1,705	1,690	1,295	422	119	142	74	168	6	4	1,899	75	551	1,199	1,151	1,095	871	2,036	524	
	---	<b>77.3%</b>	77.1%	75.8%	78.6%	76.9%	61.7%	76.1%	77.9%	77.7%	75.0%	79.6%	80.8%	73.0%	72.4%	77.1%	78.1%	75.0%	66.7%	79.1%	71.4%	75.1%	84.9%	76.6%	71.2%	84.0%	77.0%	69.7%	
Sometimes	---	<b>738</b>	764	1,024	288	413	12	177	205	339	391	251	73	32	40	13	31	2	1	373	22	121	134	266	324	111	427	176	
	---	<b>16.2%</b>	16.5%	17.1%	15.5%	16.4%	25.5%	18.3%	15.6%	15.4%	17.4%	15.4%	14.0%	19.6%	20.4%	13.5%	14.4%	25.0%	16.7%	15.5%	21.0%	16.5%	9.5%	17.7%	21.1%	10.7%	16.1%	23.4%	
Usually	---	<b>149</b>	144	230	59	85	1	36	43	68	82	49	10	5	9	1	7	0	0	69	3	36	38	41	63	26	94	23	
	---	<b>3.3%</b>	3.1%	3.8%	3.2%	3.4%	2.1%	3.7%	3.3%	3.1%	3.6%	3.0%	1.9%	3.1%	4.6%	1.0%	3.3%	0.0%	0.0%	2.9%	2.9%	4.9%	2.7%	2.7%	4.1%	2.5%	3.6%	3.1%	
Always	---	<b>151</b>	150	192	52	84	5	18	42	83	89	31	17	7	5	8	9	0	1	60	5	26	42	45	57	29	88	29	
	---	<b>3.3%</b>	3.2%	3.2%	2.8%	3.3%	10.6%	1.9%	3.2%	3.8%	4.0%	1.9%	3.3%	4.3%	2.6%	8.3%	4.2%	0.0%	16.7%	2.5%	4.8%	3.5%	3.0%	3.0%	3.7%	2.8%	3.3%	3.9%	
Significantly different from column:*								I	H	H	L	K																	
Never or Sometimes	---	<b>4,265</b>	4,323	5,554	1,753	2,354	41	914	1,225	2,044	2,081	1,546	495	151	182	87	199	8	5	2,272	97	672	1,333	1,417	1,419	982	2,463	700	
	---	<b>93.4%</b>	93.6%	92.9%	94.0%	93.3%	87.2%	94.4%	93.5%	93.1%	92.4%	95.1%	94.8%	92.6%	92.9%	90.6%	92.6%	100.0%	83.3%	94.6%	92.4%	91.6%	94.3%	94.3%	92.2%	94.7%	93.1%	93.1%	
Significantly different from column:*										L	K									V		T	Y	Y	WX				

NA - Not Applicable

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**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 28f**

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

Base: All respondents

	2020 CSS Average				Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)								Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)				
	A	B	C	D	Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	---	<b>4,756</b>	4,794	5,967	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768	
Number missing or multiple answer	---	<b>199</b>	177	0	53	79	0	23	40	75	73	41	20	6	5	4	6	0	1	73	0	17	47	34	33	105	66	18	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	<b>4,557</b>	4,617	5,967	1,865	2,517	48	971	1,308	2,191	2,252	1,624	523	163	198	96	216	8	6	2,391	106	735	1,417	1,500	1,536	1,043	2,638	750	
	---	<b>95.8%</b>	96.3%	100.0%	97.2%	0.0%	100.0%	97.7%	97.0%	96.7%	96.9%	97.5%	96.3%	96.4%	97.5%	96.0%	97.3%	100.0%	85.7%	97.0%	0.0%	97.7%	96.8%	97.8%	97.9%	90.9%	97.6%	97.7%	
Never	---	<b>3,792</b>	3,830	4,972	1,597	2,062	34	815	1,075	1,832	1,872	1,349	444	129	167	80	193	7	6	2,019	83	589	1,270	1,252	1,187	942	2,194	556	
	---	<b>83.2%</b>	83.0%	83.3%	85.6%	81.9%	70.8%	83.9%	82.2%	83.6%	83.1%	83.1%	84.9%	79.1%	84.3%	83.3%	89.4%	87.5%	100.0%	84.4%	78.3%	80.1%	89.6%	83.5%	77.3%	90.3%	83.2%	74.1%	
Sometimes	---	<b>623</b>	645	794	206	387	11	135	186	290	305	236	62	26	24	8	19	1	0	311	21	115	122	209	278	73	372	158	
	---	<b>13.7%</b>	14.0%	13.3%	11.0%	15.4%	22.9%	13.9%	14.2%	13.2%	13.5%	14.5%	11.9%	16.0%	12.1%	8.3%	8.8%	12.5%	0.0%	13.0%	19.8%	15.6%	8.6%	13.9%	18.1%	7.0%	14.1%	21.1%	
Usually	---	<b>73</b>	67	120	31	40	0	13	22	37	37	25	9	2	2	4	1	0	0	37	2	15	9	23	38	13	40	19	
	---	<b>1.6%</b>	1.5%	2.0%	1.7%	1.6%	0.0%	1.3%	1.7%	1.7%	1.6%	1.5%	1.7%	1.2%	1.0%	4.2%	0.5%	0.0%	0.0%	1.5%	1.9%	2.0%	0.6%	1.5%	2.5%	1.2%	1.5%	2.5%	
Always	---	<b>69</b>	75	81	31	28	3	8	25	32	38	14	8	6	5	4	3	0	0	24	0	16	16	16	33	15	32	17	
	---	<b>1.5%</b>	1.6%	1.4%	1.7%	1.1%	6.3%	0.8%	1.9%	1.5%	1.7%	0.9%	1.5%	3.7%	2.5%	4.2%	1.4%	0.0%	1.0%	0.0%	2.2%	1.1%	1.1%	2.1%	1.4%	1.2%	2.3%		
Significantly different from column:*								I	H		L	K							V		T	Y	Y	WX		AB	AA		
Never or Sometimes	---	<b>4,415</b>	4,475	5,766	1,803	2,449	45	950	1,261	2,122	2,177	1,585	506	155	191	88	212	8	6	2,330	104	704	1,392	1,461	1,465	1,015	2,566	714	
	---	<b>96.9%</b>	96.9%	96.6%	96.7%	97.3%	93.8%	97.8%	96.4%	96.9%	96.7%	97.6%	96.7%	95.1%	96.5%	91.7%	98.1%	100.0%	100.0%	97.4%	98.1%	95.8%	98.2%	97.4%	95.4%	97.3%	97.3%	95.2%	
Significantly different from column:*								I	H										V		T	Y	Y	WX	AB	AB	ZAA		

NA - Not Applicable

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**State Oregon Health Plan**

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**Question 28g**

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

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	---	<b>4,756</b>	4,794	5,956	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768	
Number missing or multiple answer	---	<b>184</b>	184	0	49	65	0	19	30	68	61	35	20	4	6	3	1	0	2	64	0	17	43	31	21	103	59	14	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	<b>4,572</b>	4,610	5,956	1,869	2,531	48	975	1,318	2,198	2,264	1,630	523	165	197	97	221	8	5	2,400	106	735	1,421	1,503	1,548	1,045	2,645	754	
	---	<b>96.1%</b>	96.2%	100.0%	97.4%	0.0%	100.0%	98.1%	97.8%	97.0%	97.4%	97.9%	96.3%	97.6%	97.0%	97.0%	99.5%	100.0%	71.4%	97.4%	0.0%	97.7%	97.1%	98.0%	98.7%	91.0%	97.8%	98.2%	
Never	---	<b>4,037</b>	4,092	5,198	1,671	2,224	40	869	1,140	1,959	2,013	1,429	464	136	187	82	209	7	5	2,128	85	637	1,332	1,336	1,288	969	2,347	620	
	---	<b>88.3%</b>	88.8%	87.3%	89.4%	87.9%	83.3%	89.1%	86.5%	89.1%	88.9%	87.7%	88.7%	82.4%	94.9%	84.5%	94.6%	87.5%	100.0%	88.7%	80.2%	86.7%	93.7%	88.9%	83.2%	92.7%	88.7%	82.2%	
Sometimes	---	<b>394</b>	418	573	142	233	3	84	127	175	180	156	43	18	6	10	9	1	0	206	18	72	65	132	184	45	229	102	
	---	<b>8.6%</b>	9.1%	9.6%	7.6%	9.2%	6.3%	8.6%	9.6%	8.0%	8.0%	9.6%	8.2%	10.9%	3.0%	10.3%	4.1%	12.5%	0.0%	8.6%	17.0%	9.8%	4.6%	8.8%	11.9%	4.3%	8.7%	13.5%	
Usually	---	<b>84</b>	56	120	30	51	2	17	33	34	39	32	11	8	1	2	0	0	0	42	3	16	14	22	46	16	46	19	
	---	<b>1.8%</b>	1.2%	2.0%	1.6%	2.0%	4.2%	1.7%	2.5%	1.5%	1.7%	2.0%	2.1%	4.8%	0.5%	2.1%	0.0%	0.0%	0.0%	1.8%	2.8%	2.2%	1.0%	1.5%	3.0%	1.5%	1.7%	2.5%	
Always	---	<b>57</b>	44	65	26	23	3	5	18	30	32	13	5	3	3	3	3	0	0	24	0	10	10	13	30	15	23	13	
	---	<b>1.2%</b>	1.0%	1.1%	1.4%	0.9%	6.3%	0.5%	1.4%	1.4%	1.4%	0.8%	1.0%	1.8%	1.5%	3.1%	1.4%	0.0%	0.0%	1.0%	0.0%	1.4%	0.7%	0.9%	1.9%	1.4%	0.9%	1.7%	
Significantly different from column:*								I	H	H												Y	Y	WX		AB	AA		
Never or Sometimes	---	<b>4,431</b>	4,510	5,771	1,813	2,457	43	953	1,267	2,134	2,193	1,585	507	154	193	92	218	8	5	2,334	103	709	1,397	1,468	1,472	1,014	2,576	722	
	---	<b>96.9%</b>	97.8%	96.9%	97.0%	97.1%	89.6%	97.7%	96.1%	97.1%	96.9%	97.2%	96.9%	93.3%	98.0%	94.8%	98.6%	100.0%	100.0%	97.3%	97.2%	96.5%	98.3%	97.7%	95.1%	97.0%	97.4%	95.8%	
Significantly different from column:*		C						I	H					OQ	N		N					Y	Y	WX		AB	AA		

NA - Not Applicable

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**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

39930

**Question 28h**

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

Base: All respondents

	2020 CSS Average				Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)							Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)					
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
																													Male
Number in sample	---	<b>4,756</b>	4,794	5,934	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768	
Number missing or multiple answer	---	<b>233</b>	228	0	66	89	1	28	46	86	86	45	25	8	9	4	12	0	1	78	1	19	58	42	40	120	84	17	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	<b>4,523</b>	4,566	5,934	1,852	2,507	47	966	1,302	2,180	2,239	1,620	518	161	194	96	210	8	6	2,386	105	733	1,406	1,492	1,529	1,028	2,620	751	
	---	<b>95.1%</b>	95.2%	100.0%	96.6%	0.0%	97.9%	97.2%	96.6%	96.2%	96.3%	97.3%	95.4%	95.3%	95.6%	96.0%	94.6%	100.0%	85.7%	96.8%	0.0%	97.5%	96.0%	97.3%	97.5%	89.5%	96.9%	97.8%	
Yes, definitely	---	<b>3,292</b>	3,229	4,137	1,338	1,849	31	702	905	1,637	1,621	1,193	385	109	151	65	163	6	5	1,766	60	520	1,149	1,085	1,000	691	1,970	542	
	---	<b>72.8%</b>	70.7%	69.7%	72.2%	73.8%	66.0%	72.7%	69.5%	75.1%	72.4%	73.6%	74.3%	67.7%	77.8%	67.7%	77.6%	75.0%	83.3%	74.0%	57.1%	70.9%	81.7%	72.7%	65.4%	67.2%	75.2%	72.2%	
Yes, somewhat	---	<b>977</b>	1,084	1,406	401	538	11	219	316	424	497	341	105	42	36	25	33	1	1	502	36	163	223	323	404	238	542	169	
	---	<b>21.6%</b>	23.7%	23.7%	21.7%	21.5%	23.4%	22.7%	24.3%	19.4%	22.2%	21.0%	20.3%	26.1%	18.6%	26.0%	15.7%	12.5%	16.7%	21.0%	34.3%	22.2%	15.9%	21.6%	26.4%	23.2%	20.7%	22.5%	
No	---	<b>254</b>	253	391	113	120	5	45	81	119	121	86	28	10	7	6	14	1	0	118	9	50	34	84	125	99	108	40	
	---	<b>5.6%</b>	5.5%	6.6%	6.1%	4.8%	10.6%	4.7%	6.2%	5.5%	5.4%	5.3%	5.4%	6.2%	3.6%	6.3%	6.7%	12.5%	0.0%	4.9%	8.6%	6.8%	2.4%	5.6%	8.2%	9.6%	4.1%	5.3%	
Yes, definitely or Yes, somewhat	---	<b>4,269</b>	4,313	5,543	1,739	2,387	42	921	1,221	2,061	2,118	1,534	490	151	187	90	196	7	6	2,268	96	683	1,372	1,408	1,404	929	2,512	711	
	---	<b>94.4%</b>	94.5%	93.4%	93.9%	95.2%	89.4%	95.3%	93.8%	94.5%	94.6%	94.7%	94.6%	93.8%	96.4%	93.8%	93.3%	87.5%	100.0%	95.1%	91.4%	93.2%	97.6%	94.4%	91.8%	90.4%	95.9%	94.7%	
Significantly different from column:*		D																	V			T	XY	WY	WX	AAAB	Z	Z	

NA - Not Applicable

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



**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 28i**

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

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)							Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)					
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	---	<b>4,756</b>	4,794	6,001	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768	
Number missing or multiple answer	---	<b>206</b>	200	0	45	76	1	23	29	70	68	40	10	6	3	2	3	0	0	59	0	22	37	30	33	69	103	23	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	<b>4,550</b>	4,594	6,001	1,873	2,520	47	971	1,319	2,196	2,257	1,625	533	163	200	98	219	8	7	2,405	106	730	1,427	1,504	1,536	1,079	2,601	745	
	---	<b>95.7%</b>	95.8%	100.0%	97.7%	0.0%	97.9%	97.7%	97.8%	96.9%	97.1%	97.6%	98.2%	96.4%	98.5%	98.0%	98.6%	100.0%	100.0%	97.6%	0.0%	97.1%	97.5%	98.0%	97.9%	94.0%	96.2%	97.0%	
Yes	---	<b>2,495</b>	2,570	3,441	914	1,504	22	557	762	1,146	1,164	928	331	74	101	55	122	5	2	1,338	60	404	848	837	768	513	1,476	434	
	---	<b>54.8%</b>	55.9%	57.3%	48.8%	59.7%	46.8%	57.4%	57.8%	52.2%	51.6%	57.1%	62.1%	45.4%	50.5%	56.1%	55.7%	62.5%	28.6%	55.6%	56.6%	55.3%	59.4%	55.7%	50.0%	47.5%	56.7%	58.3%	
No	---	<b>2,055</b>	2,024	2,560	959	1,016	25	414	557	1,050	1,093	697	202	89	99	43	97	3	5	1,067	46	326	579	667	768	566	1,125	311	
	---	<b>45.2%</b>	44.1%	42.7%	51.2%	40.3%	53.2%	42.6%	42.2%	47.8%	48.4%	42.9%	37.9%	54.6%	49.5%	43.9%	44.3%	37.5%	71.4%	44.4%	43.4%	44.7%	40.6%	44.3%	50.0%	52.5%	43.3%	41.7%	
Significantly different from column:*		D			F	E		J	J	HI	LM	KM	KL	QTV			N		N			N	XY	WY	WX	AAAB	Z	Z	

NA - Not Applicable

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**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 28j**

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

Base: All respondents

	2020 CSS Average				Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)							Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)					
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
																													Male
Number in sample	---	<b>4,756</b>	4,794	5,990	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768	
Number missing or multiple answer	---	<b>170</b>	191	0	28	51	1	14	19	48	43	26	9	5	4	6	1	0	0	32	1	13	24	22	19	53	84	18	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	<b>4,586</b>	4,603	5,990	1,890	2,545	47	980	1,329	2,218	2,282	1,639	534	164	199	94	221	8	7	2,432	105	739	1,440	1,512	1,550	1,095	2,620	750	
	---	<b>96.4%</b>	96.0%	100.0%	98.5%	0.0%	97.9%	98.6%	98.6%	97.9%	98.2%	98.4%	98.3%	97.0%	98.0%	94.0%	99.5%	100.0%	100.0%	98.7%	0.0%	98.3%	98.4%	98.6%	98.8%	95.4%	96.9%	97.7%	
Yes	---	<b>1,796</b>	1,877	2,446	651	1,085	17	387	536	848	832	651	258	52	70	37	97	4	1	983	44	270	602	601	560	311	1,098	337	
	---	<b>39.2%</b>	40.8%	40.8%	34.4%	42.6%	36.2%	39.5%	40.3%	38.2%	36.5%	39.7%	48.3%	31.7%	35.2%	39.4%	43.9%	50.0%	14.3%	40.4%	41.9%	36.5%	41.8%	39.7%	36.1%	28.4%	41.9%	44.9%	
No	---	<b>2,790</b>	2,726	3,544	1,239	1,460	30	593	793	1,370	1,450	988	276	112	129	57	124	4	6	1,449	61	469	838	911	990	784	1,522	413	
	---	<b>60.8%</b>	59.2%	59.2%	65.6%	57.4%	63.8%	60.5%	59.7%	61.8%	63.5%	60.3%	51.7%	68.3%	64.8%	60.6%	56.1%	50.0%	85.7%	59.6%	58.1%	63.5%	58.2%	60.3%	63.9%	71.6%	58.1%	55.1%	
Significantly different from column:*					F	E					LM	KM	KL	QT			NV		N			Q	Y	Y	WX	AAAB	Z	Z	

NA - Not Applicable

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**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 28k**

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 (Q28)

	2020 CSS Average				Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	<b>1,796</b>	1,877	2,380	651	1,085	17	387	536	848	832	651	258	52	70	37	97	4	1	983	44	270	602	601	560	311	1,098	337
Number missing or multiple answer	---	<b>24</b>	25	0	8	14	0	4	5	13	9	8	4	0	2	2	0	0	0	11	0	3	5	8	9	4	17	3
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	<b>1,772</b>	1,852	2,380	643	1,071	17	383	531	835	823	643	254	52	68	35	97	4	1	972	44	267	597	593	551	307	1,081	334
	---	<b>98.7%</b>	98.7%	100.0%	98.8%	0.0%	100.0%	99.0%	99.1%	98.5%	98.9%	98.8%	98.4%	100.0%	97.1%	94.6%	100.0%	100.0%	100.0%	98.9%	0.0%	98.9%	99.2%	98.7%	98.4%	98.7%	98.5%	99.1%
Never	---	<b>34</b>	26	65	12	21	1	4	12	18	20	10	3	1	1	0	4	0	0	19	0	5	5	12	16	5	17	11
	---	<b>1.9%</b>	1.4%	2.7%	1.9%	2.0%	5.9%	1.0%	2.3%	2.2%	2.4%	1.6%	1.2%	1.9%	1.5%	0.0%	4.1%	0.0%	0.0%	2.0%	0.0%	1.9%	0.8%	2.0%	2.9%	1.6%	1.6%	3.3%
Sometimes	---	<b>142</b>	149	175	42	91	6	43	44	54	65	53	22	4	6	3	4	0	0	67	7	28	41	50	48	20	93	27
	---	<b>8.0%</b>	8.0%	7.4%	6.5%	8.5%	35.3%	11.2%	8.3%	6.5%	7.9%	8.2%	8.7%	7.7%	8.8%	8.6%	4.1%	0.0%	0.0%	6.9%	15.9%	10.5%	6.9%	8.4%	8.7%	6.5%	8.6%	8.1%
Usually	---	<b>326</b>	359	460	114	198	3	82	76	158	162	104	48	12	22	5	19	0	1	182	7	46	93	115	110	54	201	55
	---	<b>18.4%</b>	19.4%	19.3%	17.7%	18.5%	17.6%	21.4%	14.3%	18.9%	19.7%	16.2%	18.9%	23.1%	32.4%	14.3%	19.6%	0.0%	100.0%	18.7%	15.9%	17.2%	15.6%	19.4%	20.0%	17.6%	18.6%	16.5%
Always	---	<b>1,270</b>	1,318	1,680	475	761	7	254	399	605	576	476	181	35	39	27	70	4	0	704	30	188	458	416	377	228	770	241
	---	<b>71.7%</b>	71.2%	70.6%	73.9%	71.1%	41.2%	66.3%	75.1%	72.5%	70.0%	74.0%	71.3%	67.3%	57.4%	77.1%	72.2%	100.0%	0.0%	72.4%	68.2%	70.4%	76.7%	70.2%	68.4%	74.3%	71.2%	72.2%
Significantly different from column:*								I	H	H					PQTV	O	O			O		O	XY	W	W			
Usually or Always	---	<b>1,596</b>	1,677	2,140	589	959	10	336	475	763	738	580	229	47	61	32	89	4	1	886	37	234	551	531	487	282	971	296
	---	<b>90.1%</b>	90.6%	89.9%	91.6%	89.5%	58.8%	87.7%	89.5%	91.4%	89.7%	90.2%	90.2%	90.4%	89.7%	91.4%	91.8%	100.0%	100.0%	91.2%	84.1%	87.6%	92.3%	89.5%	88.4%	91.9%	89.8%	88.6%
Significantly different from column:*								J		H										Y		W						

NA - Not Applicable

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**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 28I**

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

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)							Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)				
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X
Number in sample	---	<b>4,756</b>	4,794	5,899	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768
Number missing or multiple answer	---	<b>309</b>	317	0	85	123	2	28	60	128	123	64	20	12	2	5	0	0	109	2	41	53	73	64	93	168	37	
Number no experience	---	<b>3,074</b>	3,087	3,506	1,256	1,722	36	694	879	1,462	1,465	1,160	371	95	107	62	124	4	3	1,700	68	478	1,025	1,015	998	739	1,761	494
Usable responses	---	<b>1,373</b>	1,390	2,393	577	751	10	272	409	676	737	441	152	62	84	36	93	4	4	655	36	233	386	446	507	316	775	237
	---	<b>28.9%</b>	29.0%	40.6%	30.1%	0.0%	20.8%	27.4%	30.3%	29.8%	31.7%	26.5%	28.0%	36.7%	41.4%	36.0%	41.9%	50.0%	57.1%	26.6%	0.0%	31.0%	26.4%	29.1%	32.3%	27.5%	28.7%	30.9%
Never	---	<b>516</b>	499	932	228	267	7	114	151	242	265	168	64	20	32	8	33	2	2	245	12	99	137	161	205	137	268	95
	---	<b>37.6%</b>	35.9%	38.9%	39.5%	35.6%	70.0%	41.9%	36.9%	35.8%	36.0%	38.1%	42.1%	32.3%	38.1%	22.2%	35.5%	50.0%	50.0%	37.4%	33.3%	42.5%	35.5%	36.1%	40.4%	43.4%	34.6%	40.1%
Sometimes	---	<b>229</b>	235	417	86	136	2	57	69	100	124	82	19	13	19	6	16	1	0	98	8	42	63	88	71	54	132	39
	---	<b>16.7%</b>	16.9%	17.4%	14.9%	18.1%	20.0%	21.0%	16.9%	14.8%	16.8%	18.6%	12.5%	21.0%	22.6%	16.7%	17.2%	25.0%	0.0%	15.0%	22.2%	18.0%	16.3%	19.7%	14.0%	17.1%	17.0%	16.5%
Usually	---	<b>273</b>	264	459	122	143	0	50	89	133	160	77	29	14	18	11	23	1	2	129	3	41	75	96	96	58	167	37
	---	<b>19.9%</b>	19.0%	19.2%	21.1%	19.0%	0.0%	18.4%	21.8%	19.7%	21.7%	17.5%	19.1%	22.6%	21.4%	30.6%	24.7%	25.0%	50.0%	19.7%	8.3%	17.6%	19.4%	21.5%	18.9%	18.4%	21.5%	15.6%
Always	---	<b>355</b>	392	585	141	205	1	51	100	201	188	114	40	15	15	11	21	0	0	183	13	51	111	101	135	67	208	66
	---	<b>25.9%</b>	28.2%	24.4%	24.4%	27.3%	10.0%	18.8%	24.4%	29.7%	25.5%	25.9%	26.3%	24.2%	17.9%	30.6%	22.6%	0.0%	0.0%	27.9%	36.1%	21.9%	28.8%	22.6%	26.6%	21.2%	26.8%	27.8%
Significantly different from column:*								J		H					TU				O	O		X	W					
Usually or Always	---	<b>628</b>	656	1,044	263	348	1	101	189	334	348	191	69	29	33	22	44	1	2	312	16	92	186	197	231	125	375	103
	---	<b>45.7%</b>	47.2%	43.6%	45.6%	46.3%	10.0%	37.1%	46.2%	49.4%	47.2%	43.3%	45.4%	46.8%	39.3%	61.1%	47.3%	25.0%	50.0%	47.6%	44.4%	39.5%	48.2%	44.2%	45.6%	39.6%	48.4%	43.5%
Significantly different from column:*								IJ	H	H					P	OV			V		PT				AA	Z		

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 28m**

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X
Number in sample	---	<b>4,756</b>	4,794	5,907	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768
Number missing or multiple answer	---	<b>267</b>	290	0	66	95	1	17	41	109	93	52	16	12	6	3	7	1	0	82	1	27	37	53	49	76	152	28
Number no experience	---	<b>3,273</b>	3,241	3,495	1,350	1,820	36	738	917	1,582	1,588	1,194	405	105	126	69	146	3	4	1,791	72	504	1,093	1,078	1,066	798	1,853	540
Usable responses	---	<b>1,216</b>	1,263	2,412	502	681	11	239	390	575	644	419	122	52	71	28	69	4	3	591	33	221	334	403	454	274	699	200
	---	<b>25.6%</b>	26.3%	40.8%	26.2%	0.0%	22.9%	24.0%	28.9%	25.4%	27.7%	25.2%	22.5%	30.8%	35.0%	28.0%	31.1%	50.0%	42.9%	24.0%	0.0%	29.4%	22.8%	26.3%	28.9%	23.9%	25.9%	26.0%
Never	---	<b>453</b>	457	918	199	240	5	106	147	193	246	146	46	21	37	4	27	2	2	215	17	84	115	142	182	128	239	71
	---	<b>37.3%</b>	36.2%	38.1%	39.6%	35.2%	45.5%	44.4%	37.7%	33.6%	38.2%	34.8%	37.7%	40.4%	52.1%	14.3%	39.1%	50.0%	66.7%	36.4%	51.5%	38.0%	34.4%	35.2%	40.1%	46.7%	34.2%	35.5%
Sometimes	---	<b>199</b>	191	442	71	122	1	42	67	87	111	63	22	8	10	4	14	0	0	88	3	45	61	64	70	42	122	27
	---	<b>16.4%</b>	15.1%	18.3%	14.1%	17.9%	9.1%	17.6%	17.2%	15.1%	17.2%	15.0%	18.0%	15.4%	14.1%	14.3%	20.3%	0.0%	0.0%	14.9%	9.1%	20.4%	18.3%	15.9%	15.4%	15.3%	17.5%	13.5%
Usually	---	<b>219</b>	218	438	99	116	0	42	64	112	117	76	25	12	6	4	14	1	0	120	4	28	55	90	70	41	141	32
	---	<b>18.0%</b>	17.3%	18.2%	19.7%	17.0%	0.0%	17.6%	16.4%	19.5%	18.2%	18.1%	20.5%	23.1%	8.5%	14.3%	20.3%	25.0%	0.0%	20.3%	12.1%	12.7%	16.5%	22.3%	15.4%	15.0%	20.2%	16.0%
Always	---	<b>345</b>	397	614	133	203	5	49	112	183	170	134	29	11	18	16	14	1	1	168	9	64	103	107	132	63	197	70
	---	<b>28.4%</b>	31.4%	25.5%	26.5%	29.8%	45.5%	20.5%	28.7%	31.8%	26.4%	32.0%	23.8%	21.2%	25.4%	57.1%	20.3%	25.0%	33.3%	28.4%	27.3%	29.0%	30.8%	26.6%	29.1%	23.0%	28.2%	35.0%
Significantly different from column:*								I	H	H	L	K		P	P	NOQTUV	P			P	P	P				AB		Z
Usually or Always	---	<b>564</b>	615	1,052	232	319	5	91	176	295	287	210	54	23	24	20	28	2	1	288	13	92	158	197	202	104	338	102
	---	<b>46.4%</b>	48.7%	43.6%	46.2%	46.8%	45.5%	38.1%	45.1%	51.3%	44.6%	50.1%	44.3%	44.2%	33.8%	71.4%	40.6%	50.0%	33.3%	48.7%	39.4%	41.6%	47.3%	48.9%	44.5%	38.0%	48.4%	51.0%
Significantly different from column:*								J	H	H				P	PT	NOQTUV	P			OP	P	P				AAAB	Z	Z

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 28n**

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

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X	Y
Number in sample	---	<b>4,756</b>	4,794	5,360	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768	
Number missing or multiple answer	---	<b>755</b>	824	0	266	362	7	84	157	400	364	207	54	26	24	14	25	0	0	351	15	73	155	221	240	184	417	126	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	<b>4,001</b>	3,970	5,360	1,652	2,234	41	910	1,191	1,866	1,961	1,458	489	143	179	86	197	8	7	2,113	91	679	1,309	1,313	1,329	964	2,287	642	
	---	<b>84.1%</b>	82.8%	100.0%	86.1%	0.0%	85.4%	91.5%	88.4%	82.3%	84.3%	87.6%	90.1%	84.6%	88.2%	86.0%	88.7%	100.0%	100.0%	85.8%	0.0%	90.3%	89.4%	85.6%	84.7%	84.0%	84.6%	83.6%	
0 Extremely difficult	---	<b>356</b>	347	431	136	205	4	72	118	161	169	128	39	12	15	5	12	0	0	186	10	64	89	97	160	86	194	67	
	---	<b>8.9%</b>	8.7%	8.0%	8.2%	9.2%	9.8%	7.9%	9.9%	8.6%	8.8%	8.0%	8.4%	8.4%	5.8%	6.1%	0.0%	0.0%	8.8%	11.0%	9.4%	6.8%	7.4%	12.0%	8.9%	8.5%	10.4%		
1	---	<b>91</b>	89	152	33	53	3	21	25	44	42	32	16	7	4	0	2	0	54	1	15	24	24	43	20	52	15		
	---	<b>2.3%</b>	2.2%	2.8%	2.0%	2.4%	7.3%	2.3%	2.1%	2.4%	2.1%	2.2%	3.3%	4.9%	2.2%	0.0%	1.0%	0.0%	2.6%	1.1%	2.2%	1.8%	1.8%	3.2%	2.1%	2.3%	2.3%		
2	---	<b>114</b>	106	136	39	72	1	22	40	50	42	43	27	4	9	3	6	1	0	56	3	20	31	35	47	25	67	18	
	---	<b>2.8%</b>	2.7%	2.5%	2.4%	3.2%	2.4%	2.4%	3.4%	2.7%	2.1%	2.9%	5.5%	2.8%	5.0%	3.5%	3.0%	12.5%	0.0%	2.7%	3.3%	2.9%	2.4%	2.7%	3.5%	2.6%	2.9%	2.8%	
3	---	<b>124</b>	130	192	48	75	0	33	37	53	68	38	16	7	5	1	4	0	1	66	3	22	30	39	52	28	73	19	
	---	<b>3.1%</b>	3.3%	3.6%	2.9%	3.4%	0.0%	3.6%	3.1%	2.8%	3.5%	2.6%	3.3%	4.9%	2.8%	1.2%	2.0%	0.0%	14.3%	3.1%	3.3%	3.2%	2.3%	3.0%	3.9%	2.9%	3.2%	3.0%	
4	---	<b>115</b>	134	174	47	64	1	32	39	43	54	41	17	6	2	1	6	0	1	61	3	21	23	45	44	25	69	17	
	---	<b>2.9%</b>	3.4%	3.2%	2.8%	2.9%	2.4%	3.5%	3.3%	2.3%	2.8%	2.8%	3.5%	4.2%	1.1%	1.2%	3.0%	0.0%	14.3%	2.9%	3.3%	3.1%	1.8%	3.4%	3.3%	2.6%	3.0%	2.6%	
5	---	<b>494</b>	470	695	217	258	8	121	153	216	250	182	56	18	21	8	11	2	1	287	8	77	141	182	166	133	274	75	
	---	<b>12.3%</b>	11.8%	13.0%	13.1%	11.5%	19.5%	13.3%	12.8%	11.6%	12.7%	12.5%	11.5%	12.6%	11.7%	9.3%	5.6%	25.0%	14.3%	13.6%	8.8%	11.3%	10.8%	13.9%	12.5%	13.8%	12.0%	11.7%	
6	---	<b>175</b>	164	283	82	87	2	51	52	72	100	51	22	5	11	2	16	0	0	95	5	29	54	69	51	49	100	23	
	---	<b>4.4%</b>	4.1%	5.3%	5.0%	3.9%	4.9%	5.6%	4.4%	3.9%	5.1%	3.5%	4.5%	3.5%	6.1%	2.3%	8.1%	0.0%	0.0%	4.5%	5.5%	4.3%	4.1%	5.3%	3.8%	5.1%	4.4%	3.6%	
7	---	<b>297</b>	310	407	130	162	3	80	97	117	128	123	43	5	17	10	14	0	0	159	6	50	93	117	84	70	175	46	
	---	<b>7.4%</b>	7.8%	7.6%	7.9%	7.3%	8.8%	8.1%	6.3%	6.5%	8.4%	8.8%	3.5%	9.5%	11.6%	7.1%	0.0%	0.0%	7.5%	6.6%	7.4%	7.1%	8.9%	6.3%	7.3%	7.7%	7.2%		
8	---	<b>445</b>	444	652	191	239	8	107	129	207	211	171	57	10	20	13	31	1	1	237	8	65	154	152	135	96	256	83	
	---	<b>11.1%</b>	11.2%	12.2%	11.6%	10.7%	19.5%	11.8%	10.8%	11.1%	10.8%	11.7%	11.7%	7.0%	11.2%	15.1%	15.7%	12.5%	14.3%	11.2%	8.8%	9.6%	11.8%	11.6%	10.2%	10.0%	11.2%	12.9%	
9	---	<b>394</b>	367	578	161	222	4	97	110	183	200	133	56	10	28	10	32	2	1	197	8	71	140	128	121	104	222	59	
	---	<b>9.8%</b>	9.2%	10.8%	9.7%	9.9%	9.8%	10.7%	9.2%	9.8%	10.2%	9.1%	11.5%	7.0%	15.6%	11.6%	16.2%	25.0%	14.3%	9.3%	8.8%	10.5%	10.7%	9.7%	9.1%	10.8%	9.7%	9.2%	
10 Extremely easy	---	<b>1,396</b>	1,409	1,660	568	797	7	274	391	720	697	516	140	59	47	33	63	2	2	715	36	245	530	425	426	328	805	220	
	---	<b>34.9%</b>	35.5%	31.0%	34.4%	35.7%	17.1%	30.1%	32.8%	38.6%	35.5%	35.4%	28.6%	41.3%	26.3%	38.4%	32.0%	25.0%	28.6%	33.8%	39.6%	36.1%	40.5%	32.4%	32.1%	34.0%	35.2%	34.3%	

NA - Not Applicable

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 28n**

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

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)										Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X	Y
Number in sample	---	<b>4,756</b>	4,794	5,360	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768	
Number missing or multiple answer	---	<b>755</b>	824	0	266	362	7	84	157	400	364	207	54	26	24	14	25	0	0	351	15	73	155	221	240	184	417	126	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	<b>4,001</b>	3,970	5,360	1,652	2,234	41	910	1,191	1,866	1,961	1,458	489	143	179	86	197	8	7	2,113	91	679	1,309	1,313	1,329	964	2,287	642	
	---	<b>84.1%</b>	82.8%	100.0%	86.1%	0.0%	85.4%	91.5%	88.4%	82.3%	84.3%	87.6%	90.1%	84.6%	88.2%	86.0%	88.7%	100.0%	100.0%	85.8%	0.0%	90.3%	89.4%	85.6%	84.7%	84.0%	84.6%	83.6%	
0 to 4	---	<b>800</b>	806	1,085	303	469	9	180	259	351	375	282	115	36	35	10	30	1	2	423	20	142	197	240	346	184	455	136	
	---	<b>20.0%</b>	20.3%	20.2%	18.3%	21.0%	22.0%	19.8%	21.7%	18.8%	19.1%	19.3%	23.5%	25.2%	19.6%	11.6%	15.2%	12.5%	28.6%	20.0%	22.0%	20.9%	15.0%	18.3%	26.0%	19.1%	19.9%	21.2%	
5	---	<b>494</b>	470	695	217	258	8	121	153	216	250	182	56	18	21	8	11	2	1	287	8	77	141	182	166	133	274	75	
	---	<b>12.3%</b>	11.8%	13.0%	13.1%	11.5%	19.5%	13.3%	12.8%	11.6%	12.7%	12.5%	11.5%	12.6%	11.7%	9.3%	5.6%	25.0%	14.3%	13.6%	8.8%	11.3%	10.8%	13.9%	12.5%	13.8%	12.0%	11.7%	
6 or 7	---	<b>472</b>	474	690	212	249	5	131	149	189	228	174	65	10	28	12	30	0	0	254	11	79	147	186	135	119	275	69	
	---	<b>11.8%</b>	11.9%	12.9%	12.8%	11.1%	12.2%	14.4%	12.5%	10.1%	11.6%	11.9%	13.3%	7.0%	15.6%	14.0%	15.2%	0.0%	0.0%	12.0%	12.1%	11.6%	11.2%	14.2%	10.2%	12.3%	12.0%	10.7%	
8 to 10	---	<b>2,235</b>	2,220	2,890	920	1,258	19	478	630	1,110	1,108	820	253	79	95	56	126	5	4	1,149	52	381	824	705	682	528	1,283	362	
	---	<b>55.9%</b>	55.9%	53.9%	55.7%	56.3%	46.3%	52.5%	52.9%	59.5%	56.5%	56.2%	51.7%	55.2%	53.1%	65.1%	64.0%	62.5%	57.1%	54.4%	57.1%	56.1%	62.9%	53.7%	51.3%	54.8%	56.1%	56.4%	
Significantly different from column:*							J	J	HI					Q	T	OTV			PQ		Q	XY	W	W					
0 to 6	---	<b>1,469</b>	1,440	2,063	602	814	19	352	464	639	725	515	193	59	67	20	57	3	3	805	33	248	392	491	563	366	829	234	
	---	<b>36.7%</b>	36.3%	38.5%	36.4%	36.4%	46.3%	38.7%	39.0%	34.2%	37.0%	35.3%	39.5%	41.3%	37.4%	23.3%	28.9%	37.5%	42.9%	38.1%	36.3%	36.5%	29.9%	37.4%	42.4%	38.0%	36.2%	36.4%	
7 to 8	---	<b>742</b>	754	1,059	321	401	11	187	226	324	339	294	100	15	37	23	45	1	1	396	14	115	247	269	219	166	431	129	
	---	<b>18.5%</b>	19.0%	19.8%	19.4%	17.9%	26.8%	20.5%	19.0%	17.4%	17.3%	20.2%	20.4%	10.5%	20.7%	26.7%	22.8%	12.5%	14.3%	18.7%	15.4%	16.9%	18.9%	20.5%	16.5%	17.2%	18.8%	20.1%	
9 to 10	---	<b>1,790</b>	1,776	2,238	729	1,019	11	371	501	903	897	649	196	69	75	43	95	4	3	912	44	316	670	553	547	432	1,027	279	
	---	<b>44.7%</b>	44.7%	41.8%	44.1%	45.6%	26.8%	40.8%	42.1%	48.4%	45.7%	44.5%	40.1%	48.3%	41.9%	50.0%	48.2%	42.9%	43.2%	48.4%	46.5%	51.2%	42.1%	41.2%	44.8%	44.9%	43.5%		
Significantly different from column:*		D			G	G	EF	J	J	HI	M	K								XY	W	W							

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 29**

In general, how would you rate your overall health?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	6,103	<b>4,756</b>	4,794	6,005	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768	
Number missing or multiple answer	94	<b>189</b>	190	0	31	44	0	10	24	45	41	27	8	7	2	3	0	0	34	0	22	0	0	0	0	54	92	30	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,009	<b>4,567</b>	4,604	6,005	1,887	2,552	48	984	1,324	2,221	2,284	1,638	535	162	201	97	222	8	7	2,430	106	730	1,464	1,534	1,569	1,094	2,612	738	
	98.5%	<b>96.0%</b>	96.0%	100.0%	98.4%	0.0%	100.0%	99.0%	98.2%	98.0%	98.2%	98.4%	98.5%	95.9%	99.0%	97.0%	100.0%	100.0%	100.0%	98.6%	0.0%	97.1%	100.0%	100.0%	100.0%	95.3%	96.6%	96.1%	
Poor	413	<b>395</b>	403	512	167	217	5	29	92	269	217	132	33	17	7	11	9	0	2	208	18	72	0	0	395	44	200	136	
	6.9%	<b>8.6%</b>	8.8%	8.5%	8.9%	8.5%	10.4%	2.9%	6.9%	12.1%	9.5%	8.1%	6.2%	10.5%	3.5%	11.3%	4.1%	0.0%	28.6%	8.6%	17.0%	9.9%	0.0%	0.0%	25.2%	4.0%	7.7%	18.4%	
Fair	1,428	<b>1,174</b>	1,179	1,366	469	670	10	141	360	665	676	387	80	50	37	39	61	2	1	601	21	197	0	0	1,174	173	711	255	
	23.8%	<b>25.7%</b>	25.6%	22.7%	24.9%	26.3%	20.8%	14.3%	27.2%	29.9%	29.6%	23.6%	15.0%	30.9%	18.4%	40.2%	27.5%	25.0%	14.3%	24.7%	19.8%	27.0%	0.0%	0.0%	74.8%	15.8%	27.2%	34.6%	
Good	2,156	<b>1,534</b>	1,571	2,137	625	859	20	343	437	740	764	582	152	49	74	25	79	3	1	838	43	231	0	1,534	0	353	922	214	
	35.9%	<b>33.6%</b>	34.1%	35.6%	33.1%	33.7%	41.7%	34.9%	33.0%	33.3%	33.5%	35.5%	28.4%	30.2%	36.8%	25.8%	35.6%	37.5%	14.3%	34.5%	40.6%	31.6%	0.0%	100.0%	0.0%	32.3%	35.3%	29.0%	
Very good	1,369	<b>1,042</b>	1,053	1,458	431	593	9	300	320	415	435	398	188	39	58	14	45	3	3	574	17	152	1,042	0	0	342	585	97	
	22.8%	<b>22.8%</b>	22.9%	24.3%	22.8%	23.2%	18.8%	30.5%	24.2%	18.7%	19.0%	24.3%	35.1%	24.1%	28.9%	14.4%	20.3%	37.5%	42.9%	23.6%	16.0%	20.8%	71.2%	0.0%	0.0%	31.3%	22.4%	13.1%	
Excellent	643	<b>422</b>	398	532	195	213	4	171	115	132	192	139	82	7	25	8	28	0	0	209	7	78	422	0	0	182	194	36	
	10.7%	<b>9.2%</b>	8.6%	8.9%	10.3%	8.3%	8.3%	17.4%	8.7%	5.9%	8.4%	8.5%	15.3%	4.3%	12.4%	8.2%	12.6%	0.0%	0.0%	8.6%	6.6%	10.7%	28.8%	0.0%	0.0%	16.6%	7.4%	4.9%	
Significantly different from column:*		<b>A</b>			<b>F</b>	<b>E</b>		<b>IJ</b>	<b>HJ</b>	<b>HI</b>	<b>M</b>	<b>M</b>	<b>KL</b>	<b>OOV</b>	<b>N</b>		<b>NT</b>			<b>Q</b>		<b>N</b>	<b>XY</b>	<b>W</b>	<b>W</b>	<b>AAAB</b>	<b>ZAB</b>	<b>ZAA</b>	
Excellent, Very good, or Good	4,168	<b>2,998</b>	3,022	4,127	1,251	1,665	33	814	872	1,287	1,391	1,119	422	95	157	47	152	6	4	1,621	67	461	1,464	1,534	0	877	1,701	347	
	69.4%	<b>65.6%</b>	65.6%	68.7%	66.3%	65.2%	68.8%	82.7%	65.9%	57.9%	60.9%	68.3%	78.9%	58.6%	78.1%	48.5%	68.5%	75.0%	57.1%	66.7%	63.2%	63.2%	100.0%	100.0%	0.0%	80.2%	65.1%	47.0%	
Significantly different from column:*		<b>AD</b>						<b>IJ</b>	<b>HJ</b>	<b>HI</b>	<b>LM</b>	<b>KM</b>	<b>KL</b>	<b>OQT</b>	<b>NPQTUV</b>	<b>OQTUV</b>	<b>NOP</b>			<b>NOP</b>		<b>OP</b>	<b>OP</b>	<b>Y</b>	<b>Y</b>	<b>WX</b>	<b>AAAB</b>	<b>ZAB</b>	<b>ZAA</b>

NA - Not Applicable

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



**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 30**

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X	Y
Number in sample	6,103	<b>4,756</b>	4,794	6,013	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768	
Number missing or multiple answer	86	<b>184</b>	171	0	33	38	1	11	31	31	36	26	6	5	3	3	2	0	0	34	1	12	11	11	18	56	93	25	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,017	<b>4,572</b>	4,623	6,013	1,885	2,558	47	983	1,317	2,235	2,289	1,639	537	164	200	97	220	8	7	2,430	105	740	1,453	1,523	1,551	1,092	2,611	743	
	98.6%	<b>96.1%</b>	96.4%	100.0%	98.3%	0.0%	97.9%	98.9%	97.7%	98.6%	98.5%	98.4%	98.9%	97.0%	98.5%	97.0%	99.1%	100.0%	100.0%	98.6%	0.0%	98.4%	99.2%	99.3%	98.9%	95.1%	96.6%	96.7%	
Poor	378	<b>336</b>	328	404	149	175	10	73	103	159	181	116	34	12	8	12	5	0	2	181	6	76	21	48	264	52	178	92	
	6.3%	<b>7.3%</b>	7.1%	6.7%	7.9%	6.8%	21.3%	7.4%	7.8%	7.1%	7.9%	7.1%	6.3%	7.3%	4.0%	12.4%	2.3%	0.0%	28.6%	7.4%	5.7%	10.3%	1.4%	3.2%	17.0%	4.8%	6.8%	12.4%	
Fair	1,244	<b>1,030</b>	1,044	1,220	375	613	12	203	318	496	592	338	72	34	29	19	51	1	0	529	28	195	108	303	601	168	599	233	
	20.7%	<b>22.5%</b>	22.6%	20.3%	19.9%	24.0%	25.5%	20.7%	24.1%	22.2%	25.9%	20.6%	13.4%	20.7%	14.5%	19.6%	23.2%	12.5%	0.0%	21.8%	26.7%	26.4%	7.4%	19.9%	38.7%	15.4%	22.9%	31.4%	
Good	1,785	<b>1,335</b>	1,422	1,792	545	754	16	282	377	669	689	486	136	53	64	28	72	3	1	709	40	203	256	658	410	308	776	208	
	29.7%	<b>29.2%</b>	30.8%	29.8%	28.9%	29.5%	34.0%	28.7%	28.6%	29.9%	30.1%	29.7%	25.3%	32.3%	32.0%	28.9%	32.7%	37.5%	14.3%	29.2%	38.1%	27.4%	17.6%	43.2%	26.4%	28.2%	29.7%	28.0%	
Very good	1,418	<b>1,175</b>	1,121	1,515	493	655	9	257	322	582	528	437	181	34	62	23	47	3	3	660	20	161	618	353	196	347	675	133	
	23.6%	<b>25.7%</b>	24.2%	25.2%	26.2%	25.6%	19.1%	26.1%	24.4%	26.0%	23.1%	26.7%	33.7%	20.7%	31.0%	23.7%	21.4%	37.5%	42.9%	27.2%	19.0%	21.8%	42.5%	23.2%	12.6%	31.8%	25.9%	17.9%	
Excellent	1,192	<b>696</b>	708	1,082	323	361	0	168	197	329	299	262	114	31	37	15	45	1	1	351	11	105	450	161	80	217	383	77	
	19.8%	<b>15.2%</b>	15.3%	18.0%	17.1%	14.1%	0.0%	17.1%	15.0%	14.7%	13.1%	16.0%	21.2%	18.9%	18.5%	15.5%	20.5%	12.5%	14.3%	14.4%	10.5%	14.2%	31.0%	10.6%	5.2%	19.9%	14.7%	10.4%	
Significantly different from column:*		AD			FG	EG	EF				LM	KM	KL			TUV			Q	Q	Q	XY	WY	WX	AAAB	ZAB	ZAA		
Excellent, Very good, or Good	4,395	<b>3,206</b>	3,251	4,389	1,361	1,770	25	707	896	1,580	1,516	1,185	431	118	163	66	164	7	5	1,720	71	469	1,324	1,172	686	872	1,834	418	
	73.0%	<b>70.1%</b>	70.3%	73.0%	72.2%	69.2%	53.2%	71.9%	68.0%	70.7%	66.2%	72.3%	80.3%	72.0%	81.5%	68.0%	74.5%	87.5%	71.4%	70.8%	67.6%	63.4%	91.1%	77.0%	44.2%	79.9%	70.2%	56.3%	
Significantly different from column:*		AD			FG	EG	EF	I	H		LM	KM	KL	OV	NPTUV	O	V		OV	O	NOQT								

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 31**

Have you had either a flu shot or flu spray in the nose since July 1, 2019?\*

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

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X
Number in sample	5,565	<b>4,094</b>	4,092	5,350	1,714	2,173	45	963	1,345	1,660	1,959	1,474	481	139	136	89	194	7	6	2,156	96	659	1,321	1,315	1,293	1,026	2,301	666
Number missing or multiple answer	48	<b>129</b>	122	0	10	20	0	5	13	12	16	8	4	1	2	2	1	0	0	17	0	4	4	3	8	47	61	14
Number no experience	169	<b>107</b>	64	110	60	41	3	52	31	23	59	34	9	6	7	1	9	0	0	48	3	20	28	36	42	31	52	17
Usable responses	5,348	<b>3,858</b>	3,906	5,240	1,644	2,112	42	906	1,301	1,625	1,884	1,432	468	132	127	86	184	7	6	2,091	93	635	1,289	1,276	1,243	948	2,188	635
	96.1%	<b>94.2%</b>	95.5%	97.9%	95.9%	0.0%	93.3%	94.1%	96.7%	97.9%	96.2%	97.2%	97.3%	95.0%	93.4%	96.6%	94.8%	100.0%	100.0%	97.0%	0.0%	96.4%	97.6%	97.0%	96.1%	92.4%	95.1%	95.3%
Yes	2,305	<b>1,512</b>	1,531	1,966	551	918	24	311	464	727	733	567	187	48	63	43	78	5	1	808	33	251	426	493	569	201	951	321
	43.1%	<b>39.2%</b>	39.2%	37.5%	33.5%	43.5%	57.1%	34.3%	35.7%	44.7%	38.9%	39.6%	40.0%	36.4%	49.6%	50.0%	42.4%	71.4%	16.7%	38.6%	35.5%	39.5%	33.0%	38.6%	45.8%	21.2%	43.5%	50.6%
No	3,043	<b>2,346</b>	2,375	3,274	1,093	1,194	18	595	837	898	1,151	865	281	84	64	43	106	2	5	1,283	60	384	863	783	674	747	1,237	314
	56.9%	<b>60.8%</b>	60.8%	62.5%	66.5%	56.5%	42.9%	65.7%	64.3%	55.3%	61.1%	60.4%	60.0%	63.6%	50.4%	50.0%	57.6%	28.6%	83.3%	61.4%	64.5%	60.5%	67.0%	61.4%	54.2%	78.8%	56.5%	49.4%
Significantly different from column:*		A			FG	E	E	J	J	HI				OP	NTUV	NTU				OP	OP	O	XY	WY	WX	AAAB	ZAB	ZAA

\*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 Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 32**

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X	Y
Number in sample	6,103	<b>4,756</b>	4,794	6,030	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768	
Number missing or multiple answer	116	<b>155</b>	153	0	20	23	0	8	13	24	19	14	7	2	1	1	0	0	0	17	4	8	11	4	10	52	75	16	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,987	<b>4,601</b>	4,641	6,030	1,898	2,573	48	986	1,335	2,242	2,306	1,651	536	167	202	99	222	8	7	2,447	102	744	1,453	1,530	1,559	1,096	2,629	752	
	98.1%	<b>96.7%</b>	96.8%	100.0%	99.0%	0.0%	100.0%	99.2%	99.0%	98.9%	99.2%	99.2%	98.7%	98.8%	99.5%	99.0%	100.0%	100.0%	100.0%	99.3%	0.0%	98.9%	99.2%	99.7%	99.4%	95.5%	97.2%	97.9%	
Every day	1,144	<b>882</b>	858	1,128	450	414	4	131	305	439	538	280	43	42	11	13	6	1	1	471	29	157	180	304	387	234	479	144	
	19.1%	<b>19.2%</b>	18.5%	18.7%	23.7%	16.1%	8.3%	13.3%	22.8%	19.6%	23.3%	17.0%	8.0%	25.1%	5.4%	13.1%	2.7%	12.5%	14.3%	19.2%	28.4%	21.1%	12.4%	19.9%	24.8%	21.4%	18.2%	19.1%	
Some days	716	<b>432</b>	436	544	207	210	4	71	142	215	243	157	25	24	6	16	14	1	0	227	6	83	94	138	185	106	250	63	
	12.0%	<b>9.4%</b>	9.4%	9.0%	10.9%	8.2%	8.3%	7.2%	10.6%	9.6%	10.5%	9.5%	4.7%	14.4%	3.0%	16.2%	6.3%	12.5%	0.0%	9.3%	5.9%	11.2%	6.5%	9.0%	11.9%	9.7%	9.5%	8.4%	
Not at all	4,063	<b>3,261</b>	3,324	4,316	1,229	1,937	39	781	875	1,578	1,509	1,209	464	100	181	69	200	6	6	1,739	67	498	1,169	1,079	981	747	1,886	544	
	67.9%	<b>70.9%</b>	71.6%	71.6%	64.8%	75.3%	81.3%	79.2%	65.5%	70.4%	65.4%	73.2%	86.6%	59.9%	89.6%	69.7%	90.1%	75.0%	85.7%	71.1%	65.7%	66.9%	80.5%	70.5%	62.9%	68.2%	71.7%	72.3%	
Don't know	64	<b>26</b>	23	42	12	12	1	3	13	10	16	5	4	1	4	1	2	0	0	10	0	6	10	9	6	9	14	1	
	1.1%	<b>0.6%</b>	0.5%	0.7%	0.6%	0.5%	2.1%	0.3%	1.0%	0.4%	0.7%	0.3%	0.7%	0.6%	2.0%	1.0%	0.9%	0.0%	0.0%	0.4%	0.0%	0.8%	0.7%	0.6%	0.4%	0.8%	0.5%	0.1%	
Every day or Some days	1,860	<b>1,314</b>	1,294	1,672	657	624	8	202	447	654	781	437	68	66	17	29	20	2	1	698	35	240	274	442	572	340	729	207	
	31.1%	<b>28.6%</b>	27.9%	27.7%	34.6%	24.3%	16.7%	20.5%	33.5%	29.2%	33.9%	26.5%	12.7%	39.5%	8.4%	29.3%	9.0%	25.0%	14.3%	28.5%	34.3%	32.3%	18.9%	28.9%	36.7%	31.0%	27.7%	27.5%	
Significantly different from column:*		A			FG	E	E	IJ	HJ	HI	LM	KM	KL	OQT	NPTUV	OQ	NPTUV			NOQ	OQ	OQ	XY	WY	WX	AA	Z		

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 33**

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 (Q32)

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X	Y
Number in sample	1,869	<b>1,314</b>	1,294	1,644	657	624	8	202	447	654	781	437	68	66	17	29	20	2	1	698	35	240	274	442	572	340	729	207	
Number missing or multiple answer	32	<b>40</b>	23	0	11	17	0	4	12	13	20	8	1	2	0	0	1	0	0	14	1	9	6	16	17	14	17	7	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,837	<b>1,274</b>	1,271	1,644	646	607	8	198	435	641	761	429	67	64	17	29	19	2	1	684	34	231	268	426	555	326	712	200	
	98.3%	<b>97.0%</b>	98.2%	100.0%	98.3%	0.0%	100.0%	98.0%	97.3%	98.0%	97.4%	98.2%	98.5%	97.0%	100.0%	100.0%	95.0%	100.0%	100.0%	98.0%	0.0%	96.3%	97.8%	96.4%	97.0%	95.9%	97.7%	96.6%	
Never	435	<b>353</b>	338	400	212	135	4	80	124	149	216	110	22	16	6	5	6	1	0	177	10	68	105	119	124	174	146	27	
	23.7%	<b>27.7%</b>	26.6%	24.3%	32.8%	22.2%	50.0%	40.4%	28.5%	23.2%	28.4%	25.6%	32.8%	25.0%	35.3%	17.2%	31.6%	50.0%	0.0%	25.9%	29.4%	29.4%	39.2%	27.9%	22.3%	53.4%	20.5%	13.5%	
Sometimes	357	<b>250</b>	263	327	123	121	2	54	82	114	152	82	13	13	2	8	5	0	1	123	9	48	45	92	106	47	146	48	
	19.4%	<b>19.6%</b>	20.7%	19.9%	19.0%	19.9%	25.0%	27.3%	18.9%	17.8%	20.0%	19.1%	19.4%	20.3%	11.8%	27.6%	26.3%	0.0%	100.0%	18.0%	26.5%	20.8%	16.8%	21.6%	19.1%	14.4%	20.5%	24.0%	
Usually	332	<b>248</b>	223	308	108	138	1	27	84	137	137	96	12	14	2	6	3	0	0	142	4	38	40	91	113	39	159	42	
	18.1%	<b>19.5%</b>	17.5%	18.7%	16.7%	22.7%	12.5%	13.6%	19.3%	21.4%	18.0%	22.4%	17.9%	21.9%	11.8%	20.7%	15.8%	0.0%	0.0%	20.8%	11.8%	16.5%	14.9%	21.4%	20.4%	12.0%	22.3%	21.0%	
Always	713	<b>423</b>	447	609	203	213	1	37	145	241	256	141	20	21	7	10	5	1	0	242	11	77	78	124	212	66	261	83	
	38.8%	<b>33.2%</b>	35.2%	37.0%	31.4%	35.1%	12.5%	18.7%	33.3%	37.6%	33.6%	32.9%	29.9%	32.8%	41.2%	34.5%	26.3%	50.0%	0.0%	35.4%	32.4%	33.3%	29.1%	29.1%	38.2%	20.2%	36.7%	41.5%	
Significantly different from column:*		AD						IJ	H	H													Y	Y	WX	AAAB	Z	Z	
Sometimes, Usually, or Always	1,402	<b>921</b>	933	1,244	434	472	4	118	311	492	545	319	45	48	11	24	13	1	1	507	24	163	163	307	431	152	566	173	
	76.3%	<b>72.3%</b>	73.4%	75.7%	67.2%	77.8%	50.0%	59.6%	71.5%	76.8%	71.6%	74.4%	67.2%	75.0%	64.7%	82.8%	68.4%	50.0%	100.0%	74.1%	70.6%	70.6%	60.8%	72.1%	77.7%	46.6%	79.5%	86.5%	
Significantly different from column:*		AD			F	E		IJ	H	H										XY	WY	WX	AAAB	ZAB	ZAA				

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 34**

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 (Q32)

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)				
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X	Y	Z
Number in sample	1,869	<b>1,314</b>	1,294	1,643	657	624	8	202	447	654	781	437	68	66	17	29	20	2	1	698	35	240	274	442	572	340	729	207		
Number missing or multiple answer	32	<b>51</b>	24	0	18	19	1	6	14	20	27	10	2	2	0	0	1	1	0	21	1	9	9	18	23	20	17	11		
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,837	<b>1,263</b>	1,270	1,643	639	605	7	196	433	634	754	427	66	64	17	29	19	1	1	677	34	231	265	424	549	320	712	196		
	98.3%	<b>96.1%</b>	98.1%	100.0%	97.3%	0.0%	87.5%	97.0%	96.9%	96.5%	97.7%	97.1%	97.0%	100.0%	100.0%	95.0%	50.0%	100.0%	97.0%	97.0%	0.0%	43.4%	44.1%	49.8%	52.1%	48.1%	40.1%	66.6%	39.5%	31.6%
Never	855	<b>571</b>	598	720	327	232	4	125	196	250	348	186	31	26	7	15	10	1	0	294	15	115	138	204	220	213	281	62		
	46.5%	<b>45.2%</b>	47.1%	43.8%	51.2%	38.3%	57.1%	63.8%	45.3%	39.4%	46.2%	43.6%	47.0%	40.6%	41.2%	51.7%	52.6%	100.0%	0.0%	43.4%	44.1%	49.8%	52.1%	48.1%	40.1%	66.6%	39.5%	31.6%		
Sometimes	364	<b>266</b>	256	360	127	134	3	37	92	137	157	86	18	13	4	2	3	0	0	142	10	48	42	85	132	34	162	57		
	19.8%	<b>21.1%</b>	20.2%	21.9%	19.9%	22.1%	42.9%	18.9%	21.2%	21.6%	20.8%	20.1%	27.3%	20.3%	23.5%	6.9%	15.8%	0.0%	0.0%	21.0%	29.4%	20.8%	15.8%	20.0%	24.0%	10.6%	22.8%	29.1%		
Usually	254	<b>181</b>	181	240	83	97	0	16	58	107	110	60	8	17	4	4	3	0	1	93	3	29	31	65	79	30	116	33		
	13.8%	<b>14.3%</b>	14.3%	14.6%	13.0%	16.0%	0.0%	8.2%	13.4%	16.9%	14.6%	14.1%	12.1%	26.6%	23.5%	13.8%	15.8%	0.0%	100.0%	13.7%	8.8%	12.6%	11.7%	15.3%	14.4%	9.4%	16.3%	16.8%		
Always	364	<b>245</b>	235	323	102	142	0	18	87	140	139	95	9	8	2	8	3	0	0	148	6	39	54	70	118	43	153	44		
	19.8%	<b>19.4%</b>	18.5%	19.7%	16.0%	23.5%	0.0%	9.2%	20.1%	22.1%	18.4%	22.2%	13.6%	12.5%	11.8%	27.6%	15.8%	0.0%	0.0%	21.9%	17.6%	16.9%	20.4%	16.5%	21.5%	13.4%	21.5%	22.4%		
Significantly different from column:*					F	E		IJ	H	H																AAAB	Z	Z		
Sometimes, Usually, or Always	982	<b>692</b>	672	923	312	373	3	71	237	384	406	241	35	38	10	14	9	0	1	383	19	116	127	220	329	107	431	134		
	53.5%	<b>54.8%</b>	52.9%	56.2%	48.8%	61.7%	42.9%	36.2%	54.7%	60.6%	53.8%	56.4%	53.0%	59.4%	58.8%	48.3%	47.4%	0.0%	100.0%	56.6%	55.9%	50.2%	47.9%	51.9%	59.9%	33.4%	60.5%	68.4%		
Significantly different from column:*					F	E		IJ	H	H										Y	Y	WX	AAAB	ZAB	ZAA					

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 35**

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 (Q32)

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)								Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)				
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X	Y
Number in sample	1,869	<b>1,314</b>	1,294	1,632	657	624	8	202	447	654	781	437	68	66	17	29	20	2	1	698	35	240	274	442	572	340	729	207	
Number missing or multiple answer	57	<b>59</b>	32	0	23	22	0	7	16	25	27	16	3	2	0	1	1	0	0	28	1	8	10	20	26	20	26	10	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,812	<b>1,255</b>	1,262	1,632	634	602	8	195	431	629	754	421	65	64	17	28	19	2	1	670	34	232	264	422	546	320	703	197	
	97.0%	<b>95.5%</b>	97.5%	100.0%	96.5%	0.0%	100.0%	96.5%	96.4%	96.2%	96.5%	96.3%	95.6%	97.0%	100.0%	96.6%	95.0%	100.0%	100.0%	96.0%	0.0%	96.7%	96.4%	95.5%	95.5%	94.1%	96.4%	95.2%	
Never	935	<b>654</b>	676	827	362	278	5	136	218	300	404	204	37	33	6	10	10	2	0	340	20	128	157	218	266	215	334	85	
	51.6%	<b>52.1%</b>	53.6%	50.7%	57.1%	46.2%	62.5%	69.7%	50.6%	47.7%	53.6%	48.5%	56.9%	51.6%	35.3%	35.7%	52.6%	100.0%	0.0%	50.7%	58.8%	55.2%	59.5%	51.7%	48.7%	67.2%	47.5%	43.1%	
Sometimes	343	<b>244</b>	241	332	117	124	2	30	88	126	148	84	10	16	5	6	3	0	1	114	6	54	36	86	119	42	147	48	
	18.9%	<b>19.4%</b>	19.1%	20.3%	18.5%	20.6%	25.0%	15.4%	20.4%	20.0%	19.6%	20.0%	15.4%	25.0%	29.4%	21.4%	15.8%	0.0%	100.0%	17.0%	17.6%	23.3%	13.6%	20.4%	21.8%	13.1%	20.9%	24.4%	
Usually	237	<b>149</b>	157	218	72	76	1	15	51	83	91	51	6	8	1	6	2	0	0	82	4	18	23	57	65	24	97	25	
	13.1%	<b>11.9%</b>	12.4%	13.4%	11.4%	12.6%	12.5%	7.7%	11.8%	13.2%	12.1%	12.1%	9.2%	12.5%	5.9%	21.4%	10.5%	0.0%	0.0%	12.2%	11.8%	7.8%	8.7%	13.5%	11.9%	7.5%	13.8%	12.7%	
Always	297	<b>208</b>	188	255	83	124	0	14	74	120	111	82	12	7	5	6	4	0	0	134	4	32	48	61	96	39	125	39	
	16.4%	<b>16.6%</b>	14.9%	15.6%	13.1%	20.6%	0.0%	7.2%	17.2%	19.1%	14.7%	19.5%	18.5%	10.9%	29.4%	21.4%	21.1%	0.0%	0.0%	20.0%	11.8%	13.8%	18.2%	14.5%	17.6%	12.2%	17.8%	19.8%	
Significantly different from column:*					F	E		I	H	H	L	K								V		T				AAAB	Z	Z	
Sometimes, Usually, or Always	877	<b>601</b>	586	805	272	324	3	59	213	329	350	217	28	31	11	18	9	0	1	330	14	104	107	204	280	105	369	112	
	48.4%	<b>47.9%</b>	46.4%	49.3%	42.9%	53.8%	37.5%	30.3%	49.4%	52.3%	46.4%	51.5%	43.1%	48.4%	64.7%	64.3%	47.4%	0.0%	100.0%	49.3%	41.2%	44.8%	40.5%	48.3%	51.3%	32.8%	52.5%	56.9%	
Significantly different from column:*					F	E		I	H	H										XY	W	W	AAAB	Z	Z				

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 36**

What is your age?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)							Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)					
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X	Y
Number in sample	6,103	<b>4,756</b>	4,794	6,048	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768	
Number missing or multiple answer	80	<b>148</b>	156	0	6	3	0	0	0	0	4	2	2	1	1	0	2	0	0	6	0	0	11	14	13	54	72	14	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,023	<b>4,608</b>	4,638	6,048	1,912	2,593	48	994	1,348	2,266	2,321	1,663	541	168	202	100	220	8	7	2,458	106	752	1,453	1,520	1,556	1,094	2,632	754	
	98.7%	<b>96.9%</b>	96.7%	100.0%	99.7%	0.0%	100.0%	100.0%	100.0%	100.0%	99.8%	99.9%	99.6%	99.4%	99.5%	100.0%	99.1%	100.0%	100.0%	99.8%	0.0%	100.0%	99.2%	99.1%	99.2%	95.3%	97.3%	98.2%	
18 to 24	543	<b>396</b>	390	553	165	210	13	396	0	0	244	125	17	11	26	8	54	0	0	158	4	94	203	138	54	142	203	45	
	9.0%	<b>8.6%</b>	8.4%	9.1%	8.6%	8.1%	27.1%	39.8%	0.0%	0.0%	10.5%	7.5%	3.1%	6.5%	12.9%	8.0%	24.5%	0.0%	0.0%	6.4%	3.8%	12.5%	14.0%	9.1%	3.5%	13.0%	7.7%	6.0%	
25 to 34	922	<b>598</b>	604	881	262	316	16	598	0	0	279	221	94	16	17	11	37	2	1	295	19	121	268	205	116	167	313	99	
	15.3%	<b>13.0%</b>	13.0%	14.6%	13.7%	12.2%	33.3%	60.2%	0.0%	0.0%	12.0%	13.3%	17.4%	9.5%	8.4%	11.0%	16.8%	25.0%	14.3%	12.0%	17.9%	16.1%	18.4%	13.5%	7.5%	15.3%	11.9%	13.1%	
35 to 44	852	<b>560</b>	542	894	260	290	7	0	560	0	260	215	84	17	21	16	21	2	0	296	11	111	188	191	168	155	293	101	
	14.1%	<b>12.2%</b>	11.7%	14.8%	13.6%	11.2%	14.6%	0.0%	41.5%	0.0%	11.2%	12.9%	15.5%	10.1%	10.4%	16.0%	9.5%	25.0%	0.0%	12.0%	10.4%	14.8%	12.9%	12.6%	10.8%	14.2%	11.1%	13.4%	
45 to 54	1,176	<b>788</b>	779	1,203	355	418	6	0	788	0	385	295	92	32	31	20	36	1	0	431	20	130	247	246	284	184	447	139	
	19.5%	<b>17.1%</b>	16.8%	19.9%	18.6%	16.1%	12.5%	0.0%	58.5%	0.0%	16.6%	17.7%	17.0%	19.0%	15.3%	20.0%	16.4%	12.5%	0.0%	17.5%	18.9%	17.3%	17.0%	16.2%	18.3%	16.8%	17.0%	18.4%	
55 to 64	2,006	<b>1,560</b>	1,597	1,805	640	899	4	0	0	1,560	771	578	185	58	38	31	45	2	5	930	39	203	406	505	618	324	944	251	
	33.3%	<b>33.9%</b>	34.4%	29.8%	33.5%	34.7%	8.3%	0.0%	0.0%	68.8%	33.2%	34.8%	34.2%	34.5%	18.8%	31.0%	20.5%	25.0%	71.4%	37.8%	36.8%	27.0%	27.9%	33.2%	39.7%	29.6%	35.9%	33.3%	
65 to 74	315	<b>469</b>	468	427	170	291	1	0	0	469	247	162	45	25	25	9	16	1	1	235	10	67	100	158	203	80	287	86	
	5.2%	<b>10.2%</b>	10.1%	7.1%	8.9%	11.2%	2.1%	0.0%	0.0%	20.7%	10.6%	9.7%	8.3%	14.9%	12.4%	9.0%	7.3%	12.5%	14.3%	9.6%	9.4%	8.9%	6.9%	10.4%	13.0%	7.3%	10.9%	11.4%	
75 or older	209	<b>237</b>	258	285	60	169	1	0	0	237	135	67	24	9	44	5	11	0	0	113	3	26	41	77	113	42	145	33	
	3.5%	<b>5.1%</b>	5.6%	4.7%	3.1%	6.5%	2.1%	0.0%	0.0%	10.5%	5.8%	4.0%	4.4%	5.4%	21.8%	5.0%	5.0%	0.0%	0.0%	4.6%	2.8%	3.5%	2.8%	5.1%	7.3%	3.8%	5.5%	4.4%	
55 or older	2,530	<b>2,266</b>	2,323	2,517	870	1,359	6	0	0	2,266	1,153	807	254	92	107	45	72	3	6	1,278	52	296	547	740	934	446	1,376	370	
	42.0%	<b>49.2%</b>	50.1%	41.6%	45.5%	52.4%	12.5%	0.0%	0.0%	100.0%	49.7%	48.5%	47.0%	54.8%	53.0%	45.0%	32.7%	37.5%	85.7%	52.0%	49.1%	39.4%	37.6%	48.7%	60.0%	40.8%	52.3%	49.1%	
Significantly different from column:*		AD			FG	EG	EF	J	J	HI				QV	QV	Q	NOPTU			QV	Q	NOT	XY	WY	WX	AAAB	Z	Z	

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 37**

What was your biological sex at birth?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	6,103	<b>4,756</b>	4,794	6,042	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768	
Number missing or multiple answer	73	<b>158</b>	141	0	5	3	1	2	4	12	7	2	1	1	1	0	3	0	0	6	0	3	12	14	19	55	79	16	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,030	<b>4,598</b>	4,653	6,042	1,913	2,593	47	992	1,344	2,254	2,318	1,663	542	168	202	100	219	8	7	2,458	106	749	1,452	1,520	1,550	1,093	2,625	752	
	98.8%	<b>96.7%</b>	97.1%	100.0%	99.7%	0.0%	97.9%	99.8%	99.7%	99.5%	99.7%	99.9%	99.8%	99.4%	99.5%	100.0%	98.6%	100.0%	100.0%	99.8%	0.0%	99.6%	99.2%	99.1%	98.8%	95.2%	97.1%	97.9%	
Male	2,507	<b>1,944</b>	1,969	2,423	1,900	6	20	441	622	876	1,073	633	209	81	72	44	79	5	5	1,038	50	336	639	636	639	588	1,038	268	
	41.6%	<b>42.3%</b>	42.3%	40.1%	99.3%	0.2%	42.6%	44.5%	46.3%	38.9%	46.3%	38.1%	38.6%	48.2%	35.6%	44.0%	36.1%	62.5%	71.4%	42.2%	47.2%	44.9%	44.0%	41.8%	41.2%	53.8%	39.5%	35.6%	
Female	3,523	<b>2,654</b>	2,684	3,619	13	2,587	27	551	722	1,378	1,245	1,030	333	87	130	56	140	3	2	1,420	56	413	813	884	911	505	1,587	484	
	58.4%	<b>57.7%</b>	57.7%	59.9%	0.7%	99.8%	57.4%	55.5%	53.7%	61.1%	53.7%	61.9%	61.4%	51.8%	64.4%	56.0%	63.9%	37.5%	28.6%	57.8%	52.8%	55.1%	56.0%	58.2%	58.8%	46.2%	60.5%	64.4%	
Significantly different from column:*		D			F	E		J	J	HI	LM	K	K	OQ	NUV		NV				O	OQ				AAAB	Z	Z	

NA - Not Applicable

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



**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 38**

What is your current gender identity?

Base: All respondents

	2020 CSS Average				Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	<b>4,756</b>	---	---	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768
Number missing or multiple answer	---	<b>194</b>	---	---	0	0	0	12	12	31	23	13	5	5	1	1	6	0	0	16	0	6	19	30	31	64	101	20
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	<b>4,562</b>	---	---	1,918	2,596	48	982	1,336	2,235	2,302	1,652	538	164	202	99	216	8	7	2,448	106	746	1,445	1,504	1,538	1,084	2,603	748
	---	<b>95.9%</b>	---	---	100.0%	0.0%	100.0%	98.8%	99.1%	98.6%	99.0%	99.2%	99.1%	97.0%	99.5%	99.0%	97.3%	100.0%	100.0%	99.4%	0.0%	99.2%	98.7%	98.0%	98.0%	94.4%	96.3%	97.4%
Male	---	<b>1,918</b>	---	---	1,918	0	0	427	615	870	1,062	624	204	77	74	44	78	5	5	1,029	49	333	626	625	636	581	1,022	264
	---	<b>42.0%</b>	---	---	100.0%	0.0%	0.0%	43.5%	46.0%	38.9%	46.1%	37.8%	37.9%	47.0%	36.6%	44.4%	36.1%	62.5%	71.4%	42.0%	46.2%	44.6%	43.3%	41.6%	41.4%	53.6%	39.3%	35.3%
Female	---	<b>2,596</b>	---	---	0	2,596	0	526	708	1,359	1,217	1,012	328	84	127	54	137	3	2	1,396	54	402	806	859	887	493	1,555	473
	---	<b>56.9%</b>	---	---	0.0%	100.0%	0.0%	53.6%	53.0%	60.8%	52.9%	61.3%	61.0%	51.2%	62.9%	54.5%	63.4%	37.5%	28.6%	57.0%	50.9%	53.9%	55.8%	57.1%	57.7%	45.5%	59.7%	63.2%
Transgender	---	<b>15</b>	---	---	0	0	15	10	4	1	6	6	3	1	0	1	1	0	0	5	0	4	3	9	3	3	7	5
	---	<b>0.3%</b>	---	---	0.0%	0.0%	31.3%	1.0%	0.3%	0.0%	0.3%	0.4%	0.6%	0.6%	0.0%	1.0%	0.5%	0.0%	0.0%	0.2%	0.0%	0.5%	0.2%	0.6%	0.2%	0.3%	0.7%	
Non-binary, genderqueer, or other	---	<b>33</b>	---	---	0	0	33	19	9	5	17	10	3	2	1	0	0	0	0	18	3	7	10	11	12	7	19	6
	---	<b>0.7%</b>	---	---	0.0%	0.0%	68.8%	1.9%	0.7%	0.2%	0.7%	0.6%	0.6%	1.2%	0.5%	0.0%	0.0%	0.0%	0.0%	0.7%	2.8%	0.9%	0.7%	0.7%	0.8%	0.6%	0.7%	0.8%
Significantly different from column:*								IJ	HJ	HI																		

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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**Question 39**

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X
Number in sample	6,103	<b>4,756</b>	4,794	5,991	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768
Number missing or multiple answer	115	<b>223</b>	212	0	28	39	3	14	17	52	0	0	0	4	9	0	13	0	17	2	11	30	36	44	70	114	26	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,988	<b>4,533</b>	4,582	5,991	1,890	2,557	45	980	1,331	2,214	2,325	1,665	543	165	194	100	209	8	7	2,447	104	741	1,434	1,498	1,525	1,078	2,590	742
	98.1%	<b>95.3%</b>	95.6%	100.0%	98.5%	0.0%	93.8%	98.6%	98.7%	97.7%	100.0%	100.0%	100.0%	97.6%	95.6%	100.0%	94.1%	100.0%	100.0%	99.3%	0.0%	98.5%	98.0%	97.7%	97.2%	93.9%	95.8%	96.6%
8th grade or less	436	<b>244</b>	259	386	95	142	1	9	71	163	244	0	0	13	34	4	59	0	1	55	2	53	47	64	128	63	136	34
	7.3%	<b>5.4%</b>	5.7%	6.4%	5.0%	5.6%	2.2%	0.9%	5.3%	7.4%	10.5%	0.0%	0.0%	7.9%	17.5%	4.0%	28.2%	0.0%	14.3%	2.2%	1.9%	7.2%	3.3%	4.3%	8.4%	5.8%	5.3%	4.6%
Some high school, but did not graduate	944	<b>534</b>	521	777	239	283	8	117	148	268	534	0	0	31	22	16	29	1	0	251	13	84	113	175	235	131	298	93
	15.8%	<b>11.8%</b>	11.4%	13.0%	12.6%	11.1%	17.8%	11.9%	11.1%	12.1%	23.0%	0.0%	0.0%	18.8%	11.3%	16.0%	13.9%	12.5%	0.0%	10.3%	12.5%	11.3%	7.9%	11.7%	15.4%	12.2%	11.5%	12.5%
High school graduate or GED	2,293	<b>1,547</b>	1,622	2,070	728	792	14	397	426	722	1,547	0	0	71	44	28	71	0	3	810	43	244	467	525	530	411	886	204
	38.3%	<b>34.1%</b>	35.4%	34.6%	38.5%	31.0%	31.1%	40.5%	32.0%	32.6%	66.5%	0.0%	0.0%	43.0%	22.7%	28.0%	34.0%	0.0%	42.9%	33.1%	41.3%	32.9%	32.6%	35.0%	34.8%	38.1%	34.2%	27.5%
Some college or 2-year degree	1,629	<b>1,665</b>	1,594	2,064	624	1,012	16	346	510	807	0	1,665	0	43	51	38	40	3	1	973	39	290	537	582	519	352	952	321
	27.2%	<b>36.7%</b>	34.8%	34.5%	33.0%	39.6%	35.6%	35.3%	38.3%	36.4%	0.0%	100.0%	0.0%	26.1%	26.3%	38.0%	19.1%	37.5%	14.3%	39.8%	37.5%	39.1%	37.4%	38.9%	34.0%	32.7%	36.8%	43.3%
4-year college graduate	439	<b>335</b>	358	454	127	201	5	76	110	148	0	0	335	5	34	7	7	1	1	219	6	36	164	95	72	79	194	54
	7.3%	<b>7.4%</b>	7.8%	7.6%	6.7%	7.9%	11.1%	7.8%	8.3%	6.7%	0.0%	0.0%	61.7%	3.0%	17.5%	7.0%	3.3%	12.5%	14.3%	8.9%	5.8%	4.9%	11.4%	6.3%	4.7%	7.3%	7.5%	7.3%
More than 4-year college degree	247	<b>208</b>	228	240	77	127	1	35	66	106	0	0	208	2	9	7	3	3	1	139	1	34	106	57	41	42	124	36
	4.1%	<b>4.6%</b>	5.0%	4.0%	4.1%	5.0%	2.2%	3.6%	5.0%	4.8%	0.0%	0.0%	38.3%	1.2%	4.6%	7.0%	1.4%	37.5%	14.3%	5.7%	1.0%	4.6%	7.4%	3.8%	2.7%	3.9%	4.8%	4.9%
4-year college graduate or more	686	<b>543</b>	586	694	204	328	6	111	176	254	0	0	543	7	43	14	10	4	2	358	7	70	270	152	113	121	318	90
	11.5%	<b>12.0%</b>	12.8%	11.6%	10.8%	12.8%	13.3%	11.3%	13.2%	11.5%	0.0%	0.0%	100.0%	4.2%	22.2%	14.0%	4.8%	50.0%	28.6%	14.6%	6.7%	9.4%	18.8%	10.1%	7.4%	11.2%	12.3%	12.1%
Significantly different from column:*					F	E					M	M	KL	OPTV	NQTUV	NQ	OPTV			NOQUV	OT	NOQT	XY	WY	WX			

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.

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## Question 40

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

Base: All respondents

	2020 CSS Average				Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	A	B	C	D	Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	---	---	---	---	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	<b>4,756</b>	---	---	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768
Number missing or multiple answer	---	<b>725</b>	---	---	224	337	5	120	152	315	343	187	28	0	0	0	0	0	0	0	0	197	191	216	184	407	102	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	<b>4,031</b>	---	---	1,694	2,259	43	874	1,196	1,951	1,982	1,478	515	169	203	100	222	8	7	2,464	106	752	1,267	1,343	1,353	964	2,297	666
	---	<b>84.8%</b>	---	---	88.3%	0.0%	89.6%	87.9%	88.7%	86.1%	85.2%	88.8%	94.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%	86.5%	87.5%	86.2%	84.0%	84.9%	86.7%
American Indian	---	<b>477</b>	---	---	207	252	10	107	150	219	262	179	31	144	0	0	0	0	0	0	0	333	138	148	176	104	269	91
	---	<b>11.8%</b>	---	---	12.2%	11.2%	23.3%	12.2%	12.5%	11.2%	13.2%	12.1%	6.0%	85.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	44.3%	10.9%	11.0%	13.0%	10.8%	11.7%	13.7%
Alaska Native	---	<b>21</b>	---	---	13	7	0	4	7	10	9	9	3	7	0	0	0	0	0	0	0	14	7	3	9	10	6	4
	---	<b>0.5%</b>	---	---	0.8%	0.3%	0.0%	0.5%	0.6%	0.5%	0.5%	0.6%	0.6%	4.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.9%	0.6%	0.2%	0.7%	1.0%	0.3%	0.6%	
Canadian Inuit, Metis, or First Nation	---	<b>28</b>	---	---	15	9	1	2	7	19	10	13	5	6	0	0	0	0	0	0	0	22	11	5	10	9	10	8
	---	<b>0.7%</b>	---	---	0.9%	0.4%	2.3%	0.2%	0.6%	1.0%	0.5%	0.9%	1.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.9%	0.4%	0.7%	0.9%	0.4%	1.2%	
Indigenous Mexican, Central American, or South American	---	<b>170</b>	---	---	80	87	2	41	51	78	120	33	13	21	0	0	0	0	0	0	0	149	55	46	62	46	93	28
	---	<b>4.2%</b>	---	---	4.7%	3.9%	4.7%	4.7%	4.3%	4.0%	6.1%	2.2%	2.5%	12.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	19.8%	4.3%	3.4%	4.6%	4.8%	4.0%	4.2%	
Asian Indian	---	<b>34</b>	---	---	13	20	0	4	11	19	17	10	6	0	22	0	0	0	0	0	0	12	16	10	7	15	15	4
	---	<b>0.8%</b>	---	---	0.8%	0.9%	0.0%	0.5%	0.9%	1.0%	0.9%	0.7%	1.2%	0.0%	10.8%	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%	1.3%	0.7%	0.5%	1.6%	0.7%	0.6%	
Chinese	---	<b>56</b>	---	---	27	27	1	20	10	26	24	15	15	0	45	0	0	0	0	0	0	11	26	18	10	16	30	9
	---	<b>1.4%</b>	---	---	1.6%	1.2%	2.3%	2.3%	0.8%	1.3%	1.2%	1.0%	2.9%	0.0%	22.2%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%	2.1%	1.3%	0.7%	1.7%	1.3%	1.4%	
Filipino/a	---	<b>50</b>	---	---	15	34	0	12	17	21	16	22	10	0	35	0	0	0	0	0	0	15	22	19	8	14	28	7
	---	<b>1.2%</b>	---	---	0.9%	1.5%	0.0%	1.4%	1.4%	1.1%	0.8%	1.5%	1.9%	0.0%	17.2%	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%	1.7%	1.4%	0.6%	1.5%	1.2%	1.1%	
Hmong	---	<b>7</b>	---	---	2	4	0	0	2	5	3	0	3	0	3	0	0	0	0	0	0	4	1	4	2	1	5	1
	---	<b>0.2%</b>	---	---	0.1%	0.2%	0.0%	0.0%	0.2%	0.3%	0.2%	0.0%	0.6%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.1%	0.3%	0.1%	0.1%	0.2%	0.2%	
Japanese	---	<b>23</b>	---	---	10	11	1	7	7	9	8	9	6	0	7	0	0	0	0	0	0	16	8	12	3	7	13	3
	---	<b>0.6%</b>	---	---	0.6%	0.5%	2.3%	0.8%	0.6%	0.5%	0.4%	0.6%	1.2%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	0.6%	0.9%	0.2%	0.7%	0.6%	0.5%	
Korean	---	<b>25</b>	---	---	7	17	0	8	2	15	14	8	3	0	21	0	0	0	0	0	0	4	8	8	8	7	14	3
	---	<b>0.6%</b>	---	---	0.4%	0.8%	0.0%	0.9%	0.2%	0.8%	0.7%	0.5%	0.6%	0.0%	10.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.6%	0.6%	0.6%	0.7%	0.6%	0.5%	
Laotian	---	<b>6</b>	---	---	3	2	0	0	0	6	4	0	2	0	2	0	0	0	0	0	0	4	0	2	4	1	3	2
	---	<b>0.1%</b>	---	---	0.2%	0.1%	0.0%	0.0%	0.0%	0.3%	0.2%	0.0%	0.4%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.0%	0.1%	0.3%	0.1%	0.1%	0.3%	
South Asian	---	<b>13</b>	---	---	7	5	0	2	2	9	5	4	4	0	8	0	0	0	0	0	0	5	5	5	2	4	7	2
	---	<b>0.3%</b>	---	---	0.4%	0.2%	0.0%	0.2%	0.2%	0.5%	0.3%	0.3%	0.8%	0.0%	3.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%	0.4%	0.4%	0.1%	0.4%	0.3%	0.3%	
Vietnamese	---	<b>57</b>	---	---	29	26	0	13	13	30	34	11	9	0	51	0	0	0	0	0	0	6	19	22	15	20	27	7
	---	<b>1.4%</b>	---	---	1.7%	1.2%	0.0%	1.5%	1.1%	1.5%	1.7%	0.7%	1.7%	0.0%	25.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	1.5%	1.6%	1.1%	2.1%	1.2%	1.1%	
Other Asian	---	<b>39</b>	---	---	15	22	1	13	10	16	20	8	8	0	24	0	0	0	0	0	0	15	15	16	8	11	18	9
	---	<b>1.0%</b>	---	---	0.9%	1.0%	2.3%	1.5%	0.8%	0.8%	1.0%	0.5%	1.6%	0.0%	11.8%	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%	1.2%	1.2%	0.6%	1.1%	0.8%	1.4%	

NA - Not Applicable

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

# State Oregon Health Plan

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

## Question 40

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

Base: All respondents

	2020 CSS Average				Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	<b>4,756</b>	---	---	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768
Number missing or multiple answer	---	<b>725</b>	---	---	224	337	5	120	152	315	343	187	28	0	0	0	0	0	0	0	0	0	197	191	216	184	407	102
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	<b>4,031</b>	---	---	1,694	2,259	43	874	1,196	1,951	1,982	1,478	515	169	203	100	222	8	7	2,464	106	752	1,267	1,343	1,353	964	2,297	666
	---	<b>84.8%</b>	---	---	88.3%	0.0%	89.6%	87.9%	88.7%	86.1%	85.2%	88.8%	94.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	86.5%	87.5%	86.2%	84.0%	84.9%	86.7%	
African American	---	<b>133</b>	---	---	55	75	0	31	48	54	62	53	17	0	0	81	0	0	0	0	0	52	34	35	58	29	79	22
	---	<b>3.3%</b>	---	---	3.2%	3.3%	0.0%	3.5%	4.0%	2.8%	3.1%	3.6%	3.3%	0.0%	0.0%	81.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.9%	2.7%	2.6%	4.3%	3.0%	3.4%	3.3%
African (Black)	---	<b>42</b>	---	---	16	24	0	13	18	11	23	10	9	0	0	28	0	0	0	0	0	14	15	7	20	11	26	3
	---	<b>1.0%</b>	---	---	0.9%	1.1%	0.0%	1.5%	1.5%	0.6%	1.2%	0.7%	1.7%	0.0%	0.0%	28.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.9%	1.2%	0.5%	1.5%	1.1%	1.1%	0.5%
Caribbean (Black)	---	<b>10</b>	---	---	4	4	1	4	3	3	6	2	2	0	0	5	0	0	0	0	0	5	1	3	6	1	6	3
	---	<b>0.2%</b>	---	---	0.2%	0.2%	2.3%	0.5%	0.3%	0.2%	0.3%	0.1%	0.4%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%	0.1%	0.2%	0.4%	0.1%	0.3%	0.5%
Other Black	---	<b>20</b>	---	---	9	10	0	2	7	11	10	9	1	0	0	5	0	0	0	0	0	15	6	6	8	5	11	4
	---	<b>0.5%</b>	---	---	0.5%	0.4%	0.0%	0.2%	0.6%	0.6%	0.5%	0.6%	0.2%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%	0.5%	0.4%	0.6%	0.5%	0.5%	0.6%
Hispanic or Latino/a Central American	---	<b>67</b>	---	---	33	30	2	31	14	22	46	16	2	0	0	31	0	0	0	0	0	36	19	27	21	17	40	9
	---	<b>1.7%</b>	---	---	1.9%	1.3%	4.7%	3.5%	1.2%	1.1%	2.3%	1.1%	0.4%	0.0%	0.0%	0.0%	14.0%	0.0%	0.0%	0.0%	0.0%	4.8%	1.5%	2.0%	1.6%	1.8%	1.7%	1.4%
Hispanic or Latino/a Mexican	---	<b>342</b>	---	---	130	201	2	140	93	107	239	69	17	0	0	192	0	0	0	0	0	150	118	110	109	99	190	43
	---	<b>8.5%</b>	---	---	7.7%	8.9%	4.7%	16.0%	7.8%	5.5%	12.1%	4.7%	3.3%	0.0%	0.0%	86.5%	0.0%	0.0%	0.0%	0.0%	19.9%	9.3%	8.2%	8.1%	10.3%	8.3%	6.5%	
Hispanic or Latino/a South American	---	<b>36</b>	---	---	10	23	0	11	7	18	16	7	9	0	0	13	0	0	0	0	0	23	11	14	11	11	22	2
	---	<b>0.9%</b>	---	---	0.6%	1.0%	0.0%	1.3%	0.6%	0.9%	0.8%	0.5%	1.7%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	3.1%	0.9%	1.0%	0.8%	1.1%	1.0%	0.3%	
Other Hispanic or Latino/a	---	<b>114</b>	---	---	41	68	1	43	33	38	67	31	12	0	0	39	0	0	0	0	0	75	40	39	35	28	62	23
	---	<b>2.8%</b>	---	---	2.4%	3.0%	2.3%	4.9%	2.8%	1.9%	3.4%	2.1%	2.3%	0.0%	0.0%	0.0%	17.6%	0.0%	0.0%	0.0%	10.0%	3.2%	2.9%	2.6%	2.9%	2.7%	3.5%	
Middle Eastern	---	<b>33</b>	---	---	19	13	0	12	12	9	10	10	12	0	0	0	0	8	0	0	0	25	13	9	10	7	17	7
	---	<b>0.8%</b>	---	---	1.1%	0.6%	0.0%	1.4%	1.0%	0.5%	0.5%	0.7%	2.3%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	3.3%	1.0%	0.7%	0.7%	0.7%	0.7%	1.1%	
Northern African	---	<b>13</b>	---	---	6	6	0	2	7	4	5	4	4	0	0	0	0	0	0	0	0	13	4	6	3	3	7	1
	---	<b>0.3%</b>	---	---	0.4%	0.3%	0.0%	0.2%	0.6%	0.2%	0.3%	0.3%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%	0.3%	0.4%	0.2%	0.3%	0.3%	0.2%	

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 40**

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	<b>4,756</b>	---	---	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768
Number missing or multiple answer	---	<b>725</b>	---	---	224	337	5	120	152	315	343	187	28	0	0	0	0	0	0	0	0	197	191	216	184	407	102	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	<b>4,031</b>	---	---	1,694	2,259	43	874	1,196	1,951	1,982	1,478	515	169	203	100	222	8	7	2,464	106	752	1,267	1,343	1,353	964	2,297	666
	---	<b>84.8%</b>	---	---	88.3%	0.0%	89.6%	87.9%	88.7%	86.1%	85.2%	88.8%	94.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%	86.5%	87.5%	86.2%	84.0%	84.9%	86.7%
Guamanian or Chamorro	---	<b>6</b>	---	---	3	2	0	3	0	3	1	2	3	0	0	0	0	0	1	0	0	5	1	2	2	2	2	1
	---	<b>0.1%</b>	---	---	0.2%	0.1%	0.0%	0.3%	0.0%	0.2%	0.1%	0.1%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.7%	0.1%	0.1%	0.1%	0.2%	0.1%	0.2%
Micronesian	---	<b>3</b>	---	---	2	0	0	0	0	3	1	1	1	0	0	0	0	0	1	0	0	2	0	1	2	1	1	1
	---	<b>0.1%</b>	---	---	0.1%	0.0%	0.0%	0.0%	0.0%	0.2%	0.1%	0.1%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.3%	0.0%	0.1%	0.1%	0.0%	0.0%	0.2%
Native Hawaiian	---	<b>13</b>	---	---	8	4	0	3	4	6	6	6	1	0	0	0	0	0	2	0	0	11	5	5	2	1	9	3
	---	<b>0.3%</b>	---	---	0.5%	0.2%	0.0%	0.3%	0.3%	0.3%	0.3%	0.4%	0.2%	0.0%	0.0%	0.0%	0.0%	28.6%	0.0%	0.0%	1.5%	0.4%	0.4%	0.1%	0.1%	0.4%	0.5%	
Samoa	---	<b>5</b>	---	---	4	0	0	0	1	4	3	1	1	0	0	0	0	0	1	0	0	4	0	1	4	2	2	1
	---	<b>0.1%</b>	---	---	0.2%	0.0%	0.0%	0.0%	0.1%	0.2%	0.2%	0.1%	0.2%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.5%	0.0%	0.1%	0.3%	0.2%	0.1%	0.2%	
Tongan	---	<b>3</b>	---	---	2	0	0	0	0	3	2	0	1	0	0	0	0	0	1	0	0	2	1	1	1	0	2	1
	---	<b>0.1%</b>	---	---	0.1%	0.0%	0.0%	0.0%	0.0%	0.2%	0.1%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.3%	0.1%	0.1%	0.1%	0.1%	0.0%	0.1%	0.2%
Other Pacific Islander	---	<b>16</b>	---	---	8	6	0	2	2	12	9	4	2	0	0	0	0	0	2	0	0	14	4	8	4	2	7	5
	---	<b>0.4%</b>	---	---	0.5%	0.3%	0.0%	0.2%	0.2%	0.6%	0.5%	0.3%	0.4%	0.0%	0.0%	0.0%	0.0%	28.6%	0.0%	0.0%	1.9%	0.3%	0.6%	0.3%	0.2%	0.3%	0.8%	
Eastern European	---	<b>458</b>	---	---	191	257	7	110	136	212	168	212	75	0	0	0	0	0	345	0	113	169	148	132	103	276	70	
	---	<b>11.4%</b>	---	---	11.3%	11.4%	16.3%	12.6%	11.4%	10.9%	8.5%	14.3%	14.6%	0.0%	0.0%	0.0%	0.0%	0.0%	14.0%	0.0%	15.0%	13.3%	11.0%	9.8%	10.7%	12.0%	10.5%	
Slavic	---	<b>79</b>	---	---	32	43	3	18	18	43	14	50	14	0	0	0	0	0	55	0	24	26	25	26	20	42	14	
	---	<b>2.0%</b>	---	---	1.9%	1.9%	7.0%	2.1%	1.5%	2.2%	0.7%	3.4%	2.7%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	3.2%	2.1%	1.9%	1.9%	2.1%	1.8%	2.1%		
Western European	---	<b>1,146</b>	---	---	545	575	17	265	351	529	350	526	261	0	0	0	0	0	920	0	226	432	369	327	285	625	208	
	---	<b>28.4%</b>	---	---	32.2%	25.5%	39.5%	30.3%	29.3%	27.1%	17.7%	35.6%	50.7%	0.0%	0.0%	0.0%	0.0%	0.0%	37.3%	0.0%	30.1%	34.1%	27.5%	24.2%	29.6%	27.2%	31.2%	
Other White	---	<b>1,740</b>	---	---	684	1,025	18	335	526	874	979	625	122	0	0	0	0	0	1,376	0	364	456	590	668	377	1,009	312	
	---	<b>43.2%</b>	---	---	40.4%	45.4%	41.9%	38.3%	44.0%	44.8%	49.4%	42.3%	23.7%	0.0%	0.0%	0.0%	0.0%	0.0%	55.8%	0.0%	48.4%	43.9%	49.4%	39.1%	43.9%	46.8%		
Other	---	<b>312</b>	---	---	149	154	6	78	96	138	145	125	35	0	0	0	0	0	106	206	82	108	117	68	175	55		
	---	<b>7.7%</b>	---	---	8.8%	6.8%	14.0%	8.9%	8.0%	7.1%	7.3%	8.5%	6.8%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	27.4%	6.5%	8.0%	8.6%	7.1%	7.6%	8.3%		

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

39930

**Question 42**

How well do you speak English?

Base: All respondents

	2020 CSS Average				Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)							Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)				
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	<b>4,756</b>	---	---	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768
Number missing or multiple answer	---	<b>258</b>	---	---	63	68	1	30	26	88	72	37	16	6	4	7	10	0	2	50	2	15	34	53	59	84	132	27
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	<b>4,498</b>	---	---	1,855	2,528	47	964	1,322	2,178	2,253	1,628	527	163	199	93	212	8	5	2,414	104	737	1,430	1,481	1,510	1,064	2,572	741
	---	<b>94.6%</b>	---	---	96.7%	0.0%	97.9%	97.0%	98.1%	96.1%	96.9%	97.8%	97.1%	96.4%	98.0%	93.0%	95.5%	100.0%	71.4%	98.0%	0.0%	98.0%	97.7%	96.5%	96.2%	92.7%	95.1%	96.5%
Very well	---	<b>3,658</b>	---	---	1,447	2,127	37	819	1,079	1,732	1,664	1,466	477	125	64	76	98	6	4	2,160	84	588	1,232	1,210	1,154	856	2,090	629
	---	<b>81.3%</b>	---	---	78.0%	84.1%	78.7%	85.0%	81.6%	79.5%	73.9%	90.0%	90.5%	76.7%	32.2%	81.7%	46.2%	75.0%	80.0%	89.5%	80.8%	79.8%	86.2%	81.7%	76.4%	80.5%	81.3%	84.9%
Well	---	<b>563</b>	---	---	301	242	8	107	170	282	367	146	35	34	58	14	26	1	0	227	18	88	130	176	248	137	319	83
	---	<b>12.5%</b>	---	---	16.2%	9.6%	17.0%	11.1%	12.9%	12.9%	16.3%	9.0%	6.6%	20.9%	29.1%	15.1%	12.3%	12.5%	0.0%	9.4%	17.3%	11.9%	9.1%	11.9%	16.4%	12.9%	12.4%	11.2%
Not well	---	<b>164</b>	---	---	71	88	0	29	50	83	131	12	11	1	44	2	37	1	1	19	1	45	38	61	61	43	93	17
	---	<b>3.6%</b>	---	---	3.8%	3.5%	0.0%	3.0%	3.8%	3.8%	5.8%	0.7%	2.1%	0.6%	22.1%	2.2%	17.5%	12.5%	20.0%	0.8%	1.0%	6.1%	2.7%	4.1%	4.0%	4.0%	3.6%	2.3%
Not at all	---	<b>113</b>	---	---	36	71	2	9	23	81	91	4	4	3	33	1	51	0	0	8	1	16	30	34	47	28	70	12
	---	<b>2.5%</b>	---	---	1.9%	2.8%	4.3%	0.9%	1.7%	3.7%	4.0%	0.2%	0.8%	1.8%	16.6%	1.1%	24.1%	0.0%	0.0%	0.3%	1.0%	2.2%	2.1%	2.3%	3.1%	2.6%	2.7%	1.6%
Very well or Well	---	<b>4,221</b>	---	---	1,748	2,369	45	926	1,249	2,014	2,031	1,612	512	159	122	90	124	7	4	2,387	102	676	1,362	1,386	1,402	993	2,409	712
	---	<b>93.8%</b>	---	---	94.2%	93.7%	95.7%	96.1%	94.5%	92.5%	90.1%	99.0%	97.2%	97.5%	61.3%	96.8%	58.5%	87.5%	80.0%	98.9%	98.1%	91.7%	95.2%	93.6%	92.8%	93.3%	93.7%	96.1%
Significantly different from column:*								J	J	HI	LM	KM	KL	OQV	NPTUV	OQ	NPTUV			OQV	OQV	NOQTU	Y		W	AB	AB	ZAA

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 43**

What language do you mainly speak at home?

Base: All respondents

	2020 CSS Average				Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)								Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)				
	2020	2019	2018		Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X	Y	Z	AA	AB	
Number in sample	---	<b>4,756</b>	---	---	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768	
Number missing or multiple answer	---	<b>351</b>	---	---	100	121	1	50	48	134	125	53	30	9	46	6	23	3	2	62	1	35	68	82	84	103	190	36	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	<b>4,405</b>	---	---	1,818	2,475	47	944	1,300	2,132	2,200	1,612	513	160	157	94	199	5	5	2,402	105	717	1,396	1,452	1,485	1,045	2,514	732	
	---	<b>92.6%</b>	---	---	94.8%	0.0%	97.9%	95.0%	96.4%	94.1%	94.6%	96.8%	94.5%	94.7%	77.3%	94.0%	89.6%	62.5%	71.4%	97.5%	0.0%	95.3%	95.4%	94.7%	94.6%	91.0%	93.0%	95.3%	
English	---	<b>4,069</b>	---	---	1,689	2,281	45	854	1,206	1,980	1,957	1,563	486	157	79	87	64	4	5	2,382	103	635	1,287	1,345	1,367	943	2,324	697	
	---	<b>92.4%</b>	---	---	92.9%	92.2%	95.7%	90.5%	92.8%	92.9%	89.0%	97.0%	94.7%	98.1%	50.3%	92.6%	32.2%	80.0%	100.0%	99.2%	98.1%	88.6%	92.2%	92.6%	92.1%	90.2%	92.4%	95.2%	
Spanish	---	<b>207</b>	---	---	78	120	1	61	63	83	165	24	6	3	0	1	133	0	0	6	0	60	65	60	80	59	118	23	
	---	<b>4.7%</b>	---	---	4.3%	4.8%	2.1%	6.5%	4.8%	3.9%	7.5%	1.5%	1.2%	1.9%	0.0%	1.1%	66.8%	0.0%	0.0%	0.2%	0.0%	8.4%	4.7%	4.1%	5.4%	5.6%	4.7%	3.1%	
Other	---	<b>129</b>	---	---	51	74	1	29	31	69	78	25	21	0	78	6	2	1	0	14	2	22	44	47	38	43	72	12	
	---	<b>2.9%</b>	---	---	2.8%	3.0%	2.1%	3.1%	2.4%	3.2%	3.5%	1.6%	4.1%	0.0%	49.7%	6.4%	1.0%	20.0%	0.0%	0.6%	1.9%	3.1%	3.2%	3.2%	2.6%	4.1%	2.9%	1.6%	

NA - Not Applicable

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 44**

Do you need an interpreter for us to communicate with you?

Base: All respondents

	2020 CSS Average				Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)							Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)					
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
																													Male
Number in sample	---	<b>4,756</b>	---	---	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768	
Number missing or multiple answer	---	<b>260</b>	---	---	64	70	1	33	26	86	80	35	13	8	5	5	9	0	1	54	2	17	28	61	57	81	137	26	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	<b>4,496</b>	---	---	1,854	2,526	47	961	1,322	2,180	2,245	1,630	530	161	198	95	213	8	6	2,410	104	735	1,436	1,473	1,512	1,067	2,567	742	
	---	<b>94.5%</b>	---	---	96.7%	0.0%	97.9%	96.7%	98.1%	96.2%	96.6%	97.9%	97.6%	95.3%	97.5%	95.0%	95.9%	100.0%	85.7%	97.8%	0.0%	97.7%	98.1%	96.0%	96.4%	92.9%	94.9%	96.6%	
Yes	---	<b>256</b>	---	---	95	150	2	35	66	154	198	24	14	4	65	1	90	0	0	24	2	60	62	88	101	65	143	33	
	---	<b>5.7%</b>	---	---	5.1%	5.9%	4.3%	3.6%	5.0%	7.1%	8.8%	1.5%	2.6%	2.5%	32.8%	1.1%	42.3%	0.0%	0.0%	1.0%	1.9%	8.2%	4.3%	6.0%	6.7%	6.1%	5.6%	4.4%	
No	---	<b>4,240</b>	---	---	1,759	2,376	45	926	1,256	2,026	2,047	1,606	516	157	133	94	123	8	6	2,386	102	675	1,374	1,385	1,411	1,002	2,424	709	
	---	<b>94.3%</b>	---	---	94.9%	94.1%	95.7%	96.4%	95.0%	92.9%	91.2%	98.5%	97.4%	97.5%	67.2%	98.9%	57.7%	100.0%	100.0%	99.0%	98.1%	91.8%	95.7%	94.0%	93.3%	93.9%	94.4%	95.6%	
Significantly different from column:*								J	J	HI	LM	K	K	OQV	NPQTUV	OQV	NOPTUV			OQV	OQV	NOPTUV	XY	W	W				

NA - Not Applicable

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



**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

39930

**Question 45**

Do you need a sign language interpreter for us to communicate with you?

Base: All respondents

	2020 CSS Average				Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)								Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)			
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	<b>4,756</b>	---	---	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768
Number missing or multiple answer	---	<b>282</b>	---	---	73	83	1	35	28	103	91	43	15	7	12	5	11	0	1	59	2	22	34	70	64	83	147	34
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	<b>4,474</b>	---	---	1,845	2,513	47	959	1,320	2,163	2,234	1,622	528	162	191	95	211	8	6	2,405	104	730	1,430	1,464	1,505	1,065	2,557	734
	---	<b>94.1%</b>	---	---	96.2%	0.0%	97.9%	96.5%	97.9%	95.5%	96.1%	97.4%	97.2%	95.9%	94.1%	95.0%	95.0%	100.0%	85.7%	97.6%	0.0%	97.1%	97.7%	95.4%	95.9%	92.8%	94.6%	95.6%
Yes	---	<b>43</b>	---	---	22	15	1	4	12	26	26	8	6	3	7	0	6	0	0	8	2	14	15	12	13	9	24	4
	---	<b>1.0%</b>	---	---	1.2%	0.6%	2.1%	0.4%	0.9%	1.2%	1.2%	0.5%	1.1%	1.9%	3.7%	0.0%	2.8%	0.0%	0.0%	0.3%	1.9%	1.9%	1.0%	0.8%	0.9%	0.8%	0.9%	0.5%
No	---	<b>4,431</b>	---	---	1,823	2,498	46	955	1,308	2,137	2,208	1,614	522	159	184	95	205	8	6	2,397	102	716	1,415	1,452	1,492	1,056	2,533	730
	---	<b>99.0%</b>	---	---	98.8%	99.4%	97.9%	99.6%	99.1%	98.8%	98.8%	99.5%	98.9%	98.1%	96.3%	100.0%	97.2%	100.0%	100.0%	99.7%	98.1%	98.1%	99.0%	99.2%	99.1%	99.2%	99.1%	99.5%
Significantly different from column:*					F	E		J		H	L	K								V		T						

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 46**

Do you need written materials in an alternate format (Braille, large print, audio recordings, etc.)?

Base: All respondents

	2020 CSS Average				Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)							Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)					
	2020	2019	2018		Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X	Y	Z	AA	AB	
Number in sample	---	<b>4,756</b>	---	---	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768	
Number missing or multiple answer	---	<b>509</b>	---	---	164	213	4	74	91	227	226	110	32	16	31	13	27	2	3	174	4	56	103	133	149	145	272	65	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	<b>4,247</b>	---	---	1,754	2,383	44	920	1,257	2,039	2,099	1,555	511	153	172	87	195	6	4	2,290	102	696	1,361	1,401	1,420	1,003	2,432	703	
	---	<b>89.3%</b>	---	---	91.4%	0.0%	91.7%	92.6%	93.2%	90.0%	90.3%	93.4%	94.1%	90.5%	84.7%	87.0%	87.8%	75.0%	57.1%	92.9%	0.0%	92.6%	93.0%	91.3%	90.5%	87.4%	89.9%	91.5%	
Yes	---	<b>203</b>	---	---	63	136	1	10	37	154	109	68	17	10	13	11	19	0	1	77	7	34	24	42	130	24	118	44	
	---	<b>4.8%</b>	---	---	3.6%	5.7%	2.3%	1.1%	2.9%	7.6%	5.2%	4.4%	3.3%	6.5%	7.6%	12.6%	9.7%	0.0%	25.0%	3.4%	6.9%	4.9%	1.8%	3.0%	9.2%	2.4%	4.9%	6.3%	
No	---	<b>4,044</b>	---	---	1,691	2,247	43	910	1,220	1,885	1,990	1,487	494	143	159	76	176	6	3	2,213	95	662	1,337	1,359	1,290	979	2,314	659	
	---	<b>95.2%</b>	---	---	96.4%	94.3%	97.7%	98.9%	97.1%	92.4%	94.8%	95.6%	96.7%	93.5%	92.4%	87.4%	90.3%	100.0%	75.0%	96.6%	93.1%	95.1%	98.2%	97.0%	90.8%	97.6%	95.1%	93.7%	
Significantly different from column:*					F	E		U	HJ	HI				T	T	V	TV			NOQ		PQ	XY	WY	WX	AAAB	Z	Z	

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 47**

Are you deaf or do you have serious difficulty hearing?

Base: All respondents

	2020 CSS Average				Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)			
	2020	2019	2018		Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X	Y	Z	AA	AB	
Number in sample	---	<b>4,756</b>	---	---	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768	
Number missing or multiple answer	---	<b>275</b>	---	---	66	79	1	32	31	98	82	47	14	10	3	7	11	0	1	60	2	19	37	57	66	87	146	26	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	<b>4,481</b>	---	---	1,852	2,517	47	962	1,317	2,168	2,243	1,618	529	159	200	93	211	8	6	2,404	104	733	1,427	1,477	1,503	1,061	2,558	742	
	---	<b>94.2%</b>	---	---	96.6%	0.0%	97.9%	96.8%	97.7%	95.7%	96.5%	97.2%	97.4%	94.1%	98.5%	93.0%	95.0%	100.0%	85.7%	97.6%	0.0%	97.5%	97.5%	96.3%	95.8%	92.4%	94.6%	96.6%	
Yes	---	<b>310</b>	---	---	148	148	5	25	60	219	187	95	18	19	15	6	7	1	0	152	11	55	44	96	163	51	174	66	
	---	<b>6.9%</b>	---	---	8.0%	5.9%	10.6%	2.6%	4.6%	10.1%	8.3%	5.9%	3.4%	11.9%	7.5%	6.5%	3.3%	12.5%	0.0%	6.3%	10.6%	7.5%	3.1%	6.5%	10.8%	4.8%	6.8%	8.9%	
No	---	<b>4,171</b>	---	---	1,704	2,369	42	937	1,257	1,949	2,056	1,523	511	140	185	87	204	7	6	2,252	93	678	1,383	1,381	1,340	1,010	2,384	676	
	---	<b>93.1%</b>	---	---	92.0%	94.1%	89.4%	97.4%	95.4%	89.9%	91.7%	94.1%	96.6%	88.1%	92.5%	93.5%	96.7%	87.5%	100.0%	93.7%	89.4%	92.5%	96.9%	93.5%	89.2%	95.2%	93.2%	91.1%	
Significantly different from column:*					F	E		IJ	HJ	HI	LM	KM	KL	QT			NUV		N	Q	Q	XY	WY	WX	AAAB	Z	Z		

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 48**

Are you blind or do you have serious difficulty seeing, even when wearing glasses?

Base: All respondents

	2020 CSS Average				Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)							Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)					
	2020	2019	2018		Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X	Y	Z	AA	AB	
Number in sample	---	<b>4,756</b>	---	---	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768	
Number missing or multiple answer	---	<b>281</b>	---	---	70	83	1	32	31	103	86	47	17	6	4	5	11	0	1	69	2	19	33	64	67	86	144	32	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	<b>4,475</b>	---	---	1,848	2,513	47	962	1,317	2,163	2,239	1,618	526	163	199	95	211	8	6	2,395	104	733	1,431	1,470	1,502	1,062	2,560	736	
	---	<b>94.1%</b>	---	---	96.4%	0.0%	97.9%	96.8%	97.7%	95.5%	96.3%	97.2%	96.9%	96.4%	98.0%	95.0%	95.0%	100.0%	85.7%	97.2%	0.0%	97.5%	97.7%	95.8%	95.7%	92.5%	94.7%	95.8%	
Yes	---	<b>323</b>	---	---	122	191	5	32	82	207	197	103	14	24	8	13	12	1	0	150	13	62	40	70	202	52	186	72	
	---	<b>7.2%</b>	---	---	6.6%	7.6%	10.6%	3.3%	6.2%	9.6%	8.8%	6.4%	2.7%	14.7%	4.0%	13.7%	5.7%	12.5%	0.0%	6.3%	12.5%	8.5%	2.8%	4.8%	13.4%	4.9%	7.3%	9.8%	
No	---	<b>4,152</b>	---	---	1,726	2,322	42	930	1,235	1,956	2,042	1,515	512	139	191	82	199	7	6	2,245	91	671	1,391	1,400	1,300	1,010	2,374	664	
	---	<b>92.8%</b>	---	---	93.4%	92.4%	89.4%	96.7%	93.8%	90.4%	91.2%	93.6%	97.3%	85.3%	96.0%	86.3%	94.3%	87.5%	100.0%	93.7%	87.5%	91.5%	97.2%	95.2%	86.6%	95.1%	92.7%	90.2%	
Significantly different from column:*								U	HJ	HI	LM	KM	KL	OQTV	NPUV	OQT	NPU			NPUV	OQT	NOT	XY	WY	WX	AAAB	ZAB	ZAA	

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 49**

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

Base: All respondents

	2020 CSS Average				Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)								Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)				
	2020	2019	2018		Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X	Y	Z	AA	AB	
Number in sample	---	<b>4,756</b>	---	---	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768	
Number missing or multiple answer	---	<b>296</b>	---	---	74	93	1	31	43	106	91	52	18	8	6	5	11	0	1	75	4	19	42	75	65	93	152	31	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	<b>4,460</b>	---	---	1,844	2,503	47	963	1,305	2,160	2,234	1,613	525	161	197	95	211	8	6	2,389	102	733	1,422	1,459	1,504	1,055	2,552	737	
	---	<b>93.8%</b>	---	---	96.1%	0.0%	97.9%	96.9%	96.8%	95.3%	96.1%	96.9%	96.7%	95.3%	97.0%	95.0%	95.0%	100.0%	85.7%	97.0%	0.0%	97.5%	97.1%	95.1%	95.9%	91.9%	94.4%	96.0%	
Yes	---	<b>1,918</b>	---	---	779	1,080	28	299	550	1,054	974	745	160	74	46	39	42	2	4	1,124	56	319	290	557	1,024	274	1,108	482	
	---	<b>43.0%</b>	---	---	42.2%	43.1%	59.6%	31.0%	42.1%	48.8%	43.6%	46.2%	30.5%	46.0%	23.4%	41.1%	19.9%	25.0%	66.7%	47.0%	54.9%	43.5%	20.4%	38.2%	68.1%	26.0%	43.4%	65.4%	
No	---	<b>2,542</b>	---	---	1,065	1,423	19	664	755	1,106	1,260	868	365	87	151	56	169	6	2	1,265	46	414	1,132	902	480	781	1,444	255	
	---	<b>57.0%</b>	---	---	57.8%	56.9%	40.4%	69.0%	57.9%	51.2%	56.4%	53.8%	69.5%	54.0%	76.6%	58.9%	80.1%	75.0%	33.3%	53.0%	45.1%	56.5%	79.6%	61.8%	31.9%	74.0%	56.6%	34.6%	
Significantly different from column:*					G	G	EF	IJ	HJ	HI	M	M	KL	OQ	NPTUV	OQ	NPTUV		OQ	OQV	OQU	XY	WY	WX	AAAB	ZAB	ZAA		

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 50**

Do you have serious difficulty walking or climbing stairs?

Base: All respondents

	2020 CSS Average				Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)							Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)					
	2020	2019	2018		Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X	Y	Z	AA	AB	
Number in sample	---	<b>4,756</b>	---	---	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768	
Number missing or multiple answer	---	<b>301</b>	---	---	87	89	1	31	35	120	102	53	15	9	5	5	11	0	1	77	3	23	37	75	73	90	160	32	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	<b>4,455</b>	---	---	1,831	2,507	47	963	1,313	2,146	2,223	1,612	528	160	198	95	211	8	6	2,387	103	729	1,427	1,459	1,496	1,058	2,544	736	
	---	<b>93.7%</b>	---	---	95.5%	0.0%	97.9%	96.9%	97.4%	94.7%	95.6%	96.8%	97.2%	94.7%	97.5%	95.0%	95.0%	100.0%	85.7%	96.9%	0.0%	96.9%	97.5%	95.1%	95.3%	92.2%	94.1%	95.8%	
Yes	---	<b>1,271</b>	---	---	458	774	12	73	325	862	672	466	94	60	40	33	41	2	3	676	39	207	115	315	813	154	749	326	
	---	<b>28.5%</b>	---	---	25.0%	30.9%	25.5%	7.6%	24.8%	40.2%	30.2%	28.9%	17.8%	37.5%	20.2%	34.7%	19.4%	25.0%	50.0%	28.3%	37.9%	28.4%	8.1%	21.6%	54.3%	14.6%	29.4%	44.3%	
No	---	<b>3,184</b>	---	---	1,373	1,733	35	890	988	1,284	1,551	1,146	434	100	158	62	170	6	3	1,711	64	522	1,312	1,144	683	904	1,795	410	
	---	<b>71.5%</b>	---	---	75.0%	69.1%	74.5%	92.4%	75.2%	59.8%	69.8%	71.1%	82.2%	62.5%	79.8%	65.3%	80.6%	75.0%	50.0%	71.7%	62.1%	71.6%	91.9%	78.4%	45.7%	85.4%	70.6%	55.7%	
Significantly different from column:*					F	E		U	HJ	HI	M	M	KL	OQTV	NPTUV	OQ	NPTUV		NOQU	OQTV	NOQU	XY	WY	WX	AAAB	ZAB	ZAA		

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 51**

Do you have difficulty dressing or bathing?

Base: All respondents

	2020 CSS Average				Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)							Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)				
	2020	2019	2018		Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	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	W	X	Y	Z	AA	AB
Number in sample	---	<b>4,756</b>	---	---	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768
Number missing or multiple answer	---	<b>281</b>	---	---	77	78	1	31	34	101	85	47	16	9	6	5	10	0	1	68	2	21	34	66	67	83	149	31
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	<b>4,475</b>	---	---	1,841	2,518	47	963	1,314	2,165	2,240	1,618	527	160	197	95	212	8	6	2,396	104	731	1,430	1,468	1,502	1,065	2,555	737
	---	<b>94.1%</b>	---	---	96.0%	0.0%	97.9%	96.9%	97.5%	95.5%	96.3%	97.2%	97.1%	94.7%	97.0%	95.0%	95.5%	100.0%	85.7%	97.2%	0.0%	97.2%	97.7%	95.7%	95.7%	92.8%	94.5%	96.0%
Yes	---	<b>614</b>	---	---	233	369	6	51	144	415	334	206	50	22	20	16	26	1	2	345	15	97	49	124	422	63	342	186
	---	<b>13.7%</b>	---	---	12.7%	14.7%	12.8%	5.3%	11.0%	19.2%	14.9%	12.7%	9.5%	13.8%	10.2%	16.8%	12.3%	12.5%	33.3%	14.4%	14.4%	13.3%	3.4%	8.4%	28.1%	5.9%	13.4%	25.2%
No	---	<b>3,861</b>	---	---	1,608	2,149	41	912	1,170	1,750	1,906	1,412	477	138	177	79	186	7	4	2,051	89	634	1,381	1,344	1,080	1,002	2,213	551
	---	<b>86.3%</b>	---	---	87.3%	85.3%	87.2%	94.7%	89.0%	80.8%	85.1%	87.3%	90.5%	86.3%	89.8%	83.2%	87.7%	87.5%	66.7%	85.6%	85.6%	86.7%	96.6%	91.6%	71.9%	94.1%	86.6%	74.8%
Significantly different from column:*								U	HJ	HI	M	M	KL										XY	WY	WX	AAAB	ZAB	ZAA

NA - Not Applicable

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

**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 52**

Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering or making decisions?

Base: All respondents

	2020 CSS Average				Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)								Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)			
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	<b>4,756</b>	---	---	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768
Number missing or multiple answer	---	<b>324</b>	---	---	83	113	2	40	41	128	111	58	22	12	7	6	10	0	1	89	2	25	44	83	80	94	175	35
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	<b>4,432</b>	---	---	1,835	2,483	46	954	1,307	2,138	2,214	1,607	521	157	196	94	212	8	6	2,375	104	727	1,420	1,451	1,489	1,054	2,529	733
	---	<b>93.2%</b>	---	---	95.7%	0.0%	95.8%	96.0%	97.0%	94.4%	95.2%	96.5%	95.9%	92.9%	96.6%	94.0%	95.5%	100.0%	85.7%	96.4%	0.0%	96.7%	97.0%	94.6%	94.9%	91.8%	93.5%	95.4%
Yes	---	<b>1,285</b>	---	---	512	728	22	271	414	591	715	444	92	45	35	31	42	1	3	700	37	246	189	373	686	183	736	327
	---	<b>29.0%</b>	---	---	27.9%	29.3%	47.8%	28.4%	31.7%	27.6%	32.3%	27.6%	17.7%	28.7%	17.9%	33.0%	19.8%	12.5%	50.0%	29.5%	35.6%	33.8%	13.3%	25.7%	46.1%	17.4%	29.1%	44.6%
No	---	<b>3,147</b>	---	---	1,323	1,755	24	683	893	1,547	1,499	1,163	429	112	161	63	170	7	3	1,675	67	481	1,231	1,078	803	871	1,793	406
	---	<b>71.0%</b>	---	---	72.1%	70.7%	52.2%	71.6%	68.3%	72.4%	67.7%	72.4%	82.3%	71.3%	82.1%	67.0%	80.2%	87.5%	50.0%	70.5%	64.4%	66.2%	86.7%	74.3%	53.9%	82.6%	70.9%	55.4%
Significantly different from column:*					G	G	EF		J	I	LM	KM	KL	OQ	NPTUV	OQ	NPTUV			OQV	OQ	OQT	XY	WY	WX	AAAB	ZAB	ZAA

NA - Not Applicable

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



**State Oregon Health Plan**

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

**Question 53**

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Gender Identity (Q38)			Age (Q36)			Education (Q39)			Race (Q40)									Health Status (Q29)			Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	---	<b>4,756</b>	---	---	1,918	2,596	48	994	1,348	2,266	2,325	1,665	543	169	203	100	222	8	7	2,464	106	752	1,464	1,534	1,569	1,148	2,704	768	
Number missing or multiple answer	---	<b>305</b>	---	---	81	98	3	33	39	119	100	56	17	8	6	6	10	0	2	76	4	26	40	67	83	91	167	28	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	<b>4,451</b>	---	---	1,837	2,498	45	961	1,309	2,147	2,225	1,609	526	161	197	94	212	8	5	2,388	102	726	1,424	1,467	1,486	1,057	2,537	740	
	---	<b>93.6%</b>	---	---	95.8%	0.0%	93.8%	96.7%	97.1%	94.7%	95.7%	96.6%	96.9%	95.3%	97.0%	94.0%	95.5%	100.0%	71.4%	96.9%	0.0%	96.5%	97.3%	95.6%	94.7%	92.1%	93.8%	96.4%	
Yes	---	<b>1,025</b>	---	---	401	584	24	200	299	519	609	330	55	41	39	25	34	0	1	564	27	174	141	268	592	156	576	261	
	---	<b>23.0%</b>	---	---	21.8%	23.4%	53.3%	20.8%	22.8%	24.2%	27.4%	20.5%	10.5%	25.5%	19.8%	26.6%	16.0%	0.0%	20.0%	23.6%	26.5%	24.0%	9.9%	18.3%	39.8%	14.8%	22.7%	35.3%	
No	---	<b>3,426</b>	---	---	1,436	1,914	21	761	1,010	1,628	1,616	1,279	471	120	158	69	178	8	4	1,824	75	552	1,283	1,199	894	901	1,961	479	
	---	<b>77.0%</b>	---	---	78.2%	76.6%	46.7%	79.2%	77.2%	75.8%	72.6%	79.5%	89.5%	74.5%	80.2%	73.4%	84.0%	100.0%	80.0%	76.4%	73.5%	76.0%	90.1%	81.7%	60.2%	85.2%	77.3%	64.7%	
Significantly different from column:*					G	G	EF	J		H	LM	KM	KL	Q		Q	NPTUV			Q	Q	Q	XY	WY	WX	AAAB	ZAB	ZAA	

NA - Not Applicable

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

## SURVEY INSTRUMENT

## Survey Instructions

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

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

- <sub>1</sub> Yes → **If Yes, Go to Question 1**  
<sub>2</sub> 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?

- <sub>1</sub> Yes → **If Yes, Go to Question 3**  
<sub>2</sub> 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 not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

3. 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?

- <sub>1</sub> Yes  
<sub>2</sub> No → **If No, Go to Question 5**

4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

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

- <sub>1</sub> Yes
- <sub>2</sub> No → **If No, Go to Question 7**

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?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

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?

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

8. 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?

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

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

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

## Your Personal Doctor

10. 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?

- <sub>1</sub> Yes
- <sub>2</sub> No → **If No, Go to Question 19**

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

- <sub>0</sub> None → ***If None, Go to Question 18***
- <sub>1</sub> 1 time
- <sub>2</sub> 2
- <sub>3</sub> 3
- <sub>4</sub> 4
- <sub>5</sub> 5 to 9
- <sub>6</sub> 10 or more times

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

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

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

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

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

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

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

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

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

- <sub>1</sub> Yes
- <sub>2</sub> No → ***If No, Go to Question 18***

17. 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?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

18. 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?

- <sub>0</sub> 0 Worst personal doctor possible
- <sub>1</sub> 1
- <sub>2</sub> 2
- <sub>3</sub> 3
- <sub>4</sub> 4
- <sub>5</sub> 5
- <sub>6</sub> 6
- <sub>7</sub> 7
- <sub>8</sub> 8
- <sub>9</sub> 9
- <sub>10</sub> 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.

19. 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?

<sub>1</sub> Yes  
<sub>2</sub> No → **If No, Go to Question 23**

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

<sub>1</sub> Never  
<sub>2</sub> Sometimes  
<sub>3</sub> Usually  
<sub>4</sub> Always

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

<sub>0</sub> None → **If None, Go to Question 23**  
<sub>1</sub> 1 specialist  
<sub>2</sub> 2  
<sub>3</sub> 3  
<sub>4</sub> 4  
<sub>5</sub> 5 or more specialists

22. 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?

<sub>0</sub> 0 Worst specialist possible  
<sub>1</sub> 1  
<sub>2</sub> 2  
<sub>3</sub> 3  
<sub>4</sub> 4  
<sub>5</sub> 5  
<sub>6</sub> 6  
<sub>7</sub> 7  
<sub>8</sub> 8  
<sub>9</sub> 9  
<sub>10</sub> 10 Best specialist possible

## Your Health Plan

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

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

<sub>1</sub> Yes  
<sub>2</sub> No → **If No, Go to Question 26**

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

<sub>1</sub> Never  
<sub>2</sub> Sometimes  
<sub>3</sub> Usually  
<sub>4</sub> Always

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

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

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

- <sub>1</sub> Yes
- <sub>2</sub> No → **If No, Go to Question 28**

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

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

28. 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?

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

28a. 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?

- <sub>1</sub> Yes
- <sub>2</sub> No → **If No, Go to Question 28c**

28b. In the last 6 months, how often was it easy to get the medical equipment you needed through your health plan?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

28c. In the last 6 months, did you have any health problems that needed special therapy, such as physical, occupational, or speech therapy?

- <sub>1</sub> Yes
- <sub>2</sub> No → **If No, Go to Question 28e**

28d. In the last 6 months, how often was it easy to get the special therapy you needed through your health plan?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> 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.

28e. In the last 6 months, how often did a doctor or other health provider talk too fast when talking to you?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

28f. In the last 6 months, how often did a doctor or other health provider interrupt you when you were talking?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

28g. 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?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

28h. In the last 6 months, did you feel you could trust a doctor or other health provider with your medical care?

- <sub>1</sub> Yes, definitely
- <sub>2</sub> Yes, somewhat
- <sub>3</sub> No

## Access to Dental Care

28i. 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?

- <sub>1</sub> Yes
- <sub>2</sub> No

28j. In the last 6 months, did you go to a dentist's office or clinic for care?

- <sub>1</sub> Yes
- <sub>2</sub> No → ***If No, Go to Question 28l***

28k. In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating you?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

28l. 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?

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



28m. In the last 6 months, if you needed to see a dentist right away because of a dental emergency, how often did you get to see a dentist as soon as you wanted?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always
- <sub>5</sub> I did not have a dental emergency in the last 6 months

28n. 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?

- <sub>0</sub> 0 Extremely difficult
- <sub>1</sub> 1
- <sub>2</sub> 2
- <sub>3</sub> 3
- <sub>4</sub> 4
- <sub>5</sub> 5
- <sub>6</sub> 6
- <sub>7</sub> 7
- <sub>8</sub> 8
- <sub>9</sub> 9
- <sub>10</sub> 10 Extremely easy

## About You

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

- <sub>1</sub> Excellent
- <sub>2</sub> Very Good
- <sub>3</sub> Good
- <sub>4</sub> Fair
- <sub>5</sub> Poor

30. In general, how would you rate your overall mental or emotional health?

- <sub>1</sub> Excellent
- <sub>2</sub> Very Good
- <sub>3</sub> Good
- <sub>4</sub> Fair
- <sub>5</sub> Poor

31. Have you had either a flu shot or flu spray in the nose since July 1, 2019?

- <sub>1</sub> Yes
- <sub>2</sub> No
- <sub>3</sub> Don't know

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

- <sub>1</sub> Every day
- <sub>2</sub> Some days
- <sub>3</sub> Not at all → ***If Not at All, Go to Question 36***
- <sub>4</sub> Don't know → ***If Don't know, Go to Question 36***

33. 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?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

34. 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.

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

35. 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.

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

36. What is your age?

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

37. What was your biological sex at birth?

- <sub>1</sub> Male
- <sub>2</sub> Female

38. What is your current gender identity?

- <sub>1</sub> Male
- <sub>2</sub> Female
- <sub>3</sub> Transgender
- <sub>4</sub> Non-binary, genderqueer, or other

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

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

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

American Indian or Alaska Native

- <sub>A</sub> American Indian
- <sub>B</sub> Alaska Native
- <sub>C</sub> Canadian Inuit, Metis, or First Nation
- <sub>D</sub> Indigenous Mexican, Central American, or South American

Asian

- <sub>E</sub> Asian Indian
- <sub>F</sub> Chinese
- <sub>G</sub> Filipino/a
- <sub>H</sub> Hmong
- <sub>I</sub> Japanese
- <sub>J</sub> Korean
- <sub>K</sub> Laotian
- <sub>L</sub> South Asia
- <sub>M</sub> Vietnamese
- <sub>N</sub> Other Asian

Black or African American

- <sub>O</sub> African American
- <sub>P</sub> African (Black)
- <sub>Q</sub> Caribbean (Black)
- <sub>R</sub> Other Black

Hispanic or Latino/a

- <sub>S</sub> Hispanic or Latino/a Central American
- <sub>T</sub> Hispanic or Latino/a Mexican
- <sub>U</sub> Hispanic or Latino/a South American
- <sub>V</sub> Other Hispanic or Latino/a

Middle Eastern/Northern African

- <sub>W</sub> Middle Eastern
- <sub>X</sub> Northern African

Native Hawaiian or Pacific Islander

- <sub>Y</sub> Guamanian or Chamorro
- <sub>Z</sub> Micronesian
- <sub>AA</sub> Native Hawaiian
- <sub>AB</sub> Samoan
- <sub>AC</sub> Tongan
- <sub>AD</sub> Other Pacific Islander

White

- <sub>AE</sub> Eastern European
- <sub>AF</sub> Slavic
- <sub>AG</sub> Western European
- <sub>AH</sub> Other White

Other Categories

- <sub>AI</sub> Other

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

---

42. How well do you speak English?

- <sub>1</sub> Very well
- <sub>2</sub> Well
- <sub>3</sub> Not well
- <sub>4</sub> Not at all

43. What language do you mainly speak at home?

- <sub>1</sub> English
  - <sub>2</sub> Spanish
  - <sub>3</sub> Other *(Please print)*
- 

44. Do you need an interpreter for us to communicate with you?

- <sub>1</sub> Yes
- <sub>2</sub> No

45. Do you need a sign language interpreter for us to communicate with you?

- <sub>1</sub> Yes
- <sub>2</sub> No → ***If No, Go to Question 46***

45a. Which type of sign language interpreter do you need us to communicate with you? (ASL, PSE, tactile interpreting, etc.)  
*(Please print)*

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46. Do you need written materials in an alternate format (Braille, large print, audio recordings, etc.)?

- <sub>1</sub> Yes
- <sub>2</sub> No → ***If No, Go to Question 47***

46a. Which alternate format do you need?  
*(Please print)*

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47. Are you deaf or do you have serious difficulty hearing?

- <sub>1</sub> Yes
- <sub>2</sub> No

48. Are you blind or do you have serious difficulty seeing, even when wearing glasses?

- <sub>1</sub> Yes
- <sub>2</sub> No

49. Does a physical, mental, or emotional condition limit your activities in any way?

- <sub>1</sub> Yes
- <sub>2</sub> No

50. Do you have serious difficulty walking or climbing stairs?

- <sub>1</sub> Yes
- <sub>2</sub> No

51. Do you have difficulty dressing or bathing?

- <sub>1</sub> Yes
- <sub>2</sub> No

52. Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering or making decisions?

<sub>1</sub> Yes

<sub>2</sub> No

53. Because of a physical, mental, or emotional condition, do you have serious difficulty doing errands alone such as visiting a doctor's office or shopping?

<sub>1</sub> Yes

<sub>2</sub> No

## Thank You

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

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

Please do not include any other correspondence.



## Instrucciones para el cuestionario

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

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

- <sub>1</sub> Sí → ***Si contestó "Sí", pase a la pregunta 1***  
<sub>2</sub> 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 actualmente está inscrito en Oregon Health Plan. ¿Es correcta esta información?

- <sub>1</sub> Sí → ***Si contestó "Sí", pase a la pregunta 3***  
<sub>2</sub> No

2. ¿Cómo se llama su plan de salud? (Escriba en letra imprenta)

---

## 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?

- <sub>1</sub> Sí  
<sub>2</sub> 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?

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> Siempre

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

- <sub>1</sub> Sí
- <sub>2</sub> No → **Si contestó “No”, pase a la pregunta 7**

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

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> Siempre

7. En los últimos 6 meses, sin contar las veces 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?

- <sub>0</sub> Ninguna vez → **Si contestó “Ninguna vez”, pase a la pregunta 10**

- <sub>1</sub> 1 vez
- <sub>2</sub> 2
- <sub>3</sub> 3
- <sub>4</sub> 4
- <sub>5</sub> 5 a 9
- <sub>6</sub> 10 veces o más

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

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

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

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> Siempre

## Su doctor personal

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

- <sub>1</sub> Sí
- <sub>2</sub> No → **Si contestó “No”, pase a la pregunta 19**



11. En los últimos 6 meses, ¿cuántas veces fue a ver a su doctor personal para recibir atención médica para usted mismo?
- <sub>0</sub> Ninguna vez → ***Si contestó “Ninguna vez”, pase a la pregunta 18***
  - <sub>1</sub> 1 vez
  - <sub>2</sub> 2
  - <sub>3</sub> 3
  - <sub>4</sub> 4
  - <sub>5</sub> 5 a 9
  - <sub>6</sub> 10 veces o más

12. En los últimos 6 meses, ¿con qué frecuencia su doctor personal le explicó las cosas de una manera fácil de entender?
- <sub>1</sub> Nunca
  - <sub>2</sub> A veces
  - <sub>3</sub> La mayoría de las veces
  - <sub>4</sub> Siempre

13. En los últimos 6 meses, ¿con qué frecuencia su doctor personal le escuchó con atención?
- <sub>1</sub> Nunca
  - <sub>2</sub> A veces
  - <sub>3</sub> La mayoría de las veces
  - <sub>4</sub> Siempre

14. En los últimos 6 meses, ¿con qué frecuencia su doctor personal demostró respeto por lo que usted tenía que decir?
- <sub>1</sub> Nunca
  - <sub>2</sub> A veces
  - <sub>3</sub> La mayoría de las veces
  - <sub>4</sub> Siempre

15. En los últimos 6 meses, ¿con qué frecuencia su doctor personal pasó suficiente tiempo con usted?
- <sub>1</sub> Nunca
  - <sub>2</sub> A veces
  - <sub>3</sub> La mayoría de las veces
  - <sub>4</sub> Siempre

16. En los últimos 6 meses, ¿lo atendió algún doctor u otro profesional médico además de su doctor personal?
- <sub>1</sub> Sí
  - <sub>2</sub> No → ***Si contestó “No”, pase a la pregunta 18***

17. 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?
- <sub>1</sub> Nunca
  - <sub>2</sub> A veces
  - <sub>3</sub> La mayoría de las veces
  - <sub>4</sub> Siempre

18. Usando un número del 0 al 10, siendo 0 el peor doctor personal posible y 10 el mejor doctor personal posible, ¿qué número usaría para calificar a su doctor personal?
- <sub>0</sub> 0 El peor doctor personal posible
  - <sub>1</sub> 1
  - <sub>2</sub> 2
  - <sub>3</sub> 3
  - <sub>4</sub> 4
  - <sub>5</sub> 5
  - <sub>6</sub> 6
  - <sub>7</sub> 7
  - <sub>8</sub> 8
  - <sub>9</sub> 9
  - <sub>10</sub> 10 El mejor doctor personal posible

## La atención médica que recibió de especialistas

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

19. 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?
- <sub>1</sub> Sí
  - <sub>2</sub> No → ***Si contestó “No”, pase a la pregunta 23***
20. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita con un especialista tan pronto como usted la necesitaba?
- <sub>1</sub> Nunca
  - <sub>2</sub> A veces
  - <sub>3</sub> La mayoría de las veces
  - <sub>4</sub> Siempre
21. ¿Cuántos especialistas ha visto en los últimos 6 meses?
- <sub>0</sub> Ninguno → ***Si contestó “Ninguno”, pase a la pregunta 23***
  - <sub>1</sub> 1 especialista
  - <sub>2</sub> 2
  - <sub>3</sub> 3
  - <sub>4</sub> 4
  - <sub>5</sub> 5 especialistas o más

22. Queremos saber cómo califica al especialista al que visitó con más frecuencia en los últimos 6 meses. Usando un número del 0 al 10, siendo 0 el peor especialista posible y 10 el mejor especialista posible, ¿qué número usaría para calificar al especialista?
- <sub>0</sub> 0 El peor especialista posible
  - <sub>1</sub> 1
  - <sub>2</sub> 2
  - <sub>3</sub> 3
  - <sub>4</sub> 4
  - <sub>5</sub> 5
  - <sub>6</sub> 6
  - <sub>7</sub> 7
  - <sub>8</sub> 8
  - <sub>9</sub> 9
  - <sub>10</sub> 10 El mejor especialista posible

## Su plan de salud

Las siguientes preguntas son acerca de su experiencia con su plan de salud.

23. En los últimos 6 meses, ¿recibió información o ayuda por parte del servicio al cliente de su plan de salud?
- <sub>1</sub> Sí
  - <sub>2</sub> No → ***Si contestó “No”, pase a la pregunta 26***
24. 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?
- <sub>1</sub> Nunca
  - <sub>2</sub> A veces
  - <sub>3</sub> La mayoría de las veces
  - <sub>4</sub> Siempre

25. 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?

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> Siempre

26. En los últimos 6 meses, ¿le dio su plan de salud algún formulario para completar?

- <sub>1</sub> Sí
- <sub>2</sub> No → ***Si contestó "No", pase a la pregunta 28***

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

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> Siempre

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

- <sub>0</sub> 0 El peor plan de salud posible
- <sub>1</sub> 1
- <sub>2</sub> 2
- <sub>3</sub> 3
- <sub>4</sub> 4
- <sub>5</sub> 5
- <sub>6</sub> 6
- <sub>7</sub> 7
- <sub>8</sub> 8
- <sub>9</sub> 9
- <sub>10</sub> 10 El mejor plan de salud posible

28a. 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 oxígeno?

- <sub>1</sub> Sí
- <sub>2</sub> No → ***Si contestó "No", pase a la pregunta 28c***

28b. 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?

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> Siempre

28c. 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?

- <sub>1</sub> Sí
- <sub>2</sub> No → ***Si contestó "No", pase a la pregunta 28e***

28d. 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?

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> 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.

28e. En los últimos 6 meses, ¿con qué frecuencia un doctor u otro proveedor de salud le habló muy rápido?

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> Siempre

28f. En los últimos 6 meses, ¿con qué frecuencia un doctor u otro proveedor de salud le interrumpió cuando usted estaba hablando?

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> Siempre

28g. En los últimos 6 meses, ¿con qué frecuencia un doctor u otro proveedor de salud uso un tono condescendiente, sarcástico o grosero con usted?

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> Siempre

28h. En los últimos 6 meses, ¿sintió usted que podía confiarle su atención médica al doctor u otro proveedor de salud?

- <sub>1</sub> Sí, definitivamente
- <sub>2</sub> Sí, algo
- <sub>3</sub> No

## Acceso a atención dental

28i. 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?

- <sub>1</sub> Sí
- <sub>2</sub> No

28j. En los últimos 6 meses, ¿fue usted al consultorio de un dentista o a una clínica dental para recibir atención?

- <sub>1</sub> Sí
- <sub>2</sub> No → ***Si contestó "No", pase a la pregunta 28l***

28k. En los últimos 6 meses, ¿con qué frecuencia el personal dental o el dentista le explicaron lo que le hacían durante el tratamiento?

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> Siempre

28l. 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 encías) en los últimos 6 meses, ¿con qué frecuencia le dieron una cita tan pronto como la quería?

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> Siempre
- <sub>5</sub> No traté de conseguir una cita con un especialista dental para mí en los últimos 6 meses

28m. En los últimos 6 meses, si usted necesitó ver a un dentista de inmediato por una emergencia dental, ¿con qué frecuencia pudo ver usted a un dentista tan pronto como quería?

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> Siempre
- <sub>5</sub> No tuve una emergencia dental en los últimos 6 meses

28n. 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?

- <sub>0</sub> 0 Extremadamente difícil
- <sub>1</sub> 1
- <sub>2</sub> 2
- <sub>3</sub> 3
- <sub>4</sub> 4
- <sub>5</sub> 5
- <sub>6</sub> 6
- <sub>7</sub> 7
- <sub>8</sub> 8
- <sub>9</sub> 9
- <sub>10</sub> 10 Extremadamente fácil

## Acerca de usted

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

- <sub>1</sub> Excelente
- <sub>2</sub> Muy buena
- <sub>3</sub> Buena
- <sub>4</sub> Regular
- <sub>5</sub> Mala

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

- <sub>1</sub> Excelente
- <sub>2</sub> Muy buena
- <sub>3</sub> Buena
- <sub>4</sub> Regular
- <sub>5</sub> Mala

31. Desde el 1 de julio de 2019, ¿le han puesto una vacuna para la gripe o aplicado un aerosol nasal?

- <sub>1</sub> Sí
- <sub>2</sub> No
- <sub>3</sub> No sé

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

- <sub>1</sub> Todos los días
- <sub>2</sub> Algunos días
- <sub>3</sub> No fumo en absoluto → **Si contestó "No fumo en absoluto", pase a la pregunta 36**
- <sub>4</sub> No sé → **Si contestó "No sé", pase a la pregunta 36**

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

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> Siempre

34. En los últimos 6 meses, ¿qué tan seguido le recomendó, o habló un doctor o profesional médico sobre medicamentos para ayudarlo 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.

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> Siempre

35. En los últimos 6 meses, ¿qué tan seguido le ofreció o habló su doctor o profesional médico sobre métodos y estrategias, aparte de medicamentos, para ayudarlo 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.

- <sub>1</sub> Nunca
- <sub>2</sub> A veces
- <sub>3</sub> La mayoría de las veces
- <sub>4</sub> Siempre

36. ¿Qué edad tiene?

- <sub>1</sub> 18 a 24 años
- <sub>2</sub> 25 a 34
- <sub>3</sub> 35 a 44
- <sub>4</sub> 45 a 54
- <sub>5</sub> 55 a 64
- <sub>6</sub> 65 a 74
- <sub>7</sub> 75 años o más

37. ¿Cuál es su sexo biológico?

- <sub>1</sub> Masculino
- <sub>2</sub> Femenino

38. ¿Cuál es su identidad de género actual?

- <sub>1</sub> Masculino
- <sub>2</sub> Femenino
- <sub>3</sub> Transgénero
- <sub>4</sub> No binario, intergénero, u otra

39. ¿Cuál es el grado o nivel escolar más alto que ha completado?

- <sub>1</sub> 8 años de escuela o menos
- <sub>2</sub> 9 a 12 años de escuela, pero sin graduarse
- <sub>3</sub> Graduado de la escuela secundaria (*high school*), Diploma de escuela secundaria, preparatoria o su equivalente (o GED)
- <sub>4</sub> Algunos cursos universitarios o un título universitario de un programa de 2 años
- <sub>5</sub> Título universitario de 4 años
- <sub>6</sub> Título universitario de más de 4 años

40. ¿Cuál de las siguientes opciones describe su identidad racial o étnica? Marque TODAS las opciones que correspondan.

Indígena estadounidense o nativo de Alaska

- <sub>A</sub> Indígena norteamericano/a
- <sub>B</sub> Indígena de Alaska
- <sub>C</sub> Inuit canadiense, métis o indígena canadiense (First Nation)
- <sub>D</sub> Indígena mexicano/a, centroamericano/a o sudamericano/a

Asiático/a

- <sub>E</sub> Indio/a asiático/a
- <sub>F</sub> Chino/a
- <sub>G</sub> Filipino/a
- <sub>H</sub> Hmong
- <sub>I</sub> Japonés/a
- <sub>J</sub> Coreano/a
- <sub>K</sub> Laociano/a
- <sub>L</sub> Sudasiático/a
- <sub>M</sub> Vietnamita
- <sub>N</sub> Asiático/a de otro tipo

Negro/a o afroamericano/a

- <sub>O</sub> Afroamericano/a
- <sub>P</sub> Africano/a (negro/a)
- <sub>Q</sub> Caribeño/a (negro/a)
- <sub>R</sub> Negro/a de otro tipo

Hispano/a o latino/a

- <sub>S</sub> Centroamericano/a, hispano/a o latino/a
- <sub>T</sub> Mexicano/a hispano/a o latino/a
- <sub>U</sub> Sudamericano/a, hispano/a o latino/a
- <sub>V</sub> Hispano/a o latino/a de otro tipo

Medio oriental/norteafricano

- <sub>W</sub> Del oriente medio
- <sub>X</sub> Norafricano/a

Nativo/a de Hawái o de las Islas del Pacífico

- <sub>Y</sub> Guameño/a o chamorro/a
- <sub>Z</sub> Micronesio/a
- <sub>AA</sub> Indígena de Hawái
- <sub>AB</sub> Samoano/a
- <sub>AC</sub> Tongano/a
- <sub>AD</sub> De otras islas del Pacífico

Blanco/a

- <sub>AE</sub> Europeo/a oriental
- <sub>AF</sub> Eslavo/a
- <sub>AG</sub> Europeo/a occidental
- <sub>AH</sub> Blanco/a de otro tipo

Otras categorías

- <sub>AI</sub> Otra

41. Independientemente de su respuesta anterior, ¿cómo identifica usted su raza, grupo étnico, origen tribal, país de origen o ascendencia?  
(Escriba en letra imprenta)

---

42. ¿Qué tan bien habla inglés?

- <sub>1</sub> Muy bien
- <sub>2</sub> Bien
- <sub>3</sub> No bien
- <sub>4</sub> Para nada

43. ¿Qué idioma habla usted principalmente en el hogar?

- <sub>1</sub> Inglés
  - <sub>2</sub> Español
  - <sub>3</sub> Otra (*Escriba en letra imprenta*)
- 

44. ¿Necesita un intérprete para que nos podamos comunicar con usted?

- <sub>1</sub> Sí
- <sub>2</sub> No

45. ¿Necesita usted un intérprete de lenguaje de señas para que nosotros podamos comunicarnos con usted?

- <sub>1</sub> Sí
- <sub>2</sub> No → ***Si contestó "No", pase a la pregunta 46***

45a. ¿Qué tipo de intérprete necesita para que nosotros podamos comunicarnos con usted? (Intérprete ASL, inglés Pidgin por señas [PSE, por sus siglas en inglés], interpretación táctil, etc.) (*Escriba en letra imprenta*)

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46. ¿Necesita materiales escritos en un formato alternativo (Braille, letra grande, grabaciones de audio, etc.)?

- <sub>1</sub> Sí
- <sub>2</sub> No → ***Si contestó "No", pase a la pregunta 47***

46a. ¿Qué formato alternativo necesita? (*Escriba en letra imprenta*)

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47. ¿Es usted sordo/a o tiene dificultad seria para oír?

- <sub>1</sub> Sí
- <sub>2</sub> No

48. ¿Es usted ciego/a o tiene dificultad seria para ver, aunque lleve puestos lentes?

- <sub>1</sub> Sí
- <sub>2</sub> No

49. ¿Alguna condición física, mental o emocional limita sus actividades de alguna manera?

- <sub>1</sub> Sí
- <sub>2</sub> No

50. ¿Tiene dificultad seria para caminar o subir escaleras?

- <sub>1</sub> Sí
- <sub>2</sub> No

51. ¿Tiene dificultad para vestirse o bañarse?

- <sub>1</sub> Sí
- <sub>2</sub> No



52. Debido a una condición física, mental o emocional, ¿tiene dificultad seria para concentrarse, recordar o tomar decisiones?

- <sub>1</sub> Sí  
<sub>2</sub> No

53. Debido a una condición física, mental o emocional, ¿tiene dificultad seria para hacer los mandados solo/a, por ejemplo, ir a ver al médico o ir de compras?

- <sub>1</sub> Sí  
<sub>2</sub> No

## Gracias

Por favor devuelva esta encuesta en el sobre con el porte o franqueo pagado a:

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

Por favor no incluya cualquier otra correspondencia.



## CALCULATION GUIDELINES FOR GLOBAL PROPORTIONS

NCQA's *HEDIS 2020, Volume 3: Specifications for Survey Measures* contains detailed guidelines for calculation of survey results. These guidelines include:

- Criteria for including a survey in the results calculation. A questionnaire must have the final disposition code of *Complete and Valid Survey* to be included in the calculation of plan-level scores.
- Rules for handling appropriately answered questions (i.e., questions that comply with survey skip-pattern instructions).
- Rules for handling inappropriately answered questions (e.g., unanswered questions, multiple-mark questions, questions that should have been skipped, and questions within a skip pattern of an inappropriately answered or skipped gate item).
- Rules for calculating denominators for questions and composites. The denominator for a question is equal to the total number of responses to that question. The denominator for a composite is the average number of responses across all questions in the composite.
- Rules for calculating rolling average composites and question summary rates. *For OHA analysis, rolling average measures were calculated using single year rates.*
- Rules for handling changes in submission entity (i.e., if a health plan changes how it reports CAHPS results from one year to the next.)

## COMPOSITE GLOBAL PROPORTIONS

Global Proportions are *average* proportions of respondents who gave the plan a favorable rating on each question in a composite. There are three steps needed to calculate the composite global proportion:

### Step 1

For each question in a composite, count the number of members who selected a favorable response option (i.e., *Usually/Always* or *Yes*).

### Step 2

For each question, determine the proportion of respondents rating favorably (i.e., *Usually/Always* or *Yes*).

### Step 3

Calculate the average proportion rating favorably across all the questions in the composite. These are the composite global proportions. Note: each question in a composite is weighted equally, regardless of how many members respond.

Using the example above, here is an illustration of the step-by-step calculation of the *Getting Care Quickly* composite global proportion. Missing responses are not included in the denominator.

Response option	Q4	Q6	Global Proportion
<i>Never or Sometimes</i>	$1 / 5 = 0.20$	$1 / 4 = 0.25$	$(0.20 + 0.25) / 2 = 0.2250$
<i>Usually</i>	$2 / 5 = 0.40$	$1 / 4 = 0.25$	$(0.40 + 0.25) / 2 = 0.3250$
<i>Always</i>	$2 / 5 = 0.40$	$2 / 4 = 0.50$	$(0.40 + 0.50) / 2 = 0.4500$
<i>Always or Usually</i>	$4 / 5 = 0.80$	$3 / 4 = 0.75$	$(0.80 + 0.75) / 2 = 0.7750$

Therefore, 80.00 percent and 75.00 percent of members respectively provided favorable responses to the *Getting Care Quickly* questions Q4 and Q6. Averaging these two proportions yields the global proportion score of 77.50 percent for the *Getting Care Quickly* composite.

## GLOSSARY OF TERMS

Attributes	Areas of health plan performance and member experience assessed with the CAHPS survey
Benchmark	A reference score (e.g., the State Oregon Health Plan, the CSS Average, the highest or lowest performing CCO, or the CCO's own prior-year rate) against which performance on the measure is assessed. See <i>Comparisons to Benchmarks and Prior-Year Results</i> .
CAHPS 5.0H Surveys	Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a series of surveys designed to collect consumer feedback on their health care experiences. The CAHPS 5.0H Health Plan Survey asks members to report on their experiences with access to appointments and care through their health plan, communication with doctors available through the plan, and customer service. The Commercial plan version asks about member experiences in the previous 12 months, whereas the Medicaid version refers to the previous six (6) months. The Medicaid version is available for adults and children; the Commercial version is for adults only. The Adult survey is intended for respondents who are 18 and older; the Child survey asks parents or guardians about the experiences of children 17 and younger. Health plans report survey results as part of HEDIS data collection. NCQA uses survey results in health plan performance reports, to inform accreditation decisions, and to create national benchmarks for care. Health plans might also collect CAHPS survey data for internal quality improvement purposes.
Composite Measures	Composite measures combine results from related survey questions into a single score to summarize health plan performance in a specific area of care or service. The set of applicable composites varies slightly by survey version. See <i>Patient Experience of Care Measures</i> .
Confidence Level	A confidence level is associated with tests of statistical significance of observed differences in survey scores. It is expressed as a percentage and represents how often the observed difference (e.g., between the plan's current-year rate and the relevant benchmark rate) is real and not simply due to chance. A 95% confidence level associated with a statistical test means that if repeated samples were surveyed, in 95 out of 100 samples the observed measure score would be truly different from the comparison score.
Correlation	A degree of association between two variables, or attributes, typically measured by the <i>Pearson correlation coefficient</i> . The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all.
Denominator ( <i>n</i> , or Usable Responses)	Number of valid (appropriately answered) responses available to calculate a measure result. Examples of inappropriately answered questions include ambiguously marked answers, multiple marks when a single answer choice is expected, and responses that violate survey skip patterns. The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite. If the denominator is less than 30 responses, a measure result of "Low n" was assigned.

Disposition	The final status given to a member record in the survey sample at the end of the study (e.g., completed survey, refusal, non-response, etc.) See <i>Member Dispositions and Response Rate</i> .
Effectiveness of Care	Effectiveness of Care measures are relevant to Adult surveys only and include <i>Flu Vaccinations for Adults Ages 18–64 (FVA)</i> and <i>Medical Assistance with Smoking and Tobacco Use Cessation (MSC)</i> .
Eligible Population	Members who are eligible to participate in the survey based on the following criteria: <ul style="list-style-type: none"> <li>- 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.</li> <li>- Continuous enrollment (six months for Medicaid, with no more than one enrollment break of 45 days or less);</li> <li>- 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);</li> <li>- Primary coverage (through Medicaid or a commercial product line for Medicaid and Commercial surveys, respectively).</li> </ul>
Global proportions	Applies to composite measures. The proportion of respondents selecting the favorable response(s) (e.g., <i>Always</i> or <i>Usually</i> ) averaged across the questions that make up the composite. See <i>Question Summary Rates and Composite Global Proportions</i> .
HEDIS	The Healthcare Effectiveness Data and Information Set (HEDIS) is a set of performance measures in the managed care industry, developed and maintained by NCQA. HEDIS was designed to allow consumers to compare health plan performance to other plans and to national or regional benchmarks as well as to track year-to-year performance. HEDIS is one component of NCQA's accreditation process, although some plans submit HEDIS data without seeking accreditation. CAHPS measures are a subset of HEDIS.
Key Drivers and Priorities for Improvement	Key Drivers are plan attributes that have been shown to be closely related to members' overall assessment of the plan. Performance on these attributes predicts how the plan is rated overall and, viewed from the industry perspective, helps to distinguish high-rated plans from poorly rated plans. Specific priorities for improvement for <i>your organization</i> are identified based on how it is currently performing on the key driver attributes compared to industry best practices.
NCQA	The National Committee for Quality Assurance (NCQA) is an independent non-profit organization that works to improve health care quality through the administration of evidence-based standards, measures, programs, and accreditation. NCQA manages voluntary accreditation programs for individual physicians, health plans, and medical groups. Health plans seek accreditation and measure performance through the administration and submission of the Healthcare Effectiveness Data and Information Set (HEDIS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey.

Question Summary Rate	Question Summary Rates (QSRs) express the proportion of respondents selecting the response option(s) of interest (typically representing the most favorable outcome(s) from a given question on the survey). Many survey items use a <i>Never, Sometimes, Usually, or Always</i> response scale, with <i>Always</i> being the most favorable outcome. Results are typically reported as the proportion of members selecting <i>Usually</i> or <i>Always</i> . See <i>Question Summary Rates and Composite Global Proportions</i> .
Response Rate	<p>Survey response rate is calculated using the following formula:</p> $\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{[\text{Complete and Eligible} + \text{Incomplete (but Eligible)} + \text{Refusal} + \text{Nonresponse after maximum attempts} + \text{Added to Do Not Call (DNC) List}]}$
Sample size	OHA’s methodology used a sample size of 1,125 for Adult Medicaid samples, 925 for Child Medicaid samples, and 575 for Child Medicaid with Chronic Conditions samples.
Statistically Significant Difference	When survey results are calculated based on sample data and compared to a benchmark score (e.g., State Oregon Health Plan, the highest or lowest performing CCO, or the CCO’s own prior-year rate), the question is whether the observed difference is real or due to chance. A difference is said to be statistically significant at a given confidence level (e.g., 95%) if it has a 95% chance of being true.
Trending	Comparison of survey results over time
Usable Responses ( <i>n</i> )	See <i>Denominator</i>
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.