



Oregon Health Plan Report of Results for

Trillium Community Health Plan Child Population (Claims Stratum: With Chronic Conditions)

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

Prepared for:

Oregon Health Authority

Prepared by:

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

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INTRODUCTION

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

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

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

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

WHAT'S NEW IN 2020

2020 SURVEY FIELDING UPDATES

SAMPLING METHODOLOGY

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

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

SURVEY INSTRUMENTS

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

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

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

IMPACT OF COVID-19 ON OHA REPORTING

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

UPDATES TO THE 2020 OHA CAHPS SURVEY RESULTS REPORT

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

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

EXECUTIVE SUMMARY

CSS administered the Child Medicaid with CCC Measure version of the 2020 CAHPS Health Plan Survey for the Oregon Health Authority on behalf of Trillium Community Health Plan, hereafter referred to as Trillium between January 8 and April 8, 2020. The final Child Medicaid survey sample (Claims Stratum: With Chronic Conditions) for Trillium included 575 members. 120 members completed the survey, resulting in a response rate of 21.02 percent.

This section highlights some of the key survey findings for Trillium, 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	Getting Needed Care (by 14.86 points)

STATISTICALLY SIGNIFICANT DIFFERENCES FROM STATE OREGON HEALTH PLAN

Reportable Rate ABOVE Benchmark	Reportable Rate BELOW Benchmark
2020 State OHP	
None	Rating of Health Plan (by 8.75 points) Coordination of Care (by 15.52 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 Trillium are identified below. Effective interventions in these areas have the greatest potential impact on the *Rating of Health Plan* score.

Top Priorities for Quality Improvement

1. Improving the quality of physicians in health plan network (personal doctors)
2. Improving the quality of physicians in health plan network (specialists)
3. Improving member access to care (ease of getting needed care, tests, or treatment)
4. Removing reasons for members to contact customer service
5. Improving member access to care (having a personal doctor)

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

SURVEY RESULTS AT A GLANCE

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

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

CAHPS 5.0H Survey Measures		Global Proportions and Question Summary Rates			Valid Responses			2020 State OHP
		2018	2019	2020	2018	2019	2020	
Overall Ratings (% 8, 9, or 10)	Q9. Rating of All Health Care	82.80%	87.69%	75.29%	93	65	85	82.55%
	Q36. Rating of Personal Doctor	83.18%	89.16%	87.96%	107	83	108	88.23%
	Q43. Rating of Specialist Seen Most Often	80.49%	75.86% (Low n)	88.00% (Low n)	41	29	25	85.11%
	Q49. Rating of Health Plan	80.87% ▼	77.01%	69.30%	115	87	114	78.05% ▼
Getting Needed Care (% Always or Usually)	Getting Needed Care Composite	85.16%	90.55% ▼	75.69%	67	48	58	84.11%
	Q10. Easy to get needed care	84.95%	90.77%	84.71%	93	65	85	89.37%
	Q41. Easy to see specialists	85.37%	90.32% ▼	66.67%	41	31	30	78.85%
Getting Care Quickly (% Always or Usually)	Getting Care Quickly Composite	84.87%	90.86%	89.08%	62	46	61	89.83%
	Q4. Got urgent care as soon as needed	90.48%	96.97%	94.44%	42	33	36	92.76%
	Q6. Got routine care as soon as needed	79.27%	84.75%	83.72%	82	59	86	86.91%
How Well Doctors Communicate* (% Always or Usually)	How Well Doctors Communicate Composite	91.38%	95.30%	94.30%	85	59	79	94.37%
	Q27. Doctor explained things	95.29%	96.61%	94.87%	85	59	78	94.55%
	Q28. Doctor listened carefully	91.76%	94.92%	96.20%	85	59	79	95.12%
	Q29. Doctor showed respect	94.12%	98.31%	94.87%	85	59	78	96.14%
Customer Service (% Always or Usually)	Q32. Doctor spent enough time	84.34%	91.38%	91.25%	83	58	80	91.66%
	Customer Service Composite	89.66%	86.11% (Low n)	89.74%	34	18	39	87.16%
	Q45. Provided needed information/help	82.35%	83.33% (Low n)	82.05%	34	18	39	81.16%
Children with Chronic Conditions Measures	Q46. Treated with courtesy/respect	96.97%	88.89% (Low n)	97.44%	33	18	39	93.15%
	Q35. Coordination of Care (% Always or Usually)	76.47%	81.82%	66.67%	51	33	36	82.19% ▼
	. Access to Prescription Medicines	95.24%	87.23%	87.50%	63	47	56	89.77%
	. Access to Specialized Services	69.09% (Low n)	61.32% (Low n)	64.64% (Low n)	22	19	24	71.30%
	. Getting Needed Information	89.25%	92.31%	95.29%	93	65	85	91.66%
	. Personal Doctor Who Knows Child	86.78%	84.35%	83.90%	62	48	63	88.69%
	. Coordination of Care for Children With Chronic Conditions	73.45%	84.62% (Low n)	76.04%	31	25	30	77.44%

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 Trillium, are highlighted below.

- 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 Trillium survey results are compared to the 2020 State OHP. The 2020 State OHP is calculated by pooling Child Medicaid survey responses across CCOs surveyed by the Oregon Health Authority who were likely to have a chronic condition based on claim and encounter records.
- *Executive Summary* provides a high-level overview of survey findings. This section highlights the areas where Trillium performs significantly above or below the state Oregon Health Plan performance. If prior-year survey results are available, any statistically significant improvements or declines on key survey measures are also noted. Up to five top organizational priorities for quality improvement based on CSS’s *Key Driver Analysis* are identified.
- *Summary of Survey Results* presents the 2020 Trillium 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 state Oregon Health Plan benchmarks. Statistically significant differences in scores are noted.
- *Detailed Performance Charts* are provided for the rating questions, composite measures, and individual survey items representing the various CAHPS domains of care. The 2020 Trillium QSRs and global proportions are compared to the 2020 State OHP on all measures. Where available, a three-year trend in scores is also shown.
- *Member Profile and Analysis of Plan Ratings by Member Segment* compares the 2020 Trillium respondent profile to the appropriate reference distribution (i.e., all plans included in the 2020 State OHP) of demographic characteristics and utilization variables. Variation in *Rating of Health Plan* measure by member segment is examined.
- *Key Driver Analysis* identifies those aspects of member experience (key drivers) that are closely related to the overall rating of the plan. The CSS *Key Driver Model* quantifies the contribution of each key driver to the overall evaluation of the plan. The 2020 Trillium results on each key driver are compared to the highest score among all the Child Medicaid plans contributing to the 2020 State OHP, yielding a measure of available room for improvement in each area. The result is then weighted by the key driver’s contribution to the overall *Rating of Health Plan* score. Opportunities for improvement are prioritized based on the expected improvement in the Trillium *Rating of Health Plan* score due to improved performance on the key driver. A separate section of the report provides some helpful resources for health plan quality improvement.

- The *Appendix* includes:
 - Detailed cross-tabulations of survey responses for every survey question, with additional tables summarizing performance on key survey measures;
 - A copy of the survey instrument;
 - Step-by-step guidelines for calculating composite global proportions; and
 - A glossary of terms.

SURVEY METHODOLOGY

SURVEY PROTOCOL AND TIMELINE

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

SAMPLE SELECTION

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

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

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

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

The Oregon Health Authority chose to oversample for targeted race and ethnicity groups to ensure these groups were appropriately represented in the state sample. Data for those sample members only appear in the State OHP results and not the individual CCO results. Therefore, the final Child Medicaid survey sample (Claims Stratum: With Chronic Conditions) for Trillium included 575 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 Trillium sample members who met final eligibility criteria, 120 completed the survey, resulting in a response rate of 21.02 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 TRILLIUM CHILD MEDICAID SAMPLE (CLAIMS STRATUM: WITH CHRONIC CONDITIONS): SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

Disposition	Total		2020 State OHP
	Number	% Initial Sample	
Initial Sample	575	100.00%	---
Disposition			
Complete and Eligible - Mail	66	11.48%	14.44%
Complete and Eligible - Phone	50	8.70%	9.40%
Complete and Eligible - Internet	4	0.70%	1.07%
Complete and Eligible - Total	120	20.87%	24.91%
Does not meet Eligible Population criteria	4	0.70%	0.81%
Incomplete (but Eligible)	13	2.26%	1.98%
Ineligible	0	0.00%	0.09%
- Language barrier	0	0.00%	0.03%
- Mentally or physically incapacitated	0	0.00%	0.00%
- Deceased	0	0.00%	0.00%
Refusal	38	6.61%	6.97%
Nonresponse after maximum attempts	396	68.87%	64.76%
Added to Do Not Call (DNC) list	4	0.70%	0.53%
Response Rate*		21.02%	25.13%

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

SATISFACTION WITH THE EXPERIENCE OF CARE

PATIENT EXPERIENCE OF CARE MEASURES

GLOBAL RATINGS

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

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

CAHPS COMPOSITES

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

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

- **Getting Care Quickly** combines responses to two survey questions that address timely availability of both urgent and check-up/routine care. The questions use a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. Results are based on the proportion of members selecting *Usually* or *Always* in response to the following questions:
 - *In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?*
 - *In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor’s office or clinic, how often did you get an appointment as soon as your child needed?*

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

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

- **Coordination of Care** is based on a single survey question, which uses a *Never, Sometimes, Usually, or Always* scale (with *Always* being the most favorable response). Results are based on the proportion of members selecting *Usually* or *Always* in response to the question below:
 - *In the last 6 months, how often did your child’s personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?*

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

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

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

CALCULATION AND REPORTING OF RESULTS

QUESTION SUMMARY RATES AND COMPOSITE GLOBAL PROPORTIONS

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

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

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

DENOMINATOR THRESHOLD

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

COMPARISONS TO BENCHMARKS AND PRIOR-YEAR RESULTS

Throughout the report, the 2020 Trillium results are compared to the 2020 State OHP as well as to the highest and lowest performing CCO. The 2020 State OHP is calculated by pooling Child Medicaid survey responses across CCOs surveyed by the Oregon Health Authority who were likely to have a chronic condition based on claim and encounter records. 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 Trillium 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 TRILLIUM CHILD MEDICAID SAMPLE (CLAIMS STRATUM: WITH CHRONIC CONDITIONS):
SUMMARY OF RESULTS ON KEY MEASURES

CAHPS 5.0H Survey Measures*	2020 Rate	Difference** between 2020 Rate and...		
		2019 Rate	2018 Rate	2020 State OHP
Ratings				
Rating of Personal Doctor	87.96%	-1.19%	4.79%	-0.26%
Rating of Specialist Seen Most Often	88.00% Low n	12.14%	7.51%	2.89%
Rating of All Health Care	75.29%	-12.40%	-7.50%	-7.26%
Rating of Health Plan	69.30%	-7.71%	-11.57% ▼	-8.75% ▼
Composite Measures				
Getting Needed Care	75.69%	-14.86% ▼	-9.47%	-8.43%
Getting Care Quickly	89.08%	-1.78%	4.21%	-0.75%
How Well Doctors Communicate	94.30%	-1.00%	2.92%	-0.07%
Customer Service	89.74%	3.63%	0.08%	2.59%
Additional Content Areas				
Coordination of Care	66.67%	-15.15%	-9.80%	-15.52% ▼
Children with Chronic Conditions Measures				
Access to Prescription Medicines	87.50%	0.27%	-7.74%	-2.27%
Access to Specialized Services	64.64% Low n	3.32%	-4.44%	-6.66%
Getting Needed Information	95.29%	2.99%	6.05%	3.64%
Personal Doctor Who Knows Child	83.90%	-0.45%	-2.88%	-4.79%
Coordination of Care for Children With Chronic Conditions	76.04%	-8.57%	2.59%	-1.40%

* 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

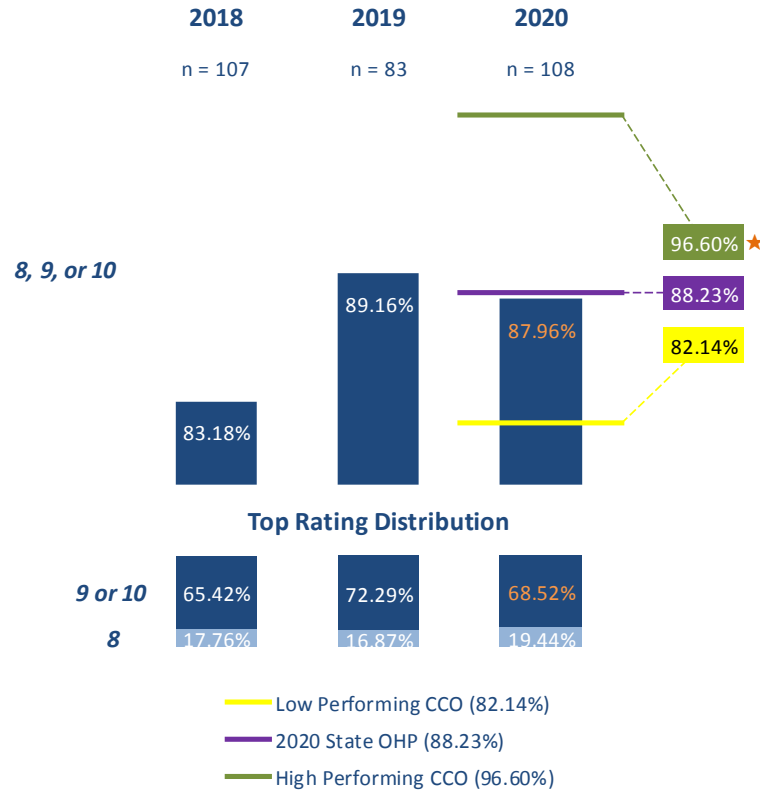
- Trillium survey scores are trended over three consecutive years of data collection, if available. A result may not be available if the survey was not administered in a given year, if the measure is new, or if the measure is not deemed appropriate for trending. In such cases, “No data” appears in place 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 State OHP as well as to the highest and lowest performing CCO. If the 2020 Trillium 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



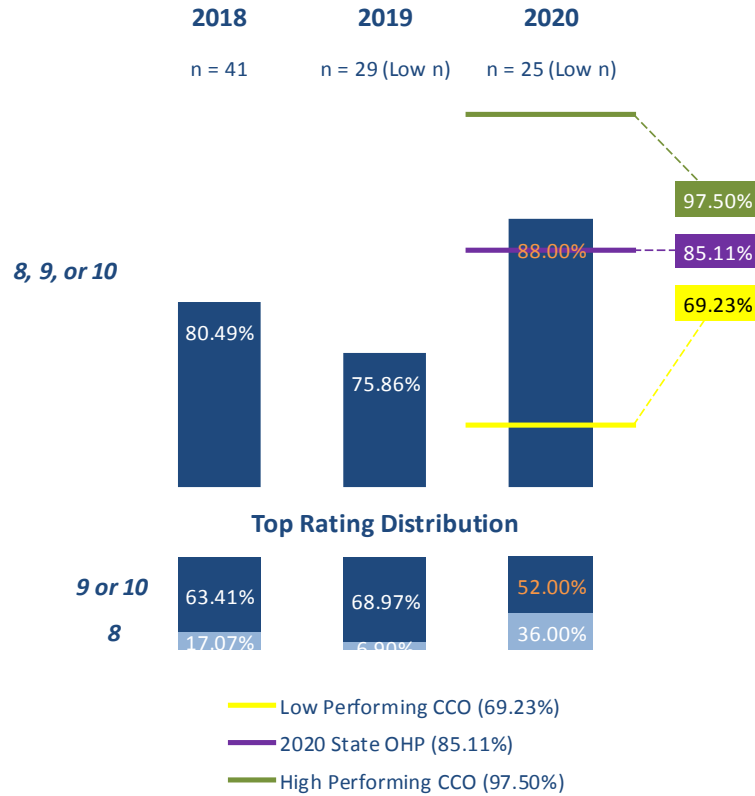
71770

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



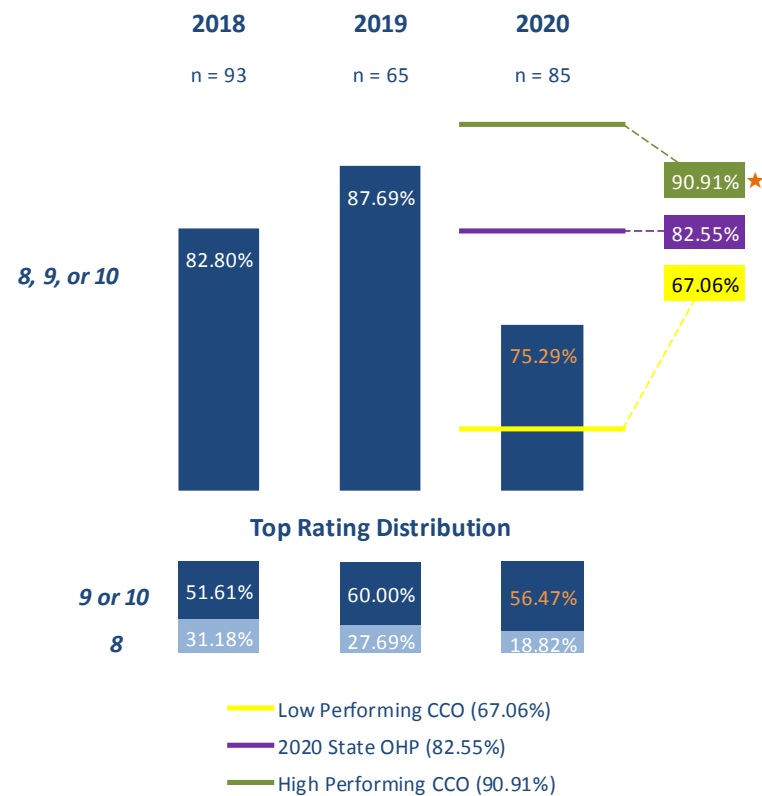
71770

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



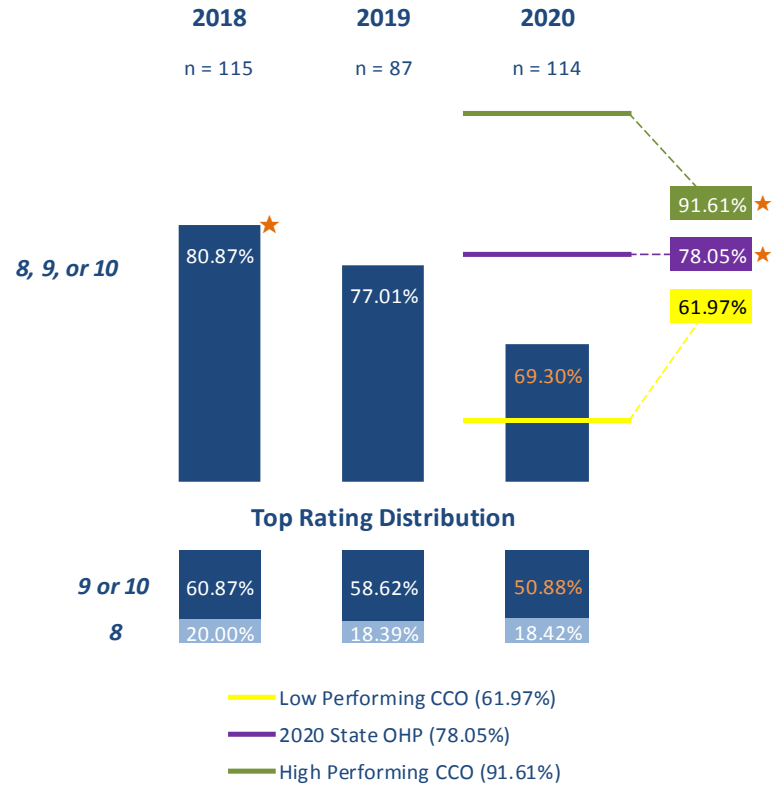
71770

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



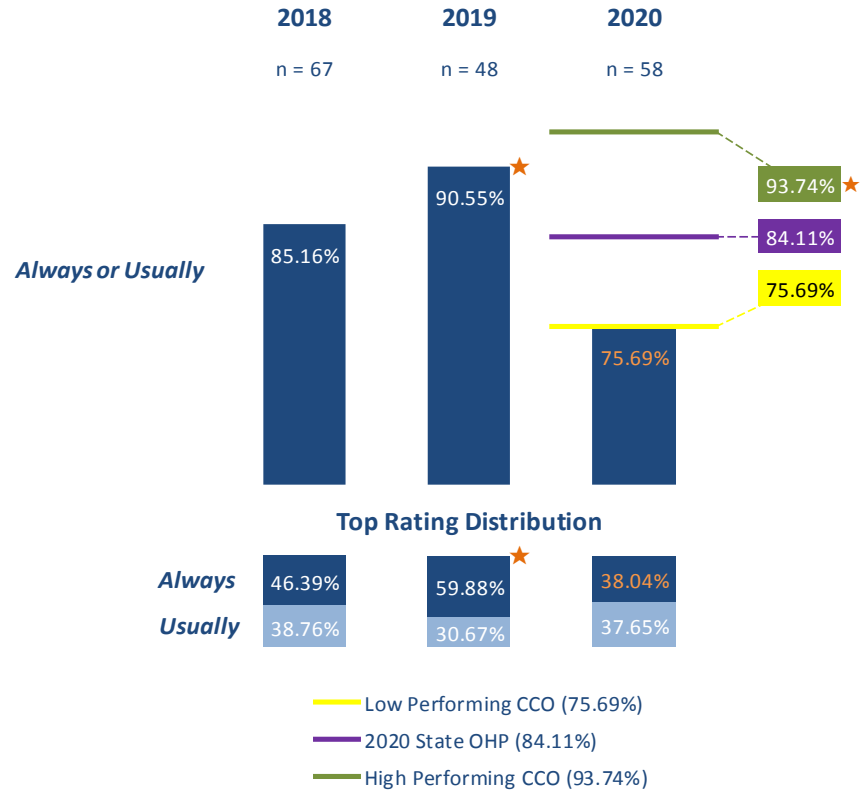
71770

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

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

Getting Needed Care (Composite)

Percent Responding Always or Usually



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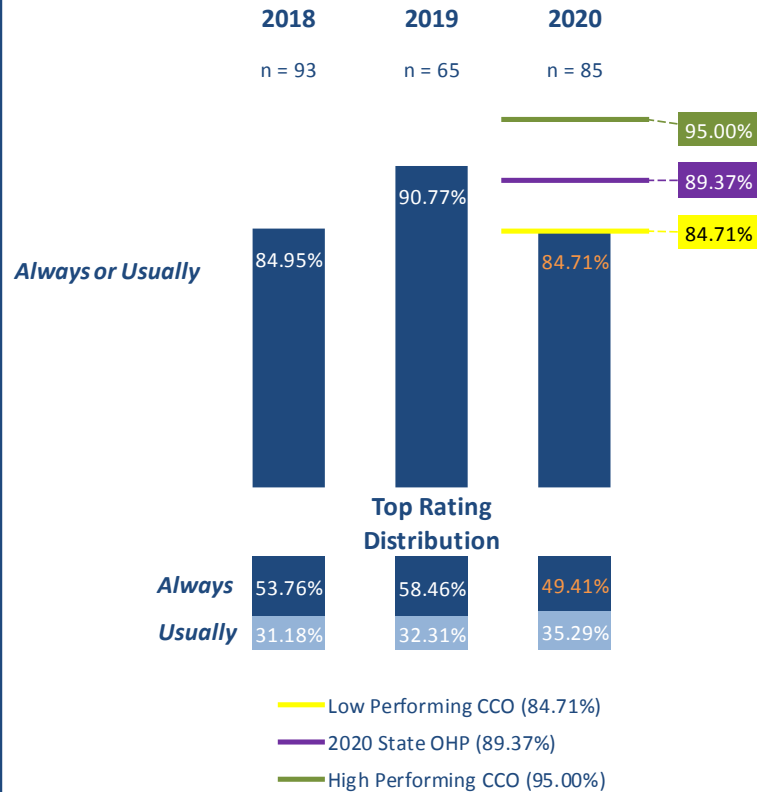
Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

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

Getting Needed Care (Contributing Items)

Percent Responding Always or Usually

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



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



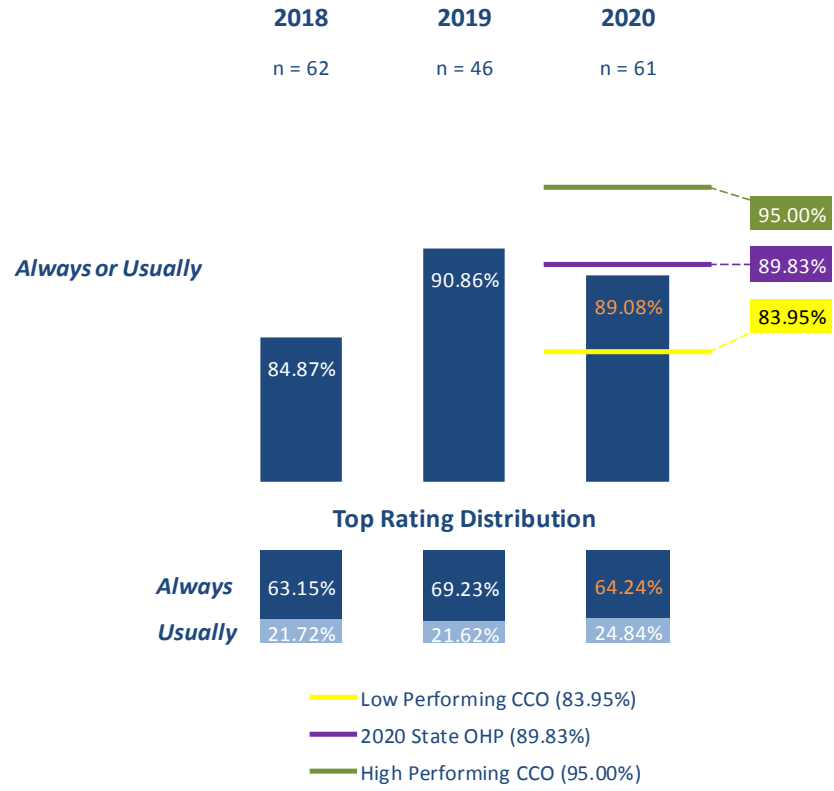
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison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

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

Getting Care Quickly (Composite)

Percent Responding Always or Usually



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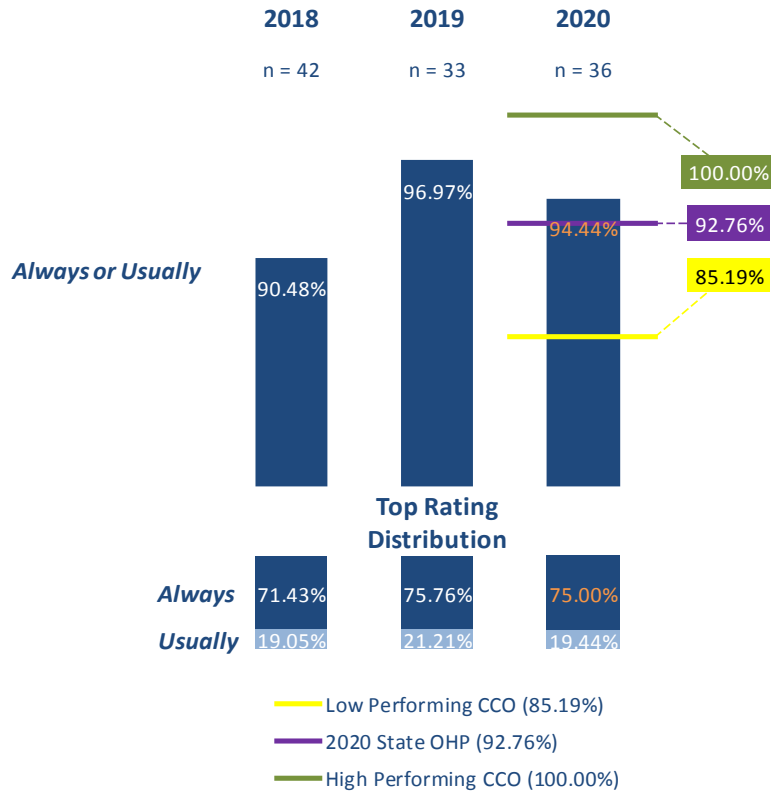
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

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

Getting Care Quickly (Contributing Items)

Percent Responding Always or Usually

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



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



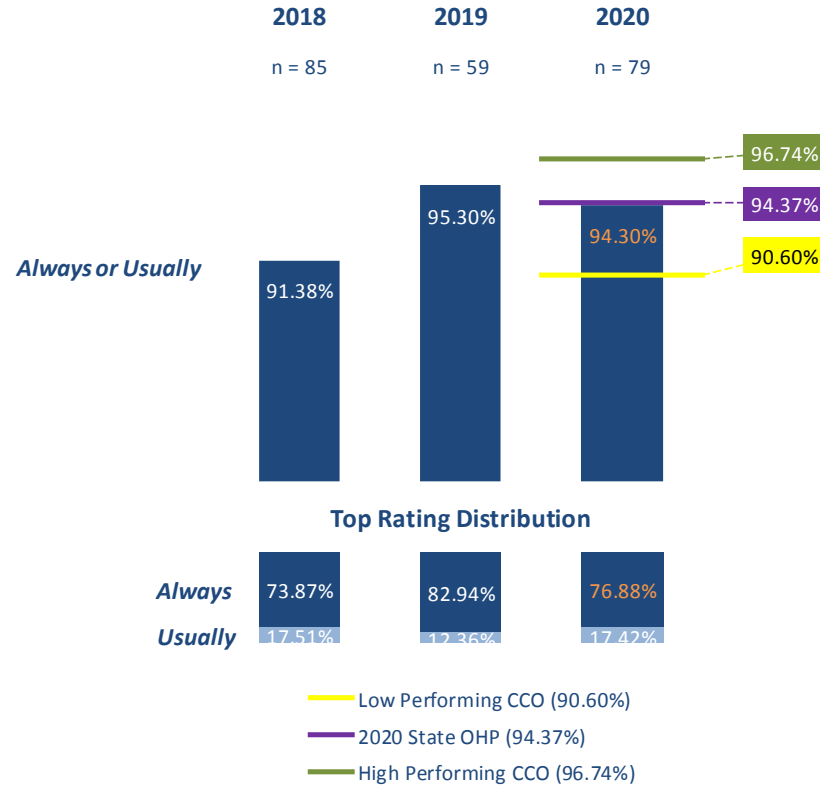
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Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and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

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

How Well Doctors Communicate (Composite)

Percent Responding Always or Usually



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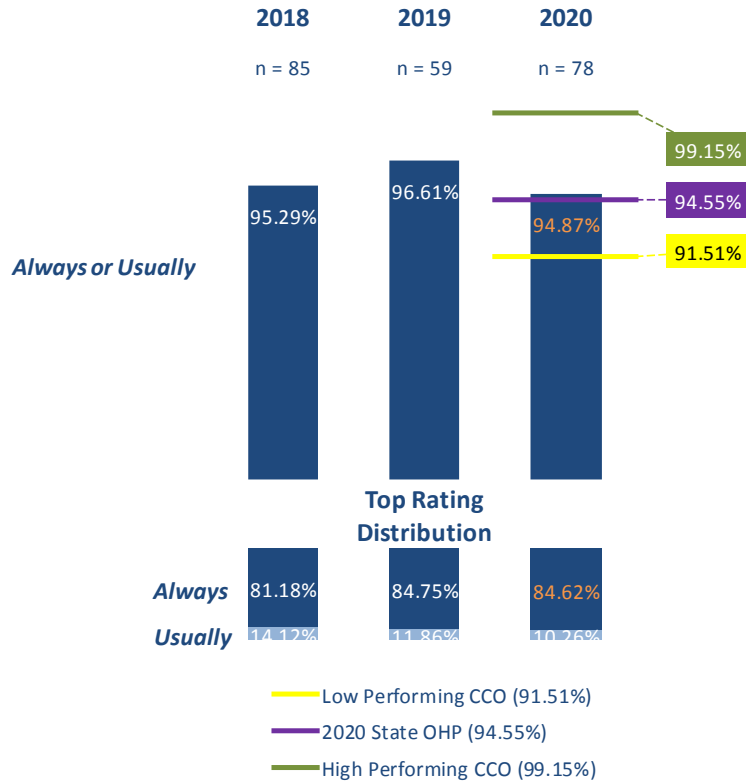
Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked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

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

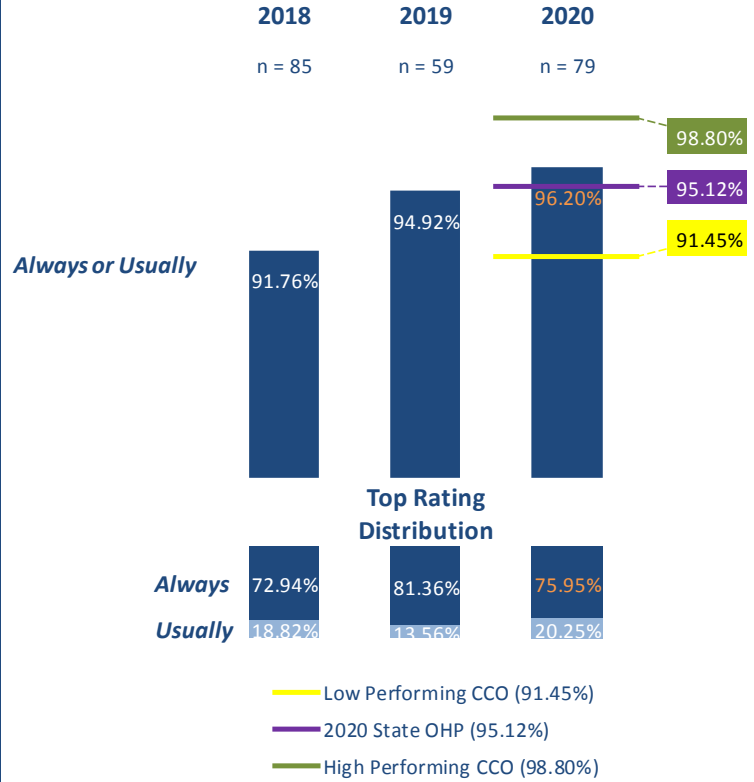
How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

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



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



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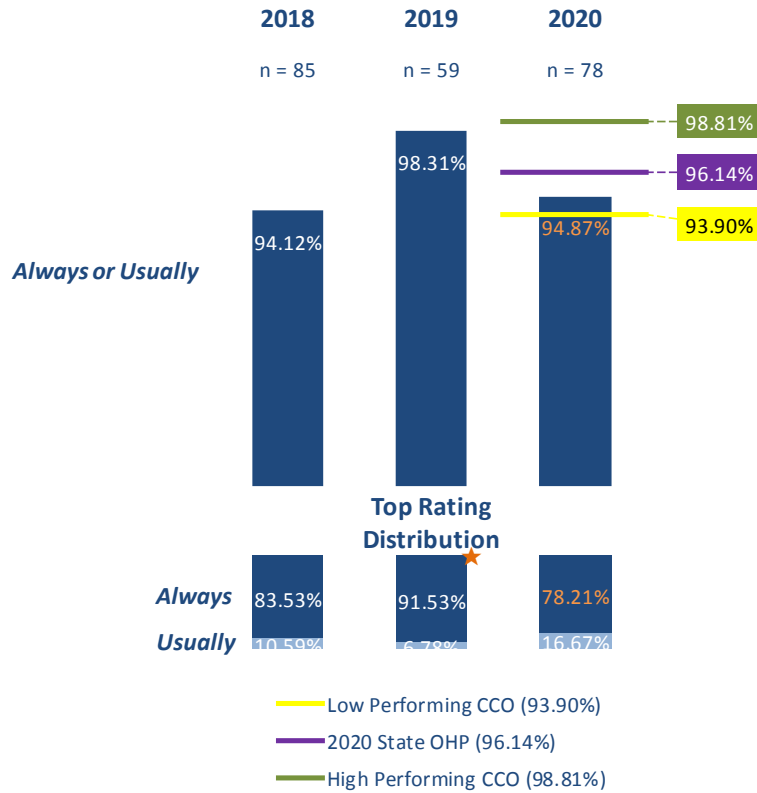
Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked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

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

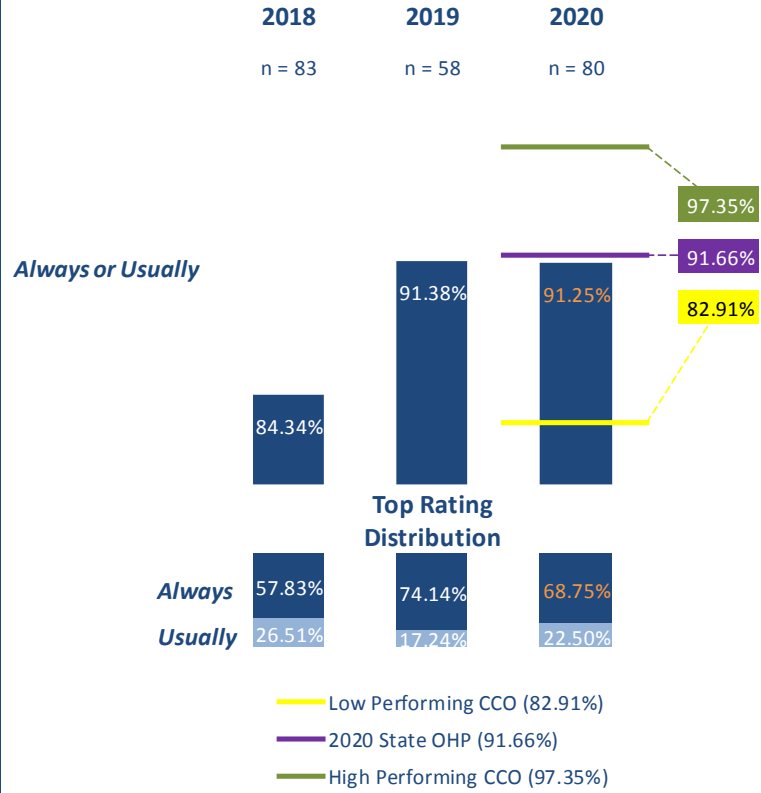
How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

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



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



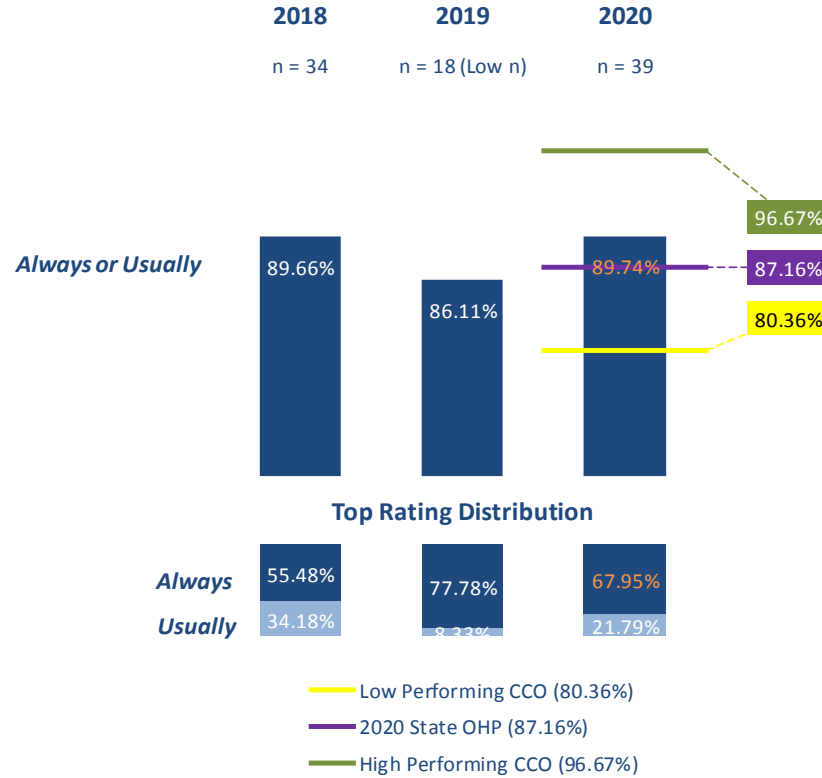
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison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

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

Customer Service (Composite)

Percent Responding Always or Usually



71770

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

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

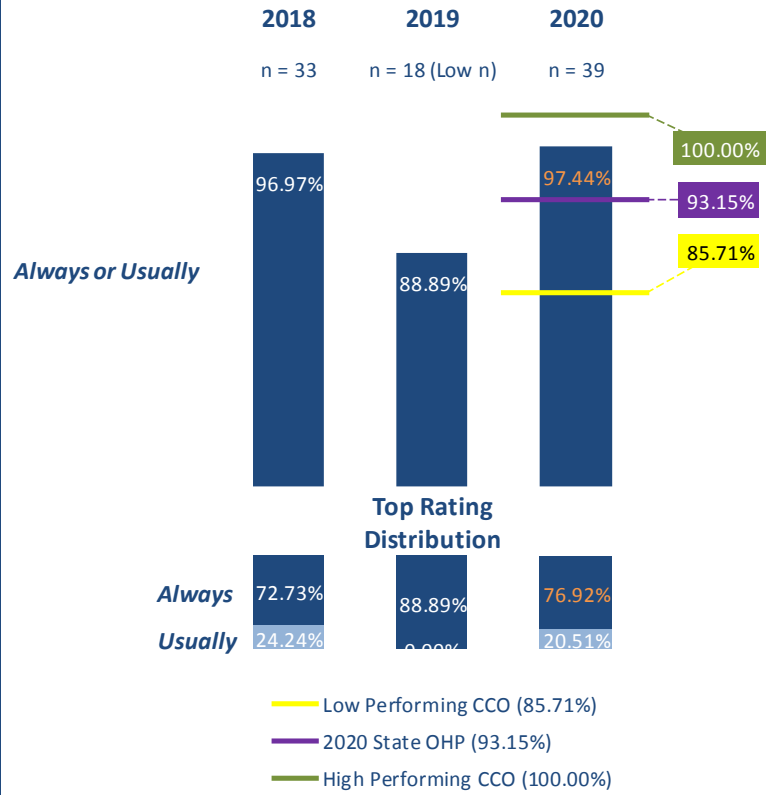
Customer Service (Contributing Items)

Percent Responding Always or Usually

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



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



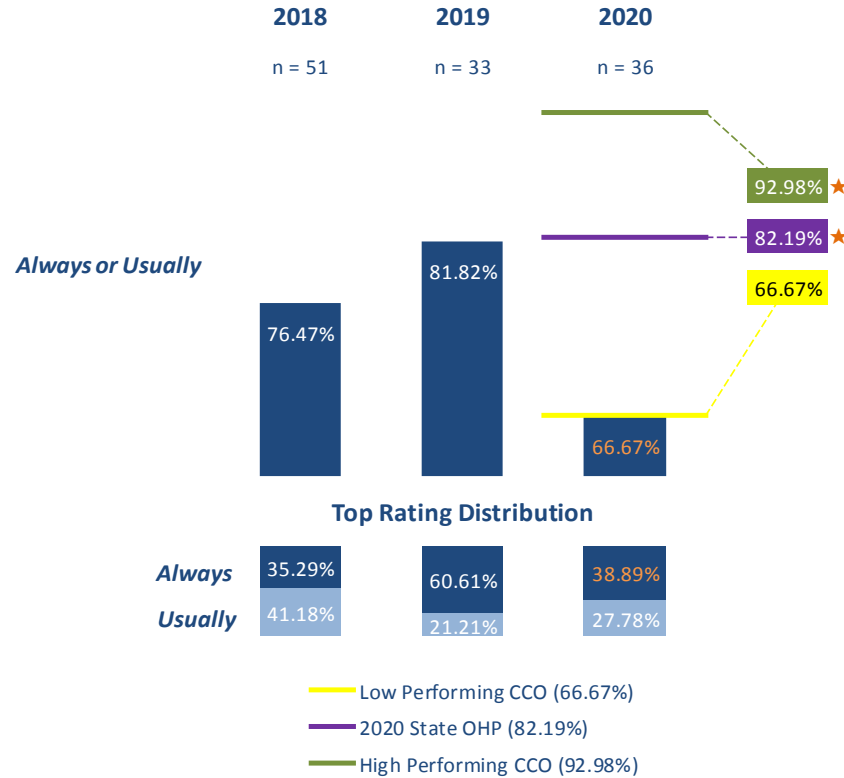
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison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

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

Coordination of Care (Single Item)

Percent Responding Always or Usually



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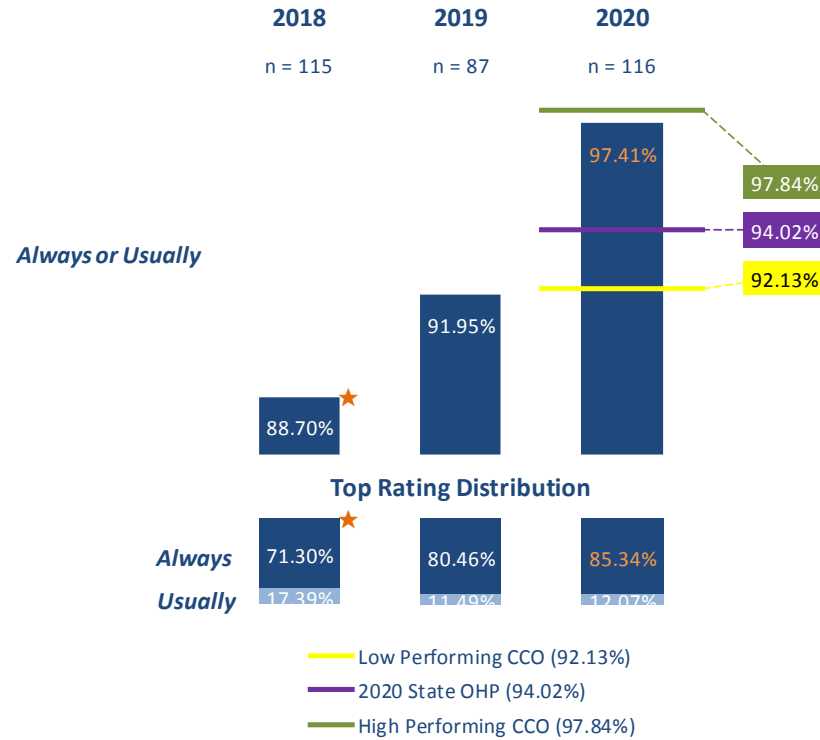
Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

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

Percent Responding Always or Usually

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



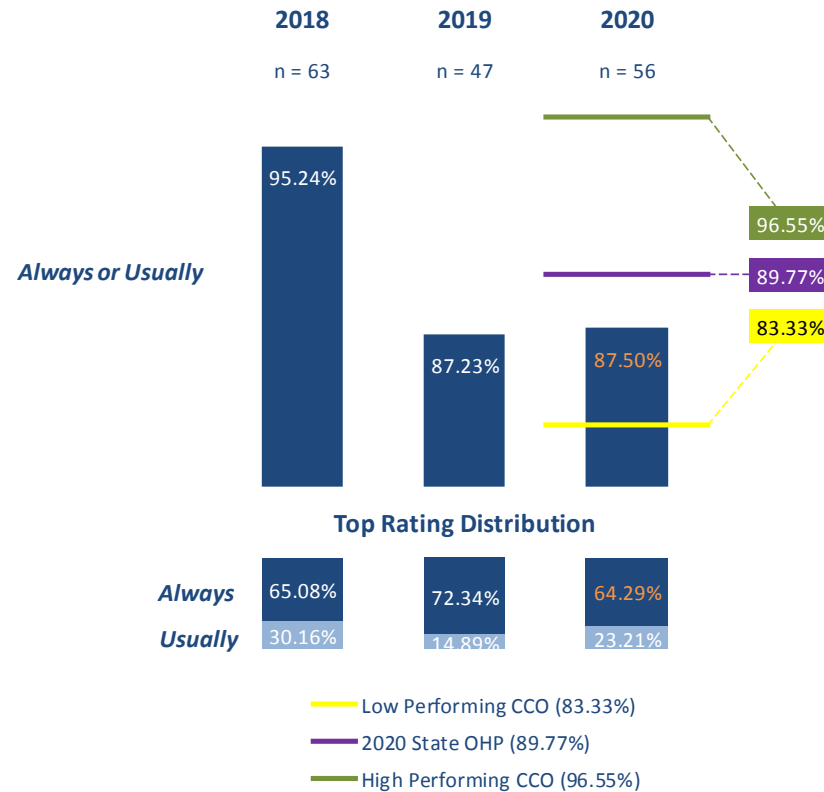
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison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

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

Access to Prescription Medicines (Single Item)

Percent Responding Always or Usually



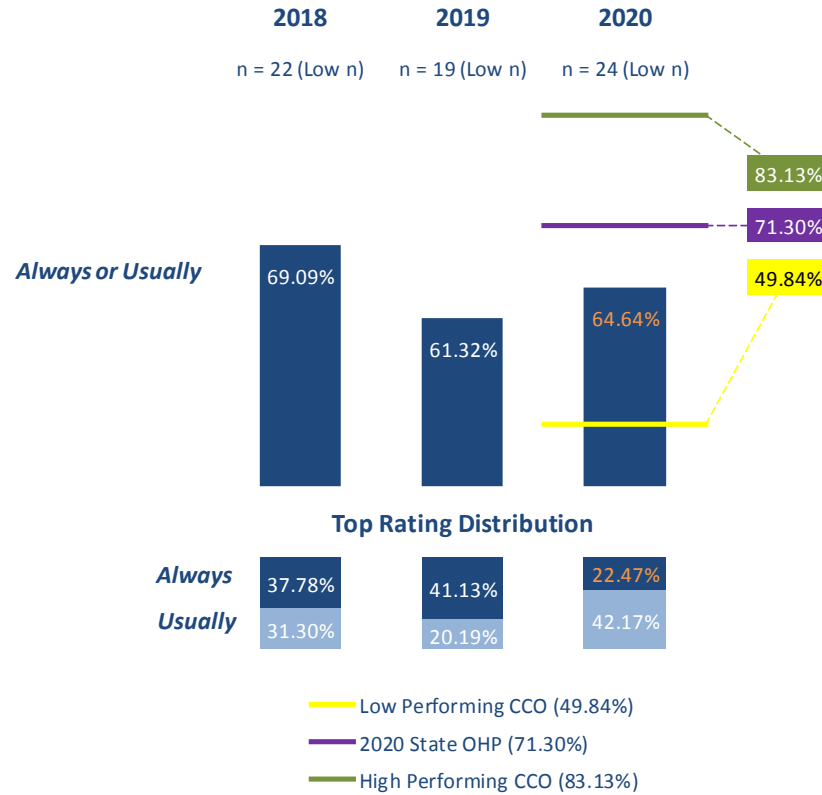
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Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and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

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

Access to Specialized Services (Composite)

Percent Responding Always or Usually



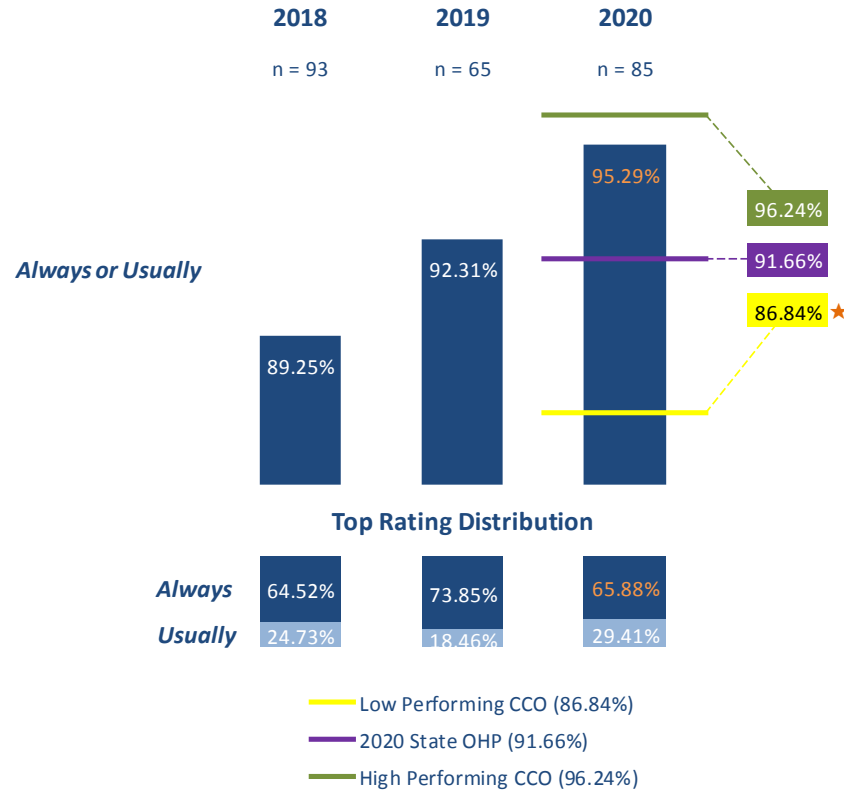
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Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and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

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

Getting Needed Information (Single Item)

Percent Responding Always or Usually



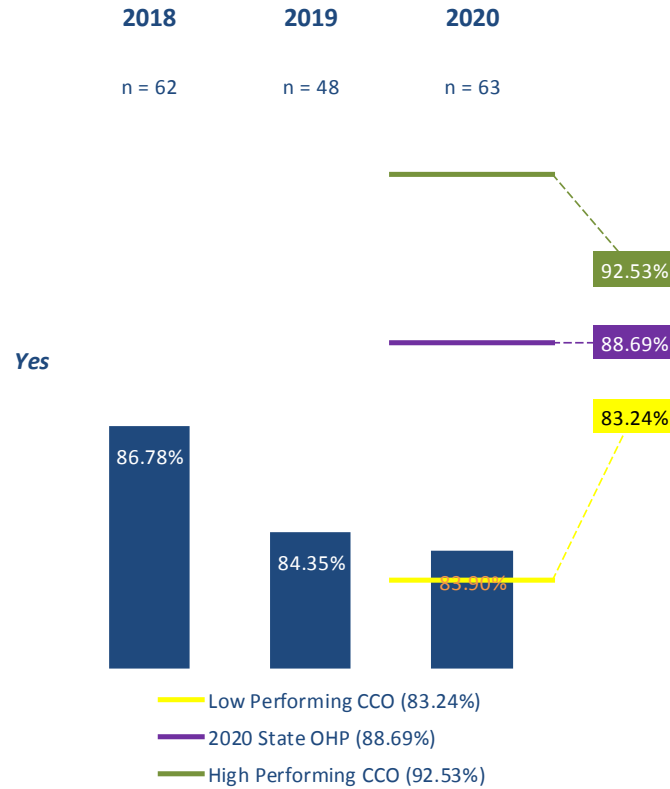
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Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and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

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

Personal Doctor Who Knows Child (Composite)

Percent Responding Yes



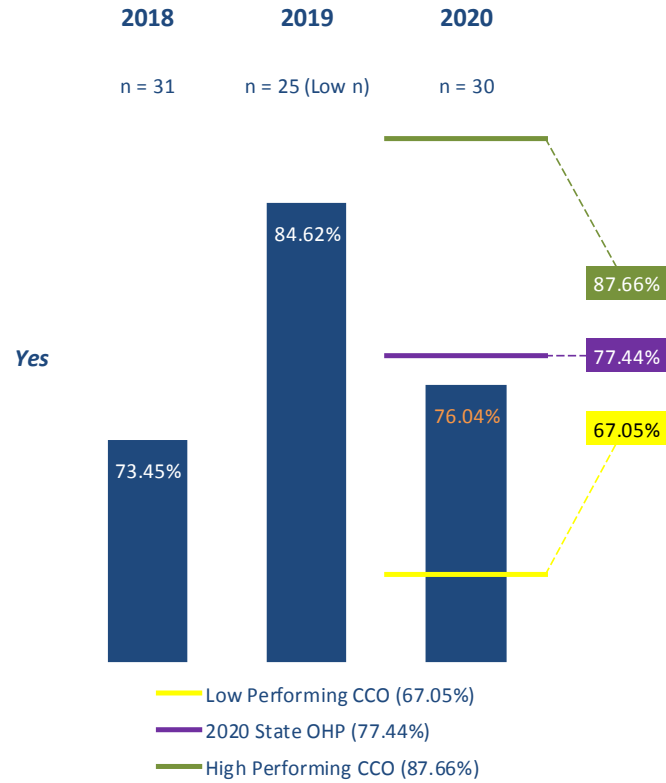
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Tests of statistical significance were conducted for the Yes rate. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

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

Coordination of Care for Children With Chronic Conditions (Composite)

Percent Responding Yes



71770

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

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

MEMBER PROFILE AND ANALYSIS OF PLAN RATINGS BY MEMBER SEGMENT

This section of the report presents a detailed profile of the Trillium 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 Trillium membership profile to the relevant state Oregon Health Plan benchmark distribution on demographic characteristics and utilization patterns. The pie chart in the upper half of each panel contrasts the distribution of the Trillium membership on a given member attribute (e.g., gender, education level, number of doctor visits, etc.) with the 2020 state Oregon Health Plan distribution on the same attribute. The bar chart in the lower half of each panel shows how the overall rating of the plan varies by member segment.

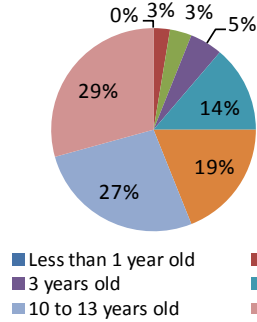
HEALTH STATUS AND DEMOGRAPHICS

The following characteristics are profiled in this section:

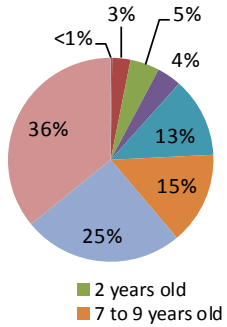
- Child's age
- Child's current gender identity
- Child's health status
- Child's mental or emotional health status
- Respondent's age
- Respondent's current gender identity
- Respondent's education level
- Respondent's relationship to the child
- Child's racial or ethnic identity

Q69. What is your child's age?

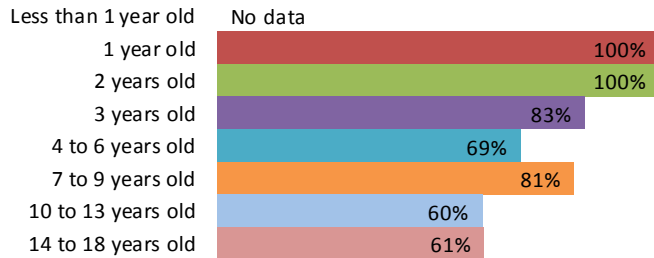
Your Organization



State OHP*

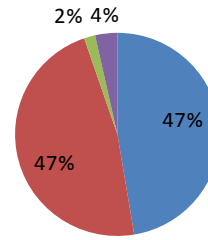


Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q69**

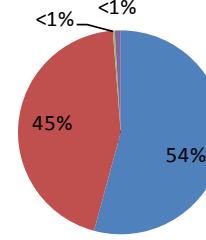


Q71. What is your child's current gender identity?

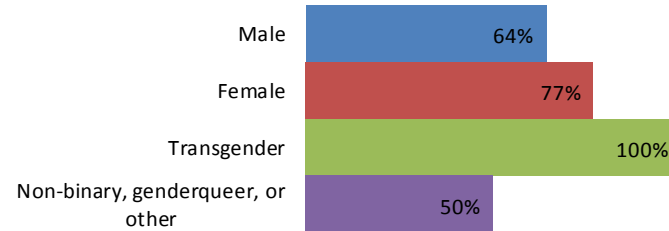
Your Organization



State OHP*



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

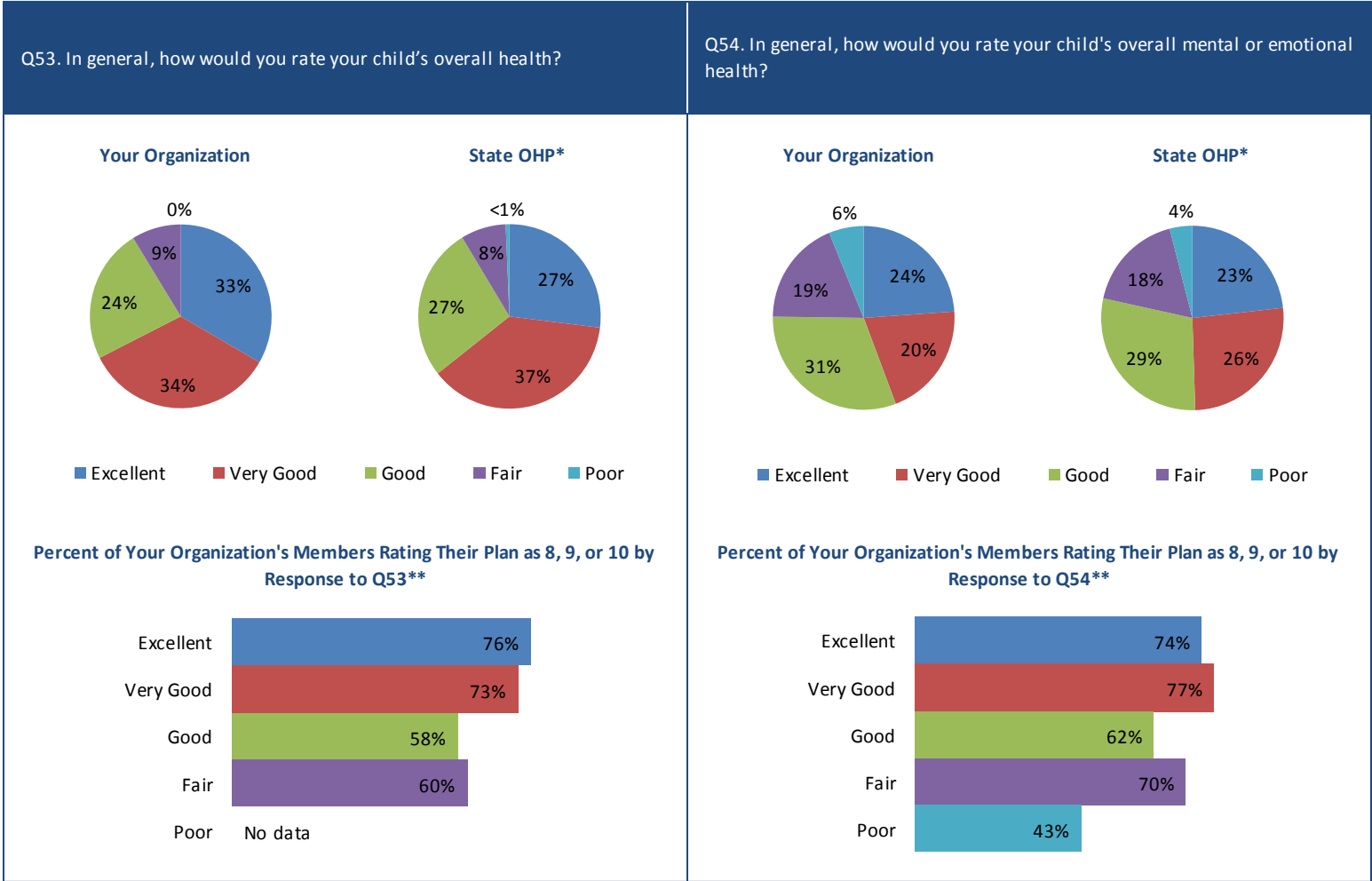


Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

71770

* Represents the combined distribution of responses to this question for all plans included in the 2020 State OHP.

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



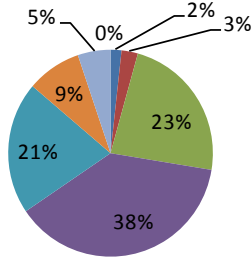
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small. 71770

* Represents the combined distribution of responses to this question for all plans included in the 2020 State OHP.

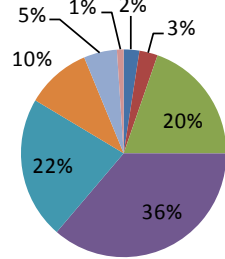
** Includes members who answered the question and provided a valid response to Q49 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q49 or if no one rated the plan as 8, 9, or 10.

Q72. What is your age?

Your Organization

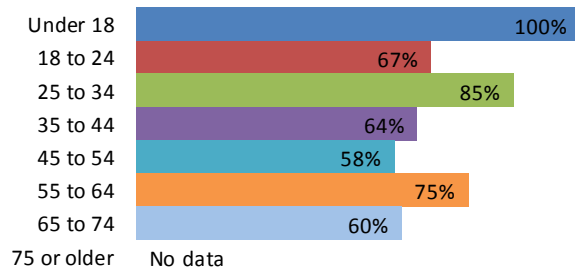


State OHP*



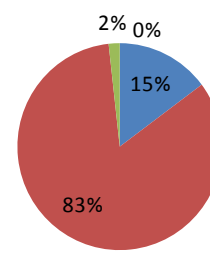
■ Under 18 ■ 18 to 24 ■ 25 to 34 ■ 35 to 44
■ 45 to 54 ■ 55 to 64 ■ 65 to 74 ■ 75 or older

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

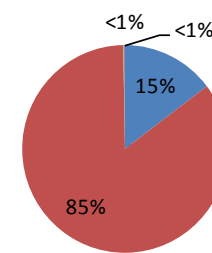


Q73. What is your current gender identity?

Your Organization

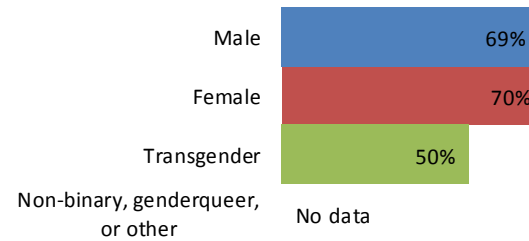


State OHP*



■ 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 Q73**



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

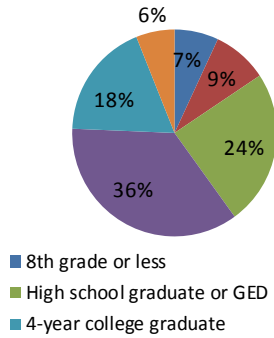
71770

* Represents the combined distribution of responses to this question for all plans included in the 2020 State OHP.

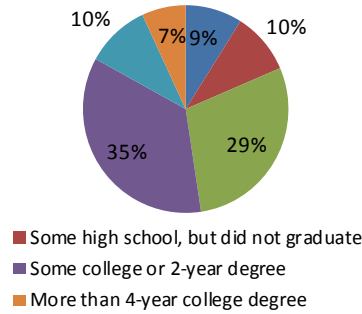
** Includes members who answered the question and provided a valid response to Q49 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q49 or if no one rated the plan as 8, 9, or 10.

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

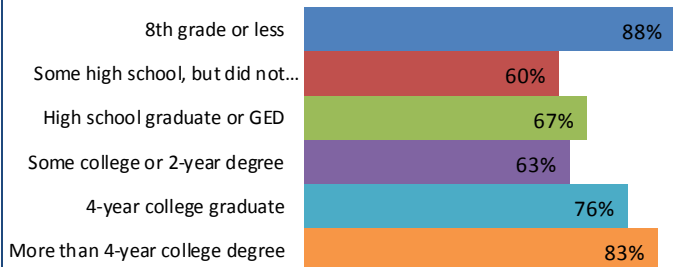
Your Organization



State OHP*

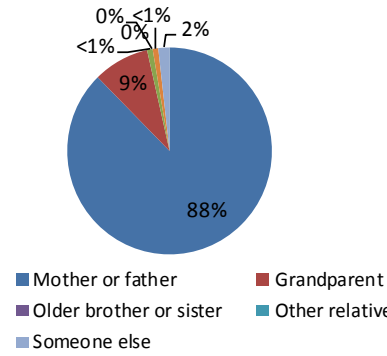


Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q74**

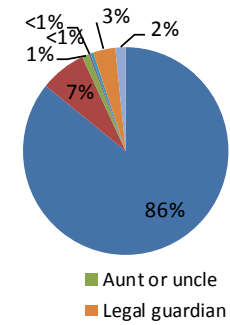


Q75. How are you related to the child?

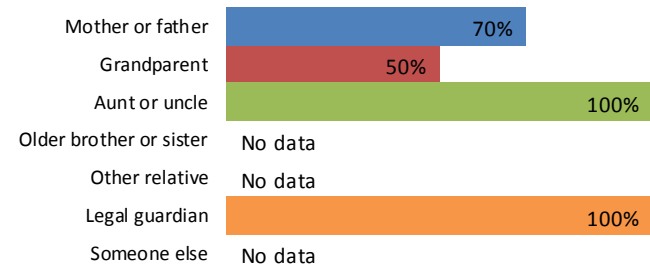
Your Organization



State OHP*



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

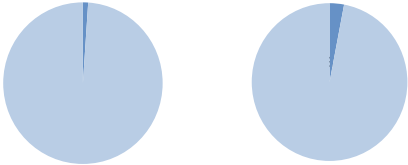
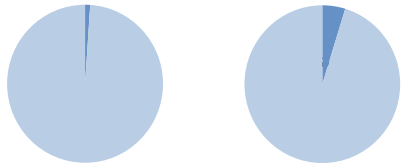
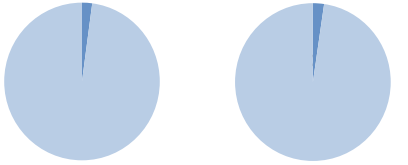
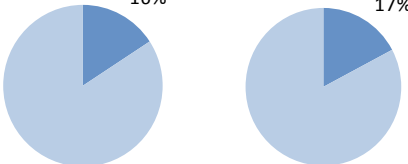
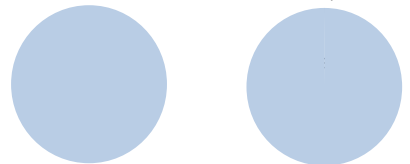



Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

71770

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<p>Q76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.</p> <p>% American Indian or Alaska Native†</p>	<p>Q76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.</p> <p>% Asian†</p>	<p>Q76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.</p> <p>% Black or African American†</p>
<p>Your Organization: 1%</p>  <p>State OHP*: 3%</p> <p>Percent of American Indian or Alaska Native† Members Rating Their Plan as 8, 9, or 10** 100%</p>	<p>Your Organization: 1%</p>  <p>State OHP*: 5%</p> <p>Percent of Asian† Members Rating Their Plan as 8, 9, or 10** 0%</p>	<p>Your Organization: 2%</p>  <p>State OHP*: 2%</p> <p>Percent of Black or African American† Members Rating Their Plan as 8, 9, or 10** 100%</p>
<p>Q76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.</p> <p>% Hispanic or Latino/a†</p>	<p>Q76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.</p> <p>% Middle Eastern/Northern African†</p>	<p>Q76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.</p> <p>% Native Hawaiian or Pacific Islander†</p>
<p>Your Organization: 16%</p>  <p>State OHP*: 17%</p> <p>Percent of Hispanic or Latino/a† Members Rating Their Plan as 8, 9, or 10** 80%</p>	<p>Your Organization: 0%</p>  <p>State OHP*: <1%</p> <p>Percent of Middle Eastern/Northern African† Members Rating Their Plan as 8, 9, or 10** No data</p>	<p>Your Organization: 0%</p>  <p>State OHP*: <1%</p> <p>Percent of Native Hawaiian or Pacific Islander† Members Rating Their Plan as 8, 9, or 10** No data</p>

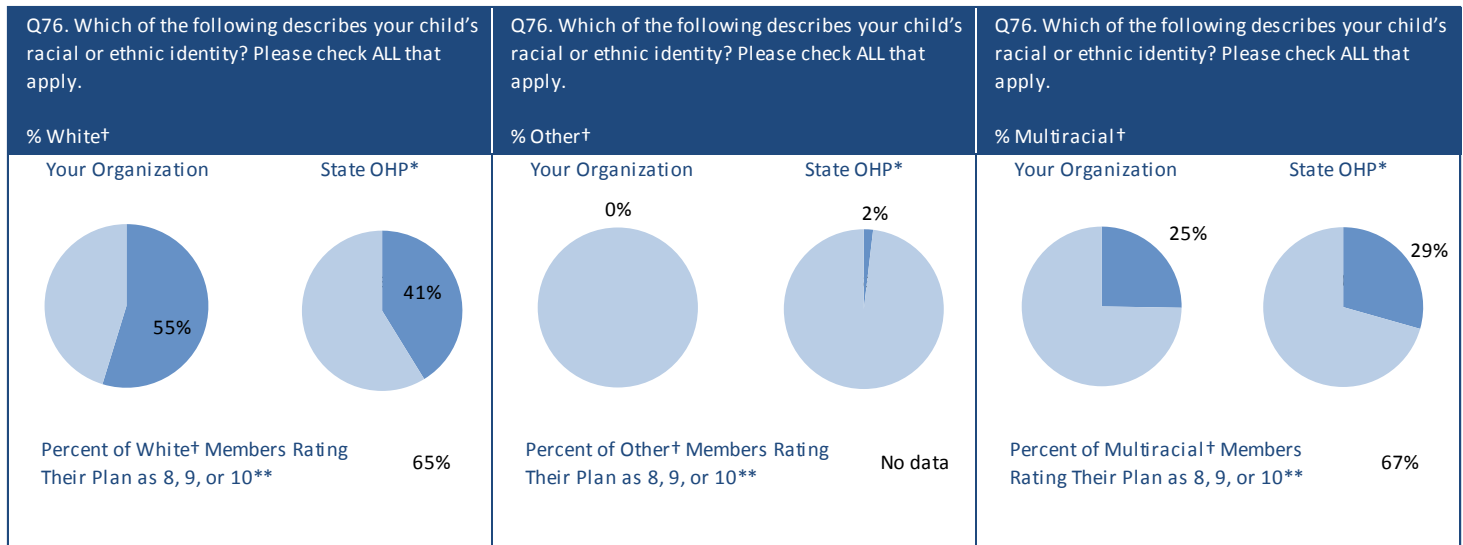
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

71770

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

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



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.

71770

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

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

USE OF SERVICES

The following utilization measures are included in this section:

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

<p>Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office? (% Yes)</p>	<p>Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic? (% Yes)</p>	<p>Q25. A personal doctor is the one your child would see if he or she needs a check-up, has a health problem, or gets sick or hurt. Does your child have a personal doctor? (% Yes)</p>
<p>Your Organization State OHP*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q3 (Yes/No)**</p> <p>Yes 70% No 68%</p>	<p>Your Organization State OHP*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q5 (Yes/No)**</p> <p>Yes 74% No 54%</p>	<p>Your Organization State OHP*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q25 (Yes/No)**</p> <p>Yes 70% No 50%</p>
<p>Q34. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor? (% Yes)</p>	<p>Q40. In the last 6 months, did you make any appointments for your child to see a specialist? (% Yes)</p>	<p>Q52a. A regular dentist is one your child would go to for check-ups and cleanings or when he or she has a cavity or tooth pain. Does your child have a regular dentist? (% Yes)</p>
<p>Your Organization State OHP*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q34 (Yes/No)**</p> <p>Yes 59% No 83%</p>	<p>Your Organization State OHP*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q40 (Yes/No)**</p> <p>Yes 63% No 71%</p>	<p>Your Organization State OHP*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q52a (Yes/No)**</p> <p>Yes 67% No 76%</p>

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

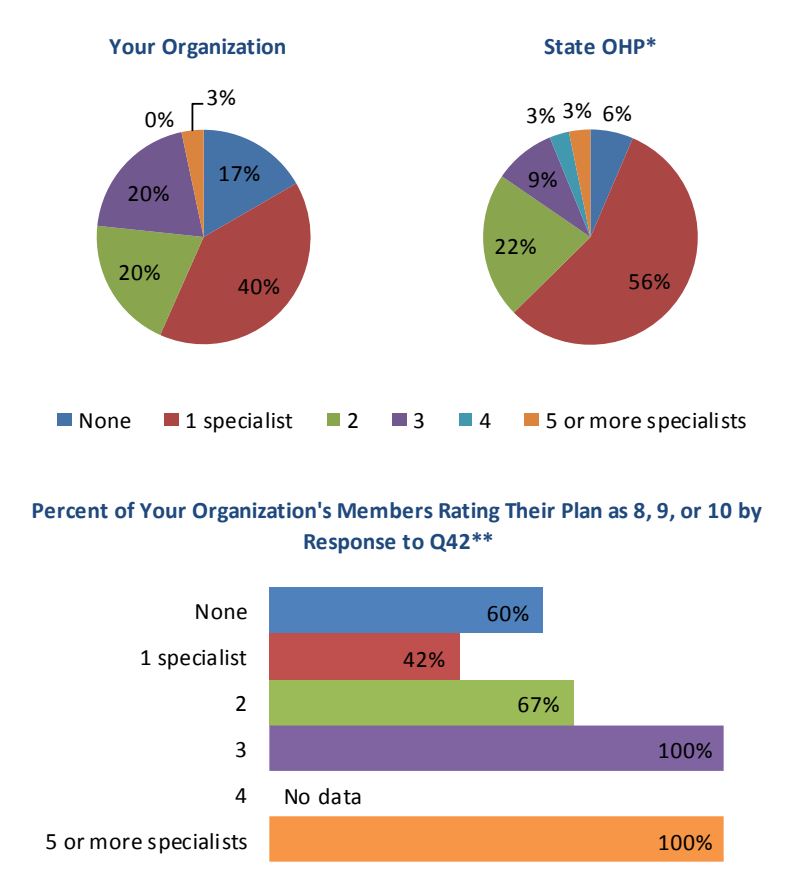
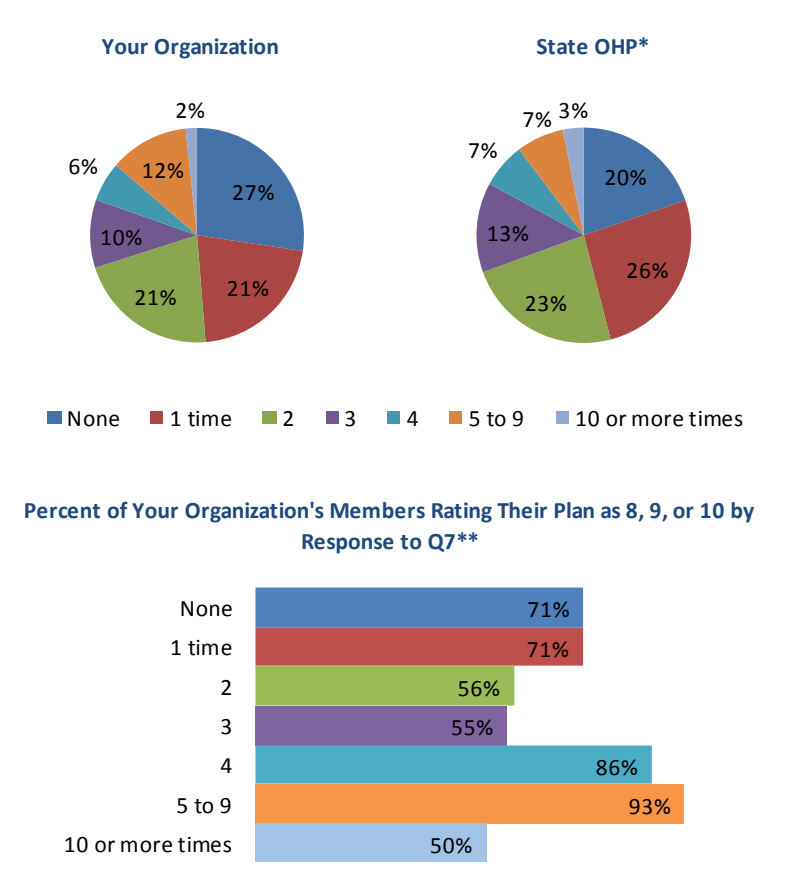
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Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

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



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

KEY DRIVER ANALYSIS

OBJECTIVES

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

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

TECHNICAL APPROACH

INDUSTRY VIEW

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

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

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

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

KEY DRIVER MODEL DEVELOPMENT

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

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

INDUSTRY KEY DRIVER MODEL

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

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

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













OPPORTUNITIES FOR PLAN QUALITY IMPROVEMENT

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

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

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

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

Current Key Driver Performance		Room for Improvement on Key Driver	Overall Improvement Opportunity
2020 Rate		Percentage Point Difference Between Current Key Driver Score and the Best Practice Score*	Expected Percentage Point Improvement in Rating of Health Plan score (percent 9 or 10) if Key Driver Performs at Best Practice Level
Q36. Rating of Personal Doctor (percent 9 or 10)	68.52%	+16.52%  85.03%	 +8.72%
Q43. Rating of Specialist Seen Most Often (percent 9 or 10)	52.00%	+30.50%  82.50%	 +3.73%
Q10. Ease of getting needed care, tests, or treatment (percent <i>Usually</i> or <i>Always</i>)	84.71%	+10.29%  95.00%	 +3.12%
Q44. Got information or help from customer service (percent Yes)	▼ 33.62%	-16.41%  17.21%	 +1.67%
Q25. Child has personal doctor (percent Yes)	93.10%	+4.86%  97.96%	 +0.85%
Q4. Got urgent care as soon as needed (percent <i>Usually</i> or <i>Always</i>)	94.44%	+5.56%  100.00%	 +0.82%

* 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 Trillium. 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 Trillium than others, especially because many of the cited interventions are intended to be implemented at the practice or provider level. For a useful introduction to quality improvement (QI), refer to the Agency for Health Care Research and Quality's (AHRQ) reference guide that includes descriptions of QI strategies in health delivery systems (<https://www.ahrq.gov/sites/default/files/wysiwyg/cahps/quality-improvement/improvement-guide/4-approach-qi-process/cahps-section-4-ways-to-approach-qi-process.pdf>).

IMPROVING MEMBER ACCESS TO CARE

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

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

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

IMPROVING QUALITY OF PHYSICIANS IN HEALTH PLAN NETWORK

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

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

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

IMPROVING CUSTOMER SERVICE AND HEALTH PLAN-RELATED INFORMATION

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

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

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

APPENDIX

CROSS-TABULATIONS OF SURVEY RESPONSES

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Satisfaction With the Experience of Care

Survey Measures*	Global Proportions			
	2020 State OHP	Plan Rate		
		2020	2019	2018
Ratings				
Rating of Personal Doctor	88.23%	87.96%	89.16%	83.18%
Rating of Specialist	85.11%	88.00%	75.86%	80.49%
Rating of All Health Care	82.55%	75.29%	87.69%	82.80%
Rating of Health Plan	78.05%	69.30%	77.01%	80.87%
Composites				
Getting Needed Care	84.11%	75.69%	90.55%	85.16%
Getting Care Quickly	89.83%	89.08%	90.86%	84.87%
How Well Doctors Communicate	94.37%	94.30%	95.30%	91.38%
Customer Service	87.16%	89.74%	86.11%	89.66%
Additional Content Areas				
Coordination of Care	82.19%	66.67%	81.82%	76.47%
Children with Chronic Conditions Composites				
Access to Prescription Medicine	89.77%	87.50%	87.23%	95.24%
Access to Specialized Services	71.30%	64.64%	61.32%	69.09%
Getting Needed Information	91.66%	95.29%	92.31%	89.25%
Personal Doctor or Nurse Who Knows Child	88.69%	83.90%	84.35%	86.78%
Coordination of Care w/CCC (Q16 & Q27)	77.44%	76.04%	84.62%	73.45%

* 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).

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 3

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

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)							Child's Doctor Visits in Last 6 Months (Q7)				
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,452	117	87	115	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16
Number missing or multiple answer	43	2	3	0	0	2	0	0	1	1	0	2	0	2	0	0	0	0	0	0	0	0	1	0	1	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,409	115	84	115	17	94	2	22	59	33	18	26	69	75	27	10	1	1	2	15	0	0	51	0	23	32	67	16
	98.2%	98.3%	96.6%	100.0%	100.0%	97.9%	100.0%	100.0%	98.3%	97.1%	100.0%	92.9%	100.0%	97.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	98.1%	0.0%	95.8%	100.0%	97.1%	100.0%
Yes	876	37	34	45	5	30	1	8	20	8	3	7	27	24	8	4	0	1	0	1	0	17	0	8	5	23	9	
	36.4%	32.2%	40.5%	39.1%	29.4%	31.9%	50.0%	36.4%	33.9%	24.2%	16.7%	26.9%	39.1%	32.0%	29.6%	40.0%	0.0%	100.0%	0.0%	6.7%	---	33.3%	---	34.8%	15.6%	34.3%	56.3%	
No	1,533	78	50	70	12	64	1	14	39	25	15	19	42	51	19	6	1	0	2	14	0	34	0	15	27	44	7	
	63.6%	67.8%	59.5%	60.9%	70.6%	68.1%	50.0%	63.6%	66.1%	75.8%	83.3%	73.1%	60.9%	68.0%	70.4%	60.0%	100.0%	0.0%	100.0%	93.3%	---	66.7%	---	65.2%	84.4%	65.7%	43.8%	
Significantly different from column:*																												

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 4

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	876	37	34	42	5	30	1	8	20	8	3	7	27	24	8	4	0	1	0	1	0	0	0	17	0	8	5	23	9
Number missing or multiple answer	20	1	1	0	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	856	36	33	42	5	29	1	8	19	8	3	7	26	23	8	4	0	1	0	1	0	0	16	0	8	5	22	9	
	97.7%	97.3%	97.1%	100.0%	100.0%	96.7%	100.0%	100.0%	95.0%	100.0%	100.0%	100.0%	96.3%	95.8%	100.0%	100.0%	---	100.0%	---	100.0%	---	---	94.1%	0.0%	100.0%	100.0%	95.7%	100.0%	
Never	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	55	2	1	4	0	2	0	0	2	0	0	0	2	2	0	0	0	0	0	0	0	0	1	0	0	0	2	0	
	6.4%	5.6%	3.0%	9.5%	0.0%	6.9%	0.0%	0.0%	10.5%	0.0%	0.0%	0.0%	7.7%	8.7%	0.0%	0.0%	---	0.0%	---	0.0%	---	---	6.3%	---	0.0%	0.0%	9.1%	0.0%	
Usually	175	7	7	8	0	7	0	0	5	2	1	1	5	4	1	2	0	0	0	0	0	3	0	2	0	3	4		
	20.4%	19.4%	21.2%	19.0%	0.0%	24.1%	0.0%	0.0%	26.3%	25.0%	33.3%	14.3%	19.2%	17.4%	12.5%	50.0%	---	0.0%	---	0.0%	---	---	18.8%	---	25.0%	0.0%	13.6%	44.4%	
Always	619	27	25	30	5	20	1	8	12	6	2	6	19	17	7	2	0	1	0	1	0	12	0	6	5	17	5		
	72.3%	75.0%	75.8%	71.4%	100.0%	69.0%	100.0%	100.0%	63.2%	75.0%	66.7%	85.7%	73.1%	73.9%	87.5%	50.0%	---	100.0%	---	100.0%	---	---	75.0%	---	75.0%	100.0%	77.3%	55.6%	
Significantly different from column:*																													
Usually or Always	794	34	32	38	5	27	1	8	17	8	3	7	24	21	8	4	0	1	0	1	0	0	15	0	8	5	20	9	
	92.8%	94.4%	97.0%	90.5%	100.0%	93.1%	100.0%	100.0%	89.5%	100.0%	100.0%	100.0%	92.3%	91.3%	100.0%	100.0%	---	100.0%	---	100.0%	---	---	93.8%	---	100.0%	100.0%	90.9%	100.0%	
Significantly different from column:*																													

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 5

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

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,452	117	87	113	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16
Number missing or multiple answer	35	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,417	117	86	113	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16
	98.6%	100.0%	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%
Yes	1,851	88	61	89	14	72	0	16	46	25	12	21	53	58	20	8	0	1	1	8	0	0	38	0	22	11	62	15
	76.6%	75.2%	70.9%	78.8%	82.4%	75.0%	0.0%	72.7%	76.7%	73.5%	66.7%	75.0%	76.8%	75.3%	74.1%	80.0%	0.0%	100.0%	50.0%	53.3%	---	---	73.1%	---	91.7%	34.4%	89.9%	93.8%
No	566	29	25	24	3	24	2	6	14	9	6	7	16	19	7	2	1	0	1	7	0	0	14	0	2	21	7	1
	23.4%	24.8%	29.1%	21.2%	17.6%	25.0%	100.0%	27.3%	23.3%	26.5%	33.3%	25.0%	23.2%	24.7%	25.9%	20.0%	100.0%	0.0%	50.0%	46.7%	---	---	26.9%	---	8.3%	65.6%	10.1%	6.3%
Significantly different from column:*																												

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 6

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)								Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,851	88	61	82	14	72	0	16	46	25	12	21	53	58	20	8	0	0	1	8	0	0	38	0	22	11	62	15
Number missing or multiple answer	33	2	2	0	1	1	0	0	2	0	0	1	1	1	0	0	0	0	0	0	0	1	0	0	0	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,818	86	59	82	13	71	0	16	44	25	12	20	52	57	20	8	0	1	1	8	0	0	37	0	22	11	60	15
	98.2%	97.7%	96.7%	100.0%	92.9%	98.6%	---	100.0%	95.7%	100.0%	100.0%	95.2%	98.1%	98.3%	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	---	97.4%	0.0%	100.0%	100.0%	96.8%	100.0%
Never	21	4	3	0	1	3	0	1	2	1	1	0	3	1	2	1	0	0	0	0	0	0	1	0	1	1	3	0
	1.2%	4.7%	5.1%	0.0%	7.7%	4.2%	---	6.3%	4.5%	4.0%	8.3%	0.0%	5.8%	1.8%	10.0%	12.5%	---	0.0%	0.0%	0.0%	---	---	2.7%	---	4.5%	9.1%	5.0%	0.0%
Sometimes	217	10	6	17	0	10	0	1	4	5	1	1	8	7	1	2	0	0	0	0	0	3	0	3	1	7	2	
	11.9%	11.6%	10.2%	20.7%	0.0%	14.1%	---	6.3%	9.1%	20.0%	8.3%	5.0%	15.4%	12.3%	5.0%	25.0%	---	0.0%	0.0%	0.0%	---	---	8.1%	---	13.6%	9.1%	11.7%	13.3%
Usually	530	26	13	20	7	18	0	4	13	8	4	4	18	15	8	2	0	0	0	2	0	14	0	6	1	20	5	
	29.2%	30.2%	22.0%	24.4%	53.8%	25.4%	---	25.0%	29.5%	32.0%	33.3%	20.0%	34.6%	26.3%	40.0%	25.0%	---	0.0%	0.0%	25.0%	---	---	37.8%	---	27.3%	9.1%	33.3%	33.3%
Always	1,050	46	37	45	5	40	0	10	25	11	6	15	23	34	9	3	0	1	1	6	0	19	0	12	8	30	8	
	57.8%	53.5%	62.7%	54.9%	38.5%	56.3%	---	62.5%	56.8%	44.0%	50.0%	75.0%	44.2%	59.6%	45.0%	37.5%	---	100.0%	100.0%	75.0%	---	---	51.4%	---	54.5%	72.7%	50.0%	53.3%
Significantly different from column:*												M	L															
Usually or Always	1,580	72	50	65	12	58	0	14	38	19	10	19	41	49	17	5	0	1	1	8	0	0	33	0	18	9	50	13
	86.9%	83.7%	84.7%	79.3%	92.3%	81.7%	---	87.5%	86.4%	76.0%	83.3%	95.0%	78.8%	86.0%	85.0%	62.5%	---	100.0%	100.0%	100.0%	---	---	89.2%	---	81.8%	81.8%	83.3%	86.7%
Significantly different from column:*																												

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 7

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

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)								Child's Doctor Visits in Last 6 Months (Q7)				
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,452	117	87	113	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16	
Number missing or multiple answer	57	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,395	117	85	113	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16	
	97.7%	100.0%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%
None	473	32	19	20	5	26	1	7	17	8	9	9	13	23	6	2	1	0	2	8	0	0	13	0	4	32	0	0	
	19.7%	27.4%	22.4%	17.7%	29.4%	27.1%	50.0%	31.8%	28.3%	23.5%	50.0%	32.1%	18.8%	29.9%	22.2%	20.0%	100.0%	0.0%	100.0%	53.3%	---	---	25.0%	---	16.7%	100.0%	0.0%	0.0%	
1 time	628	25	20	26	2	23	0	5	12	8	5	4	16	17	7	1	0	0	0	5	0	0	10	0	6	0	25	0	
	26.2%	21.4%	23.5%	23.0%	11.8%	24.0%	0.0%	22.7%	20.0%	23.5%	27.8%	14.3%	23.2%	22.1%	25.9%	10.0%	0.0%	0.0%	0.0%	33.3%	---	---	19.2%	---	25.0%	0.0%	36.2%	0.0%	
2	562	25	19	27	6	17	1	3	13	8	0	7	17	14	7	3	0	1	0	1	0	0	8	0	7	0	25	0	
	23.5%	21.4%	22.4%	23.9%	35.3%	17.7%	50.0%	13.6%	21.7%	23.5%	0.0%	25.0%	24.6%	18.2%	25.9%	30.0%	0.0%	100.0%	0.0%	6.7%	---	---	15.4%	---	29.2%	0.0%	36.2%	0.0%	
3	323	12	10	18	2	10	0	1	8	3	0	4	8	7	3	1	0	0	0	0	0	0	10	0	0	0	12	0	
	13.5%	10.3%	11.8%	15.9%	11.8%	10.4%	0.0%	4.5%	13.3%	8.8%	0.0%	14.3%	11.6%	9.1%	11.1%	10.0%	0.0%	0.0%	0.0%	0.0%	---	---	19.2%	---	0.0%	0.0%	17.4%	0.0%	
4	162	7	4	11	0	7	0	3	3	1	1	2	4	7	0	0	0	0	0	0	0	0	3	0	4	0	7	0	
	6.8%	6.0%	4.7%	9.7%	0.0%	7.3%	0.0%	13.6%	5.0%	2.9%	5.6%	7.1%	5.8%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	5.8%	---	16.7%	0.0%	10.1%	0.0%		
5 to 9	172	14	11	7	2	12	0	3	7	4	3	2	9	7	4	3	0	0	0	1	0	0	7	0	3	0	0	14	
	7.2%	12.0%	12.9%	6.2%	11.8%	12.5%	0.0%	13.6%	11.7%	11.8%	16.7%	7.1%	13.0%	9.1%	14.8%	30.0%	0.0%	0.0%	0.0%	6.7%	---	---	13.5%	---	12.5%	0.0%	0.0%	87.5%	
10 or more times	75	2	2	4	0	1	0	0	0	2	0	0	2	2	0	0	0	0	0	0	0	0	1	0	0	0	0	2	
	3.1%	1.7%	2.4%	3.5%	0.0%	1.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	2.9%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	1.9%	---	0.0%	0.0%	0.0%	0.0%	12.5%	
5 or more times	247	16	13	11	2	13	0	3	7	6	3	2	11	9	4	3	0	0	0	1	0	0	8	0	3	0	0	16	
	10.3%	13.7%	15.3%	9.7%	11.8%	13.5%	0.0%	13.6%	11.7%	17.6%	16.7%	7.1%	15.9%	11.7%	14.8%	30.0%	0.0%	0.0%	0.0%	6.7%	---	---	15.4%	---	12.5%	0.0%	0.0%	100.0%	
Significantly different from column:*																													

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 8

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

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

	2020 State OHP		2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
	A	B			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	Female			Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more		
Number in sample	1,922	85	66	93	12	70	1	15	43	26	9	19	56	54	21	8	0	1	0	0	39	0	20	0	69	16		
Number missing or multiple answer	16	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
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		
Usable responses	1,906	85	65	93	12	70	1	15	43	26	9	19	56	54	21	8	0	1	0	0	39	0	20	0	69	16		
	99.2%	100.0%	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	---	100.0%	0.0%	100.0%	---	100.0%	100.0%	
Never	31	2	1	0	0	2	0	0	1	1	1	0	1	2	0	0	0	0	0	0	0	0	1	0	2	0		
	1.6%	2.4%	1.5%	0.0%	0.0%	2.9%	0.0%	0.0%	2.3%	3.8%	11.1%	0.0%	1.8%	3.7%	0.0%	0.0%	---	0.0%	---	14.3%	---	0.0%	---	5.0%	---	2.9%	0.0%	
Sometimes	128	2	4	10	0	2	0	0	1	1	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0	2		
	6.7%	2.4%	6.2%	10.8%	0.0%	2.9%	0.0%	0.0%	2.3%	3.8%	11.1%	0.0%	1.8%	1.9%	0.0%	12.5%	---	0.0%	---	14.3%	---	0.0%	---	0.0%	---	0.0%	12.5%	
Usually	404	25	12	23	5	19	1	2	11	12	3	4	18	15	8	2	0	0	0	1	0	11	0	6	0	21	4	
	21.2%	29.4%	18.5%	24.7%	41.7%	27.1%	100.0%	13.3%	25.6%	46.2%	33.3%	21.1%	32.1%	27.8%	38.1%	25.0%	---	0.0%	---	14.3%	---	28.2%	---	30.0%	---	30.4%	25.0%	
Always	1,343	56	48	60	7	47	0	13	30	12	4	15	36	36	13	5	0	1	0	4	0	28	0	13	0	46	10	
	70.5%	65.9%	73.8%	64.5%	58.3%	67.1%	0.0%	86.7%	69.8%	46.2%	44.4%	78.9%	64.3%	66.7%	61.9%	62.5%	---	100.0%	---	57.1%	---	71.8%	---	65.0%	---	66.7%	62.5%	
Significantly different from column:*								J		H																		
Usually or Always	1,747	81	60	83	12	66	1	15	41	24	7	19	54	51	21	7	0	1	0	5	0	39	0	19	0	67	14	
	91.7%	95.3%	92.3%	89.2%	100.0%	94.3%	100.0%	100.0%	95.3%	92.3%	77.8%	100.0%	96.4%	94.4%	100.0%	87.5%	---	100.0%	---	71.4%	---	100.0%	---	95.0%	---	97.1%	87.5%	

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.

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 9

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)							Child's Doctor Visits in Last 6 Months (Q7)				
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,922	85	66	93	12	70	1	15	43	26	9	19	56	54	21	8	0	1	0	7	0	0	39	0	20	0	69	16
Number missing or multiple answer	19	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,903	85	65	93	12	70	1	15	43	26	9	19	56	54	21	8	0	1	0	7	0	0	39	0	20	0	69	16
	99.0%	100.0%	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	---	---	100.0%	0.0%	100.0%	---	100.0%	100.0%
0 Worst health care possible	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	---	---	0.0%	---	0.0%	---	0.0%	0.0%
1	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	---	---	0.0%	---	0.0%	---	0.0%	0.0%
2	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	---	---	0.0%	---	0.0%	---	0.0%	0.0%
3	15	1	0	0	0	1	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	1	0
	0.8%	1.2%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	1.8%	0.0%	0.0%	12.5%	---	0.0%	---	0.0%	---	---	0.0%	---	5.0%	---	1.4%	0.0%
4	17	1	0	3	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0
	0.9%	1.2%	0.0%	3.2%	0.0%	1.4%	0.0%	0.0%	2.3%	0.0%	0.0%	1.8%	1.9%	0.0%	0.0%	---	0.0%	---	0.0%	---	---	0.0%	---	0.0%	---	0.0%	1.4%	0.0%
5	50	2	4	2	1	1	0	1	1	0	0	2	0	1	1	0	0	0	0	0	0	1	0	1	0	1	1	1
	2.6%	2.4%	6.2%	2.2%	8.3%	1.4%	0.0%	6.7%	2.3%	0.0%	0.0%	10.5%	0.0%	1.9%	4.8%	0.0%	---	0.0%	---	0.0%	---	---	2.6%	---	5.0%	---	1.4%	6.3%
6	65	3	1	4	0	3	0	0	1	2	2	0	1	0	2	1	0	0	1	0	0	0	0	0	1	0	2	1
	3.4%	3.5%	1.5%	4.3%	0.0%	4.3%	0.0%	0.0%	2.3%	7.7%	22.2%	0.0%	1.8%	0.0%	9.5%	12.5%	---	0.0%	---	14.3%	---	---	0.0%	---	5.0%	---	2.9%	6.3%
7	166	14	3	7	4	9	1	2	7	5	1	4	9	6	5	3	0	1	0	0	0	6	0	4	0	13	1	
	8.7%	16.5%	4.6%	7.5%	33.3%	12.9%	100.0%	13.3%	16.3%	19.2%	11.1%	21.1%	16.1%	11.1%	23.8%	37.5%	---	100.0%	---	0.0%	---	---	15.4%	---	20.0%	---	18.8%	6.3%
8	397	16	18	29	3	13	0	2	9	5	1	3	12	13	2	1	0	0	1	0	0	9	0	4	0	13	3	
	20.9%	18.8%	27.7%	31.2%	25.0%	18.6%	0.0%	13.3%	20.9%	19.2%	11.1%	15.8%	21.4%	24.1%	9.5%	12.5%	---	0.0%	---	14.3%	---	---	23.1%	---	20.0%	---	18.8%	18.8%
9	394	20	11	20	2	18	0	4	11	4	1	6	13	13	5	1	0	0	3	0	0	6	0	6	0	16	4	
	20.7%	23.5%	16.9%	21.5%	16.7%	25.7%	0.0%	26.7%	25.6%	15.4%	11.1%	31.6%	23.2%	24.1%	23.8%	12.5%	---	0.0%	---	42.9%	---	---	15.4%	---	30.0%	---	23.2%	25.0%
10 Best health care possible	780	28	28	28	2	24	0	6	13	9	4	4	19	20	6	1	0	0	2	0	0	17	0	3	0	22	6	
	41.0%	32.9%	43.1%	30.1%	16.7%	34.3%	0.0%	40.0%	30.2%	34.6%	44.4%	21.1%	33.9%	37.0%	28.6%	12.5%	---	0.0%	---	28.6%	---	---	43.6%	---	15.0%	---	31.9%	37.5%

NA - Not Applicable

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 9

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)								Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,922	85	66	93	12	70	1	15	43	26	9	19	56	54	21	8	0	1	0	7	0	0	39	0	20	0	69	16
Number missing or multiple answer	19	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,903	85	65	93	12	70	1	15	43	26	9	19	56	54	21	8	0	1	0	7	0	0	39	0	20	0	69	16
	99.0%	100.0%	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	---	---	100.0%	0.0%	100.0%	---	100.0%	100.0%
0 to 4	51	2	0	3	0	2	0	0	1	1	0	0	2	1	0	1	0	0	0	0	0	0	0	0	1	0	2	0
	2.7%	2.4%	0.0%	3.2%	0.0%	2.9%	0.0%	0.0%	2.3%	3.8%	0.0%	0.0%	3.6%	1.9%	0.0%	12.5%	---	0.0%	---	0.0%	---	---	0.0%	---	5.0%	---	2.9%	0.0%
5	50	2	4	2	1	1	0	1	1	0	0	2	0	1	1	0	0	0	0	0	0	0	1	0	1	0	1	1
	2.6%	2.4%	6.2%	2.2%	8.3%	1.4%	0.0%	6.7%	2.3%	0.0%	0.0%	10.5%	0.0%	1.9%	4.8%	0.0%	---	0.0%	---	0.0%	---	---	2.6%	---	5.0%	---	1.4%	6.3%
6 or 7	231	17	4	11	4	12	1	2	8	7	3	4	10	6	7	4	0	1	0	1	0	0	6	0	5	0	15	2
	12.1%	20.0%	6.2%	11.8%	33.3%	17.1%	100.0%	13.3%	18.6%	26.9%	33.3%	21.1%	17.9%	11.1%	33.3%	50.0%	---	100.0%	---	14.3%	---	---	15.4%	---	25.0%	---	21.7%	12.5%
8 to 10	1,571	64	57	77	7	55	0	12	33	18	6	13	44	46	13	3	0	0	0	6	0	0	32	0	13	0	51	13
	82.6%	75.3%	87.7%	82.8%	58.3%	78.6%	0.0%	80.0%	76.7%	69.2%	66.7%	68.4%	78.6%	85.2%	61.9%	37.5%	---	0.0%	---	85.7%	---	---	82.1%	---	65.0%	---	73.9%	81.3%
Significantly different from column:*																												
0 to 6	166	7	5	9	1	6	0	1	3	3	2	2	3	2	3	2	0	0	0	1	0	0	1	0	3	0	5	2
	8.7%	8.2%	7.7%	9.7%	8.3%	8.6%	0.0%	6.7%	7.0%	11.5%	22.2%	10.5%	5.4%	3.7%	14.3%	25.0%	---	0.0%	---	14.3%	---	---	2.6%	---	15.0%	---	7.2%	12.5%
7 to 8	563	30	21	36	7	22	1	4	16	10	2	7	21	19	7	4	0	1	0	1	0	0	15	0	8	0	26	4
	29.6%	35.3%	32.3%	38.7%	58.3%	31.4%	100.0%	26.7%	37.2%	38.5%	22.2%	36.8%	37.5%	35.2%	33.3%	50.0%	---	100.0%	---	14.3%	---	---	38.5%	---	40.0%	---	37.7%	25.0%
9 to 10	1,174	48	39	48	4	42	0	10	24	13	5	10	32	33	11	2	0	0	0	5	0	0	23	0	9	0	38	10
	61.7%	56.5%	60.0%	51.6%	33.3%	60.0%	0.0%	66.7%	55.8%	50.0%	55.6%	52.6%	57.1%	61.1%	52.4%	25.0%	---	0.0%	---	71.4%	---	---	59.0%	---	45.0%	---	55.1%	62.5%
Significantly different from column:*																												

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 10

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

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

	2020 State OHP		2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)				
	A	B			C	D	Male	Female	Non-binary, genderqueer, or other	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
							E	F	G																					
Number in sample	1,922	85	66	93	12	70	1	15	43	26	9	19	56	54	21	8	0	1	0	7	0	0	39	0	20	0	69	16		
Number missing or multiple answer	12	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		
Usable responses	1,910	85	65	93	12	70	1	15	43	26	9	19	56	54	21	8	0	1	0	7	0	0	39	0	20	0	69	16		
	99.4%	100.0%	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	---	---	100.0%	0.0%	100.0%	---	100.0%	100.0%		
Never	29	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	1.5%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	---	---	0.0%	---	0.0%	---	0.0%	0.0%		
Sometimes	174	13	5	14	1	12	0	0	6	7	0	2	11	9	3	1	0	0	0	0	0	4	0	4	0	11	2			
	9.1%	15.3%	7.7%	15.1%	8.3%	17.1%	0.0%	0.0%	14.0%	26.9%	0.0%	10.5%	19.6%	16.7%	14.3%	12.5%	---	0.0%	---	0.0%	---	---	10.3%	---	20.0%	---	15.9%	12.5%		
Usually	574	30	21	29	4	25	1	4	18	8	6	7	17	18	8	3	0	0	5	0	0	17	0	5	0	23	7			
	30.1%	35.3%	32.3%	31.2%	33.3%	35.7%	100.0%	26.7%	41.9%	30.8%	66.7%	36.8%	30.4%	33.3%	38.1%	37.5%	---	0.0%	---	71.4%	---	---	43.6%	---	25.0%	---	33.3%	43.8%		
Always	1,133	42	38	50	7	33	0	11	19	11	3	10	28	27	10	4	0	1	2	0	0	18	0	11	0	35	7			
	59.3%	49.4%	58.5%	53.8%	58.3%	47.1%	0.0%	73.3%	44.2%	42.3%	33.3%	52.6%	50.0%	50.0%	47.6%	50.0%	---	100.0%	---	28.6%	---	---	46.2%	---	55.0%	---	50.7%	43.8%		
Significantly different from column:*																														
Usually or Always	1,707	72	59	79	11	58	1	15	37	19	9	17	45	45	18	7	0	1	0	7	0	0	35	0	16	0	58	14		
	89.4%	84.7%	90.8%	84.9%	91.7%	82.9%	100.0%	100.0%	86.0%	73.1%	100.0%	89.5%	80.4%	83.3%	85.7%	87.5%	---	100.0%	---	100.0%	---	---	89.7%	---	80.0%	---	84.1%	87.5%		
Significantly different from column:*																														

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 11

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

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	2,452	117	87	116	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16	
Number missing or multiple answer	34	3	2	0	0	3	0	0	2	1	1	2	0	2	0	1	0	0	0	0	0	0	0	0	2	0	2	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,418	114	85	116	17	93	2	22	58	33	17	26	69	75	27	9	1	1	2	15	0	0	52	0	22	32	67	15	
	98.6%	97.4%	97.7%	100.0%	100.0%	96.9%	100.0%	100.0%	96.7%	97.1%	94.4%	92.9%	100.0%	97.4%	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	91.7%	100.0%	97.1%	93.8%	
Yes	1,902	86	72	99	12	70	2	9	49	27	10	18	56	55	20	8	1	1	1	10	0	0	39	0	16	21	52	13	
	78.7%	75.4%	84.7%	85.3%	70.6%	75.3%	100.0%	40.9%	84.5%	81.8%	58.8%	69.2%	81.2%	73.3%	74.1%	88.9%	100.0%	100.0%	50.0%	66.7%	---	---	75.0%	---	72.7%	65.6%	77.6%	86.7%	
No	516	28	13	17	5	23	0	13	9	6	7	8	13	20	7	1	0	0	1	5	0	0	13	0	6	11	15	2	
	21.3%	24.6%	15.3%	14.7%	29.4%	24.7%	0.0%	59.1%	15.5%	18.2%	41.2%	30.8%	18.8%	26.7%	25.9%	11.1%	0.0%	0.0%	50.0%	33.3%	---	---	25.0%	---	27.3%	34.4%	22.4%	13.3%	
Significantly different from column:*								I	H	H																			

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.

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 12

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,902	86	72	92	12	70	2	9	49	27	10	18	56	55	20	8	1	1	1	10	0	0	39	0	16	21	52	13
Number missing or multiple answer	29	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,873	86	71	92	12	70	2	9	49	27	10	18	56	55	20	8	1	1	1	10	0	0	39	0	16	21	52	13
	98.5%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%
Yes	280	11	11	11	1	10	0	2	5	4	2	1	8	7	1	3	0	0	0	1	0	0	7	0	1	0	6	5
	14.9%	12.8%	15.5%	12.0%	8.3%	14.3%	0.0%	22.2%	10.2%	14.8%	20.0%	5.6%	14.3%	12.7%	5.0%	37.5%	0.0%	0.0%	0.0%	10.0%	---	---	17.9%	---	6.3%	0.0%	11.5%	38.5%
No	1,593	75	60	81	11	60	2	7	44	23	8	17	48	48	19	5	1	1	1	9	0	0	32	0	15	21	46	8
	85.1%	87.2%	84.5%	88.0%	91.7%	85.7%	100.0%	77.8%	89.8%	85.2%	80.0%	94.4%	85.7%	87.3%	95.0%	62.5%	100.0%	100.0%	100.0%	90.0%	---	---	82.1%	---	93.8%	100.0%	88.5%	61.5%
Significantly different from column:*																												

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 13

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
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	280	11	11	11	1	10	0	2	5	4	2	1	8	7	1	3	0	0	0	1	0	0	7	0	1	0	6	5
Number missing or multiple answer	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	277	11	11	11	1	10	0	2	5	4	2	1	8	7	1	3	0	0	0	1	0	0	7	0	1	0	6	5
	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	---	100.0%	---	---	100.0%	0.0%	100.0%	---	100.0%	100.0%
Yes	253	11	11	10	1	10	0	2	5	4	2	1	8	7	1	3	0	0	0	1	0	0	7	0	1	0	6	5
	91.3%	100.0%	100.0%	90.9%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	---	100.0%	---	---	100.0%	---	100.0%	---	100.0%	100.0%
No	24	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	8.7%	0.0%	0.0%	9.1%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	---	0.0%	---	---	0.0%	---	0.0%	---	0.0%	0.0%
Significantly different from column:*																												

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 14

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

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,452	117	87	116	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16
Number missing or multiple answer	17	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,435	117	86	116	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16
	99.3%	100.0%	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%
Yes	168	2	11	8	0	2	0	1	1	0	0	2	0	0	1	1	0	0	0	0	0	1	0	0	0	0	1	1
	6.9%	1.7%	12.8%	6.9%	0.0%	2.1%	0.0%	4.5%	1.7%	0.0%	0.0%	0.0%	2.9%	0.0%	3.7%	10.0%	0.0%	0.0%	0.0%	0.0%	---	---	1.9%	---	0.0%	0.0%	1.4%	6.3%
No	2,267	115	75	108	17	94	2	21	59	34	18	28	67	77	26	9	1	1	2	15	0	0	51	0	24	32	68	15
	93.1%	98.3%	87.2%	93.1%	100.0%	97.9%	100.0%	95.5%	98.3%	100.0%	100.0%	100.0%	97.1%	100.0%	96.3%	90.0%	100.0%	100.0%	100.0%	100.0%	---	---	98.1%	---	100.0%	100.0%	98.6%	93.8%
Significantly different from column:*		AC																										

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.

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 15

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

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

	2020 State OHP				Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)							Child's Doctor Visits in Last 6 Months (Q7)															
	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											
																													2020	2019	2018	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad
Number in sample	168	2	11	8	0	2	0	1	1	0	0	2	0	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0
Number missing or multiple answer	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	167	2	11	8	0	2	0	1	1	0	0	2	0	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
	99.4%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	---	---	100.0%	---	---	100.0%	100.0%	---	---	---	---	---	---	100.0%	0.0%	---	---	---	---	100.0%	0.0%	---	---	---	---	---	100.0%	100.0%	100.0%	
Never	24	1	4	2	0	1	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
	14.4%	50.0%	36.4%	25.0%	---	50.0%	---	0.0%	100.0%	---	---	---	50.0%	---	100.0%	0.0%	---	---	---	---	---	---	100.0%	---	---	---	---	---	100.0%	---	---	---	---	---	---	0.0%	100.0%	100.0%	
Sometimes	24	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	14.4%	0.0%	9.1%	12.5%	---	0.0%	---	0.0%	0.0%	---	---	---	0.0%	---	0.0%	0.0%	---	---	---	---	---	---	0.0%	---	---	---	---	---	0.0%	---	---	---	---	---	---	0.0%	0.0%	0.0%	
Usually	45	1	1	3	0	1	0	1	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	
	26.9%	50.0%	9.1%	37.5%	---	50.0%	---	100.0%	0.0%	---	---	---	50.0%	---	---	0.0%	---	---	---	---	---	---	0.0%	---	---	---	---	---	0.0%	---	---	---	---	---	---	100.0%	0.0%	0.0%	
Always	74	0	5	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	44.3%	0.0%	45.5%	25.0%	---	0.0%	---	0.0%	0.0%	---	---	---	0.0%	---	0.0%	0.0%	---	---	---	---	---	---	0.0%	---	---	---	---	---	0.0%	---	---	---	---	---	---	0.0%	0.0%	0.0%	
Significantly different from column:*																																							
Usually or Always	119	1	6	5	0	1	0	1	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0		
	71.3%	50.0%	54.5%	62.5%	---	50.0%	---	100.0%	0.0%	---	---	---	50.0%	---	0.0%	100.0%	---	---	---	---	---	---	0.0%	---	---	---	---	---	0.0%	---	---	---	---	---	---	100.0%	0.0%	0.0%	

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.

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 16

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

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

	2020 State OHP				Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)							Child's Doctor Visits in Last 6 Months (Q7)					
	2020	2019	2018	2017	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	168	2	11	8	0	2	0	1	1	0	0	2	0	1	1	0	0	0	0	0	0	0	1	0	0	0	1	0	1
Number missing or multiple answer	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	167	2	11	8	0	2	0	1	1	0	0	2	0	1	1	0	0	0	0	0	0	0	1	0	0	0	1	1	
	99.4%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	---	---	---	---	---	---	---	100.0%	0.0%	---	---	100.0%	100.0%	
Yes	133	2	10	6	0	2	0	1	1	0	0	2	0	1	1	0	0	0	0	0	0	0	1	0	0	0	1	1	
	79.6%	100.0%	90.9%	75.0%	---	100.0%	---	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	---	---	---	---	---	---	---	100.0%	---	---	---	100.0%	100.0%	
No	34	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	20.4%	0.0%	9.1%	25.0%	---	0.0%	---	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	---	---	---	---	---	---	---	0.0%	---	---	---	0.0%	0.0%	
Significantly different from column:*																													

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 17

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

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	2,452	117	87	112	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16	
Number missing or multiple answer	24	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,428	117	86	112	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16	
	99.0%	100.0%	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	
Yes	504	18	12	27	0	18	0	4	8	5	1	4	13	9	5	3	0	0	1	2	0	0	6	0	5	2	10	6	
	20.8%	15.4%	14.0%	24.1%	0.0%	18.8%	0.0%	18.2%	13.3%	14.7%	5.6%	14.3%	18.8%	11.7%	18.5%	30.0%	0.0%	0.0%	50.0%	13.3%	---	---	11.5%	---	20.8%	6.3%	14.5%	37.5%	
No	1,924	99	74	85	17	78	2	18	52	29	17	24	56	68	22	7	1	1	1	13	0	0	46	0	19	30	59	10	
	79.2%	84.6%	86.0%	75.9%	100.0%	81.3%	100.0%	81.8%	86.7%	85.3%	94.4%	85.7%	81.2%	88.3%	81.5%	70.0%	100.0%	100.0%	50.0%	86.7%	---	---	88.5%	---	79.2%	93.8%	85.5%	62.5%	
Significantly different from column:*																													

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 18

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

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

	2020 State OHP				Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
	2020	2019	2018		Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	504	18	12	26	0	18	0	4	8	5	1	4	13	9	5	3	0	0	1	2	0	0	6	0	5	2	10	6
Number missing or multiple answer	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	493	18	12	26	0	18	0	4	8	5	1	4	13	9	5	3	0	0	1	2	0	0	6	0	5	2	10	6
	97.8%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%
Never	48	3	5	3	0	3	0	0	0	2	0	1	2	1	0	1	0	0	0	0	0	0	0	0	2	0	2	1
	9.7%	16.7%	41.7%	11.5%	---	16.7%	---	0.0%	0.0%	40.0%	0.0%	25.0%	15.4%	11.1%	0.0%	33.3%	---	---	0.0%	0.0%	---	---	0.0%	---	40.0%	0.0%	20.0%	16.7%
Sometimes	95	2	1	9	0	2	0	0	2	0	1	0	1	0	1	1	0	0	0	0	0	1	0	0	0	1	0	1
	19.3%	11.1%	8.3%	34.6%	---	11.1%	---	0.0%	25.0%	0.0%	100.0%	0.0%	7.7%	0.0%	20.0%	33.3%	---	---	0.0%	0.0%	---	---	16.7%	---	0.0%	50.0%	0.0%	16.7%
Usually	137	8	3	6	0	8	0	2	5	1	0	0	8	5	3	0	0	0	1	1	0	0	4	0	2	1	3	4
	27.8%	44.4%	25.0%	23.1%	---	44.4%	---	50.0%	62.5%	20.0%	0.0%	0.0%	61.5%	55.6%	60.0%	0.0%	---	---	100.0%	50.0%	---	---	66.7%	---	40.0%	50.0%	30.0%	66.7%
Always	213	5	3	8	0	5	0	2	1	2	0	3	2	3	1	1	0	0	0	1	0	1	0	1	0	1	0	0
	43.2%	27.8%	25.0%	30.8%	---	27.8%	---	50.0%	12.5%	40.0%	0.0%	75.0%	15.4%	33.3%	20.0%	33.3%	---	---	0.0%	50.0%	---	---	16.7%	---	20.0%	0.0%	50.0%	0.0%
Significantly different from column:*																												
Usually or Always	350	13	6	14	0	13	0	4	6	3	0	3	10	8	4	1	0	0	1	2	0	0	5	0	3	1	8	4
	71.0%	72.2%	50.0%	53.8%	---	72.2%	---	100.0%	75.0%	60.0%	0.0%	75.0%	76.9%	88.9%	80.0%	33.3%	---	---	100.0%	100.0%	---	---	83.3%	---	60.0%	50.0%	80.0%	66.7%

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.

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 19

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	504	180	12	27	0	18	0	4	8	5	1	4	13	9	5	3	0	0	0	1	2	0	0	6	0	5	2	10	6
Number missing or multiple answer	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	496	180	12	27	0	18	0	4	8	5	1	4	13	9	5	3	0	0	1	2	0	0	6	0	5	2	10	6	
	98.4%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	360	137	7	24	0	13	0	4	6	3	1	1	11	7	4	2	0	0	1	1	0	0	5	0	3	2	5	6	
	72.6%	72.2%	58.3%	88.9%	---	72.2%	---	100.0%	75.0%	60.0%	100.0%	25.0%	84.6%	77.8%	80.0%	66.7%	---	---	100.0%	50.0%	---	---	83.3%	---	60.0%	100.0%	50.0%	100.0%	
No	136	5	5	3	0	5	0	0	2	2	0	3	2	2	1	1	0	0	0	1	0	1	0	1	0	2	0	5	0
	27.4%	27.8%	41.7%	11.1%	---	27.8%	---	0.0%	25.0%	40.0%	0.0%	75.0%	15.4%	22.2%	20.0%	33.3%	---	---	0.0%	50.0%	---	---	16.7%	---	40.0%	0.0%	50.0%	0.0%	
Significantly different from column:*																													

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 20

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

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,452	117	87	113	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16
Number missing or multiple answer	19	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,433	117	86	113	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16
	99.2%	100.0%	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%
Yes	906	54	34	33	5	48	0	4	29	20	6	11	37	32	14	6	1	0	1	2	0	0	31	0	10	7	37	10
	37.2%	46.2%	39.5%	29.2%	29.4%	50.0%	0.0%	18.2%	48.3%	58.8%	33.3%	39.3%	53.6%	41.6%	51.9%	60.0%	100.0%	0.0%	50.0%	13.3%	---	---	59.6%	---	41.7%	21.9%	53.6%	62.5%
No	1,527	63	52	80	12	48	2	18	31	14	12	17	32	45	13	4	0	1	1	13	0	0	21	0	14	25	32	6
	62.8%	53.8%	60.5%	70.8%	70.6%	50.0%	100.0%	81.8%	51.7%	41.2%	66.7%	60.7%	46.4%	58.4%	48.1%	40.0%	0.0%	100.0%	50.0%	86.7%	---	---	40.4%	---	58.3%	78.1%	46.4%	37.5%
Significantly different from column:*		D						IJ	H	H									W			T			AAAB	Z	Z	

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 21

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	906	54	34	33	5	48	0	4	29	20	6	11	37	32	14	6	1	0	1	2	0	0	31	0	10	7	37	10
Number missing or multiple answer	14	1	0	0	0	1	0	0	1	0	0	0	1	0	0	1	0	0	0	0	0	1	0	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	892	53	34	33	5	47	0	4	28	20	6	11	36	32	14	5	1	0	1	2	0	0	30	0	10	6	37	10
	98.5%	98.1%	100.0%	100.0%	100.0%	97.9%	---	100.0%	96.6%	100.0%	100.0%	100.0%	97.3%	100.0%	100.0%	83.3%	100.0%	---	100.0%	100.0%	---	---	96.8%	0.0%	100.0%	85.7%	100.0%	100.0%
Never	79	8	3	1	1	7	0	0	4	4	1	2	5	4	3	1	1	0	0	0	0	4	0	2	1	7	0	
	8.9%	15.1%	8.8%	3.0%	20.0%	14.9%	---	0.0%	14.3%	20.0%	16.7%	18.2%	13.9%	12.5%	21.4%	20.0%	100.0%	---	0.0%	0.0%	---	---	13.3%	---	20.0%	16.7%	18.9%	0.0%
Sometimes	174	7	4	2	0	7	0	0	5	2	1	1	5	6	1	0	0	0	0	0	0	6	0	1	0	6	1	
	19.5%	13.2%	11.8%	6.1%	0.0%	14.9%	---	0.0%	17.9%	10.0%	16.7%	9.1%	13.9%	18.8%	7.1%	0.0%	0.0%	---	0.0%	0.0%	---	---	20.0%	---	10.0%	0.0%	16.2%	10.0%
Usually	234	17	9	11	4	12	0	2	7	7	1	2	14	7	7	2	0	0	1	1	0	11	0	2	1	9	7	
	26.2%	32.1%	26.5%	33.3%	80.0%	25.5%	---	50.0%	25.0%	35.0%	16.7%	18.2%	38.9%	21.9%	50.0%	40.0%	0.0%	---	100.0%	50.0%	---	---	36.7%	---	20.0%	16.7%	24.3%	70.0%
Always	405	21	18	19	0	21	0	2	12	7	3	6	12	15	3	2	0	0	0	1	0	9	0	5	4	15	2	
	45.4%	39.6%	52.9%	57.6%	0.0%	44.7%	---	50.0%	42.9%	35.0%	50.0%	54.5%	33.3%	46.9%	21.4%	40.0%	0.0%	---	0.0%	50.0%	---	---	30.0%	---	50.0%	66.7%	40.5%	20.0%
Significantly different from column:*																												
Usually or Always	639	38	27	30	4	33	0	4	19	14	4	8	26	22	10	4	0	0	1	2	0	0	20	0	7	5	24	9
	71.6%	71.7%	79.4%	90.9%	80.0%	70.2%	---	100.0%	67.9%	70.0%	66.7%	72.7%	72.2%	68.8%	71.4%	80.0%	0.0%	---	100.0%	100.0%	---	---	66.7%	---	70.0%	83.3%	64.9%	90.0%
Significantly different from column:*		D																										

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.

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 22

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
	A	B	C	D	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	906	54	34	33	5	48	0	4	29	20	6	11	37	32	14	6	1	0	1	2	0	0	31	0	10	7	37	10	
Number missing or multiple answer	14	1	0	0	0	1	0	0	1	0	0	0	1	0	0	1	0	0	0	0	0	1	0	0	1	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	892	53	34	33	5	47	0	4	28	20	6	11	36	32	14	5	1	0	1	2	0	0	30	0	10	6	37	10	
	98.5%	98.1%	100.0%	100.0%	100.0%	97.9%	---	100.0%	96.6%	100.0%	100.0%	100.0%	97.3%	100.0%	100.0%	83.3%	100.0%	---	100.0%	100.0%	---	---	96.8%	0.0%	100.0%	85.7%	100.0%	100.0%	
Yes	477	27	18	15	1	25	0	4	14	9	4	5	18	17	5	4	0	0	1	2	0	0	13	0	5	3	16	8	
	53.5%	50.9%	52.9%	45.5%	20.0%	53.2%	---	100.0%	50.0%	45.0%	66.7%	45.5%	50.0%	53.1%	35.7%	80.0%	0.0%	---	100.0%	100.0%	---	---	43.3%	---	50.0%	50.0%	43.2%	80.0%	
No	415	26	16	18	4	22	0	0	14	11	2	6	18	15	9	1	1	0	0	0	0	0	17	0	5	3	21	2	
	46.5%	49.1%	47.1%	54.5%	80.0%	46.8%	---	0.0%	50.0%	55.0%	33.3%	54.5%	50.0%	46.9%	64.3%	20.0%	100.0%	---	0.0%	0.0%	---	---	56.7%	---	50.0%	50.0%	56.8%	20.0%	
Significantly different from column:*																													

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 23

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

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,452	117	87	113	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16
Number missing or multiple answer	41	2	2	0	0	2	0	1	1	0	1	1	0	1	0	0	0	0	0	1	0	0	0	0	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,411	115	85	113	17	94	2	21	59	34	17	27	69	76	26	10	1	1	2	14	0	0	52	0	24	31	68	16
	98.3%	98.3%	97.7%	100.0%	100.0%	97.9%	100.0%	95.5%	98.3%	100.0%	94.4%	96.4%	100.0%	98.7%	96.3%	100.0%	100.0%	100.0%	100.0%	93.3%	---	---	100.0%	0.0%	100.0%	96.9%	98.6%	100.0%
Yes	906	49	40	51	4	42	2	9	26	13	3	10	36	24	16	7	0	0	0	5	0	0	19	0	12	4	32	13
	37.6%	42.6%	47.1%	45.1%	23.5%	44.7%	100.0%	42.9%	44.1%	38.2%	17.6%	37.0%	52.2%	31.6%	61.5%	70.0%	0.0%	0.0%	0.0%	35.7%	---	---	36.5%	---	50.0%	12.9%	47.1%	81.3%
No	1,505	66	45	62	13	52	0	12	33	21	14	17	33	52	10	3	1	1	2	9	0	0	33	0	12	27	36	3
	62.4%	57.4%	52.9%	54.9%	76.5%	55.3%	0.0%	57.1%	55.9%	61.8%	82.4%	63.0%	47.8%	68.4%	38.5%	30.0%	100.0%	100.0%	100.0%	64.3%	---	---	63.5%	---	50.0%	87.1%	52.9%	18.8%
Significantly different from column:*											M	K	O	N												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.

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 24

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	906	49	40	50	4	42	2	9	26	13	3	10	36	24	16	7	0	0	0	5	0	0	19	0	12	4	32	13	
Number missing or multiple answer	20	1	1	0	0	0	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	886	48	39	50	4	42	2	9	26	12	3	10	35	23	16	7	0	0	0	5	0	0	18	0	12	4	32	12	
	97.8%	98.0%	97.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	92.3%	100.0%	100.0%	97.2%	95.8%	100.0%	100.0%	---	---	---	100.0%	---	---	94.7%	0.0%	100.0%	100.0%	100.0%	92.3%	
Yes	563	25	27	28	2	23	0	7	10	8	2	8	15	13	6	5	0	0	0	5	0	0	6	0	7	3	17	5	
	63.5%	52.1%	69.2%	56.0%	50.0%	54.8%	0.0%	77.8%	38.5%	66.7%	66.7%	80.0%	42.9%	56.5%	37.5%	71.4%	---	---	---	100.0%	---	---	33.3%	---	58.3%	75.0%	53.1%	41.7%	
No	323	23	12	22	2	19	2	2	16	4	1	2	20	10	10	2	0	0	0	0	0	0	12	0	5	1	15	7	
	36.5%	47.9%	30.8%	44.0%	50.0%	45.2%	100.0%	22.2%	61.5%	33.3%	33.3%	20.0%	57.1%	43.5%	62.5%	28.6%	---	---	---	0.0%	---	---	66.7%	---	41.7%	25.0%	46.9%	58.3%	
Significantly different from column:*																													

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 25

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

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,452	117	87	115	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16	
Number missing or multiple answer	29	1	2	0	0	1	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,423	116	85	115	17	95	2	22	59	34	17	28	69	76	27	10	1	1	2	15	0	0	52	0	23	32	68	16	
	98.8%	99.1%	97.7%	100.0%	100.0%	99.0%	100.0%	100.0%	98.3%	100.0%	94.4%	100.0%	100.0%	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	95.8%	100.0%	98.6%	100.0%	
Yes	2,235	108	83	108	14	90	2	19	57	31	15	24	67	70	25	10	1	1	2	13	0	0	49	0	22	28	64	16	
	92.2%	93.1%	97.6%	93.9%	82.4%	94.7%	100.0%	86.4%	96.6%	91.2%	88.2%	85.7%	97.1%	92.1%	92.6%	100.0%	100.0%	100.0%	100.0%	86.7%	---	---	94.2%	---	95.7%	87.5%	94.1%	100.0%	
No	188	8	2	7	3	5	0	3	2	3	2	4	2	6	2	0	0	0	0	2	0	0	3	0	1	4	4	0	
	7.8%	6.9%	2.4%	6.1%	17.6%	5.3%	0.0%	13.6%	3.4%	8.8%	11.8%	14.3%	2.9%	7.9%	7.4%	0.0%	0.0%	0.0%	0.0%	13.3%	---	---	5.8%	---	4.3%	12.5%	5.9%	0.0%	
Significantly different from column:*																													

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 26

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

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

	2020 State OHP		2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
	A	B			Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
Number in sample	2,235	108	83	106	14	90	2	19	57	31	15	24	67	70	25	10	1	1	2	13	0	0	49	0	22	28	64	16
Number missing or multiple answer	39	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,196	108	82	106	14	90	2	19	57	31	15	24	67	70	25	10	1	1	2	13	0	0	49	0	22	28	64	16
	98.3%	100.0%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%
None	442	27	23	21	2	24	1	4	16	7	4	6	16	17	7	2	1	0	1	6	0	0	13	0	3	19	6	2
	20.1%	25.0%	28.0%	19.8%	14.3%	26.7%	50.0%	21.1%	28.1%	22.6%	26.7%	25.0%	23.9%	24.3%	28.0%	20.0%	100.0%	0.0%	50.0%	46.2%	---	---	26.5%	---	13.6%	67.9%	9.4%	12.5%
1 time	756	39	28	44	6	31	0	8	20	11	6	7	25	26	9	4	0	1	1	5	0	0	15	0	7	6	30	3
	34.4%	36.1%	34.1%	41.5%	42.9%	34.4%	0.0%	42.1%	35.1%	35.5%	40.0%	29.2%	37.3%	37.1%	36.0%	40.0%	0.0%	100.0%	50.0%	38.5%	---	---	30.6%	---	31.8%	21.4%	46.9%	18.8%
2	503	22	16	20	4	17	1	3	12	6	1	6	15	13	7	1	0	0	0	1	0	0	10	0	8	3	16	3
	22.9%	20.4%	19.5%	18.9%	28.6%	18.9%	50.0%	15.8%	21.1%	19.4%	6.7%	25.0%	22.4%	18.6%	28.0%	10.0%	0.0%	0.0%	0.0%	7.7%	---	---	20.4%	---	36.4%	10.7%	25.0%	18.8%
3	259	10	10	12	0	10	0	0	6	4	2	1	7	6	1	2	0	0	0	1	0	0	5	0	1	0	8	2
	11.8%	9.3%	12.2%	11.3%	0.0%	11.1%	0.0%	0.0%	10.5%	12.9%	13.3%	4.2%	10.4%	8.6%	4.0%	20.0%	0.0%	0.0%	0.0%	7.7%	---	---	10.2%	---	4.5%	0.0%	12.5%	12.5%
4	117	9	1	2	2	7	0	3	3	3	1	4	4	7	1	1	0	0	0	0	0	0	5	0	3	0	4	5
	5.3%	8.3%	1.2%	1.9%	14.3%	7.8%	0.0%	15.8%	5.3%	9.7%	6.7%	16.7%	6.0%	10.0%	4.0%	10.0%	0.0%	0.0%	0.0%	0.0%	---	---	10.2%	---	13.6%	0.0%	6.3%	31.3%
5 to 9	91	1	3	3	0	1	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1
	4.1%	0.9%	3.7%	2.8%	0.0%	1.1%	0.0%	5.3%	0.0%	0.0%	6.7%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	2.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%
10 or more times	28	0	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.3%	0.0%	1.2%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%
2 or more times	998	42	31	41	6	35	1	7	21	13	5	11	26	27	9	4	0	0	0	2	0	0	21	0	12	3	28	11
	45.4%	38.9%	37.8%	38.7%	42.9%	38.9%	50.0%	36.8%	36.8%	41.9%	33.3%	45.8%	38.8%	38.6%	36.0%	40.0%	0.0%	0.0%	0.0%	15.4%	---	---	42.9%	---	54.5%	10.7%	43.8%	68.8%
Significantly different from column:*																				Y					T	AAAB	Z	Z

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 26a

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,754	81	59	85	12	66	1	15	41	24	11	18	51	53	18	8	0	1	1	7	0	0	36	0	19	9	58	14
Number missing or multiple answer	9	1	0	0	0	1	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,745	80	59	85	12	65	1	15	41	23	11	17	51	52	18	8	0	1	1	7	0	0	36	0	18	9	57	14
	99.5%	98.8%	100.0%	100.0%	100.0%	98.5%	100.0%	100.0%	100.0%	95.8%	100.0%	94.4%	100.0%	98.1%	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	94.7%	100.0%	98.3%	100.0%
Never	1,592	76	56	79	11	62	1	14	39	22	9	15	51	50	16	8	0	1	1	5	0	0	36	0	16	9	54	13
	91.2%	95.0%	94.9%	92.9%	91.7%	95.4%	100.0%	93.3%	95.1%	95.7%	81.8%	88.2%	100.0%	96.2%	88.9%	100.0%	---	100.0%	100.0%	71.4%	---	---	100.0%	---	88.9%	100.0%	94.7%	92.9%
Sometimes	84	2	1	5	1	1	0	1	0	1	1	1	0	0	2	0	0	0	0	1	0	0	0	0	1	0	1	1
	4.8%	2.5%	1.7%	5.9%	8.3%	1.5%	0.0%	6.7%	0.0%	4.3%	9.1%	5.9%	0.0%	0.0%	11.1%	0.0%	---	0.0%	0.0%	14.3%	---	---	0.0%	---	5.6%	0.0%	1.8%	7.1%
Usually	34	1	1	1	0	1	0	0	1	0	1	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0
	1.9%	1.3%	1.7%	1.2%	0.0%	1.5%	0.0%	0.0%	2.4%	0.0%	9.1%	0.0%	0.0%	1.9%	0.0%	0.0%	---	0.0%	0.0%	14.3%	---	---	0.0%	---	0.0%	0.0%	1.8%	0.0%
Always	35	1	1	0	0	1	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0
	2.0%	1.3%	1.7%	0.0%	0.0%	1.5%	0.0%	0.0%	2.4%	0.0%	0.0%	5.9%	0.0%	1.9%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	---	0.0%	---	5.6%	0.0%	1.8%	0.0%
Significantly different from column:*																												
Usually or Always	69	2	2	1	0	2	0	0	2	0	1	1	0	2	0	0	0	0	0	1	0	0	0	0	1	0	2	0
	4.0%	2.5%	3.4%	1.2%	0.0%	3.1%	0.0%	0.0%	4.9%	0.0%	9.1%	5.9%	0.0%	3.8%	0.0%	0.0%	---	0.0%	0.0%	14.3%	---	---	0.0%	---	5.6%	0.0%	3.5%	0.0%

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.

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 27

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,754	81	59	85	12	66	1	15	41	24	11	18	51	53	18	8	0	1	1	1	7	0	0	36	0	19	9	58	14
Number missing or multiple answer	12	3	0	0	1	2	0	1	1	1	1	1	1	3	0	0	0	0	0	0	0	0	1	0	1	1	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,742	78	59	85	11	64	1	14	40	23	10	17	50	50	18	8	0	1	1	7	0	0	35	0	18	8	56	14	
	99.3%	96.3%	100.0%	100.0%	91.7%	97.0%	100.0%	93.3%	97.6%	95.8%	90.9%	94.4%	98.0%	94.3%	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	---	97.2%	0.0%	94.7%	88.9%	96.6%	100.0%	
Never	33	2	0	0	0	2	0	0	0	2	1	1	1	1	1	0	0	0	0	0	0	0	0	0	2	1	1	0	
	1.9%	2.6%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	8.7%	10.0%	0.0%	2.0%	2.0%	5.6%	0.0%	---	0.0%	0.0%	0.0%	---	---	0.0%	---	11.1%	12.5%	1.8%	0.0%	
Sometimes	62	2	2	4	0	2	0	0	2	0	1	0	1	1	0	1	0	0	0	0	0	0	1	0	0	0	1	1	
	3.6%	2.6%	3.4%	4.7%	0.0%	3.1%	0.0%	0.0%	5.0%	0.0%	10.0%	0.0%	2.0%	0.0%	5.6%	12.5%	---	0.0%	0.0%	0.0%	---	---	2.9%	---	0.0%	0.0%	1.8%	7.1%	
Usually	244	8	7	12	4	4	0	1	4	3	1	3	4	5	3	0	0	0	0	0	0	4	0	2	0	6	2		
	14.0%	10.3%	11.9%	14.1%	36.4%	6.3%	0.0%	7.1%	10.0%	13.0%	10.0%	17.6%	8.0%	10.0%	16.7%	0.0%	---	0.0%	0.0%	0.0%	---	---	11.4%	---	11.1%	0.0%	10.7%	14.3%	
Always	1,403	66	50	69	7	56	1	13	34	18	7	14	44	44	13	7	0	1	1	7	0	0	30	0	14	7	48	11	
	80.5%	84.6%	84.7%	81.2%	63.6%	87.5%	100.0%	92.9%	85.0%	78.3%	70.0%	82.4%	88.0%	88.0%	72.2%	87.5%	---	100.0%	100.0%	100.0%	---	---	85.7%	---	77.8%	87.5%	85.7%	78.6%	
Significantly different from column:*																													
Usually or Always	1,647	74	57	81	11	60	1	14	38	21	8	17	48	49	16	7	0	1	1	7	0	0	34	0	16	7	54	13	
	94.5%	94.9%	96.6%	95.3%	100.0%	93.8%	100.0%	100.0%	95.0%	91.3%	80.0%	100.0%	96.0%	98.0%	88.9%	87.5%	---	100.0%	100.0%	100.0%	---	---	97.1%	---	88.9%	87.5%	96.4%	92.9%	

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.

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 28

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,754	81	59	85	12	66	1	15	41	24	11	18	51	53	18	8	0	1	1	7	0	0	36	0	19	9	58	14
Number missing or multiple answer	13	2	0	0	0	2	0	0	1	1	0	1	1	2	0	0	0	0	0	0	0	1	0	1	0	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,741	79	59	85	12	64	1	15	40	23	11	17	50	51	18	8	0	1	1	7	0	0	35	0	18	9	56	14
	99.3%	97.5%	100.0%	100.0%	100.0%	97.0%	100.0%	100.0%	97.6%	95.8%	100.0%	94.4%	98.0%	96.2%	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	---	97.2%	0.0%	94.7%	100.0%	96.6%	100.0%
Never	21	1	0	0	0	1	0	0	0	1	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	1	0
	1.2%	1.3%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	4.3%	9.1%	0.0%	0.0%	0.0%	5.6%	0.0%	---	0.0%	0.0%	0.0%	---	---	0.0%	---	5.6%	0.0%	1.8%	0.0%
Sometimes	64	2	3	7	1	1	0	0	2	0	1	0	1	1	0	2	0	1	0	0	0	0	0	0	0	0	1	1
	3.7%	2.5%	5.1%	8.2%	8.3%	1.6%	0.0%	0.0%	5.0%	0.0%	9.1%	0.0%	2.0%	0.0%	0.0%	25.0%	---	100.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	1.8%	7.1%
Usually	272	16	8	16	3	13	0	1	7	8	1	3	12	10	4	2	0	0	0	0	0	7	0	3	1	14	1	
	15.6%	20.3%	13.6%	18.8%	25.0%	20.3%	0.0%	6.7%	17.5%	34.8%	9.1%	17.6%	24.0%	19.6%	22.2%	25.0%	---	0.0%	0.0%	0.0%	---	---	20.0%	---	16.7%	11.1%	25.0%	7.1%
Always	1,384	60	48	62	8	49	1	14	31	14	8	14	37	41	13	4	0	0	1	7	0	28	0	14	8	40	12	
	79.5%	75.9%	81.4%	72.9%	66.7%	76.6%	100.0%	93.3%	77.5%	60.9%	72.7%	82.4%	74.0%	80.4%	72.2%	50.0%	---	0.0%	100.0%	100.0%	---	---	80.0%	---	77.8%	88.9%	71.4%	85.7%
Significantly different from column:*																												
Usually or Always	1,656	76	56	78	11	62	1	15	38	22	9	17	49	51	17	6	0	0	1	7	0	35	0	17	9	54	13	
	95.1%	96.2%	94.9%	91.8%	91.7%	96.9%	100.0%	100.0%	95.0%	95.7%	81.8%	100.0%	98.0%	100.0%	94.4%	75.0%	---	0.0%	100.0%	100.0%	---	---	100.0%	---	94.4%	100.0%	96.4%	92.9%
Significantly different from column:*																												

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 29

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
	A	B	C	D	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,754	81	59	85	12	66	1	15	41	24	11	18	51	53	18	8	0	1	1	7	0	0	36	0	19	9	58	14
Number missing or multiple answer	16	3	0	0	0	3	0	0	2	1	0	1	2	2	1	0	0	0	0	0	0	2	0	1	0	3	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,738	78	59	85	12	63	1	15	39	23	11	17	49	51	17	8	0	1	1	7	0	0	34	0	18	9	55	14
	99.1%	96.3%	100.0%	100.0%	100.0%	95.5%	100.0%	100.0%	95.1%	95.8%	100.0%	94.4%	96.1%	96.2%	94.4%	100.0%	---	100.0%	100.0%	100.0%	---	---	94.4%	0.0%	94.7%	100.0%	94.8%	100.0%
Never	12	1	0	0	0	1	0	0	0	1	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	1	0
	0.7%	1.3%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	4.3%	9.1%	0.0%	0.0%	0.0%	5.9%	0.0%	---	0.0%	0.0%	0.0%	---	---	0.0%	---	5.6%	0.0%	1.8%	0.0%
Sometimes	55	3	1	5	1	2	0	0	1	2	0	0	3	2	0	1	0	1	0	1	0	0	0	0	0	0	2	1
	3.2%	3.8%	1.7%	5.9%	8.3%	3.2%	0.0%	0.0%	2.6%	8.7%	0.0%	0.0%	6.1%	3.9%	0.0%	12.5%	---	100.0%	0.0%	14.3%	---	---	0.0%	---	0.0%	0.0%	3.6%	7.1%
Usually	205	13	4	9	2	11	0	1	7	5	3	1	9	5	5	3	0	0	0	1	0	5	0	3	0	12	1	
	11.8%	16.7%	6.8%	10.6%	16.7%	17.5%	0.0%	6.7%	17.9%	21.7%	27.3%	5.9%	18.4%	9.8%	29.4%	37.5%	---	0.0%	0.0%	14.3%	---	---	14.7%	---	16.7%	0.0%	21.8%	7.1%
Always	1,466	61	54	71	9	49	1	14	31	15	7	16	37	44	11	4	0	0	1	5	0	29	0	14	9	40	12	
	84.3%	78.2%	91.5%	83.5%	75.0%	77.8%	100.0%	93.3%	79.5%	65.2%	63.6%	94.1%	75.5%	86.3%	64.7%	50.0%	---	0.0%	100.0%	71.4%	---	---	85.3%	---	77.8%	100.0%	72.7%	85.7%
Significantly different from column:*		C																										
Usually or Always	1,671	74	58	80	11	60	1	15	38	20	10	17	46	49	16	7	0	0	1	6	0	34	0	17	9	52	13	
	96.1%	94.9%	98.3%	94.1%	91.7%	95.2%	100.0%	100.0%	97.4%	87.0%	90.9%	100.0%	93.9%	96.1%	94.1%	87.5%	---	0.0%	100.0%	85.7%	---	---	100.0%	---	94.4%	100.0%	94.5%	92.9%

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.

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 30

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	1,754	81	59	83	12	66	1	15	41	24	11	18	51	53	18	8	0	1	1	7	0	0	36	0	19	9	58	14	
Number missing or multiple answer	23	3	1	0	0	3	0	0	2	1	0	2	1	2	0	0	0	0	0	0	0	2	0	1	0	3	0		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,731	78	58	83	12	63	1	15	39	23	11	16	50	51	18	8	0	1	1	7	0	0	34	0	18	9	55	14	
	98.7%	96.3%	98.3%	100.0%	100.0%	95.5%	100.0%	100.0%	95.1%	95.8%	100.0%	88.9%	98.0%	96.2%	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	---	94.4%	0.0%	94.7%	100.0%	94.8%	100.0%	
Yes	1,280	57	40	53	9	45	1	4	29	23	7	14	35	37	13	6	0	0	5	0	0	24	0	15	6	40	11		
	73.9%	73.1%	69.0%	63.9%	75.0%	71.4%	100.0%	26.7%	74.4%	100.0%	63.6%	87.5%	70.0%	72.5%	72.2%	75.0%	---	0.0%	0.0%	71.4%	---	---	70.6%	---	83.3%	66.7%	72.7%	78.6%	
No	451	21	18	30	3	18	0	11	10	0	4	2	15	14	5	2	0	1	1	2	0	10	0	3	3	15	3		
	26.1%	26.9%	31.0%	36.1%	25.0%	28.6%	0.0%	73.3%	25.6%	0.0%	36.4%	12.5%	30.0%	27.5%	27.8%	25.0%	---	100.0%	100.0%	28.6%	---	---	29.4%	---	16.7%	33.3%	27.3%	21.4%	
Significantly different from column:*								I	H																				

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.

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 31

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,280	57	40	53	9	45	1	4	29	23	7	14	35	37	13	6	0	0	0	0	5	0	0	24	0	15	6	40	11
Number missing or multiple answer	14	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,266	57	39	53	9	45	1	4	29	23	7	14	35	37	13	6	0	0	0	5	0	0	24	0	15	6	40	11	
	98.9%	100.0%	97.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	---	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	9	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.7%	0.0%	5.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	---	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	66	5	4	4	0	5	0	1	2	2	2	0	3	3	1	1	0	0	0	0	0	0	2	0	1	0	4	1	
	5.2%	8.8%	10.3%	7.5%	0.0%	11.1%	0.0%	25.0%	6.9%	8.7%	28.6%	0.0%	8.6%	8.1%	7.7%	16.7%	---	---	---	0.0%	---	---	8.3%	---	6.7%	0.0%	10.0%	9.1%	
Usually	258	14	6	14	3	11	0	0	7	7	2	4	8	7	6	1	0	0	0	1	0	0	8	0	2	1	11	2	
	20.4%	24.6%	15.4%	26.4%	33.3%	24.4%	0.0%	0.0%	24.1%	30.4%	28.6%	28.6%	22.9%	18.9%	46.2%	16.7%	---	---	---	20.0%	---	---	33.3%	---	13.3%	16.7%	27.5%	18.2%	
Always	933	38	27	35	6	29	1	3	20	14	3	10	24	27	6	4	0	0	0	4	0	0	14	0	12	5	25	8	
	73.7%	66.7%	69.2%	66.0%	66.7%	64.4%	100.0%	75.0%	69.0%	60.9%	42.9%	71.4%	68.6%	73.0%	46.2%	66.7%	---	---	---	80.0%	---	---	58.3%	---	80.0%	83.3%	62.5%	72.7%	
Significantly different from column:*																													
Usually or Always	1,191	52	33	49	9	40	1	3	27	21	5	14	32	34	12	5	0	0	0	5	0	0	22	0	14	6	36	10	
	94.1%	91.2%	84.6%	92.5%	100.0%	88.9%	100.0%	75.0%	93.1%	91.3%	71.4%	100.0%	91.4%	91.9%	92.3%	83.3%	---	---	---	100.0%	---	---	91.7%	---	93.3%	100.0%	90.0%	90.9%	
Significantly different from column:*																													

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 32

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,754	81	59	83	12	66	1	15	41	24	11	18	51	53	18	8	0	1	1	7	0	0	36	0	19	9	58	14
Number missing or multiple answer	16	1	1	0	0	1	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,738	80	58	83	12	65	1	15	40	24	11	18	50	52	18	8	0	1	1	7	0	0	35	0	19	9	57	14
	99.1%	98.8%	98.3%	100.0%	100.0%	98.5%	100.0%	100.0%	97.6%	100.0%	100.0%	100.0%	98.0%	98.1%	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	---	97.2%	0.0%	100.0%	100.0%	98.3%	100.0%
Never	15	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.9%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%
Sometimes	130	7	3	13	2	5	0	1	4	2	3	1	3	4	1	2	0	1	0	0	0	3	0	1	1	5	1	
	7.5%	8.8%	5.2%	15.7%	16.7%	7.7%	0.0%	6.7%	10.0%	8.3%	27.3%	5.6%	6.0%	7.7%	5.6%	25.0%	---	100.0%	0.0%	0.0%	---	---	8.6%	---	5.3%	11.1%	8.8%	7.1%
Usually	403	18	10	22	6	12	0	2	8	8	3	4	11	10	6	2	0	0	2	0	0	8	0	3	0	14	4	
	23.2%	22.5%	17.2%	26.5%	50.0%	18.5%	0.0%	13.3%	20.0%	33.3%	27.3%	22.2%	22.0%	19.2%	33.3%	25.0%	---	0.0%	0.0%	28.6%	---	---	22.9%	---	15.8%	0.0%	24.6%	28.6%
Always	1,190	55	43	48	4	48	1	12	28	14	5	13	36	38	11	4	0	0	1	5	0	24	0	15	8	38	9	
	68.5%	68.8%	74.1%	57.8%	33.3%	73.8%	100.0%	80.0%	70.0%	58.3%	45.5%	72.2%	72.0%	73.1%	61.1%	50.0%	---	0.0%	100.0%	71.4%	---	---	68.6%	---	78.9%	88.9%	66.7%	64.3%
Significantly different from column:*																												
Usually or Always	1,593	73	53	70	10	60	1	14	36	22	8	17	47	48	17	6	0	0	1	7	0	0	32	0	18	8	52	13
	91.7%	91.3%	91.4%	84.3%	83.3%	92.3%	100.0%	93.3%	90.0%	91.7%	72.7%	94.4%	94.0%	92.3%	94.4%	75.0%	---	0.0%	100.0%	100.0%	---	---	91.4%	---	94.7%	88.9%	91.2%	92.9%
Significantly different from column:*																												

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 33

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,754	81	59	83	12	66	1	15	41	24	11	18	51	53	18	8	0	1	1	7	0	0	36	0	19	9	58	14
Number missing or multiple answer	12	1	1	0	0	1	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,742	80	58	83	12	65	1	15	40	24	11	18	50	52	18	8	0	1	1	7	0	0	35	0	19	9	57	14
	99.3%	98.8%	98.3%	100.0%	100.0%	98.5%	100.0%	100.0%	97.6%	100.0%	100.0%	100.0%	98.0%	98.1%	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	---	97.2%	0.0%	100.0%	100.0%	98.3%	100.0%
Yes	1,541	69	51	79	7	59	1	14	32	22	9	16	43	45	16	6	0	0	1	7	0	0	29	0	16	7	50	12
	88.5%	86.3%	87.9%	95.2%	58.3%	90.8%	100.0%	93.3%	80.0%	91.7%	81.8%	88.9%	86.0%	86.5%	88.9%	75.0%	---	0.0%	100.0%	100.0%	---	---	82.9%	---	84.2%	77.8%	87.7%	85.7%
No	201	11	7	4	5	6	0	1	8	2	2	2	7	7	2	2	0	1	0	0	0	0	6	0	3	2	7	2
	11.5%	13.8%	12.1%	4.8%	41.7%	9.2%	0.0%	6.7%	20.0%	8.3%	18.2%	11.1%	14.0%	13.5%	11.1%	25.0%	---	100.0%	0.0%	0.0%	---	---	17.1%	---	15.8%	22.2%	12.3%	14.3%
Significantly different from column:*		D																										

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.

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 34

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,754	81	59	84	12	66	1	15	41	24	11	18	51	53	18	8	0	1	1	7	0	0	36	0	19	9	58	14
Number missing or multiple answer	15	1	1	0	0	1	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,739	80	58	84	12	65	1	15	40	24	11	18	50	52	18	8	0	1	1	7	0	0	35	0	19	9	57	14
	99.1%	98.8%	98.3%	100.0%	100.0%	98.5%	100.0%	100.0%	97.6%	100.0%	100.0%	100.0%	98.0%	98.1%	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	---	97.2%	0.0%	100.0%	100.0%	98.3%	100.0%
Yes	933	39	35	52	6	31	1	7	22	9	3	11	25	22	9	6	0	1	0	1	0	17	0	8	3	26	10	
	53.7%	48.8%	60.3%	61.9%	50.0%	47.7%	100.0%	46.7%	55.0%	37.5%	27.3%	61.1%	50.0%	42.3%	50.0%	75.0%	---	100.0%	0.0%	14.3%	---	---	48.6%	---	42.1%	33.3%	45.6%	71.4%
No	806	41	23	32	6	34	0	8	18	15	8	7	25	30	9	2	0	0	1	6	0	18	0	11	6	31	4	
	46.3%	51.3%	39.7%	38.1%	50.0%	52.3%	0.0%	53.3%	45.0%	62.5%	72.7%	38.9%	50.0%	57.7%	50.0%	25.0%	---	0.0%	100.0%	85.7%	---	---	51.4%	---	57.9%	66.7%	54.4%	28.6%
Significantly different from column:*																												

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 35

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
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	933	39	35	51	6	31	1	7	22	9	3	11	25	22	9	6	0	1	0	1	0	0	17	0	8	3	26	10
Number missing or multiple answer	18	3	2	0	0	3	0	0	0	0	0	1	2	2	0	0	0	0	0	0	0	1	0	0	0	2	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	915	36	33	51	6	28	1	7	19	9	3	10	23	20	9	6	0	1	0	1	0	16	0	8	3	24	9	
	98.1%	92.3%	94.3%	100.0%	100.0%	90.3%	100.0%	100.0%	86.4%	100.0%	100.0%	90.9%	92.0%	90.9%	100.0%	100.0%	---	100.0%	---	100.0%	---	---	94.1%	0.0%	100.0%	100.0%	92.3%	90.0%
Never	41	5	3	6	1	4	0	0	5	0	0	1	4	4	0	1	0	0	0	0	0	3	0	1	0	4	1	
	4.5%	13.9%	9.1%	11.8%	16.7%	14.3%	0.0%	0.0%	26.3%	0.0%	0.0%	10.0%	17.4%	20.0%	0.0%	16.7%	---	0.0%	---	0.0%	---	---	18.8%	---	12.5%	0.0%	16.7%	11.1%
Sometimes	122	7	3	6	2	5	0	0	5	2	1	1	5	2	3	2	0	1	0	0	0	3	0	1	0	5	2	
	13.3%	19.4%	9.1%	11.8%	33.3%	17.9%	0.0%	0.0%	26.3%	22.2%	33.3%	10.0%	21.7%	10.0%	33.3%	33.3%	---	100.0%	---	0.0%	---	---	18.8%	---	12.5%	0.0%	20.8%	22.2%
Usually	259	10	7	21	0	9	1	2	4	3	0	3	7	4	3	2	0	0	0	0	0	5	0	3	1	6	3	
	28.3%	27.8%	21.2%	41.2%	0.0%	32.1%	100.0%	28.6%	21.1%	33.3%	0.0%	30.0%	30.4%	20.0%	33.3%	33.3%	---	0.0%	---	0.0%	---	---	31.3%	---	37.5%	33.3%	25.0%	33.3%
Always	493	14	20	18	3	10	0	5	5	4	2	5	7	10	3	1	0	0	1	0	0	5	0	3	2	9	3	
	53.9%	38.9%	60.6%	35.3%	50.0%	35.7%	0.0%	71.4%	26.3%	44.4%	66.7%	50.0%	30.4%	50.0%	33.3%	16.7%	---	0.0%	---	100.0%	---	---	31.3%	---	37.5%	66.7%	37.5%	33.3%
Significantly different from column:*																												
Usually or Always	752	24	27	39	3	19	1	7	9	7	2	8	14	14	6	3	0	0	0	1	0	10	0	6	3	15	6	
	82.2%	66.7%	81.8%	76.5%	50.0%	67.9%	100.0%	100.0%	47.4%	77.8%	66.7%	80.0%	60.9%	70.0%	66.7%	50.0%	---	0.0%	---	100.0%	---	---	62.5%	---	75.0%	100.0%	62.5%	66.7%
Significantly different from column:*		A																										

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 36

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)							Child's Doctor Visits in Last 6 Months (Q7)					
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,235	108	83	107	14	90	2	19	57	31	15	24	67	70	25	10	1	1	2	13	0	0	49	0	22	28	64	16	
Number missing or multiple answer	35	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,200	108	83	107	14	90	2	19	57	31	15	24	67	70	25	10	1	1	2	13	0	0	49	0	22	28	64	16	
	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%
0 Worst personal doctor possible	4	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.2%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	
1	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	
2	6	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.3%	0.0%	1.2%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	
3	7	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.3%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	
4	15	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.7%	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	
5	47	5	2	3	1	4	0	0	4	1	0	0	5	1	3	1	0	1	1	1	0	0	2	0	0	1	3	1	
	2.1%	4.6%	2.4%	2.8%	7.1%	4.4%	0.0%	0.0%	7.0%	3.2%	0.0%	0.0%	7.5%	1.4%	12.0%	10.0%	0.0%	100.0%	50.0%	7.7%	---	---	4.1%	---	0.0%	3.6%	4.7%	6.3%	
6	51	2	2	2	1	1	0	0	0	2	1	0	1	0	2	0	0	0	0	0	0	0	0	0	1	0	2	0	
	2.3%	1.9%	2.4%	1.9%	7.1%	1.1%	0.0%	0.0%	0.0%	6.5%	6.7%	0.0%	1.5%	0.0%	8.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	4.5%	0.0%	3.1%	0.0%	
7	123	6	3	8	1	5	0	1	4	1	2	1	3	2	1	3	0	0	0	0	0	0	3	0	1	0	5	1	
	5.6%	5.6%	3.6%	7.5%	7.1%	5.6%	0.0%	5.3%	7.0%	3.2%	13.3%	4.2%	4.5%	2.9%	4.0%	30.0%	0.0%	0.0%	0.0%	0.0%	---	---	6.1%	---	4.5%	0.0%	7.8%	6.3%	
8	319	21	14	19	3	17	1	2	9	10	2	5	14	18	1	2	0	0	0	1	0	0	12	0	3	7	10	4	
	14.5%	19.4%	16.9%	17.8%	21.4%	18.9%	50.0%	10.5%	15.8%	32.3%	13.3%	20.8%	20.9%	25.7%	4.0%	20.0%	0.0%	0.0%	0.0%	7.7%	---	---	24.5%	---	13.6%	25.0%	15.6%	25.0%	
9	446	26	16	20	2	24	0	4	17	4	5	7	14	13	9	3	0	0	0	7	0	0	10	0	7	6	15	5	
	20.3%	24.1%	19.3%	18.7%	14.3%	26.7%	0.0%	21.1%	29.8%	12.9%	33.3%	29.2%	20.9%	18.6%	36.0%	30.0%	0.0%	0.0%	0.0%	53.8%	---	---	20.4%	---	31.8%	21.4%	23.4%	31.3%	
10 Best personal doctor possible	1,176	48	44	50	6	39	1	12	23	13	5	11	30	36	9	1	1	0	1	4	0	0	22	0	10	14	29	5	
	53.5%	44.4%	53.0%	46.7%	42.9%	43.3%	50.0%	63.2%	40.4%	41.9%	33.3%	45.8%	44.8%	51.4%	36.0%	10.0%	100.0%	0.0%	50.0%	30.8%	---	---	44.9%	---	45.5%	50.0%	45.3%	31.3%	

NA - Not Applicable

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 36

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,235	108	83	107	14	90	2	19	57	31	15	24	67	70	25	10	1	1	2	13	0	0	49	0	22	28	64	16
Number missing or multiple answer	35	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,200	108	83	107	14	90	2	19	57	31	15	24	67	70	25	10	1	1	2	13	0	0	49	0	22	28	64	16
	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%
0 to 4	38	0	2	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.7%	0.0%	2.4%	4.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%
5	47	5	2	3	1	4	0	0	4	1	0	0	5	1	3	1	0	1	1	1	0	0	2	0	0	1	3	1
	2.1%	4.6%	2.4%	2.8%	7.1%	4.4%	0.0%	0.0%	7.0%	3.2%	0.0%	0.0%	7.5%	1.4%	12.0%	10.0%	0.0%	100.0%	50.0%	7.7%	---	---	4.1%	---	0.0%	3.6%	4.7%	6.3%
6 or 7	174	8	5	10	2	6	0	1	4	3	3	1	4	2	3	3	0	0	0	0	0	0	3	0	2	0	7	1
	7.9%	7.4%	6.0%	9.3%	14.3%	6.7%	0.0%	5.3%	7.0%	9.7%	20.0%	4.2%	6.0%	2.9%	12.0%	30.0%	0.0%	0.0%	0.0%	0.0%	---	---	6.1%	---	9.1%	0.0%	10.9%	6.3%
8 to 10	1,941	95	74	89	11	80	2	18	49	27	12	23	58	67	19	6	1	0	1	12	0	0	44	0	20	27	54	14
	88.2%	88.0%	89.2%	83.2%	78.6%	88.9%	100.0%	94.7%	86.0%	87.1%	80.0%	95.8%	86.6%	95.7%	76.0%	60.0%	100.0%	0.0%	50.0%	92.3%	---	---	89.8%	---	90.9%	96.4%	84.4%	87.5%
Significantly different from column:*																												
0 to 6	136	7	6	10	2	5	0	0	4	3	1	0	6	1	5	1	0	1	1	1	0	0	2	0	1	1	5	1
	6.2%	6.5%	7.2%	9.3%	14.3%	5.6%	0.0%	0.0%	7.0%	9.7%	6.7%	0.0%	9.0%	1.4%	20.0%	10.0%	0.0%	100.0%	50.0%	7.7%	---	---	4.1%	---	4.5%	3.6%	7.8%	6.3%
7 to 8	442	27	17	27	4	22	1	3	13	11	4	6	17	20	2	5	0	0	0	1	0	0	15	0	4	7	15	5
	20.1%	25.0%	20.5%	25.2%	28.6%	24.4%	50.0%	15.8%	22.8%	35.5%	26.7%	25.0%	25.4%	28.6%	8.0%	50.0%	0.0%	0.0%	0.0%	7.7%	---	---	30.6%	---	18.2%	25.0%	23.4%	31.3%
9 to 10	1,622	74	60	70	8	63	1	16	40	17	10	18	44	49	18	4	1	0	1	11	0	0	32	0	17	20	44	10
	73.7%	68.5%	72.3%	65.4%	57.1%	70.0%	50.0%	84.2%	70.2%	54.8%	66.7%	75.0%	65.7%	70.0%	72.0%	40.0%	100.0%	0.0%	50.0%	84.6%	---	---	65.3%	---	77.3%	71.4%	68.8%	62.5%
Significantly different from column:*								J		H																		

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.

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 37

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,235	108	83	107	14	90	2	19	57	31	15	24	67	70	25	10	1	1	2	13	0	0	49	0	22	28	64	16
Number missing or multiple answer	29	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,206	108	83	107	14	90	2	19	57	31	15	24	67	70	25	10	1	1	2	13	0	0	49	0	22	28	64	16
	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%
Yes	1,101	56	45	53	4	49	2	7	31	17	2	13	41	30	14	9	1	1	1	0	0	29	0	12	10	35	11	
	49.9%	51.9%	54.2%	49.5%	28.6%	54.4%	100.0%	36.8%	54.4%	54.8%	13.3%	54.2%	61.2%	42.9%	56.0%	90.0%	100.0%	100.0%	50.0%	0.0%	---	---	59.2%	---	54.5%	35.7%	54.7%	68.8%
No	1,105	52	38	54	10	41	0	12	26	14	13	11	26	40	11	1	0	0	1	13	0	20	0	10	18	29	5	
	50.1%	48.1%	45.8%	50.5%	71.4%	45.6%	0.0%	63.2%	45.6%	45.2%	86.7%	45.8%	38.8%	57.1%	44.0%	10.0%	0.0%	0.0%	50.0%	100.0%	---	---	40.8%	---	45.5%	64.3%	45.3%	31.3%
Significantly different from column:*												LM	K	K						W			T			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.

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 38

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,101	56	45	53	4	49	2	7	31	17	2	13	41	30	14	9	1	1	1	0	0	29	0	12	10	35	11	
Number missing or multiple answer	28	1	2	0	0	1	0	1	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,073	55	43	53	4	48	2	6	31	17	2	13	40	30	14	8	1	1	1	0	0	29	0	12	10	34	11	
	97.5%	98.2%	95.6%	100.0%	100.0%	98.0%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	97.6%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	---	---	---	100.0%	0.0%	100.0%	100.0%	97.1%	100.0%
Yes	975	47	37	47	3	41	2	6	25	15	0	12	35	28	11	5	1	0	1	0	0	25	0	10	10	29	8	
	90.9%	85.5%	86.0%	88.7%	75.0%	85.4%	100.0%	100.0%	80.6%	88.2%	0.0%	92.3%	87.5%	93.3%	78.6%	62.5%	100.0%	0.0%	100.0%	---	---	---	86.2%	---	83.3%	100.0%	85.3%	72.7%
No	98	8	6	6	1	7	0	0	6	2	2	1	5	2	3	3	0	1	0	0	0	4	0	2	0	5	3	
	9.1%	14.5%	14.0%	11.3%	25.0%	14.6%	0.0%	0.0%	19.4%	11.8%	100.0%	7.7%	12.5%	6.7%	21.4%	37.5%	0.0%	100.0%	0.0%	---	---	---	13.8%	---	16.7%	0.0%	14.7%	27.3%
Significantly different from column:*																												

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 39

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,101	56	45	51	4	49	2	7	31	17	2	13	41	30	14	9	1	1	1	0	0	0	29	0	12	10	35	11
Number missing or multiple answer	37	1	2	0	0	1	0	1	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,064	55	43	51	4	48	2	6	31	17	2	13	40	30	14	8	1	1	1	0	0	0	29	0	12	10	34	11
	96.6%	98.2%	95.6%	100.0%	100.0%	98.0%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	97.6%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	---	---	---	100.0%	0.0%	100.0%	100.0%	97.1%	100.0%
Yes	923	44	34	39	2	39	2	6	23	14	0	12	32	27	9	5	1	0	0	0	0	24	0	10	9	27	8	
	86.7%	80.0%	79.1%	76.5%	50.0%	81.3%	100.0%	100.0%	74.2%	82.4%	0.0%	92.3%	80.0%	90.0%	64.3%	62.5%	100.0%	0.0%	0.0%	---	---	---	82.8%	---	83.3%	90.0%	79.4%	72.7%
No	141	11	9	12	2	9	0	0	8	3	2	1	8	3	5	3	0	1	1	0	0	5	0	2	1	7	3	
	13.3%	20.0%	20.9%	23.5%	50.0%	18.8%	0.0%	0.0%	25.8%	17.6%	100.0%	7.7%	20.0%	10.0%	35.7%	37.5%	0.0%	100.0%	100.0%	---	---	---	17.2%	---	16.7%	10.0%	20.6%	27.3%
Significantly different from column:*																												

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 40

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

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,452	117	87	116	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16
Number missing or multiple answer	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,440	117	87	116	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16
	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%
Yes	721	30	32	44	5	23	1	6	16	8	4	6	20	12	15	3	0	1	1	3	0	0	11	0	6	5	18	7
	29.5%	25.6%	36.8%	37.9%	29.4%	24.0%	50.0%	27.3%	26.7%	23.5%	22.2%	21.4%	29.0%	15.6%	55.6%	30.0%	0.0%	100.0%	50.0%	20.0%	---	---	21.2%	---	25.0%	15.6%	26.1%	43.8%
No	1,719	87	55	72	12	73	1	16	44	26	14	22	49	65	12	7	1	0	1	12	0	0	41	0	18	27	51	9
	70.5%	74.4%	63.2%	62.1%	70.6%	76.0%	50.0%	72.7%	73.3%	76.5%	77.8%	78.6%	71.0%	84.4%	44.4%	70.0%	100.0%	0.0%	50.0%	80.0%	---	---	78.8%	---	75.0%	84.4%	73.9%	56.3%
Significantly different from column:*		D												O	N													

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 41

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	721	30	32	41	5	23	1	6	16	8	4	6	20	12	15	3	0	1	1	3	0	0	11	0	6	5	18	7
Number missing or multiple answer	7	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
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	714	30	31	41	5	23	1	6	16	8	4	6	20	12	15	3	0	1	1	3	0	0	11	0	6	5	18	7
	99.0%	100.0%	96.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%
Never	53	5	1	1	1	4	0	1	2	2	1	0	4	2	3	0	0	0	0	1	0	0	0	2	1	4	0	
	7.4%	16.7%	3.2%	2.4%	20.0%	17.4%	0.0%	16.7%	12.5%	25.0%	25.0%	0.0%	20.0%	16.7%	20.0%	0.0%	---	0.0%	0.0%	33.3%	---	---	0.0%	---	33.3%	20.0%	22.2%	0.0%
Sometimes	98	5	2	5	2	2	1	2	3	0	1	0	4	2	2	1	0	0	0	0	0	3	0	0	1	3	1	
	13.7%	16.7%	6.5%	12.2%	40.0%	8.7%	100.0%	33.3%	18.8%	0.0%	25.0%	0.0%	20.0%	16.7%	13.3%	33.3%	---	0.0%	0.0%	0.0%	---	---	27.3%	---	0.0%	20.0%	16.7%	14.3%
Usually	225	12	9	19	1	11	0	3	6	3	0	4	8	4	7	1	0	0	1	0	0	7	0	2	1	6	5	
	31.5%	40.0%	29.0%	46.3%	20.0%	47.8%	0.0%	50.0%	37.5%	37.5%	0.0%	66.7%	40.0%	33.3%	46.7%	33.3%	---	0.0%	100.0%	0.0%	---	---	63.6%	---	33.3%	20.0%	33.3%	71.4%
Always	338	8	19	16	1	6	0	0	5	3	2	2	4	4	3	1	0	1	0	2	0	1	0	2	2	5	1	
	47.3%	26.7%	61.3%	39.0%	20.0%	26.1%	0.0%	0.0%	31.3%	37.5%	50.0%	33.3%	20.0%	33.3%	20.0%	33.3%	---	100.0%	0.0%	66.7%	---	---	9.1%	---	33.3%	40.0%	27.8%	14.3%
Significantly different from column:*		AC																										
Usually or Always	563	20	28	35	2	17	0	3	11	6	2	6	12	8	10	2	0	1	1	2	0	0	8	0	4	3	11	6
	78.9%	66.7%	90.3%	85.4%	40.0%	73.9%	0.0%	50.0%	68.8%	75.0%	50.0%	100.0%	60.0%	66.7%	66.7%	66.7%	---	100.0%	100.0%	66.7%	---	---	72.7%	---	66.7%	60.0%	61.1%	85.7%
Significantly different from column:*		C																										

NA - Not Applicable

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Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 42

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

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

	2020 State OHP				Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
	2020	2019	2018	2017	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	721	30	32	42	5	23	1	6	16	8	4	6	20	12	15	3	0	1	1	3	0	0	11	0	6	5	18	7
Number missing or multiple answer	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	712	30	32	42	5	23	1	6	16	8	4	6	20	12	15	3	0	1	1	3	0	0	11	0	6	5	18	7
	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%
None	46	5	3	1	2	3	0	1	3	1	1	4	3	2	0	0	0	0	1	0	0	0	0	0	1	2	3	0
	6.5%	16.7%	9.4%	2.4%	40.0%	13.0%	0.0%	16.7%	18.8%	12.5%	25.0%	20.0%	25.0%	13.3%	0.0%	---	0.0%	100.0%	0.0%	---	---	0.0%	---	16.7%	40.0%	16.7%	0.0%	
1 specialist	400	12	18	22	2	9	1	4	4	4	1	3	8	3	8	1	0	1	0	2	0	6	0	2	2	2	8	2
	56.2%	40.0%	56.3%	52.4%	40.0%	39.1%	100.0%	66.7%	25.0%	50.0%	25.0%	50.0%	40.0%	25.0%	53.3%	33.3%	---	100.0%	0.0%	66.7%	---	---	54.5%	---	33.3%	40.0%	44.4%	28.6%
2	156	6	9	14	0	5	0	1	3	2	1	2	3	3	3	0	0	0	1	0	0	3	0	0	1	1	3	2
	21.9%	20.0%	28.1%	33.3%	0.0%	21.7%	0.0%	16.7%	18.8%	25.0%	25.0%	33.3%	15.0%	25.0%	20.0%	0.0%	---	0.0%	0.0%	33.3%	---	---	27.3%	---	16.7%	20.0%	16.7%	28.6%
3	66	6	0	2	1	5	0	0	6	0	1	1	4	2	2	2	0	0	0	0	0	0	2	0	2	0	4	2
	9.3%	20.0%	0.0%	4.8%	20.0%	21.7%	0.0%	0.0%	37.5%	0.0%	25.0%	16.7%	20.0%	16.7%	13.3%	66.7%	---	0.0%	0.0%	0.0%	---	---	18.2%	---	33.3%	0.0%	22.2%	28.6%
4	21	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.9%	0.0%	3.1%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%
5 or more specialists	23	1	1	2	0	1	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	3.2%	3.3%	3.1%	4.8%	0.0%	4.3%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	5.0%	8.3%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	14.3%
3 or more specialists	110	7	2	5	1	6	0	0	6	1	1	1	5	3	2	2	0	0	0	0	0	2	0	2	0	2	4	3
	15.4%	23.3%	6.3%	11.9%	20.0%	26.1%	0.0%	0.0%	37.5%	12.5%	25.0%	16.7%	25.0%	25.0%	13.3%	66.7%	---	0.0%	0.0%	0.0%	---	---	18.2%	---	33.3%	0.0%	22.2%	42.9%

NA - Not Applicable

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Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 43

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)							Child's Doctor Visits in Last 6 Months (Q7)					
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	666	25	29	41	3	20	1	5	13	7	3	6	16	9	13	3	0	1	0	3	0	0	11	0	5	3	15	7	
Number missing or multiple answer	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	658	25	29	41	3	20	1	5	13	7	3	6	16	9	13	3	0	1	0	3	0	0	11	0	5	3	15	7	
	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%
0 Worst specialist possible	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%
1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%
2	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%
3	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%
4	6	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.9%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%
5	15	1	1	0	1	0	0	0	1	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	1	0
	2.3%	4.0%	3.4%	0.0%	33.3%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	33.3%	---	100.0%	---	0.0%	---	---	0.0%	---	0.0%	0.0%	6.7%	0.0%	
6	24	1	0	2	0	1	0	0	0	1	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	3.6%	4.0%	0.0%	4.9%	0.0%	5.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	6.3%	11.1%	0.0%	0.0%	---	0.0%	---	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	14.3%	
7	42	1	5	5	0	1	0	1	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	1	0	0	
	6.4%	4.0%	17.2%	12.2%	0.0%	5.0%	0.0%	20.0%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	7.7%	0.0%	---	0.0%	---	33.3%	---	---	0.0%	---	0.0%	33.3%	0.0%	0.0%	
8	106	9	2	7	1	7	1	2	4	3	0	3	6	2	6	1	0	0	0	1	0	0	3	0	4	0	7	2	
	16.1%	36.0%	6.9%	17.1%	33.3%	35.0%	100.0%	40.0%	30.8%	42.9%	0.0%	50.0%	37.5%	22.2%	46.2%	33.3%	---	0.0%	---	33.3%	---	---	27.3%	---	80.0%	0.0%	46.7%	28.6%	
9	141	6	3	5	1	5	0	1	4	1	0	2	4	1	4	1	0	0	0	0	0	0	5	0	0	0	3	3	
	21.4%	24.0%	10.3%	12.2%	33.3%	25.0%	0.0%	20.0%	30.8%	14.3%	0.0%	33.3%	25.0%	11.1%	30.8%	33.3%	---	0.0%	---	0.0%	---	---	45.5%	---	0.0%	0.0%	20.0%	42.9%	
10 Best specialist possible	313	7	17	21	0	6	0	1	4	2	2	1	4	5	2	0	0	0	0	1	0	0	3	0	1	2	4	1	
	47.6%	28.0%	58.6%	51.2%	0.0%	30.0%	0.0%	20.0%	30.8%	28.6%	66.7%	16.7%	25.0%	55.6%	15.4%	0.0%	---	0.0%	---	33.3%	---	---	27.3%	---	20.0%	66.7%	26.7%	14.3%	

NA - Not Applicable

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 43

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	666	25	29	41	3	20	1	5	13	7	3	6	16	9	13	3	0	1	0	3	0	0	11	0	5	3	15	7
Number missing or multiple answer	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	658	25	29	41	3	20	1	5	13	7	3	6	16	9	13	3	0	1	0	3	0	0	11	0	5	3	15	7
	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%
0 to 4	17	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.6%	0.0%	3.4%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%
5	15	1	1	0	1	0	0	0	1	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0
	2.3%	4.0%	3.4%	0.0%	33.3%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	6.3%	0.0%	0.0%	33.3%	---	100.0%	---	0.0%	---	---	0.0%	---	0.0%	---	0.0%	6.7%	0.0%
6 or 7	66	2	5	7	0	2	0	1	0	1	1	0	1	1	1	0	0	0	0	1	0	0	0	0	0	1	0	1
	10.0%	8.0%	17.2%	17.1%	0.0%	10.0%	0.0%	20.0%	0.0%	14.3%	33.3%	0.0%	6.3%	11.1%	7.7%	0.0%	---	0.0%	---	33.3%	---	---	0.0%	---	0.0%	33.3%	0.0%	14.3%
8 to 10	560	22	22	33	2	18	1	4	12	6	2	6	14	8	12	2	0	0	2	0	0	11	0	5	2	14	6	
	85.1%	88.0%	75.9%	80.5%	66.7%	90.0%	100.0%	80.0%	92.3%	85.7%	66.7%	100.0%	87.5%	88.9%	92.3%	66.7%	---	0.0%	---	66.7%	---	---	100.0%	---	100.0%	66.7%	93.3%	85.7%
Significantly different from column:*																												
0 to 6	56	2	2	3	1	1	0	0	1	1	0	0	2	1	0	1	0	1	0	0	0	0	0	0	0	0	1	1
	8.5%	8.0%	6.9%	7.3%	33.3%	5.0%	0.0%	0.0%	7.7%	14.3%	0.0%	0.0%	12.5%	11.1%	0.0%	33.3%	---	100.0%	---	0.0%	---	---	0.0%	---	0.0%	0.0%	6.7%	14.3%
7 to 8	148	10	7	12	1	8	1	3	4	3	1	3	6	2	7	1	0	0	2	0	0	3	0	4	1	7	2	
	22.5%	40.0%	24.1%	29.3%	33.3%	40.0%	100.0%	60.0%	30.8%	42.9%	33.3%	50.0%	37.5%	22.2%	53.8%	33.3%	---	0.0%	---	66.7%	---	---	27.3%	---	80.0%	33.3%	46.7%	28.6%
9 to 10	454	13	20	26	1	11	0	2	8	3	2	3	8	6	6	1	0	0	1	0	0	8	0	1	2	7	4	
	69.0%	52.0%	69.0%	63.4%	33.3%	55.0%	0.0%	40.0%	61.5%	42.9%	66.7%	50.0%	50.0%	66.7%	46.2%	33.3%	---	0.0%	---	33.3%	---	---	72.7%	---	20.0%	66.7%	46.7%	57.1%
Significantly different from column:*																												

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 44

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

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,452	117	87	115	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16
Number missing or multiple answer	31	1	1	0	0	1	0	0	1	0	0	1	0	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,421	116	86	115	17	95	2	22	59	34	18	27	69	76	27	10	1	1	2	14	0	0	52	0	24	32	68	16
	98.7%	99.1%	98.9%	100.0%	100.0%	99.0%	100.0%	100.0%	98.3%	100.0%	100.0%	96.4%	100.0%	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	93.3%	---	---	100.0%	0.0%	100.0%	100.0%	98.6%	100.0%
Yes	668	39	18	34	5	31	1	6	21	12	6	10	22	25	10	4	0	0	1	5	0	0	15	0	12	8	23	8
	27.6%	33.6%	20.9%	29.6%	29.4%	32.6%	50.0%	27.3%	35.6%	35.3%	33.3%	37.0%	31.9%	32.9%	37.0%	40.0%	0.0%	0.0%	50.0%	35.7%	---	---	28.8%	---	50.0%	25.0%	33.8%	50.0%
No	1,753	77	68	81	12	64	1	16	38	22	12	17	47	51	17	6	1	1	1	9	0	0	37	0	12	24	45	8
	72.4%	66.4%	79.1%	70.4%	70.6%	67.4%	50.0%	72.7%	64.4%	64.7%	66.7%	63.0%	68.1%	67.1%	63.0%	60.0%	100.0%	100.0%	50.0%	64.3%	---	---	71.2%	---	50.0%	75.0%	66.2%	50.0%
Significantly different from column:*		C																										

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 45

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

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

	2020 State OHP				Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
	2020	2019	2018		Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	668	39	18	34	5	31	1	6	21	12	6	10	22	25	10	4	0	0	1	5	0	0	15	0	12	8	23	8	
Number missing or multiple answer	15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	653	39	18	34	5	31	1	6	21	12	6	10	22	25	10	4	0	0	1	5	0	0	15	0	12	8	23	8	
	97.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	14	1	1	0	0	1	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0	
	2.1%	2.6%	5.6%	0.0%	0.0%	3.2%	0.0%	0.0%	4.8%	0.0%	0.0%	10.0%	0.0%	4.0%	0.0%	0.0%	---	---	0.0%	0.0%	---	---	0.0%	---	8.3%	12.5%	0.0%	0.0%	
Sometimes	109	6	2	6	0	5	1	0	4	2	1	1	4	5	1	0	0	0	1	1	0	0	3	0	1	3	3	0	
	16.7%	15.4%	11.1%	17.6%	0.0%	16.1%	100.0%	0.0%	19.0%	16.7%	16.7%	10.0%	18.2%	20.0%	10.0%	0.0%	---	---	100.0%	20.0%	---	---	20.0%	---	8.3%	37.5%	13.0%	0.0%	
Usually	172	9	3	15	2	6	0	0	5	4	2	0	6	4	4	1	0	0	2	2	0	0	5	0	0	1	5	3	
	26.3%	23.1%	16.7%	44.1%	40.0%	19.4%	0.0%	0.0%	23.8%	33.3%	33.3%	0.0%	27.3%	16.0%	40.0%	25.0%	---	---	0.0%	40.0%	---	---	33.3%	---	0.0%	12.5%	21.7%	37.5%	
Always	358	23	12	13	3	19	0	6	11	6	3	8	12	15	5	3	0	0	2	0	0	7	0	10	3	15	5		
	54.8%	59.0%	66.7%	38.2%	60.0%	61.3%	0.0%	100.0%	52.4%	50.0%	50.0%	80.0%	54.5%	60.0%	50.0%	75.0%	---	---	0.0%	40.0%	---	---	46.7%	---	83.3%	37.5%	65.2%	62.5%	
Significantly different from column:*																													
Usually or Always	530	32	15	28	5	25	0	6	16	10	5	8	18	19	9	4	0	0	0	4	0	0	12	0	10	4	20	8	
	81.2%	82.1%	83.3%	82.4%	100.0%	80.6%	0.0%	100.0%	76.2%	83.3%	83.3%	80.0%	81.8%	76.0%	90.0%	100.0%	---	---	0.0%	80.0%	---	---	80.0%	---	83.3%	50.0%	87.0%	100.0%	
Significantly different from column:*																													

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 46

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	668	39	18	33	5	31	1	6	21	12	6	10	22	25	10	4	0	0	0	1	5	0	0	15	0	12	8	23	8
Number missing or multiple answer	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	657	39	18	33	5	31	1	6	21	12	6	10	22	25	10	4	0	0	1	5	0	0	15	0	12	8	23	8	
	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	10	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.5%	0.0%	5.6%	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	35	1	1	0	0	1	0	0	1	0	1	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0
	5.3%	2.6%	5.6%	0.0%	0.0%	3.2%	0.0%	0.0%	4.8%	0.0%	16.7%	0.0%	0.0%	4.0%	0.0%	0.0%	---	---	0.0%	20.0%	---	---	0.0%	---	0.0%	0.0%	12.5%	0.0%	0.0%
Usually	135	8	0	8	1	7	0	0	4	4	1	0	7	3	3	2	0	0	1	1	0	0	4	0	2	1	6	1	
	20.5%	20.5%	0.0%	24.2%	20.0%	22.6%	0.0%	0.0%	19.0%	33.3%	16.7%	0.0%	31.8%	12.0%	30.0%	50.0%	---	---	100.0%	20.0%	---	---	26.7%	---	16.7%	12.5%	26.1%	12.5%	
Always	477	30	16	24	4	23	1	6	16	8	4	10	15	21	7	2	0	0	0	3	0	11	0	10	6	17	7	7	
	72.6%	76.9%	88.9%	72.7%	80.0%	74.2%	100.0%	100.0%	76.2%	66.7%	66.7%	100.0%	68.2%	84.0%	70.0%	50.0%	---	---	0.0%	60.0%	---	---	73.3%	---	83.3%	75.0%	73.9%	87.5%	
Significantly different from column:*																													
Usually or Always	612	38	16	32	5	30	1	6	20	12	5	10	22	24	10	4	0	0	1	4	0	0	15	0	12	7	23	8	
	93.2%	97.4%	88.9%	97.0%	100.0%	96.8%	100.0%	100.0%	95.2%	100.0%	83.3%	100.0%	100.0%	96.0%	100.0%	100.0%	---	---	100.0%	80.0%	---	---	100.0%	---	100.0%	87.5%	100.0%	100.0%	

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.

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 47

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

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,452	117	87	115	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16
Number missing or multiple answer	59	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,393	117	87	115	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16
	97.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%
Yes	769	34	29	46	3	31	0	6	18	10	7	10	17	19	9	6	0	0	1	8	0	0	10	0	9	8	19	7
	32.1%	29.1%	33.3%	40.0%	17.6%	32.3%	0.0%	27.3%	30.0%	29.4%	38.9%	35.7%	24.6%	24.7%	33.3%	60.0%	0.0%	0.0%	50.0%	53.3%	---	---	19.2%	---	37.5%	25.0%	27.5%	43.8%
No	1,624	83	58	69	14	65	2	16	42	24	11	18	52	58	18	4	1	1	1	7	0	0	42	0	15	24	50	9
	67.9%	70.9%	66.7%	60.0%	82.4%	67.7%	100.0%	72.7%	70.0%	70.6%	61.1%	64.3%	75.4%	75.3%	66.7%	40.0%	100.0%	100.0%	50.0%	46.7%	---	---	80.8%	---	62.5%	75.0%	72.5%	56.3%
Significantly different from column:*																												

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 48

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

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

	2020 State OHP				Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
	2020	2019	2018		Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,393	117	87	115	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16
Number missing or multiple answer	19	1	0	0	0	1	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,374	116	87	115	17	95	2	22	60	33	18	27	69	76	27	10	1	1	2	15	0	0	51	0	24	32	68	16
	99.2%	99.1%	100.0%	100.0%	100.0%	99.0%	100.0%	100.0%	100.0%	97.1%	100.0%	96.4%	100.0%	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	98.1%	0.0%	100.0%	100.0%	98.6%	100.0%
Never	33	2	2	2	0	2	0	1	1	0	1	0	1	0	2	0	0	0	0	1	0	0	0	0	0	1	1	0
	1.4%	1.7%	2.3%	1.7%	0.0%	2.1%	0.0%	4.5%	1.7%	0.0%	5.6%	0.0%	1.4%	0.0%	7.4%	0.0%	0.0%	0.0%	6.7%	---	---	0.0%	---	0.0%	3.1%	1.5%	0.0%	
Sometimes	109	1	5	11	0	1	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	1	0	0	0	0	0	1
	4.6%	0.9%	5.7%	9.6%	0.0%	1.1%	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	1.4%	0.0%	3.7%	0.0%	0.0%	0.0%	0.0%	---	---	2.0%	---	0.0%	0.0%	0.0%	6.3%	
Usually	262	14	10	20	2	12	0	2	9	3	2	2	10	7	3	4	0	0	0	4	0	7	0	2	4	6	4	
	11.0%	12.1%	11.5%	17.4%	11.8%	12.6%	0.0%	9.1%	15.0%	9.1%	11.1%	7.4%	14.5%	9.2%	11.1%	40.0%	0.0%	0.0%	0.0%	26.7%	---	---	13.7%	---	8.3%	12.5%	8.8%	25.0%
Always	1,970	99	70	82	15	80	2	19	49	30	15	25	57	69	21	6	1	1	2	10	0	43	0	22	27	61	11	
	83.0%	85.3%	80.5%	71.3%	88.2%	84.2%	100.0%	86.4%	81.7%	90.9%	83.3%	92.6%	82.6%	90.8%	77.8%	60.0%	100.0%	100.0%	100.0%	66.7%	---	---	84.3%	---	91.7%	84.4%	89.7%	68.8%
Significantly different from column:*		D																										
Usually or Always	2,232	113	80	102	17	92	2	21	58	33	17	27	67	76	24	10	1	1	2	14	0	0	50	0	24	31	67	15
	94.0%	97.4%	92.0%	88.7%	100.0%	96.8%	100.0%	95.5%	96.7%	100.0%	94.4%	100.0%	97.1%	100.0%	88.9%	100.0%	100.0%	100.0%	93.3%	---	---	98.0%	---	100.0%	96.9%	98.5%	93.8%	
Significantly different from column:*		D																										

NA - Not Applicable

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

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 49

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

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)								Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,452	117	87	115	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16
Number missing or multiple answer	56	3	0	0	1	2	0	0	2	1	0	1	2	2	1	0	0	0	0	0	0	3	0	0	1	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,396	114	87	115	16	94	2	22	58	33	18	27	67	75	26	10	1	1	2	15	0	0	49	0	24	31	67	16
	97.7%	97.4%	100.0%	100.0%	94.1%	97.9%	100.0%	100.0%	96.7%	97.1%	100.0%	96.4%	97.1%	97.4%	96.3%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	94.2%	0.0%	100.0%	96.9%	97.1%	100.0%
0 Worst health plan possible	9	1	1	0	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0
	0.4%	0.9%	1.1%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	2.0%	---	0.0%	3.2%	0.0%	0.0%
1	12	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%
2	10	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%
3	18	3	1	1	0	3	0	0	1	2	0	1	2	1	1	1	0	0	0	0	0	2	0	1	1	1	1	
	0.8%	2.6%	1.1%	0.9%	0.0%	3.2%	0.0%	0.0%	1.7%	6.1%	0.0%	3.7%	3.0%	1.3%	3.8%	10.0%	0.0%	0.0%	0.0%	0.0%	---	---	4.1%	---	4.2%	3.2%	1.5%	6.3%
4	25	1	0	2	1	0	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
	1.0%	0.9%	0.0%	1.7%	6.3%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	1.5%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	1.5%	0.0%
5	103	7	4	5	1	5	0	0	5	2	2	1	4	4	2	1	0	1	0	0	0	5	0	1	2	4	1	
	4.3%	6.1%	4.6%	4.3%	6.3%	5.3%	0.0%	0.0%	8.6%	6.1%	11.1%	3.7%	6.0%	5.3%	7.7%	10.0%	0.0%	100.0%	0.0%	0.0%	---	---	10.2%	---	4.2%	6.5%	6.0%	6.3%
6	95	10	7	5	0	10	0	0	5	5	1	3	6	5	5	0	0	0	1	1	0	5	0	3	2	8	0	
	4.0%	8.8%	8.0%	4.3%	0.0%	10.6%	0.0%	0.0%	8.6%	15.2%	5.6%	11.1%	9.0%	6.7%	19.2%	0.0%	0.0%	0.0%	6.7%	---	---	10.2%	---	12.5%	6.5%	11.9%	0.0%	
7	254	13	6	8	3	9	1	4	7	2	2	4	7	9	2	2	0	0	2	0	0	4	0	3	3	10	0	
	10.6%	11.4%	6.9%	7.0%	18.8%	9.6%	50.0%	18.2%	12.1%	6.1%	11.1%	14.8%	10.4%	12.0%	7.7%	20.0%	0.0%	0.0%	13.3%	---	---	8.2%	---	12.5%	9.7%	14.9%	0.0%	
8	419	21	16	23	2	18	1	2	14	5	3	3	14	15	4	2	0	0	1	4	0	9	0	5	8	11	2	
	17.5%	18.4%	18.4%	20.0%	12.5%	19.1%	50.0%	9.1%	24.1%	15.2%	16.7%	11.1%	20.9%	20.0%	15.4%	20.0%	0.0%	0.0%	50.0%	26.7%	---	---	18.4%	---	20.8%	25.8%	16.4%	12.5%
9	417	21	12	28	4	17	0	6	10	4	3	6	12	11	6	3	1	0	2	0	0	10	0	4	4	10	7	
	17.4%	18.4%	13.8%	24.3%	25.0%	18.1%	0.0%	27.3%	17.2%	12.1%	16.7%	22.2%	17.9%	14.7%	23.1%	30.0%	100.0%	0.0%	0.0%	13.3%	---	---	20.4%	---	16.7%	12.9%	14.9%	43.8%
10 Best health plan possible	1,034	37	39	42	5	31	0	10	16	11	7	9	20	30	5	1	0	0	1	6	0	13	0	7	10	22	5	
	43.2%	32.5%	44.8%	36.5%	31.3%	33.0%	0.0%	45.5%	27.6%	33.3%	38.9%	33.3%	29.9%	40.0%	19.2%	10.0%	0.0%	0.0%	50.0%	40.0%	---	---	26.5%	---	29.2%	32.3%	32.8%	31.3%

NA - Not Applicable

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 49

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

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)								Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,452	117	87	115	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16
Number missing or multiple answer	56	3	0	0	1	2	0	0	2	1	0	1	2	2	1	0	0	0	0	0	3	0	0	0	1	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,396	114	87	115	16	94	2	22	58	33	18	27	67	75	26	10	1	1	2	15	0	0	49	0	24	31	67	16
	97.7%	97.4%	100.0%	100.0%	94.1%	97.9%	100.0%	100.0%	96.7%	97.1%	100.0%	96.4%	97.1%	97.4%	96.3%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	94.2%	0.0%	100.0%	96.9%	97.1%	100.0%
0 to 4	74	5	3	4	1	4	0	0	1	4	0	1	4	1	2	1	0	0	0	0	0	3	0	1	2	2	1	
	3.1%	4.4%	3.4%	3.5%	6.3%	4.3%	0.0%	0.0%	1.7%	12.1%	0.0%	3.7%	6.0%	1.3%	7.7%	10.0%	0.0%	0.0%	0.0%	0.0%	---	---	6.1%	---	4.2%	6.5%	3.0%	6.3%
5	103	7	4	5	1	5	0	0	5	2	2	1	4	4	2	1	0	1	0	0	0	5	0	1	2	4	1	
	4.3%	6.1%	4.6%	4.3%	6.3%	5.3%	0.0%	0.0%	8.6%	6.1%	11.1%	3.7%	6.0%	5.3%	7.7%	10.0%	0.0%	100.0%	0.0%	0.0%	---	---	10.2%	---	4.2%	6.5%	6.0%	6.3%
6 or 7	349	23	13	13	3	19	1	4	12	7	3	7	13	14	7	2	0	0	0	3	0	9	0	6	5	18	0	
	14.6%	20.2%	14.9%	11.3%	18.8%	20.2%	50.0%	18.2%	20.7%	21.2%	16.7%	25.9%	19.4%	18.7%	26.9%	20.0%	0.0%	0.0%	0.0%	20.0%	---	---	18.4%	---	25.0%	16.1%	26.9%	0.0%
8 to 10	1,870	79	67	93	11	66	1	18	40	20	13	18	46	56	15	6	1	0	2	12	0	32	0	16	22	43	14	
	78.0%	69.3%	77.0%	80.9%	68.8%	70.2%	50.0%	81.8%	69.0%	60.6%	72.2%	66.7%	68.7%	74.7%	57.7%	60.0%	100.0%	0.0%	100.0%	80.0%	---	---	65.3%	---	66.7%	71.0%	64.2%	87.5%
Significantly different from column:*		AD																										
0 to 6	272	22	14	14	2	19	0	0	11	11	3	5	14	10	9	2	0	1	0	1	0	13	0	5	6	14	2	
	11.4%	19.3%	16.1%	12.2%	12.5%	20.2%	0.0%	0.0%	19.0%	33.3%	16.7%	18.5%	20.9%	13.3%	34.6%	20.0%	0.0%	100.0%	0.0%	6.7%	---	---	26.5%	---	20.8%	19.4%	20.9%	12.5%
7 to 8	673	34	22	31	5	27	2	6	21	7	5	7	21	24	6	4	0	0	1	6	0	13	0	8	11	21	2	
	28.1%	29.8%	25.3%	27.0%	31.3%	28.7%	100.0%	27.3%	36.2%	21.2%	27.8%	25.9%	31.3%	32.0%	23.1%	40.0%	0.0%	0.0%	50.0%	40.0%	---	---	26.5%	---	33.3%	35.5%	31.3%	12.5%
9 to 10	1,451	58	51	70	9	48	0	16	26	15	10	15	32	41	11	4	1	0	1	8	0	23	0	11	14	32	12	
	60.6%	50.9%	58.6%	60.9%	56.3%	51.1%	0.0%	72.7%	44.8%	45.5%	55.6%	55.6%	47.8%	54.7%	42.3%	40.0%	100.0%	0.0%	50.0%	53.3%	---	---	46.9%	---	45.8%	45.2%	47.8%	75.0%
Significantly different from column:*		A						IJ	H	H															AB	AA		

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 50

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

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,452	117	87	115	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16
Number missing or multiple answer	29	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,423	117	85	115	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16
	98.8%	100.0%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%
Yes	1,277	56	47	64	4	49	1	8	31	16	4	14	37	32	16	6	0	0	0	3	0	0	22	0	16	6	36	14
	52.7%	47.9%	55.3%	55.7%	23.5%	51.0%	50.0%	36.4%	51.7%	47.1%	22.2%	50.0%	53.6%	41.6%	59.3%	60.0%	0.0%	0.0%	0.0%	20.0%	---	---	42.3%	---	66.7%	18.8%	52.2%	87.5%
No	1,146	61	38	51	13	47	1	14	29	18	14	14	32	45	11	4	1	1	2	12	0	0	30	0	8	26	33	2
	47.3%	52.1%	44.7%	44.3%	76.5%	49.0%	50.0%	63.6%	48.3%	52.9%	77.8%	50.0%	46.4%	58.4%	40.7%	40.0%	100.0%	100.0%	100.0%	80.0%	---	---	57.7%	---	33.3%	81.3%	47.8%	12.5%
Significantly different from column:*					F	E						M	K							Y			Y		TW	AAAB	ZAB	ZAA

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 51

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,277	56	47	63	4	49	1	8	31	16	4	14	37	32	16	6	0	0	0	3	0	0	22	0	16	6	36	14
Number missing or multiple answer	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,271	56	47	63	4	49	1	8	31	16	4	14	37	32	16	6	0	0	0	3	0	0	22	0	16	6	36	14
	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	---	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%
Never	12	1	3	1	0	1	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0
	0.9%	1.8%	6.4%	1.6%	0.0%	2.0%	0.0%	12.5%	0.0%	0.0%	0.0%	7.1%	0.0%	3.1%	0.0%	0.0%	---	---	---	0.0%	---	---	0.0%	---	6.3%	16.7%	0.0%	0.0%
Sometimes	118	6	3	2	0	5	0	1	1	4	0	1	5	4	1	1	0	0	0	0	0	3	0	1	0	4	2	
	9.3%	10.7%	6.4%	3.2%	0.0%	10.2%	0.0%	12.5%	3.2%	25.0%	0.0%	7.1%	13.5%	12.5%	6.3%	16.7%	---	---	---	0.0%	---	---	13.6%	---	6.3%	0.0%	11.1%	14.3%
Usually	316	13	7	19	1	11	0	0	11	2	0	4	8	6	4	2	0	0	0	1	0	0	4	0	6	0	12	1
	24.9%	23.2%	14.9%	30.2%	25.0%	22.4%	0.0%	0.0%	35.5%	12.5%	0.0%	28.6%	21.6%	18.8%	25.0%	33.3%	---	---	---	33.3%	---	---	18.2%	---	37.5%	0.0%	33.3%	7.1%
Always	825	36	34	41	3	32	1	6	19	10	4	8	24	21	11	3	0	0	0	2	0	0	15	0	8	5	20	11
	64.9%	64.3%	72.3%	65.1%	75.0%	65.3%	100.0%	75.0%	61.3%	62.5%	100.0%	57.1%	64.9%	65.6%	68.8%	50.0%	---	---	---	66.7%	---	---	68.2%	---	50.0%	83.3%	55.6%	78.6%
Significantly different from column:*																												
Usually or Always	1,141	49	41	60	4	43	1	6	30	12	4	12	32	27	15	5	0	0	0	3	0	0	19	0	14	5	32	12
	89.8%	87.5%	87.2%	95.2%	100.0%	87.8%	100.0%	75.0%	96.8%	75.0%	100.0%	85.7%	86.5%	84.4%	93.8%	83.3%	---	---	---	100.0%	---	---	86.4%	---	87.5%	83.3%	88.9%	85.7%

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.

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 52

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	1,277	56	47	64	4	49	1	8	31	16	4	14	37	32	16	6	0	0	0	0	3	0	0	22	0	16	6	36	14
Number missing or multiple answer	22	1	1	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,255	55	46	64	4	48	1	8	30	16	4	13	37	32	16	6	0	0	0	3	0	0	21	0	16	6	35	14	
	98.3%	98.2%	97.9%	100.0%	100.0%	98.0%	100.0%	100.0%	96.8%	100.0%	100.0%	92.9%	100.0%	100.0%	100.0%	100.0%	---	---	---	100.0%	---	---	95.5%	0.0%	100.0%	100.0%	97.2%	100.0%	
Yes	780	30	27	35	4	25	0	6	17	7	3	5	21	18	8	4	0	0	0	2	0	0	11	0	7	1	18	11	
	62.2%	54.5%	58.7%	54.7%	100.0%	52.1%	0.0%	75.0%	56.7%	43.8%	75.0%	38.5%	56.8%	56.3%	50.0%	66.7%	---	---	---	66.7%	---	---	52.4%	---	43.8%	16.7%	51.4%	78.6%	
No	475	25	19	29	0	23	1	2	13	9	1	8	16	14	8	2	0	0	0	1	0	0	10	0	9	5	17	3	
	37.8%	45.5%	41.3%	45.3%	0.0%	47.9%	100.0%	25.0%	43.3%	56.3%	25.0%	61.5%	43.2%	43.8%	50.0%	33.3%	---	---	---	33.3%	---	---	47.6%	---	56.3%	83.3%	48.6%	21.4%	
Significantly different from column:*																													

NA - Not Applicable

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Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 52a

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

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,452	117	87	116	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16	
Number missing or multiple answer	45	1	5	0	1	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,407	116	82	116	16	96	2	21	60	34	17	28	69	76	27	10	1	1	2	15	0	0	52	0	24	31	69	16	
	98.2%	99.1%	94.3%	100.0%	94.1%	100.0%	100.0%	95.5%	100.0%	100.0%	94.4%	100.0%	100.0%	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	96.9%	100.0%	100.0%	
Yes	2,005	93	65	93	14	75	2	12	52	28	16	20	55	57	26	7	0	1	2	15	0	0	40	0	20	23	57	13	
	83.3%	80.2%	79.3%	80.2%	87.5%	78.1%	100.0%	57.1%	86.7%	82.4%	94.1%	71.4%	79.7%	75.0%	96.3%	70.0%	0.0%	100.0%	100.0%	100.0%	---	---	76.9%	---	83.3%	74.2%	82.6%	81.3%	
No	402	23	17	23	2	21	0	9	8	6	1	8	14	19	1	3	1	0	0	0	0	0	12	0	4	8	12	3	
	16.7%	19.8%	20.7%	19.8%	12.5%	21.9%	0.0%	42.9%	13.3%	17.6%	5.9%	28.6%	20.3%	25.0%	3.7%	30.0%	100.0%	0.0%	0.0%	0.0%	---	---	23.1%	---	16.7%	25.8%	17.4%	18.8%	
Significantly different from column:*								J		H				O	N														

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 52b

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

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,452	117	87	116	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16	
Number missing or multiple answer	35	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,417	117	83	116	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16	
	98.6%	100.0%	95.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	
Yes	1,600	79	49	72	12	63	2	11	45	22	13	18	46	49	23	4	0	1	1	10	0	0	39	0	16	18	50	11	
	66.2%	67.5%	59.0%	62.1%	70.6%	65.6%	100.0%	50.0%	75.0%	64.7%	72.2%	64.3%	66.7%	63.6%	85.2%	40.0%	0.0%	100.0%	50.0%	66.7%	---	---	75.0%	---	66.7%	56.3%	72.5%	68.8%	
No	817	38	34	44	5	33	0	11	15	12	5	10	23	28	4	6	1	0	1	5	0	0	13	0	8	14	19	5	
	33.8%	32.5%	41.0%	37.9%	29.4%	34.4%	0.0%	50.0%	25.0%	35.3%	27.8%	35.7%	33.3%	36.4%	14.8%	60.0%	100.0%	0.0%	50.0%	33.3%	---	---	25.0%	---	33.3%	43.8%	27.5%	31.3%	
Significantly different from column:*								I	H					O	N														

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 52c

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,600	79	49	68	12	63	2	11	45	22	13	18	46	49	23	4	0	1	1	10	0	0	39	0	16	18	50	11
Number missing or multiple answer	24	5	0	0	1	3	0	1	1	2	1	2	2	4	0	0	0	0	0	0	0	3	0	1	2	2	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,576	74	49	68	11	60	2	10	44	20	12	16	44	45	23	4	0	1	1	10	0	0	36	0	15	16	48	10
	98.5%	93.7%	100.0%	100.0%	91.7%	95.2%	100.0%	90.9%	97.8%	90.9%	92.3%	88.9%	95.7%	91.8%	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	---	92.3%	0.0%	93.8%	88.9%	96.0%	90.9%
Never	20	2	0	0	0	2	0	0	2	0	0	1	1	2	0	0	0	0	0	0	0	2	0	0	0	0	2	0
	1.3%	2.7%	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	4.5%	0.0%	0.0%	6.3%	2.3%	4.4%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	---	5.6%	---	0.0%	0.0%	4.2%	0.0%
Sometimes	101	4	0	4	1	3	0	0	0	4	0	0	4	3	1	0	0	0	0	0	0	2	0	2	1	3	0	
	6.4%	5.4%	0.0%	5.9%	9.1%	5.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	9.1%	6.7%	4.3%	0.0%	---	0.0%	0.0%	0.0%	---	---	5.6%	---	13.3%	6.3%	6.3%	0.0%
Usually	273	14	10	13	2	12	0	1	7	6	4	1	9	7	7	0	0	0	1	4	0	8	0	0	2	10	2	
	17.3%	18.9%	20.4%	19.1%	18.2%	20.0%	0.0%	10.0%	15.9%	30.0%	33.3%	6.3%	20.5%	15.6%	30.4%	0.0%	---	0.0%	100.0%	40.0%	---	---	22.2%	---	0.0%	12.5%	20.8%	20.0%
Always	1,182	54	39	51	8	43	2	9	35	10	8	14	30	33	15	4	0	1	0	6	0	24	0	13	13	33	8	
	75.0%	73.0%	79.6%	75.0%	72.7%	71.7%	100.0%	90.0%	79.5%	50.0%	66.7%	87.5%	68.2%	73.3%	65.2%	100.0%	---	100.0%	0.0%	60.0%	---	---	66.7%	---	86.7%	81.3%	68.8%	80.0%
Significantly different from column:*									J	I																		
Usually or Always	1,455	68	49	64	10	55	2	10	42	16	12	15	39	40	22	4	0	1	1	10	0	0	32	0	13	15	43	10
	92.3%	91.9%	100.0%	94.1%	90.9%	91.7%	100.0%	100.0%	95.5%	80.0%	100.0%	93.8%	88.6%	88.9%	95.7%	100.0%	---	100.0%	100.0%	100.0%	---	---	88.9%	---	86.7%	93.8%	89.6%	100.0%
Significantly different from column:*																												

NA - Not Applicable

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Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 52d

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

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,452	117	87	112	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16	
Number missing or multiple answer	110	4	5	0	0	4	0	1	2	0	0	2	2	1	1	0	0	0	0	0	0	2	0	2	0	4	0		
Number no experience	1739	88	63	64	13	73	1	20	44	24	11	18	59	62	19	7	1	1	2	12	0	0	39	0	16	21	54	13	
Usable responses	603	25	19	48	4	19	1	1	14	10	7	8	8	14	7	3	0	0	0	3	0	0	11	0	6	11	11	3	
	24.6%	21.4%	21.8%	42.9%	23.5%	19.8%	50.0%	4.5%	23.3%	29.4%	38.9%	28.6%	11.6%	18.2%	25.9%	30.0%	0.0%	0.0%	0.0%	20.0%	---	---	21.2%	0.0%	25.0%	34.4%	15.9%	18.8%	
Never	223	8	8	16	2	6	0	0	4	4	1	4	3	6	1	0	0	0	0	0	0	0	6	0	1	5	3	0	
	37.0%	32.0%	42.1%	33.3%	50.0%	31.6%	0.0%	0.0%	28.6%	40.0%	14.3%	50.0%	37.5%	42.9%	14.3%	0.0%	---	---	---	0.0%	---	---	54.5%	---	16.7%	45.5%	27.3%	0.0%	
Sometimes	99	2	1	6	0	2	0	0	1	1	0	1	1	2	0	0	0	0	0	0	0	0	1	0	0	0	1	1	
	16.4%	8.0%	5.3%	12.5%	0.0%	10.5%	0.0%	0.0%	7.1%	10.0%	0.0%	12.5%	12.5%	14.3%	0.0%	0.0%	---	---	---	0.0%	---	---	9.1%	---	0.0%	0.0%	9.1%	33.3%	
Usually	119	6	4	16	2	4	0	1	2	3	3	1	2	2	3	1	0	0	2	0	0	3	0	1	2	4	0		
	19.7%	24.0%	21.1%	33.3%	50.0%	21.1%	0.0%	100.0%	14.3%	30.0%	42.9%	12.5%	25.0%	14.3%	42.9%	33.3%	---	---	---	66.7%	---	---	27.3%	---	16.7%	18.2%	36.4%	0.0%	
Always	162	9	6	10	0	7	1	0	7	2	3	2	2	4	3	2	0	0	0	1	0	0	1	0	4	4	3	2	
	26.9%	36.0%	31.6%	20.8%	0.0%	36.8%	100.0%	0.0%	50.0%	20.0%	42.9%	25.0%	25.0%	28.6%	42.9%	66.7%	---	---	---	33.3%	---	---	9.1%	---	66.7%	36.4%	27.3%	66.7%	
Significantly different from column:*																													
Usually or Always	281	15	10	26	2	11	1	1	9	5	6	3	4	6	6	3	0	0	0	3	0	0	4	0	5	6	7	2	
	46.6%	60.0%	52.6%	54.2%	50.0%	57.9%	100.0%	100.0%	64.3%	50.0%	85.7%	37.5%	50.0%	42.9%	85.7%	100.0%	---	---	---	100.0%	---	---	36.4%	---	83.3%	54.5%	63.6%	66.7%	
Significantly different from column:*																													

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 52e

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

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)							Child's Doctor Visits in Last 6 Months (Q7)				
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,452	117	87	109	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16
Number missing or multiple answer	160	9	7	0	2	7	0	3	2	3	2	4	3	6	1	0	0	0	2	0	0	3	0	3	2	4	3	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,292	108	80	109	15	89	2	19	58	31	16	24	66	71	26	10	1	1	2	13	0	0	49	0	22	28	66	14
	93.5%	92.3%	92.0%	100.0%	88.2%	92.7%	100.0%	86.4%	96.7%	91.2%	88.9%	85.7%	95.7%	92.2%	96.3%	100.0%	100.0%	100.0%	100.0%	86.7%	---	---	94.2%	0.0%	91.7%	87.5%	95.7%	87.5%
0 Extremely Difficult	106	6	4	4	1	5	0	1	4	1	0	3	3	4	1	1	0	0	0	0	0	3	0	2	3	3	0	0
	4.6%	5.6%	5.0%	3.7%	6.7%	5.6%	0.0%	5.3%	6.9%	3.2%	0.0%	12.5%	4.5%	5.6%	3.8%	10.0%	0.0%	0.0%	0.0%	0.0%	---	---	6.1%	---	9.1%	10.7%	4.5%	0.0%
1	28	1	2	2	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0
	1.2%	0.9%	2.5%	1.8%	0.0%	1.1%	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	1.5%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	2.0%	---	0.0%	0.0%	1.5%	0.0%
2	36	1	3	1	0	1	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	1.6%	0.9%	3.8%	0.9%	0.0%	1.1%	0.0%	0.0%	0.0%	3.2%	0.0%	4.2%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	2.0%	---	0.0%	0.0%	0.0%	7.1%
3	59	3	4	2	1	2	0	0	2	1	1	0	2	2	0	1	0	1	1	0	0	1	0	1	0	0	3	0
	2.6%	2.8%	5.0%	1.8%	6.7%	2.2%	0.0%	0.0%	3.4%	3.2%	6.3%	0.0%	3.0%	2.8%	0.0%	10.0%	0.0%	100.0%	0.0%	7.7%	---	---	2.0%	---	0.0%	0.0%	4.5%	0.0%
4	62	2	1	4	0	2	0	1	0	1	0	0	2	1	1	0	0	0	0	1	0	0	0	0	1	0	2	0
	2.7%	1.9%	1.3%	3.7%	0.0%	2.2%	0.0%	5.3%	0.0%	3.2%	0.0%	0.0%	3.0%	1.4%	3.8%	0.0%	0.0%	0.0%	7.7%	---	---	0.0%	---	4.5%	0.0%	3.0%	0.0%	
5	190	14	4	6	1	13	0	2	9	3	4	2	8	10	3	1	0	0	2	0	0	10	0	1	4	10	0	
	8.3%	13.0%	5.0%	5.5%	6.7%	14.6%	0.0%	10.5%	15.5%	9.7%	25.0%	8.3%	12.1%	14.1%	11.5%	10.0%	0.0%	0.0%	15.4%	---	---	20.4%	---	4.5%	14.3%	15.2%	0.0%	
6	88	2	4	6	1	1	0	0	1	1	0	0	2	0	2	0	0	0	0	0	0	1	0	0	0	2	0	
	3.8%	1.9%	5.0%	5.5%	6.7%	1.1%	0.0%	0.0%	1.7%	3.2%	0.0%	0.0%	3.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	---	---	2.0%	---	0.0%	0.0%	3.0%	0.0%	
7	142	3	7	9	0	3	0	0	3	0	0	2	1	3	0	0	0	0	0	0	0	1	0	2	1	2	0	
	6.2%	2.8%	8.8%	8.3%	0.0%	3.4%	0.0%	0.0%	5.2%	0.0%	0.0%	8.3%	1.5%	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	2.0%	---	9.1%	3.6%	3.0%	0.0%	
8	294	16	14	17	4	11	0	0	9	7	2	3	10	11	3	2	1	0	3	0	0	6	0	2	4	11	1	
	12.8%	14.8%	17.5%	15.6%	26.7%	12.4%	0.0%	0.0%	15.5%	22.6%	12.5%	12.5%	15.2%	15.5%	11.5%	20.0%	100.0%	0.0%	0.0%	23.1%	---	---	12.2%	---	9.1%	14.3%	16.7%	7.1%
9	305	12	8	12	2	9	1	4	4	4	1	2	9	7	4	1	0	0	2	0	0	7	0	3	3	7	2	
	13.3%	11.1%	10.0%	11.0%	13.3%	10.1%	50.0%	21.1%	6.9%	12.9%	6.3%	8.3%	13.6%	9.9%	15.4%	10.0%	0.0%	0.0%	15.4%	---	---	14.3%	---	13.6%	10.7%	10.6%	14.3%	
10 Extremely Easy	982	48	29	46	5	41	1	11	25	12	8	11	28	31	12	4	0	0	2	4	0	18	0	11	13	25	10	
	42.8%	44.4%	36.3%	42.2%	33.3%	46.1%	50.0%	57.9%	43.1%	38.7%	50.0%	45.8%	42.4%	43.7%	46.2%	40.0%	0.0%	0.0%	100.0%	30.8%	---	---	36.7%	---	50.0%	46.4%	37.9%	71.4%

NA - Not Applicable

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 52e

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

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)							Child's Doctor Visits in Last 6 Months (Q7)					
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,452	117	87	109	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16	
Number missing or multiple answer	160	9	7	0	2	7	0	3	2	3	2	4	3	6	1	0	0	0	0	2	0	0	3	0	2	4	3	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,292	108	80	109	15	89	2	19	58	31	16	24	66	71	26	10	1	1	2	13	0	0	49	0	22	28	66	14	
	93.5%	92.3%	92.0%	100.0%	88.2%	92.7%	100.0%	86.4%	96.7%	91.2%	88.9%	85.7%	95.7%	92.2%	96.3%	100.0%	100.0%	100.0%	100.0%	86.7%	---	---	94.2%	0.0%	91.7%	87.5%	95.7%	87.5%	
0 to 4	291	13	14	13	2	11	0	2	7	4	1	4	8	9	2	2	0	1	0	2	0	0	6	0	3	3	9	1	
	12.7%	12.0%	17.5%	11.9%	13.3%	12.4%	0.0%	10.5%	12.1%	12.9%	6.3%	16.7%	12.1%	12.7%	7.7%	20.0%	0.0%	100.0%	0.0%	15.4%	---	---	12.2%	---	13.6%	10.7%	13.6%	7.1%	
5	190	14	4	6	1	13	0	2	9	3	4	2	8	10	3	1	0	0	0	2	0	0	10	0	1	4	10	0	
	8.3%	13.0%	5.0%	5.5%	6.7%	14.6%	0.0%	10.5%	15.5%	9.7%	25.0%	8.3%	12.1%	14.1%	11.5%	10.0%	0.0%	0.0%	0.0%	15.4%	---	---	20.4%	---	4.5%	14.3%	15.2%	0.0%	
6 or 7	230	5	11	15	1	4	0	0	4	1	0	2	3	3	2	0	0	0	0	0	0	0	2	0	2	1	4	0	
	10.0%	4.6%	13.8%	13.8%	6.7%	4.5%	0.0%	0.0%	6.9%	3.2%	0.0%	8.3%	4.5%	4.2%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	4.1%	---	9.1%	3.6%	6.1%	0.0%	
8 to 10	1,581	76	51	75	11	61	2	15	38	23	11	16	47	49	19	7	1	0	2	9	0	0	31	0	16	20	43	13	
	69.0%	70.4%	63.8%	68.8%	73.3%	68.5%	100.0%	78.9%	65.5%	74.2%	68.8%	66.7%	71.2%	69.0%	73.1%	70.0%	100.0%	0.0%	100.0%	69.2%	---	---	63.3%	---	72.7%	71.4%	65.2%	92.9%	
Significantly different from column:*																													
0 to 6	569	29	22	25	4	25	0	4	17	8	5	6	18	19	7	3	0	1	0	4	0	0	17	0	4	7	21	1	
	24.8%	26.9%	27.5%	22.9%	26.7%	28.1%	0.0%	21.1%	29.3%	25.8%	31.3%	25.0%	27.3%	26.8%	26.9%	30.0%	0.0%	100.0%	0.0%	30.8%	---	---	34.7%	---	18.2%	25.0%	31.8%	7.1%	
7 to 8	436	19	21	26	4	14	0	0	12	7	2	5	11	14	3	2	1	0	0	3	0	0	7	0	4	5	13	1	
	19.0%	17.6%	26.3%	23.9%	26.7%	15.7%	0.0%	0.0%	20.7%	22.6%	12.5%	20.8%	16.7%	19.7%	11.5%	20.0%	100.0%	0.0%	0.0%	23.1%	---	---	14.3%	---	18.2%	17.9%	19.7%	7.1%	
9 to 10	1,287	60	37	58	7	50	2	15	29	16	9	13	37	38	16	5	0	0	2	6	0	0	25	0	14	16	32	12	
	56.2%	55.6%	46.3%	53.2%	46.7%	56.2%	100.0%	78.9%	50.0%	51.6%	56.3%	54.2%	56.1%	53.5%	61.5%	50.0%	0.0%	0.0%	100.0%	46.2%	---	---	51.0%	---	63.6%	57.1%	48.5%	85.7%	
Significantly different from column:*								I	H																	AB	AA		

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 53

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

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,452	117	87	113	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16
Number missing or multiple answer	54	3	1	0	0	3	0	0	1	1	0	2	1	0	0	0	0	0	0	0	0	2	0	1	1	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,398	114	86	113	17	93	2	22	59	33	18	26	68	77	27	10	1	1	2	15	0	0	50	0	23	31	67	16
	97.8%	97.4%	98.9%	100.0%	100.0%	96.9%	100.0%	100.0%	98.3%	97.1%	100.0%	92.9%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	96.2%	0.0%	95.8%	96.9%	97.1%	100.0%
Poor	16	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.7%	0.0%	2.3%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%
Fair	192	10	6	3	2	8	0	1	6	3	2	0	8	0	10	0	0	1	0	1	0	3	0	3	2	5	3	
	8.0%	8.8%	7.0%	2.7%	11.8%	8.6%	0.0%	4.5%	10.2%	9.1%	11.1%	0.0%	11.8%	0.0%	0.0%	100.0%	0.0%	100.0%	0.0%	6.7%	---	---	6.0%	---	13.0%	6.5%	7.5%	18.8%
Good	646	27	20	26	3	23	1	6	12	9	7	4	16	0	27	0	0	0	1	6	0	11	0	3	6	17	4	
	26.9%	23.7%	23.3%	23.0%	17.6%	24.7%	50.0%	27.3%	20.3%	27.3%	38.9%	15.4%	23.5%	0.0%	100.0%	0.0%	0.0%	0.0%	50.0%	40.0%	---	---	22.0%	---	13.0%	19.4%	25.4%	25.0%
Very Good	898	39	27	50	5	33	0	4	21	14	4	10	24	39	0	0	1	0	1	4	0	15	0	7	12	21	6	
	37.4%	34.2%	31.4%	44.2%	29.4%	35.5%	0.0%	18.2%	35.6%	42.4%	22.2%	38.5%	35.3%	50.6%	0.0%	100.0%	0.0%	0.0%	50.0%	26.7%	---	---	30.0%	---	30.4%	38.7%	31.3%	37.5%
Excellent	646	38	31	32	7	29	1	11	20	7	5	12	20	38	0	0	0	0	0	4	0	21	0	10	11	24	3	
	26.9%	33.3%	36.0%	28.3%	41.2%	31.2%	50.0%	50.0%	33.9%	21.2%	27.8%	46.2%	29.4%	49.4%	0.0%	0.0%	0.0%	0.0%	0.0%	26.7%	---	---	42.0%	---	43.5%	35.5%	35.8%	18.8%
Significantly different from column:*								J		H				O	N													
Excellent, Very Good, or Good	2,190	104	78	108	15	85	2	21	53	30	16	26	60	77	27	0	1	0	2	14	0	47	0	20	29	62	13	
	91.3%	91.2%	90.7%	95.6%	88.2%	91.4%	100.0%	95.5%	89.8%	90.9%	88.9%	100.0%	88.2%	100.0%	100.0%	0.0%	100.0%	0.0%	100.0%	93.3%	---	---	94.0%	---	87.0%	93.5%	92.5%	81.3%
Significantly different from column:*																												

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 54

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

Base: All respondents

	2020 State OHP		2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
	A	B			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	Female			Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more		
Number in sample	2,452	117	87	116	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16
Number missing or multiple answer	60	4	1	0	0	4	0	1	1	1	1	3	0	1	0	0	0	0	1	0	0	1	0	2	1	3	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,392	113	86	116	17	92	2	21	59	33	17	25	69	76	26	10	1	1	2	14	0	0	51	0	22	31	66	16
	97.6%	96.6%	98.9%	100.0%	100.0%	95.8%	100.0%	95.5%	98.3%	97.1%	94.4%	89.3%	100.0%	98.7%	96.3%	100.0%	100.0%	100.0%	100.0%	93.3%	---	---	98.1%	0.0%	91.7%	96.9%	95.7%	100.0%
Poor	96	7	7	3	0	7	0	0	2	5	0	2	5	4	1	1	1	0	0	0	0	3	0	1	3	3	1	
	4.0%	6.2%	8.1%	2.6%	0.0%	7.6%	0.0%	0.0%	3.4%	15.2%	0.0%	8.0%	7.2%	5.3%	3.8%	10.0%	100.0%	0.0%	0.0%	0.0%	---	---	5.9%	---	4.5%	9.7%	4.5%	6.3%
Fair	420	21	13	19	2	17	1	1	14	6	3	0	18	8	6	7	0	1	0	1	0	13	0	4	3	12	6	
	17.6%	18.6%	15.1%	16.4%	11.8%	18.5%	50.0%	4.8%	23.7%	18.2%	17.6%	0.0%	26.1%	10.5%	23.1%	70.0%	0.0%	100.0%	0.0%	7.1%	---	---	25.5%	---	18.2%	9.7%	18.2%	37.5%
Good	692	35	25	35	6	29	0	4	20	11	6	10	19	20	14	1	0	0	1	7	0	17	0	3	10	24	1	
	28.9%	31.0%	29.1%	30.2%	35.3%	31.5%	0.0%	19.0%	33.9%	33.3%	35.3%	40.0%	27.5%	26.3%	53.8%	10.0%	0.0%	0.0%	50.0%	50.0%	---	---	33.3%	---	13.6%	32.3%	36.4%	6.3%
Very Good	628	23	17	25	4	17	1	2	10	11	3	3	16	19	4	0	0	0	1	3	0	9	0	5	6	11	6	
	26.3%	20.4%	19.8%	21.6%	23.5%	18.5%	50.0%	9.5%	16.9%	33.3%	17.6%	12.0%	23.2%	25.0%	15.4%	0.0%	0.0%	0.0%	50.0%	21.4%	---	---	17.6%	---	22.7%	19.4%	16.7%	37.5%
Excellent	556	27	24	34	5	22	0	14	13	0	5	10	11	25	1	1	0	0	0	3	0	9	0	9	9	16	2	
	23.2%	23.9%	27.9%	29.3%	29.4%	23.9%	0.0%	66.7%	22.0%	0.0%	29.4%	40.0%	15.9%	32.9%	3.8%	10.0%	0.0%	0.0%	0.0%	21.4%	---	---	17.6%	---	40.9%	29.0%	24.2%	12.5%
Significantly different from column:*								I	H	H		M	L	O	N						Y		W					
Excellent, Very Good, or Good	1,876	85	66	94	15	68	1	20	43	22	14	23	46	64	19	2	0	0	2	13	0	35	0	17	25	51	9	
	78.4%	75.2%	76.7%	81.0%	88.2%	73.9%	50.0%	95.2%	72.9%	66.7%	82.4%	92.0%	66.7%	84.2%	73.1%	20.0%	0.0%	0.0%	100.0%	92.9%	---	---	68.6%	---	77.3%	80.6%	77.3%	56.3%
Significantly different from column:*												M	L															

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 55

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

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	2,452	117	87	116	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16	
Number missing or multiple answer	54	1	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,398	116	87	116	17	95	2	22	60	34	18	27	69	77	27	10	1	1	2	15	0	0	52	0	23	32	68	16	
	97.8%	99.1%	100.0%	100.0%	100.0%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	95.8%	100.0%	98.6%	100.0%	
Yes	945	43	33	48	4	38	0	6	22	15	6	9	28	23	13	6	0	0	0	5	0	0	17	0	11	5	27	11	
	39.4%	37.1%	37.9%	41.4%	23.5%	40.0%	0.0%	27.3%	36.7%	44.1%	33.3%	33.3%	40.6%	29.9%	48.1%	60.0%	0.0%	0.0%	0.0%	33.3%	---	---	32.7%	---	47.8%	15.6%	39.7%	68.8%	
No	1,453	73	54	68	13	57	2	16	38	19	12	18	41	54	14	4	1	1	2	10	0	0	35	0	12	27	41	5	
	60.6%	62.9%	62.1%	58.6%	76.5%	60.0%	100.0%	72.7%	63.3%	55.9%	66.7%	66.7%	59.4%	70.1%	51.9%	40.0%	100.0%	100.0%	100.0%	66.7%	---	---	67.3%	---	52.2%	84.4%	60.3%	31.3%	
Significantly different from column:*																										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.

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 56

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	945	43	33	46	4	38	0	6	22	15	6	9	28	23	13	6	0	0	0	5	0	0	17	0	11	5	27	11
Number missing or multiple answer	10	1	0	0	0	1	0	0	0	1	1	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	935	42	33	46	4	37	0	6	22	14	5	9	28	22	13	6	0	0	0	4	0	0	17	0	11	5	26	11
	98.9%	97.7%	100.0%	100.0%	100.0%	97.4%	---	100.0%	100.0%	93.3%	83.3%	100.0%	100.0%	95.7%	100.0%	100.0%	---	---	---	80.0%	---	---	100.0%	0.0%	100.0%	100.0%	96.3%	100.0%
Yes	842	38	30	42	3	34	0	3	22	13	4	8	26	20	11	6	0	0	2	0	0	16	0	10	3	26	9	
	90.1%	90.5%	90.9%	91.3%	75.0%	91.9%	---	50.0%	100.0%	92.9%	80.0%	88.9%	92.9%	90.9%	84.6%	100.0%	---	---	---	50.0%	---	---	94.1%	---	90.9%	60.0%	100.0%	81.8%
No	93	4	3	4	1	3	0	3	0	1	1	1	2	2	2	0	0	0	2	0	0	1	0	1	2	0	2	
	9.9%	9.5%	9.1%	8.7%	25.0%	8.1%	---	50.0%	0.0%	7.1%	20.0%	11.1%	7.1%	9.1%	15.4%	0.0%	---	---	---	50.0%	---	---	5.9%	---	9.1%	40.0%	0.0%	18.2%
Significantly different from column:*																												

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 57

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	842	38	30	41	3	34	0	3	22	13	4	8	26	20	11	6	0	0	0	0	0	16	0	10	3	26	9	
Number missing or multiple answer	12	2	0	0	0	2	0	0	1	1	1	0	1	1	0	1	0	0	0	0	1	0	0	0	1	1		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		
Usable responses	830	36	30	41	3	32	0	3	21	12	3	8	25	19	11	5	0	0	0	2	0	15	0	10	3	25	8	
	98.6%	94.7%	100.0%	100.0%	100.0%	94.1%	---	100.0%	95.5%	92.3%	75.0%	100.0%	96.2%	95.0%	100.0%	83.3%	---	---	---	100.0%	---	---	93.8%	0.0%	100.0%	100.0%	96.2%	88.9%
Yes	782	35	28	37	2	32	0	2	21	12	3	8	24	18	11	5	0	0	0	2	0	15	0	10	3	24	8	
	94.2%	97.2%	93.3%	90.2%	66.7%	100.0%	---	66.7%	100.0%	100.0%	100.0%	100.0%	96.0%	94.7%	100.0%	100.0%	---	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	96.0%	100.0%
No	48	1	2	4	1	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	
	5.8%	2.8%	6.7%	9.8%	33.3%	0.0%	---	33.3%	0.0%	0.0%	0.0%	0.0%	4.0%	5.3%	0.0%	0.0%	---	---	---	0.0%	---	---	0.0%	---	0.0%	0.0%	4.0%	0.0%
Significantly different from column:*																												

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 58

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

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,452	117	87	116	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16
Number missing or multiple answer	80	5	2	0	0	5	0	0	1	3	1	3	1	4	0	0	0	0	2	0	0	1	0	1	0	4	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,372	112	85	116	17	91	2	22	59	31	17	25	68	73	27	10	1	1	2	13	0	0	51	0	23	32	65	15
	96.7%	95.7%	97.7%	100.0%	100.0%	94.8%	100.0%	100.0%	98.3%	91.2%	94.4%	89.3%	98.6%	94.8%	100.0%	100.0%	100.0%	100.0%	100.0%	86.7%	---	---	98.1%	0.0%	95.8%	100.0%	94.2%	93.8%
Yes	912	46	32	46	2	42	1	8	26	12	3	10	33	22	14	8	0	0	1	1	0	0	26	0	8	6	31	9
	38.4%	41.1%	37.6%	39.7%	11.8%	46.2%	50.0%	36.4%	44.1%	38.7%	17.6%	40.0%	48.5%	30.1%	51.9%	80.0%	0.0%	0.0%	50.0%	7.7%	---	---	51.0%	---	34.8%	18.8%	47.7%	60.0%
No	1,460	66	53	70	15	49	1	14	33	19	14	15	35	51	13	2	1	1	1	12	0	0	25	0	15	26	34	6
	61.6%	58.9%	62.4%	60.3%	88.2%	53.8%	50.0%	63.6%	55.9%	61.3%	82.4%	60.0%	51.5%	69.9%	48.1%	20.0%	100.0%	100.0%	50.0%	92.3%	---	---	49.0%	---	65.2%	81.3%	52.3%	40.0%
Significantly different from column:*					F	E					M	K	O	N					W			T			AA	Z		

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 59

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	912	46	32	44	2	42	1	8	26	12	3	10	33	22	14	8	0	0	1	1	0	0	26	0	8	6	31	9
Number missing or multiple answer	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	901	46	32	44	2	42	1	8	26	12	3	10	33	22	14	8	0	0	1	1	0	0	26	0	8	6	31	9
	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%
Yes	831	41	31	39	2	37	1	7	23	11	3	8	30	18	13	8	0	0	1	1	0	0	23	0	8	5	28	8
	92.2%	89.1%	96.9%	88.6%	100.0%	88.1%	100.0%	87.5%	88.5%	91.7%	100.0%	80.0%	90.9%	81.8%	92.9%	100.0%	---	---	100.0%	100.0%	---	---	88.5%	---	100.0%	83.3%	90.3%	88.9%
No	70	5	1	5	0	5	0	1	3	1	0	2	3	4	1	0	0	0	0	0	0	3	0	0	0	1	3	1
	7.8%	10.9%	3.1%	11.4%	0.0%	11.9%	0.0%	12.5%	11.5%	8.3%	0.0%	20.0%	9.1%	18.2%	7.1%	0.0%	---	---	0.0%	0.0%	---	---	11.5%	---	0.0%	16.7%	9.7%	11.1%
Significantly different from column:*																												

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 60

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	831	41	31	39	2	37	1	7	23	11	3	8	30	18	13	8	0	0	0	1	1	0	0	23	0	8	5	28	8
Number missing or multiple answer	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	819	41	31	39	2	37	1	7	23	11	3	8	30	18	13	8	0	0	1	1	0	0	23	0	8	5	28	8	
	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	800	40	30	38	2	36	1	7	22	11	3	8	29	18	12	8	0	0	1	1	0	0	22	0	8	5	28	7	
	97.7%	97.6%	96.8%	97.4%	100.0%	97.3%	100.0%	100.0%	95.7%	100.0%	100.0%	100.0%	96.7%	100.0%	92.3%	100.0%	---	---	100.0%	100.0%	---	---	95.7%	---	100.0%	100.0%	100.0%	100.0%	87.5%
No	19	1	1	1	0	1	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	2.3%	2.4%	3.2%	2.6%	0.0%	2.7%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	3.3%	0.0%	7.7%	0.0%	---	---	0.0%	0.0%	---	---	4.3%	---	0.0%	0.0%	0.0%	0.0%	12.5%
Significantly different from column:*																													

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 61

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

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,452	117	87	116	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16
Number missing or multiple answer	69	3	0	0	0	3	0	0	1	1	1	1	2	0	0	0	0	0	0	1	0	1	0	1	0	3	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,383	114	87	116	17	93	2	22	59	33	17	27	68	75	27	10	1	1	2	14	0	0	51	0	23	32	66	16
	97.2%	97.4%	100.0%	100.0%	100.0%	96.9%	100.0%	100.0%	98.3%	97.1%	94.4%	96.4%	98.6%	97.4%	100.0%	100.0%	100.0%	100.0%	100.0%	93.3%	---	---	98.1%	0.0%	95.8%	100.0%	95.7%	100.0%
Yes	646	33	22	30	1	30	1	7	20	6	2	5	26	16	9	7	0	0	2	2	0	0	20	0	5	6	20	7
	27.1%	28.9%	25.3%	25.9%	5.9%	32.3%	50.0%	31.8%	33.9%	18.2%	11.8%	18.5%	38.2%	21.3%	33.3%	70.0%	0.0%	0.0%	100.0%	14.3%	---	---	39.2%	---	21.7%	18.8%	30.3%	43.8%
No	1,737	81	65	86	16	63	1	15	39	27	15	22	42	59	18	3	1	1	0	12	0	0	31	0	18	26	46	9
	72.9%	71.1%	74.7%	74.1%	94.1%	67.7%	50.0%	68.2%	66.1%	81.8%	88.2%	81.5%	61.8%	78.7%	66.7%	30.0%	100.0%	100.0%	0.0%	85.7%	---	---	60.8%	---	78.3%	81.3%	69.7%	56.3%
Significantly different from column:*											M	K																

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 62

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)							Child's Doctor Visits in Last 6 Months (Q7)					
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	646	33	22	29	1	30	1	7	20	6	2	5	26	16	9	7	0	0	2	2	0	0	20	0	0	5	6	20	7
Number missing or multiple answer	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	634	33	22	29	1	30	1	7	20	6	2	5	26	16	9	7	0	0	2	2	0	0	20	0	0	5	6	20	7
	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	585	29	22	28	1	26	1	5	18	6	1	4	24	13	8	7	0	0	2	0	0	0	18	0	5	4	18	7	
	92.3%	87.9%	100.0%	96.6%	100.0%	86.7%	100.0%	71.4%	90.0%	100.0%	50.0%	80.0%	92.3%	81.3%	88.9%	100.0%	---	---	100.0%	0.0%	---	---	90.0%	---	100.0%	66.7%	90.0%	100.0%	
No	49	4	0	1	0	4	0	2	2	0	1	1	2	3	1	0	0	0	0	2	0	2	0	0	0	2	2	0	
	7.7%	12.1%	0.0%	3.4%	0.0%	13.3%	0.0%	28.6%	10.0%	0.0%	50.0%	20.0%	7.7%	18.8%	11.1%	0.0%	---	---	0.0%	100.0%	---	---	10.0%	---	0.0%	33.3%	10.0%	0.0%	
Significantly different from column:*																													

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 63

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	585	29	22	28	1	26	1	5	18	6	1	4	24	13	8	7	0	0	2	0	0	0	18	0	5	4	18	7
Number missing or multiple answer	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	580	29	22	28	1	26	1	5	18	6	1	4	24	13	8	7	0	0	2	0	0	0	18	0	5	4	18	7
	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%
Yes	565	28	22	27	1	25	1	5	17	6	1	4	23	13	7	7	0	0	2	0	0	0	17	0	5	4	18	6
	97.4%	96.6%	100.0%	96.4%	100.0%	96.2%	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	95.8%	100.0%	87.5%	100.0%	---	---	100.0%	---	---	---	94.4%	---	100.0%	100.0%	100.0%	85.7%
No	15	1	0	1	0	1	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1
	2.6%	3.4%	0.0%	3.6%	0.0%	3.8%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	4.2%	0.0%	12.5%	0.0%	---	---	0.0%	---	---	---	5.6%	---	0.0%	0.0%	0.0%	14.3%
Significantly different from column:*																												

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 64

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

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	2,452	117	87	116	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16	
Number missing or multiple answer	62	3	1	0	0	3	0	0	0	2	1	2	0	2	0	0	0	0	0	1	0	0	0	0	2	0	3	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,390	114	86	116	17	93	2	22	60	32	17	26	69	75	27	10	1	1	2	14	0	0	52	0	22	32	66	16	
	97.5%	97.4%	98.9%	100.0%	100.0%	96.9%	100.0%	100.0%	100.0%	94.1%	94.4%	92.9%	100.0%	97.4%	100.0%	100.0%	100.0%	100.0%	100.0%	93.3%	---	---	100.0%	0.0%	91.7%	100.0%	95.7%	100.0%	
Yes	579	25	17	37	1	24	0	6	14	5	1	5	19	9	11	4	0	0	1	2	0	0	14	0	2	3	16	6	
	24.2%	21.9%	19.8%	31.9%	5.9%	25.8%	0.0%	27.3%	23.3%	15.6%	5.9%	19.2%	27.5%	12.0%	40.7%	40.0%	0.0%	0.0%	50.0%	14.3%	---	---	26.9%	---	9.1%	9.4%	24.2%	37.5%	
No	1,811	89	69	79	16	69	2	16	46	27	16	21	50	66	16	6	1	1	1	12	0	0	38	0	20	29	50	10	
	75.8%	78.1%	80.2%	68.1%	94.1%	74.2%	100.0%	72.7%	76.7%	84.4%	94.1%	80.8%	72.5%	88.0%	59.3%	60.0%	100.0%	100.0%	50.0%	85.7%	---	---	73.1%	---	90.9%	90.6%	75.8%	62.5%	
Significantly different from column:*														O	N														

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 65

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	579	25	17	35	1	24	0	6	14	5	1	5	19	9	11	4	0	0	0	1	2	0	0	14	0	2	3	16	6
Number missing or multiple answer	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	567	25	17	35	1	24	0	6	14	5	1	5	19	9	11	4	0	0	1	2	0	0	14	0	2	3	16	6	
	97.9%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	473	22	13	28	1	21	0	5	13	4	1	5	16	6	11	4	0	0	1	1	0	0	13	0	2	3	15	4	
	83.4%	88.0%	76.5%	80.0%	100.0%	87.5%	---	83.3%	92.9%	80.0%	100.0%	100.0%	84.2%	66.7%	100.0%	100.0%	---	---	100.0%	50.0%	---	---	92.9%	---	100.0%	100.0%	93.8%	66.7%	
No	94	3	4	7	0	3	0	1	1	1	0	0	3	3	0	0	0	0	0	1	0	0	1	0	0	0	1	2	
	16.6%	12.0%	23.5%	20.0%	0.0%	12.5%	---	16.7%	7.1%	20.0%	0.0%	0.0%	15.8%	33.3%	0.0%	0.0%	---	---	0.0%	50.0%	---	---	7.1%	---	0.0%	0.0%	6.3%	33.3%	
Significantly different from column:*																													

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 66

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	473	22	13	27	1	21	0	5	13	4	1	5	16	6	11	4	0	0	0	1	1	0	0	13	0	2	3	15	4
Number missing or multiple answer	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	469	22	13	27	1	21	0	5	13	4	1	5	16	6	11	4	0	0	1	1	0	0	13	0	2	3	15	4	
	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	438	20	13	26	1	19	0	5	11	4	1	5	14	6	9	4	0	0	1	1	0	0	11	0	2	3	15	2	
	93.4%	90.9%	100.0%	96.3%	100.0%	90.5%	---	100.0%	84.6%	100.0%	100.0%	100.0%	87.5%	100.0%	81.8%	100.0%	---	---	100.0%	100.0%	---	---	84.6%	---	100.0%	100.0%	100.0%	50.0%	
No	31	2	0	1	0	2	0	0	2	0	0	0	2	0	2	0	0	0	0	0	0	0	2	0	0	0	0	0	2
	6.6%	9.1%	0.0%	3.7%	0.0%	9.5%	---	0.0%	15.4%	0.0%	0.0%	0.0%	12.5%	0.0%	18.2%	0.0%	---	---	0.0%	0.0%	---	---	15.4%	---	0.0%	0.0%	0.0%	50.0%	
Significantly different from column:*																													

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 67

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

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	2,452	117	87	115	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16	
Number missing or multiple answer	72	2	1	0	0	2	0	0	0	1	1	1	0	1	0	0	0	0	0	1	0	0	0	0	1	0	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,380	115	86	115	17	94	2	22	60	33	17	27	69	76	27	10	1	1	2	14	0	0	52	0	23	32	67	16	
	97.1%	98.3%	98.9%	100.0%	100.0%	97.9%	100.0%	100.0%	100.0%	97.1%	94.4%	96.4%	100.0%	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	93.3%	---	---	100.0%	0.0%	95.8%	100.0%	97.1%	100.0%	
Yes	953	49	39	46	3	45	0	4	30	15	4	9	36	26	14	7	1	0	1	2	0	0	30	0	8	9	32	8	
	40.0%	42.6%	45.3%	40.0%	17.6%	47.9%	0.0%	18.2%	50.0%	45.5%	23.5%	33.3%	52.2%	34.2%	51.9%	70.0%	100.0%	0.0%	50.0%	14.3%	---	---	57.7%	---	34.8%	28.1%	47.8%	50.0%	
No	1,427	66	47	69	14	49	2	18	30	18	13	18	33	50	13	3	0	1	1	12	0	0	22	0	15	23	35	8	
	60.0%	57.4%	54.7%	60.0%	82.4%	52.1%	100.0%	81.8%	50.0%	54.5%	76.5%	66.7%	47.8%	65.8%	48.1%	30.0%	0.0%	100.0%	50.0%	85.7%	---	---	42.3%	---	65.2%	71.9%	52.2%	50.0%	
Significantly different from column:*					F	E		IJ	H	H	M	K							W			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.

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 68

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

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

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	953	49	39	44	3	45	0	4	30	15	4	9	36	26	14	7	1	0	1	2	0	0	30	0	8	9	32	8
Number missing or multiple answer	24	3	0	0	1	2	0	0	2	1	1	1	1	3	0	0	0	0	0	1	0	2	0	0	1	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	929	46	39	44	2	43	0	4	28	14	3	8	35	23	14	7	1	0	1	1	0	28	0	8	8	30	8	
	97.5%	93.9%	100.0%	100.0%	66.7%	95.6%	---	100.0%	93.3%	93.3%	75.0%	88.9%	97.2%	88.5%	100.0%	100.0%	100.0%	---	100.0%	50.0%	---	93.3%	0.0%	100.0%	88.9%	93.8%	100.0%	
Yes	873	43	38	42	2	40	0	4	25	14	3	8	32	23	12	6	1	0	1	1	0	26	0	7	8	29	6	
	94.0%	93.5%	97.4%	95.5%	100.0%	93.0%	---	100.0%	89.3%	100.0%	100.0%	100.0%	91.4%	100.0%	85.7%	85.7%	100.0%	---	100.0%	100.0%	---	92.9%	---	87.5%	100.0%	96.7%	75.0%	
No	56	3	1	2	0	3	0	0	3	0	0	0	3	0	2	1	0	0	0	0	0	2	0	1	0	1	2	
	6.0%	6.5%	2.6%	4.5%	0.0%	7.0%	---	0.0%	10.7%	0.0%	0.0%	0.0%	8.6%	0.0%	14.3%	14.3%	0.0%	---	0.0%	0.0%	---	7.1%	---	12.5%	0.0%	3.3%	25.0%	
Significantly different from column:*																												

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 69

What is your child's age?

Base: All respondents

	2020 State OHP		2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
	A	B			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	Female			Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more		
Number in sample	2,452	117	87	116	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16
Number missing or multiple answer	69	1	1	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,383	116	86	116	17	95	2	22	60	34	18	27	69	77	27	10	1	1	2	15	0	0	52	0	23	32	68	16
	97.2%	99.1%	98.9%	100.0%	100.0%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	95.8%	100.0%	98.6%	100.0%	
Less than 1 year old	6	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	
1 year old	68	3	3	7	0	3	0	3	0	0	1	0	2	3	0	0	0	0	0	0	0	2	0	1	0	2	1	
	2.9%	2.6%	3.5%	6.0%	0.0%	3.2%	0.0%	13.6%	0.0%	0.0%	5.6%	0.0%	2.9%	3.9%	0.0%	0.0%	0.0%	0.0%	---	---	3.8%	---	4.3%	0.0%	2.9%	6.3%		
2 years old	110	4	5	8	0	4	0	4	0	0	1	2	1	3	1	0	0	0	1	0	1	0	2	2	2	2	0	
	4.6%	3.4%	5.8%	6.9%	0.0%	4.2%	0.0%	18.2%	0.0%	0.0%	5.6%	7.4%	1.4%	3.9%	3.7%	0.0%	0.0%	0.0%	---	---	1.9%	---	8.7%	6.3%	2.9%	0.0%		
3 years old	92	6	5	8	1	5	0	6	0	0	0	2	4	4	2	0	0	0	0	0	3	0	2	1	4	1		
	3.9%	5.2%	5.8%	6.9%	5.9%	5.3%	0.0%	27.3%	0.0%	0.0%	0.0%	7.4%	5.8%	5.2%	7.4%	0.0%	0.0%	0.0%	---	---	5.8%	---	8.7%	3.1%	5.9%	6.3%		
4 to 6 years old	301	16	9	17	4	10	2	9	7	0	3	3	10	11	3	2	0	0	2	0	6	0	2	6	8	2		
	12.6%	13.8%	10.5%	14.7%	23.5%	10.5%	100.0%	40.9%	11.7%	0.0%	16.7%	11.1%	14.5%	14.3%	11.1%	20.0%	0.0%	0.0%	13.3%	---	---	11.5%	---	8.7%	18.8%	11.8%	12.5%	
7 to 9 years old	349	22	19	17	2	20	0	0	22	0	2	5	15	14	6	1	0	0	3	0	11	0	3	5	13	4		
	14.6%	19.0%	22.1%	14.7%	11.8%	21.1%	0.0%	0.0%	36.7%	0.0%	11.1%	18.5%	21.7%	18.2%	22.2%	10.0%	0.0%	0.0%	20.0%	---	---	21.2%	---	13.0%	15.6%	19.1%	25.0%	
10 to 13 years old	602	31	23	22	6	24	0	0	31	0	5	6	18	21	6	4	0	1	2	3	0	14	0	7	10	19	2	
	25.3%	26.7%	26.7%	19.0%	35.3%	25.3%	0.0%	0.0%	51.7%	0.0%	27.8%	22.2%	26.1%	27.3%	22.2%	40.0%	0.0%	100.0%	20.0%	---	---	26.9%	---	30.4%	31.3%	27.9%	12.5%	
14 to 18 years old	855	34	22	36	4	29	0	0	0	34	6	9	19	21	9	3	1	0	6	0	15	0	6	8	20	6		
	35.9%	29.3%	25.6%	31.0%	23.5%	30.5%	0.0%	0.0%	0.0%	100.0%	33.3%	33.3%	27.5%	27.3%	33.3%	30.0%	100.0%	0.0%	40.0%	---	---	28.8%	---	26.1%	25.0%	29.4%	37.5%	
3 years old or younger	276	13	13	24	1	12	0	13	0	0	2	4	7	10	3	0	0	0	1	0	6	0	5	3	8	2		
	11.6%	11.2%	15.1%	20.7%	5.9%	12.6%	0.0%	59.1%	0.0%	0.0%	11.1%	14.8%	10.1%	13.0%	11.1%	0.0%	0.0%	0.0%	6.7%	---	---	11.5%	---	21.7%	9.4%	11.8%	12.5%	
Significantly different from column:*		D						J		H																		

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.

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 70

What was your child's biological sex at birth?

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,452	117	87	115	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16	
Number missing or multiple answer	71	1	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,381	116	87	115	17	95	2	22	60	34	18	27	69	77	27	10	1	1	2	15	0	0	52	0	23	32	68	16	
	97.1%	99.1%	100.0%	100.0%	100.0%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	95.8%	100.0%	98.6%	100.0%	
Male	1,300	57	51	66	8	46	2	12	28	17	9	13	33	40	12	4	0	1	1	8	0	0	30	0	8	16	32	9	
	54.6%	49.1%	58.6%	57.4%	47.1%	48.4%	100.0%	54.5%	46.7%	50.0%	50.0%	48.1%	47.8%	51.9%	44.4%	40.0%	0.0%	100.0%	50.0%	53.3%	---	---	57.7%	---	34.8%	50.0%	47.1%	56.3%	
Female	1,081	59	36	49	9	49	0	10	32	17	9	14	36	37	15	6	1	0	1	7	0	0	22	0	15	16	36	7	
	45.4%	50.9%	41.4%	42.6%	52.9%	51.6%	0.0%	45.5%	53.3%	50.0%	50.0%	51.9%	52.2%	48.1%	55.6%	60.0%	100.0%	0.0%	50.0%	46.7%	---	---	42.3%	---	65.2%	50.0%	52.9%	43.8%	
Significantly different from column:*																													

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 71

What is your child's current gender identity?

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,452	117	---	---	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16
Number missing or multiple answer	90	3	---	---	0	3	0	0	1	1	0	1	2	1	0	0	0	0	0	0	0	1	0	2	1	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,362	114	---	---	17	93	2	22	59	33	18	27	67	76	26	10	1	1	2	15	0	0	51	0	22	31	67	16
	96.3%	97.4%	---	---	100.0%	96.9%	100.0%	100.0%	98.3%	97.1%	100.0%	96.4%	97.1%	98.7%	96.3%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	98.1%	0.0%	91.7%	96.9%	97.1%	100.0%
Male	1,280	54	---	---	8	44	1	11	27	16	9	12	31	37	12	4	0	1	1	8	0	0	30	0	7	15	31	8
	54.2%	47.4%	---	---	47.1%	47.3%	50.0%	50.0%	45.8%	48.5%	50.0%	44.4%	46.3%	48.7%	46.2%	40.0%	0.0%	100.0%	50.0%	53.3%	---	---	58.8%	---	31.8%	48.4%	46.3%	50.0%
Female	1,053	54	---	---	9	44	0	11	30	13	9	14	31	34	14	5	1	0	1	6	0	0	21	0	12	14	34	6
	44.6%	47.4%	---	---	52.9%	47.3%	0.0%	50.0%	50.8%	39.4%	50.0%	51.9%	46.3%	44.7%	53.8%	50.0%	100.0%	0.0%	50.0%	40.0%	---	---	41.2%	---	54.5%	45.2%	50.7%	37.5%
Transgender	7	2	---	---	0	2	0	0	0	2	0	1	1	2	0	0	0	0	0	0	0	0	0	0	0	1	0	1
	0.3%	1.8%	---	---	0.0%	2.2%	0.0%	0.0%	0.0%	6.1%	0.0%	3.7%	1.5%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	3.2%	0.0%	6.3%
Non-binary, genderqueer, or other	22	4	---	---	0	3	1	0	2	2	0	0	4	3	0	1	0	0	0	1	0	0	0	0	3	1	2	1
	0.9%	3.5%	---	---	0.0%	3.2%	50.0%	0.0%	3.4%	6.1%	0.0%	0.0%	6.0%	3.9%	0.0%	10.0%	0.0%	0.0%	0.0%	6.7%	---	---	0.0%	---	13.6%	3.2%	3.0%	6.3%

NA - Not Applicable

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 72

What is your age?

Base: All respondents

	2020 State OHP		2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
	A	B			Male	Female	Non-binary, genderqueer, or other	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,452	117	87	116	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	69	16	
Number missing or multiple answer	98	1	1	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,354	116	86	116	17	96	2	22	59	34	18	28	69	76	27	10	1	1	2	15	0	0	52	0	24	68	16	
	96.0%	99.1%	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	98.3%	100.0%	100.0%	100.0%	100.0%	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	98.6%	100.0%	
Under 18	58	2	2	4	1	1	0	0	0	1	0	1	1	1	0	0	0	0	0	0	0	1	0	1	0	2	0	
	2.5%	1.7%	2.3%	3.4%	5.9%	1.0%	0.0%	0.0%	0.0%	2.9%	0.0%	3.6%	1.4%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	1.9%	---	4.2%	0.0%	2.9%	0.0%	
18 to 24	68	3	1	9	2	2	0	3	0	0	1	2	0	3	0	0	0	0	1	0	0	1	0	1	3	0	0	
	2.9%	2.6%	1.2%	7.8%	5.9%	2.1%	0.0%	13.6%	0.0%	0.0%	5.6%	7.1%	0.0%	3.9%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	1.9%	---	4.2%	9.4%	0.0%	0.0%	
25 to 34	463	27	24	32	2	24	1	12	15	0	5	6	16	19	6	2	0	0	2	3	0	11	0	6	4	19	4	
	19.7%	23.3%	27.9%	27.6%	11.8%	25.0%	50.0%	54.5%	25.4%	0.0%	27.8%	21.4%	23.2%	25.0%	22.2%	20.0%	0.0%	0.0%	100.0%	20.0%	---	---	21.2%	---	25.0%	12.5%	27.9%	25.0%
35 to 44	854	44	29	37	6	38	0	6	27	11	7	5	31	28	13	2	1	1	0	8	0	15	0	8	12	27	5	
	36.3%	37.9%	33.7%	31.9%	35.3%	39.6%	0.0%	27.3%	45.8%	32.4%	38.9%	17.9%	44.9%	36.8%	48.1%	20.0%	100.0%	100.0%	0.0%	53.3%	---	---	28.8%	---	33.3%	37.5%	39.7%	31.3%
45 to 54	523	24	16	18	2	21	0	1	11	12	4	7	13	16	4	4	0	0	0	2	0	15	0	4	6	12	6	
	22.2%	20.7%	18.6%	15.5%	11.8%	21.9%	0.0%	4.5%	18.6%	35.3%	22.2%	25.0%	18.8%	21.1%	14.8%	40.0%	0.0%	0.0%	0.0%	13.3%	---	---	28.8%	---	16.7%	18.8%	17.6%	37.5%
55 to 64	240	10	9	9	3	6	1	0	4	6	0	6	4	8	2	0	0	0	0	1	0	4	0	3	6	4	0	
	10.2%	8.6%	10.5%	7.8%	17.6%	6.3%	50.0%	0.0%	6.8%	17.6%	0.0%	21.4%	5.8%	10.5%	7.4%	0.0%	0.0%	0.0%	6.7%	---	---	7.7%	---	12.5%	18.8%	5.9%	0.0%	
65 to 74	123	6	5	7	2	4	0	0	2	4	1	1	4	1	2	2	0	0	0	0	0	5	0	1	1	4	1	
	5.2%	5.2%	5.8%	6.0%	11.8%	4.2%	0.0%	0.0%	3.4%	11.8%	5.6%	3.6%	5.8%	1.3%	7.4%	20.0%	0.0%	0.0%	0.0%	6.7%	---	---	9.6%	---	4.2%	3.1%	5.9%	6.3%
75 or older	25	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	
35 or older	1,765	84	59	71	13	69	1	7	44	33	12	19	52	53	21	8	1	1	0	11	0	39	0	16	25	47	12	
	75.0%	72.4%	68.6%	61.2%	76.5%	71.9%	50.0%	31.8%	74.6%	97.1%	66.7%	67.9%	75.4%	69.7%	77.8%	80.0%	100.0%	100.0%	0.0%	73.3%	---	---	75.0%	---	66.7%	78.1%	69.1%	75.0%
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.

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 73

What is your current gender identity?

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,452	117	---	---	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16	
Number missing or multiple answer	117	2	---	---	0	0	0	0	1	1	0	0	1	2	0	0	0	0	0	0	0	1	0	0	0	0	1	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,335	115	---	---	17	96	2	22	59	33	18	28	68	75	27	10	1	1	2	15	0	0	51	0	24	32	68	15	
	95.2%	98.3%	---	---	100.0%	100.0%	100.0%	100.0%	98.3%	97.1%	100.0%	100.0%	98.6%	97.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	98.1%	0.0%	100.0%	100.0%	98.6%	93.8%	
Male	343	17	---	---	17	0	0	4	9	4	2	6	9	12	3	2	0	1	0	2	0	0	6	0	2	5	10	2	
	14.7%	14.8%	---	---	100.0%	0.0%	0.0%	18.2%	15.3%	12.1%	11.1%	21.4%	13.2%	16.0%	11.1%	20.0%	0.0%	100.0%	0.0%	13.3%	---	---	11.8%	---	8.3%	15.6%	14.7%	13.3%	
Female	1,986	96	---	---	0	96	0	17	49	29	16	22	57	62	23	8	1	0	2	13	0	0	44	0	21	26	57	13	
	85.1%	83.5%	---	---	0.0%	100.0%	0.0%	77.3%	83.1%	87.9%	88.9%	78.6%	83.8%	82.7%	85.2%	80.0%	100.0%	0.0%	100.0%	86.7%	---	---	86.3%	---	87.5%	81.3%	83.8%	86.7%	
Transgender	3	2	---	---	0	0	2	1	1	0	0	0	2	1	1	0	0	0	0	0	0	0	1	0	1	1	1	0	
	0.1%	1.7%	---	---	0.0%	0.0%	100.0%	4.5%	1.7%	0.0%	0.0%	0.0%	2.9%	1.3%	3.7%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	2.0%	---	4.2%	3.1%	1.5%	0.0%	
Non-binary, genderqueer, or other	3	0	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%

NA - Not Applicable

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 74

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

Base: All respondents

	2020 State OHP		2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
	A	B			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	Female			Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more		
Number in sample	2,452	117	87	116	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	24	32	69	16		
Number missing or multiple answer	129	2	1	0	0	1	0	0	2	0	0	0	0	2	0	0	0	0	0	0	1	0	0	1	1	0		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		
Usable responses	2,323	115	86	116	17	95	2	22	58	34	18	28	69	75	27	10	1	1	2	15	0	0	51	31	68	16		
	94.7%	98.3%	98.9%	100.0%	100.0%	99.0%	100.0%	100.0%	96.7%	100.0%	100.0%	100.0%	100.0%	97.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	98.1%	0.0%	100.0%	96.9%	98.6%	100.0%
8th grade or less	208	8	4	7	0	8	0	2	4	2	8	0	0	2	5	1	0	0	0	6	0	0	1	5	3	0		
	9.0%	7.0%	4.7%	6.0%	0.0%	8.4%	0.0%	9.1%	6.9%	5.9%	44.4%	0.0%	0.0%	2.7%	18.5%	10.0%	0.0%	0.0%	0.0%	40.0%	---	---	2.0%	---	4.2%	16.1%	4.4%	0.0%
Some high school, but did not graduate	223	10	5	6	2	8	0	3	3	4	10	0	0	7	2	1	0	0	0	4	0	3	0	1	4	3		
	9.6%	8.7%	5.8%	5.2%	11.8%	8.4%	0.0%	13.6%	5.2%	11.8%	55.6%	0.0%	0.0%	9.3%	7.4%	10.0%	0.0%	0.0%	26.7%	---	---	5.9%	---	4.2%	12.9%	4.4%	18.8%	
High school graduate or GED	675	28	16	36	6	22	0	6	12	9	0	28	0	22	4	0	1	0	0	3	0	10	0	9	9	17	2	
	29.1%	24.3%	18.6%	31.0%	35.3%	23.2%	0.0%	27.3%	20.7%	26.5%	0.0%	100.0%	0.0%	29.3%	14.8%	0.0%	100.0%	0.0%	0.0%	20.0%	---	---	19.6%	---	37.5%	29.0%	25.0%	12.5%
Some college or 2-year degree	822	41	40	53	8	31	1	6	23	12	0	0	41	23	12	6	0	1	1	0	0	22	0	6	7	27	7	
	35.4%	35.7%	46.5%	45.7%	47.1%	32.6%	50.0%	27.3%	39.7%	35.3%	0.0%	0.0%	59.4%	30.7%	44.4%	60.0%	0.0%	100.0%	50.0%	0.0%	---	---	43.1%	---	25.0%	22.6%	39.7%	43.8%
4-year college graduate	234	21	15	8	0	20	1	4	10	7	0	0	21	17	3	0	0	0	1	2	0	0	11	0	4	5	13	3
	10.1%	18.3%	17.4%	6.9%	0.0%	21.1%	50.0%	18.2%	17.2%	20.6%	0.0%	0.0%	30.4%	22.7%	11.1%	0.0%	0.0%	0.0%	50.0%	13.3%	---	---	21.6%	---	16.7%	16.1%	19.1%	18.8%
More than 4-year college degree	161	7	6	6	1	6	0	1	6	0	0	0	7	4	1	2	0	0	0	0	0	4	0	3	1	5	1	
	6.9%	6.1%	7.0%	5.2%	5.9%	6.3%	0.0%	4.5%	10.3%	0.0%	0.0%	0.0%	10.1%	5.3%	3.7%	20.0%	0.0%	0.0%	0.0%	0.0%	---	---	7.8%	---	12.5%	3.2%	7.4%	6.3%
4-year college graduate or more	395	28	21	14	1	26	1	5	16	7	0	0	28	21	4	2	0	0	1	2	0	0	15	0	7	6	18	4
	17.0%	24.3%	24.4%	12.1%	5.9%	27.4%	50.0%	22.7%	27.6%	20.6%	0.0%	0.0%	40.6%	28.0%	14.8%	20.0%	0.0%	0.0%	50.0%	13.3%	---	---	29.4%	---	29.2%	19.4%	26.5%	25.0%
Significantly different from column:*		AD									M	M	KL															

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 75

How are you related to the child?

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,452	117	87	114	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16
Number missing or multiple answer	184	4	3	0	0	3	0	1	2	1	0	0	3	1	3	0	0	0	0	0	0	2	0	0	0	0	3	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,268	113	84	114	17	93	2	21	58	33	18	28	66	76	24	10	1	1	2	15	0	0	50	0	24	32	66	15
	92.5%	96.6%	96.6%	100.0%	100.0%	96.9%	100.0%	95.5%	96.7%	97.1%	100.0%	100.0%	95.7%	98.7%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	96.2%	0.0%	100.0%	100.0%	95.7%	93.8%
Mother or father	1,946	99	69	97	13	83	2	20	51	27	16	22	60	68	21	8	1	1	2	14	0	0	43	0	21	26	60	13
	85.8%	87.6%	82.1%	85.1%	76.5%	89.2%	100.0%	95.2%	87.9%	81.8%	88.9%	78.6%	90.9%	89.5%	87.5%	80.0%	100.0%	100.0%	100.0%	93.3%	---	---	86.0%	---	87.5%	81.3%	90.9%	86.7%
Grandparent	164	10	6	7	4	6	0	1	7	2	2	6	2	7	2	1	0	0	0	0	0	0	5	0	3	5	4	1
	7.2%	8.8%	7.1%	6.1%	23.5%	6.5%	0.0%	4.8%	12.1%	6.1%	11.1%	21.4%	3.0%	9.2%	8.3%	10.0%	0.0%	0.0%	0.0%	0.0%	---	---	10.0%	---	12.5%	15.6%	6.1%	6.7%
Aunt or uncle	25	1	1	0	0	1	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	1.1%	0.9%	1.2%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	1.5%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	6.7%
Older brother or sister	6	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%
Other relative	11	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%
Legal guardian	79	1	5	8	0	1	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	1	0
	3.5%	0.9%	6.0%	7.0%	0.0%	1.1%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	1.5%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	---	---	2.0%	---	0.0%	0.0%	1.5%	0.0%
Someone else	37	2	2	1	0	2	0	0	0	2	0	0	2	0	1	0	0	0	0	1	0	0	1	0	0	1	1	0
	1.6%	1.8%	2.4%	0.9%	0.0%	2.2%	0.0%	0.0%	0.0%	6.1%	0.0%	0.0%	3.0%	0.0%	4.2%	0.0%	0.0%	0.0%	6.7%	---	---	2.0%	---	0.0%	3.1%	1.5%	0.0%	

NA - Not Applicable

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 76

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

Base: All respondents

	2020 State OHP		2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
	A	B			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	Female			Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more			
Number in sample	2,452	117	---	---	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16	
Number missing or multiple answer	414	22	---	---	6	15	0	5	11	6	2	5	14	14	6	2	0	0	0	0	0	0	0	0	0	4	14	4	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,038	95	---	---	11	81	2	17	49	28	16	23	55	63	21	8	1	1	2	15	0	0	52	0	24	28	55	12	
	83.1%	81.2%	---	---	64.7%	84.4%	100.0%	77.3%	81.7%	82.4%	88.9%	82.1%	79.7%	81.8%	77.8%	80.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	87.5%	79.7%	75.0%	
American Indian	237	8	---	---	1	7	0	2	3	3	1	4	3	6	1	1	1	0	0	0	0	0	0	7	2	6	0	0	
	11.6%	8.4%	---	---	9.1%	8.6%	0.0%	11.8%	6.1%	10.7%	6.3%	17.4%	5.5%	9.5%	4.8%	12.5%	100.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	29.2%	7.1%	10.9%	0.0%	
Alaska Native	12	1	---	---	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	
	0.6%	1.1%	---	---	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	4.2%	0.0%	1.8%	0.0%	0.0%	
Canadian Inuit, Metis, or First Nation	11	0	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Indigenous Mexican, Central American, or South American	186	6	---	---	1	5	0	2	1	3	1	3	2	4	1	1	0	0	0	0	0	0	0	6	1	4	1	0	
	9.1%	6.3%	---	---	9.1%	6.2%	0.0%	11.8%	2.0%	10.7%	6.3%	13.0%	3.6%	6.3%	4.8%	12.5%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	25.0%	3.6%	7.3%	8.3%	0.0%
Asian Indian	17	1	---	---	0	1	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	1	0	1	0	0	
	0.8%	1.1%	---	---	0.0%	1.2%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	1.8%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	---	---	0.0%	---	4.2%	0.0%	1.8%	0.0%	0.0%	
Chinese	45	2	---	---	1	1	0	1	1	0	0	0	2	1	0	1	0	1	0	0	0	0	0	1	0	2	0	0	
	2.2%	2.1%	---	---	9.1%	1.2%	0.0%	5.9%	2.0%	0.0%	0.0%	0.0%	3.6%	1.6%	0.0%	12.5%	0.0%	100.0%	0.0%	0.0%	---	---	0.0%	---	4.2%	0.0%	3.6%	0.0%	
Filipino/a	24	0	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.2%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	
Hmong	1	0	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	
Japanese	15	0	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.7%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	
Korean	9	1	---	---	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	
	0.4%	1.1%	---	---	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	4.2%	0.0%	1.8%	0.0%	0.0%	
Laotian	5	0	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	
South Asian	11	1	---	---	0	1	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	1	0	1	0	0	
	0.5%	1.1%	---	---	0.0%	1.2%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	1.8%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	---	---	0.0%	---	4.2%	0.0%	1.8%	0.0%	0.0%	
Vietnamese	31	0	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.5%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	
Other Asian	28	0	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.4%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 76

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

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,452	117	---	---	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16	
Number missing or multiple answer	414	22	---	---	6	15	0	5	11	6	2	5	14	14	6	2	0	0	0	0	0	0	0	0	0	4	14	4	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,038	95	---	---	11	81	2	17	49	28	16	23	55	63	21	8	1	1	2	15	0	0	52	0	24	28	55	12	
	83.1%	81.2%	---	---	64.7%	84.4%	100.0%	77.3%	81.7%	82.4%	88.9%	82.1%	79.7%	81.8%	77.8%	80.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	87.5%	79.7%	75.0%	
African American	109	5	---	---	0	4	1	1	4	0	0	1	4	4	1	0	0	0	2	0	0	0	0	0	3	3	2	0	
	5.3%	5.3%	---	---	0.0%	4.9%	50.0%	5.9%	8.2%	0.0%	0.0%	4.3%	7.3%	6.3%	4.8%	0.0%	0.0%	0.0%	100.0%	0.0%	---	---	0.0%	---	12.5%	10.7%	3.6%	0.0%	
African (Black)	28	4	---	---	0	4	0	1	2	1	0	2	2	4	0	0	0	0	1	0	0	0	0	0	3	2	2	0	
	1.4%	4.2%	---	---	0.0%	4.9%	0.0%	5.9%	4.1%	3.6%	0.0%	8.7%	3.6%	6.3%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	---	---	0.0%	---	12.5%	7.1%	3.6%	0.0%	
Caribbean (Black)	9	2	---	---	0	2	0	0	1	1	0	1	1	1	1	0	0	0	0	0	0	0	0	0	2	0	2	0	
	0.4%	2.1%	---	---	0.0%	2.5%	0.0%	0.0%	2.0%	3.6%	0.0%	4.3%	1.8%	1.6%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	8.3%	0.0%	3.6%	0.0%	
Other Black	14	0	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.7%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	
Hispanic or Latino/a Central American	84	7	---	---	1	6	0	3	3	1	2	3	2	6	1	0	0	0	0	1	0	0	0	0	6	1	5	1	
	4.1%	7.4%	---	---	9.1%	7.4%	0.0%	17.6%	6.1%	3.6%	12.5%	13.0%	3.6%	9.5%	4.8%	0.0%	0.0%	0.0%	6.7%	---	---	0.0%	---	25.0%	3.6%	9.1%	8.3%		
Hispanic or Latino/a Mexican	576	16	---	---	2	14	0	4	6	6	9	4	3	8	6	2	0	0	0	12	0	0	0	0	4	10	5	1	
	28.3%	16.8%	---	---	18.2%	17.3%	0.0%	23.5%	12.2%	21.4%	56.3%	17.4%	5.5%	12.7%	28.6%	25.0%	0.0%	0.0%	80.0%	---	---	0.0%	---	16.7%	35.7%	9.1%	8.3%		
Hispanic or Latino/a South American	40	4	---	---	0	4	0	2	1	0	1	3	0	2	1	0	0	0	0	1	0	0	0	0	3	2	2	0	
	2.0%	4.2%	---	---	0.0%	4.9%	0.0%	11.8%	2.0%	0.0%	6.3%	13.0%	0.0%	3.2%	4.8%	0.0%	0.0%	0.0%	6.7%	---	---	0.0%	---	12.5%	7.1%	3.6%	0.0%		
Other Hispanic or Latino/a	188	8	---	---	0	8	0	0	7	1	3	4	1	5	2	1	0	0	0	5	0	0	0	0	3	2	5	1	
	9.2%	8.4%	---	---	0.0%	9.9%	0.0%	0.0%	14.3%	3.6%	18.8%	17.4%	1.8%	7.9%	9.5%	12.5%	0.0%	0.0%	33.3%	---	---	0.0%	---	12.5%	7.1%	9.1%	8.3%		
Middle Eastern	16	0	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.8%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%		
Northern African	2	0	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.1%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%		

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 76

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

Base: All respondents

	2020 State OHP		2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
	A	B			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	Female			Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more			
Number in sample	2,452	117	---	---	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16	
Number missing or multiple answer	414	22	---	---	6	15	0	5	11	6	2	5	14	14	6	2	0	0	0	0	0	0	0	0	4	14	4		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,038	95	---	---	11	81	2	17	49	28	16	23	55	63	21	8	1	1	2	15	0	0	52	0	24	28	55	12	
	83.1%	81.2%	---	---	64.7%	84.4%	100.0%	77.3%	81.7%	82.4%	88.9%	82.1%	79.7%	81.8%	77.8%	80.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	87.5%	79.7%	75.0%	
Guamanian or Chamorro	3	0	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	
Micronesian	2	0	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	
Native Hawaiian	3	0	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	
Samoa	4	0	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	
Tongan	0	0	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	
Other Pacific Islander	15	0	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.7%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	
Eastern European	204	14	---	---	1	11	2	1	11	2	0	13	8	3	3	0	0	0	0	0	0	11	0	3	4	10	0	0	
	10.0%	14.7%	---	---	9.1%	13.6%	100.0%	5.9%	22.4%	7.1%	0.0%	23.6%	12.7%	14.3%	37.5%	0.0%	0.0%	0.0%	0.0%	---	---	21.2%	---	12.5%	14.3%	18.2%	0.0%		
Slavic	30	1	---	---	0	1	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	
	1.5%	1.1%	---	---	0.0%	1.2%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	1.8%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	---	---	1.9%	---	0.0%	0.0%	1.8%	0.0%		
Western European	364	25	---	---	1	22	1	4	13	7	0	3	21	18	4	2	0	0	0	0	0	17	0	8	4	18	3		
	17.9%	26.3%	---	---	9.1%	27.2%	50.0%	23.5%	26.5%	25.0%	0.0%	13.0%	38.2%	28.6%	19.0%	25.0%	0.0%	0.0%	0.0%	---	---	32.7%	---	33.3%	14.3%	32.7%	25.0%		
Other White	816	39	---	---	4	35	0	7	19	13	5	12	22	26	10	1	0	0	0	0	0	31	0	8	10	23	6		
	40.0%	41.1%	---	---	36.4%	43.2%	0.0%	41.2%	38.8%	46.4%	31.3%	52.2%	40.0%	41.3%	47.6%	12.5%	0.0%	0.0%	0.0%	---	---	59.6%	---	33.3%	35.7%	41.8%	50.0%		
Other	143	5	---	---	1	4	0	0	5	0	0	3	2	4	0	1	0	0	0	0	0	0	0	5	0	3	2		
	7.0%	5.3%	---	---	9.1%	4.9%	0.0%	0.0%	10.2%	0.0%	0.0%	13.0%	3.6%	6.3%	0.0%	12.5%	0.0%	0.0%	0.0%	---	---	0.0%	---	20.8%	0.0%	5.5%	16.7%		

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 78

How well do you speak English?

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,452	117	---	---	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	52	0	24	32	69	16	
Number missing or multiple answer	156	3	---	---	1	1	0	0	3	0	0	0	2	2	1	0	0	0	0	0	0	0	0	0	0	3	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,296	114	---	---	16	95	2	22	57	34	18	28	67	75	26	10	1	1	2	15	0	52	0	24	32	66	16	
	93.6%	97.4%	---	---	94.1%	99.0%	100.0%	100.0%	95.0%	100.0%	100.0%	100.0%	97.1%	97.4%	96.3%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	95.7%	100.0%
Very well	1,662	97	---	---	15	81	0	13	51	32	13	23	60	67	20	8	1	1	2	10	0	47	0	19	25	57	15	
	72.4%	85.1%	---	---	93.8%	85.3%	0.0%	59.1%	89.5%	94.1%	72.2%	82.1%	89.6%	89.3%	76.9%	80.0%	100.0%	100.0%	100.0%	66.7%	---	---	90.4%	---	79.2%	78.1%	86.4%	93.8%
Well	395	11	---	---	1	9	1	4	5	2	4	5	2	4	4	2	0	0	0	4	0	2	0	4	6	4	1	
	17.2%	9.6%	---	---	6.3%	9.5%	50.0%	18.2%	8.8%	5.9%	22.2%	17.9%	3.0%	5.3%	15.4%	20.0%	0.0%	0.0%	0.0%	26.7%	---	---	3.8%	---	16.7%	18.8%	6.1%	6.3%
Not well	144	2	---	---	0	1	1	2	0	0	0	0	2	1	1	0	0	0	0	0	0	2	0	0	0	2	0	
	6.3%	1.8%	---	---	0.0%	1.1%	50.0%	9.1%	0.0%	0.0%	0.0%	0.0%	3.0%	1.3%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	3.8%	---	0.0%	0.0%	3.0%	0.0%
Not at all	95	4	---	---	0	4	0	3	1	0	1	0	3	3	1	0	0	0	0	1	0	1	0	1	1	3	0	
	4.1%	3.5%	---	---	0.0%	4.2%	0.0%	13.6%	1.8%	0.0%	5.6%	0.0%	4.5%	4.0%	3.8%	0.0%	0.0%	0.0%	0.0%	6.7%	---	---	1.9%	---	4.2%	3.1%	4.5%	0.0%
Very well or Well	2,057	108	---	---	16	90	1	17	56	34	17	28	62	71	24	10	1	1	2	14	0	49	0	23	31	61	16	
	89.6%	94.7%	---	---	100.0%	94.7%	50.0%	77.3%	98.2%	100.0%	94.4%	100.0%	92.5%	94.7%	92.3%	100.0%	100.0%	100.0%	100.0%	93.3%	---	---	94.2%	---	95.8%	96.9%	92.4%	100.0%
Significantly different from column:*																												

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 79

What language do you mainly speak at home?

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,452	117	---	---	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16
Number missing or multiple answer	245	5	---	---	1	3	0	1	4	0	0	0	4	4	1	0	0	0	0	0	0	2	0	0	0	5	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,207	112	---	---	16	93	2	21	56	34	18	28	65	73	26	10	1	1	2	15	0	0	50	0	24	32	64	16
	90.0%	95.7%	---	---	94.1%	96.9%	100.0%	95.5%	93.3%	100.0%	100.0%	100.0%	94.2%	94.8%	96.3%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	96.2%	0.0%	100.0%	100.0%	92.8%	100.0%
English	1,717	96	---	---	12	81	2	14	51	30	8	23	64	63	21	9	1	1	2	5	0	0	50	0	19	24	57	15
	77.8%	85.7%	---	---	75.0%	87.1%	100.0%	66.7%	91.1%	88.2%	44.4%	82.1%	98.5%	86.3%	80.8%	90.0%	100.0%	100.0%	100.0%	33.3%	---	---	100.0%	---	79.2%	75.0%	89.1%	93.8%
Spanish	412	15	---	---	4	11	0	6	5	4	10	5	0	9	5	1	0	0	0	10	0	0	0	0	4	8	6	1
	18.7%	13.4%	---	---	25.0%	11.8%	0.0%	28.6%	8.9%	11.8%	55.6%	17.9%	0.0%	12.3%	19.2%	10.0%	0.0%	0.0%	0.0%	66.7%	---	---	0.0%	---	16.7%	25.0%	9.4%	6.3%
Other	78	1	---	---	0	1	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0
	3.5%	0.9%	---	---	0.0%	1.1%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	1.5%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	4.2%	0.0%	1.6%	0.0%

NA - Not Applicable

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 80

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

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,452	117	---	---	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16
Number missing or multiple answer	145	4	---	---	2	1	0	1	3	0	1	0	2	3	1	0	0	0	0	0	0	0	0	0	0	1	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,307	113	---	---	15	95	2	21	57	34	17	28	67	74	26	10	1	1	2	15	0	0	52	0	24	31	66	16
	94.1%	96.6%	---	---	88.2%	99.0%	100.0%	95.5%	95.0%	100.0%	94.4%	100.0%	97.1%	96.1%	96.3%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	96.9%	95.7%	100.0%
Yes	134	3	---	---	1	2	0	1	2	0	2	1	0	2	1	0	0	0	2	0	0	0	0	0	1	1	1	1
	5.8%	2.7%	---	---	6.7%	2.1%	0.0%	4.8%	3.5%	0.0%	11.8%	3.6%	0.0%	2.7%	3.8%	0.0%	0.0%	0.0%	13.3%	---	---	0.0%	---	4.2%	3.2%	1.5%	6.3%	
No	2,173	110	---	---	14	93	2	20	55	34	15	27	67	72	25	10	1	1	2	13	0	0	52	0	23	30	65	15
	94.2%	97.3%	---	---	93.3%	97.9%	100.0%	95.2%	96.5%	100.0%	88.2%	96.4%	100.0%	97.3%	96.2%	100.0%	100.0%	100.0%	100.0%	86.7%	---	---	100.0%	---	95.8%	96.8%	98.5%	93.8%
Significantly different from column:*																												

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 81

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

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	2,452	117	---	---	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16	
Number missing or multiple answer	136	5	---	---	2	2	0	1	3	1	1	1	2	4	1	0	0	0	0	0	0	0	0	0	1	1	4	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,316	112	---	---	15	94	2	21	57	33	17	27	67	73	26	10	1	1	2	15	0	0	52	0	23	31	65	16	
	94.5%	95.7%	---	---	88.2%	97.9%	100.0%	95.5%	95.0%	97.1%	94.4%	96.4%	97.1%	94.8%	96.3%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	95.8%	96.9%	94.2%	100.0%	
Yes	36	1	---	---	0	1	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0	
	1.6%	0.9%	---	---	0.0%	1.1%	0.0%	4.8%	0.0%	0.0%	0.0%	3.7%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	4.3%	3.2%	0.0%	0.0%	
No	2,280	111	---	---	15	93	2	20	57	33	17	26	67	72	26	10	1	1	2	15	0	0	52	0	22	30	65	16	
	98.4%	99.1%	---	---	100.0%	98.9%	100.0%	95.2%	100.0%	100.0%	100.0%	96.3%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	95.7%	96.8%	100.0%	100.0%	
Significantly different from column:*																													

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 82

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

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	2,452	117	---	---	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16	
Number missing or multiple answer	169	5	---	---	2	2	0	1	4	0	2	0	2	4	1	0	0	0	0	0	0	0	0	0	1	1	4	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,283	112	---	---	15	94	2	21	56	34	16	28	67	73	26	10	1	1	2	15	0	0	52	0	23	31	65	16	
	93.1%	95.7%	---	---	88.2%	97.9%	100.0%	95.5%	93.3%	100.0%	88.9%	100.0%	97.1%	94.8%	96.3%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	95.8%	96.9%	94.2%	100.0%	
Yes	39	0	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.7%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	
No	2,244	112	---	---	15	94	2	21	56	34	16	28	67	73	26	10	1	1	2	15	0	0	52	0	23	31	65	16	
	98.3%	100.0%	---	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	
Significantly different from column:*																													

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 83

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

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,452	117	---	---	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16
Number missing or multiple answer	107	4	---	---	1	2	0	0	4	0	0	1	2	3	1	0	0	0	0	0	0	1	0	0	0	4	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,345	113	---	---	16	94	2	22	56	34	18	27	67	74	26	10	1	1	2	15	0	0	51	0	24	32	65	16
	95.6%	96.6%	---	---	94.1%	97.9%	100.0%	100.0%	93.3%	100.0%	100.0%	96.4%	97.1%	96.1%	96.3%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	98.1%	0.0%	100.0%	100.0%	94.2%	100.0%
Yes	44	0	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.9%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%
No	2,301	113	---	---	16	94	2	22	56	34	18	27	67	74	26	10	1	1	2	15	0	0	51	0	24	32	65	16
	98.1%	100.0%	---	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Significantly different from column:*																												

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 84

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

Base: All respondents

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,452	117	---	---	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	52	0	24	32	69	16
Number missing or multiple answer	107	3	---	---	1	1	0	0	3	0	0	0	2	2	1	0	0	0	0	0	0	0	0	0	0	0	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,345	114	---	---	16	95	2	22	57	34	18	28	67	75	26	10	1	1	2	15	0	0	52	0	24	32	66	16
	95.6%	97.4%	---	---	94.1%	99.0%	100.0%	100.0%	95.0%	100.0%	100.0%	100.0%	97.1%	97.4%	96.3%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	95.7%	100.0%
Yes	69	2	---	---	0	2	0	0	1	1	1	0	1	2	0	0	0	0	1	1	0	0	0	0	0	1	1	0
	2.9%	1.8%	---	---	0.0%	2.1%	0.0%	0.0%	1.8%	2.9%	5.6%	0.0%	1.5%	2.7%	0.0%	0.0%	0.0%	0.0%	50.0%	6.7%	---	---	0.0%	---	0.0%	3.1%	1.5%	0.0%
No	2,276	112	---	---	16	93	2	22	56	33	17	28	66	73	26	10	1	1	1	14	0	0	52	0	24	31	65	16
	97.1%	98.2%	---	---	100.0%	97.9%	100.0%	100.0%	98.2%	97.1%	94.4%	100.0%	98.5%	97.3%	100.0%	100.0%	100.0%	100.0%	50.0%	93.3%	---	---	100.0%	---	100.0%	96.9%	98.5%	100.0%
Significantly different from column:*																												

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 85

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

Base: All respondents

	2020 State OHP		2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
	A	B			E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
	2020	2019			Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
Number in sample	2,452	117	---	---	17	96	2	22	60	34	18	28	69	77	27	10	1	1	2	15	0	0	24	32	69	16		
Number missing or multiple answer	116	3	---	---	1	1	0	0	3	0	0	0	2	2	1	0	0	0	0	0	0	0	0	3	0	0		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		
Usable responses	2,336	114	---	---	16	95	2	22	57	34	18	28	67	75	26	10	1	1	2	15	0	0	24	32	66	16		
	95.3%	97.4%	---	---	94.1%	99.0%	100.0%	100.0%	95.0%	100.0%	100.0%	100.0%	97.1%	97.4%	96.3%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	95.7%	100.0%		
Yes	603	39	---	---	1	35	2	6	23	10	2	8	29	19	12	7	0	0	1	0	0	21	9	4	26	9		
	25.8%	34.2%	---	---	6.3%	36.8%	100.0%	27.3%	40.4%	29.4%	11.1%	28.6%	43.3%	25.3%	46.2%	70.0%	0.0%	0.0%	50.0%	0.0%	---	40.4%	---	37.5%	12.5%	39.4%	56.3%	
No	1,733	75	---	---	15	60	0	16	34	24	16	20	38	56	14	3	1	1	1	15	0	31	15	28	40	7		
	74.2%	65.8%	---	---	93.8%	63.2%	0.0%	72.7%	59.6%	70.6%	88.9%	71.4%	56.7%	74.7%	53.8%	30.0%	100.0%	100.0%	50.0%	100.0%	---	---	62.5%	87.5%	60.6%	43.8%		
Significantly different from column:*		A			F	E					M	K	O	N									AA	Z				

NA - Not Applicable

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Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 86

Does your child have serious difficulty walking or climbing stairs?

Base: All respondents with children 5 or older

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,020	99	---	---	15	80	2	5	60	34	14	22	61	65	23	9	1	1	2	12	0	0	46	0	18	27	58	14
Number missing or multiple answer	179	7	---	---	2	4	0	0	6	1	1	2	3	5	2	0	0	0	0	1	0	3	0	0	1	6	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,841	92	---	---	13	76	2	5	54	33	13	20	58	60	21	9	1	1	2	11	0	0	43	0	18	26	52	14
	91.1%	92.9%	---	---	86.7%	95.0%	100.0%	100.0%	90.0%	97.1%	92.9%	90.9%	95.1%	92.3%	91.3%	100.0%	100.0%	100.0%	100.0%	91.7%	---	---	93.5%	0.0%	100.0%	96.3%	89.7%	100.0%
Yes	65	4	---	---	0	4	0	0	2	2	1	3	1	1	2	0	0	1	1	0	0	0	0	2	1	2	1	
	3.5%	4.3%	---	---	0.0%	5.3%	0.0%	0.0%	3.7%	6.1%	7.7%	0.0%	5.2%	1.7%	4.8%	22.2%	0.0%	0.0%	50.0%	9.1%	---	---	0.0%	---	11.1%	3.8%	3.8%	7.1%
No	1,776	88	---	---	13	72	2	5	52	31	12	20	55	59	20	7	1	1	1	10	0	0	43	0	16	25	50	13
	96.5%	95.7%	---	---	100.0%	94.7%	100.0%	100.0%	96.3%	93.9%	92.3%	100.0%	94.8%	98.3%	95.2%	77.8%	100.0%	100.0%	50.0%	90.9%	---	---	100.0%	---	88.9%	96.2%	96.2%	92.9%
Significantly different from column:*																												

NA - Not Applicable

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Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 87

Does your child have difficulty dressing or bathing?

Base: All respondents with children 5 or older

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,020	99	---	---	15	80	2	5	60	34	14	22	61	65	23	9	1	1	2	12	0	0	46	0	18	27	58	14
Number missing or multiple answer	183	7	---	---	2	4	0	0	6	1	1	2	3	5	2	0	0	0	0	1	0	3	0	0	1	6	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,837	92	---	---	13	76	2	5	54	33	13	20	58	60	21	9	1	1	2	11	0	0	43	0	18	26	52	14
	90.9%	92.9%	---	---	86.7%	95.0%	100.0%	100.0%	90.0%	97.1%	92.9%	90.9%	95.1%	92.3%	91.3%	100.0%	100.0%	100.0%	100.0%	91.7%	---	---	93.5%	0.0%	100.0%	96.3%	89.7%	100.0%
Yes	135	7	---	---	0	6	1	1	6	0	0	1	6	4	3	0	0	0	1	1	0	4	0	0	1	5	1	
	7.3%	7.6%	---	---	0.0%	7.9%	50.0%	20.0%	11.1%	0.0%	0.0%	5.0%	10.3%	6.7%	14.3%	0.0%	0.0%	0.0%	50.0%	9.1%	---	9.3%	---	0.0%	3.8%	9.6%	7.1%	
No	1,702	85	---	---	13	70	1	4	48	33	13	19	52	56	18	9	1	1	1	10	0	39	0	18	25	47	13	
	92.7%	92.4%	---	---	100.0%	92.1%	50.0%	80.0%	88.9%	100.0%	100.0%	95.0%	89.7%	93.3%	85.7%	100.0%	100.0%	100.0%	50.0%	90.9%	---	90.7%	---	100.0%	96.2%	90.4%	92.9%	
Significantly different from column:*																												

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 88

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

Base: All respondents with children 5 or older

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,020	99	---	---	15	80	2	5	60	34	14	22	61	65	23	9	1	1	2	12	0	0	46	0	18	27	58	14	
Number missing or multiple answer	189	9	---	---	2	6	0	0	7	2	2	3	3	6	3	0	0	0	0	1	0	4	0	1	1	8	0		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,831	90	---	---	13	74	2	5	53	32	12	19	58	59	20	9	1	1	2	11	0	0	42	0	17	26	50	14	
	90.6%	90.9%	---	---	86.7%	92.5%	100.0%	100.0%	88.3%	94.1%	85.7%	86.4%	95.1%	90.8%	87.0%	100.0%	100.0%	100.0%	100.0%	91.7%	---	---	91.3%	0.0%	94.4%	96.3%	86.2%	100.0%	
Yes	631	36	---	---	0	34	2	2	23	11	3	5	28	18	11	5	0	0	2	1	0	0	20	0	8	7	23	6	
	34.5%	40.0%	---	---	0.0%	45.9%	100.0%	40.0%	43.4%	34.4%	25.0%	26.3%	48.3%	30.5%	55.0%	55.6%	0.0%	0.0%	100.0%	9.1%	---	---	47.6%	---	47.1%	26.9%	46.0%	42.9%	
No	1,200	54	---	---	13	40	0	3	30	21	9	14	30	41	9	4	1	1	0	10	0	0	22	0	9	19	27	8	
	65.5%	60.0%	---	---	100.0%	54.1%	0.0%	60.0%	56.6%	65.6%	75.0%	73.7%	51.7%	69.5%	45.0%	44.4%	100.0%	100.0%	0.0%	90.9%	---	---	52.4%	---	52.9%	73.1%	54.0%	57.1%	
Significantly different from column:*					F	E								O	N														

NA - Not Applicable

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

Trillium Community Health Plan - Claims Stratum: with Chronic Conditions

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

Question 89

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

Base: All respondents with children 15 or older

	2020 State OHP	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	668	28	---	---	4	24	0	0	0	28	4	7	17	17	8	2	1	0	0	4	0	0	13	0	4	8	15	5
Number missing or multiple answer	76	2	---	---	0	2	0	0	0	2	0	1	1	0	2	0	0	0	0	0	0	2	0	0	0	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	592	26	---	---	4	22	0	0	0	26	4	6	16	17	6	2	1	0	0	4	0	0	11	0	4	8	13	5
	88.6%	92.9%	---	---	100.0%	91.7%	---	---	---	92.9%	100.0%	85.7%	94.1%	100.0%	75.0%	100.0%	100.0%	---	---	100.0%	---	---	84.6%	0.0%	100.0%	100.0%	86.7%	100.0%
Yes	137	2	---	---	0	2	0	0	0	2	0	1	1	2	0	0	0	0	0	0	0	0	0	0	0	1	0	1
	23.1%	7.7%	---	---	0.0%	9.1%	---	---	---	7.7%	0.0%	16.7%	6.3%	11.8%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	0.0%	---	0.0%	12.5%	0.0%	20.0%
No	455	24	---	---	4	20	0	0	0	24	4	5	15	15	6	2	1	0	0	4	0	0	11	0	4	7	13	4
	76.9%	92.3%	---	---	100.0%	90.9%	---	---	---	92.3%	100.0%	83.3%	93.8%	88.2%	100.0%	100.0%	100.0%	---	---	100.0%	---	---	100.0%	---	100.0%	87.5%	100.0%	80.0%
Significantly different from column:*																												

NA - Not Applicable

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

SURVEY INSTRUMENT

Survey Instructions

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

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

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

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

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

If you want to know more about this study, please call 1-833-257-1377. For the hearing or speech impaired, call 711 to use the Telecommunications Relay Service (TRS).

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

1. Our records show that your child is now in Oregon Health Plan. Is that right?
₁ Yes → **If Yes, Go to Question 3**
₂ No
2. What is the name of your child's health plan?
(Please print)

Your Child's Health Care in the Last 6 Months

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

3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?
₁ Yes
₂ No → **If No, Go to Question 5**

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

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

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

- ₁ Yes
- ₂ No → ***If No, Go to Question 7***

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

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

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

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

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

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

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

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

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

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

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

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

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

₁ Yes

₂ No → **If No, Go to Question 14**

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

₁ Yes

₂ No

Specialized Services

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

₁ Yes

₂ No → **If No, Go to Question 17**

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

₁ Never

₂ Sometimes

₃ Usually

₄ Always

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

₁ Yes

₂ No

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

₁ Yes

₂ No → **If No, Go to Question 20**

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

₁ Never

₂ Sometimes

₃ Usually

₄ Always

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

₁ Yes

₂ No

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

₁ Yes

₂ No → **If No, Go to Question 23**

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

₁ Never

₂ Sometimes

₃ Usually

₄ Always

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

₁ Yes

₂ No

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

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

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

- ₁ Yes
- ₂ No

Your Child's Personal Doctor

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- ₁ Yes
- ₂ No

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

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

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

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

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

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

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

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

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

- ₁ Yes
- ₂ No

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

- ₁ Yes
- ₂ No

Getting Health Care from Specialists

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

40. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?
- ₁ Yes
 - ₂ No → **If No, Go to Question 44**
41. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?
- ₁ Never
 - ₂ Sometimes
 - ₃ Usually
 - ₄ Always
42. How many specialists has your child seen in the last 6 months?
- ₀ None → **If None, Go to Question 44**
 - ₁ 1 specialist
 - ₂ 2
 - ₃ 3
 - ₄ 4
 - ₅ 5 or more specialists

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

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

Your Child's Health Plan

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

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

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

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

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

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

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

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

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

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

Prescription Medicines

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

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

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

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

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

- ₁ Yes
- ₂ No

Access to Dental Care

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

- ₁ Yes
- ₂ No

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

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

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

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

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

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

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

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

About Your Child and You

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

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

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

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

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

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

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

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

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

- ₁ Yes
- ₂ No

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

₁ Yes

₂ No → **If No, Go to Question 61**

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

₁ Yes

₂ No → **If No, Go to Question 61**

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

₁ Yes

₂ No

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

₁ Yes

₂ No → **If No, Go to Question 64**

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

₁ Yes

₂ No → **If No, Go to Question 64**

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

₁ Yes

₂ No

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

₁ Yes

₂ No → **If No, Go to Question 67**

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

₁ Yes

₂ No → **If No, Go to Question 67**

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

₁ Yes

₂ No

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

₁ Yes

₂ No → **If No, Go to Question 69**

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

₁ Yes

₂ No

69. What is your child's age?

₀₀ Less than 1 year old

_____ YEARS OLD (*write in*)

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

₁ Male

₂ Female

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

₁ Male

₂ Female

₃ Transgender

₄ Non-binary, genderqueer, or other

72. What is your age?

- ₀ Under 18
- ₁ 18 to 24
- ₂ 25 to 34
- ₃ 35 to 44
- ₄ 45 to 54
- ₅ 55 to 64
- ₆ 65 to 74
- ₇ 75 or older

73. What is your current gender identity?

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

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

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

75. How are you related to the child?

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

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

American Indian or Alaska Native

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

Asian

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

Black or African American

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

Hispanic or Latino/a

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

Middle Eastern/Northern African

- _W Middle Eastern
- _X Northern African

Native Hawaiian or Pacific Islander

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

White

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

Other Categories

- _{AI} Other

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

78. How well does your child speak English?

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

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

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

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

- ₁ Yes
- ₂ No

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

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

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

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

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

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

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

- ₁ Yes
₂ No

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

- ₁ Yes
₂ No

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

- ₁ Yes
₂ No

Please stop now if your child is under age 5.

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

- ₁ Yes
₂ No

87. Does your child have difficulty dressing or bathing?

- ₁ Yes
₂ No

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

- ₁ Yes
₂ No

Please stop now if your child is under age 15.

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

- ₁ Yes
₂ No

Thank You

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

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

Please do not include any other correspondence.

Instrucciones para el cuestionario

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

₁ Sí

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

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

₁ Sí

₂ No

Servicios especializados

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

₁ Sí

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

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

₁ Nunca

₂ A veces

₃ La mayoría de las veces

₄ Siempre

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

₁ Sí

₂ No

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

₁ Sí

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

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

₁ Nunca

₂ A veces

₃ La mayoría de las veces

₄ Siempre

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

₁ Sí

₂ No

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

₁ Sí

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

21. En los últimos 6 meses, ¿con qué frecuencia le fue fácil conseguir este tratamiento o consejería para su niño?

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

22. ¿Alguien del consultorio médico o clínica del plan de salud de su niño le ayudó a conseguir este tratamiento o consejería para su niño?

- ₁ Sí
- ₂ No

23. En los últimos 6 meses, ¿recibió su niño atención de más de un tipo de profesional médico, o usó más de un tipo de servicio de salud?

- ₁ Sí
- ₂ No → ***Si contestó “No”, pase a la pregunta 25***

24. En los últimos 6 meses, ¿alguien del consultorio médico o clínica del plan de salud de su niño le ayudó a coordinar la atención médica de su niño entre estos diferentes profesionales o servicios?

- ₁ Sí
- ₂ No

El doctor personal de su niño

25. El doctor personal es aquel a quien su niño acude si necesita un chequeo, tiene un problema de salud o si se enferma o lastima. ¿Tiene su niño un doctor personal?

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

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

- ₀ Ninguna vez → ***Si contestó “Ninguna vez”, pase a la pregunta 36***

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

26a. En los últimos 6 meses, ¿con qué frecuencia se le hizo difícil hablar con el doctor personal de su niño o entenderlo porque hablaban idiomas diferentes?

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

27. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le explicó los aspectos sobre la salud de su niño de una manera fácil de entender?

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

28. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le escuchó a usted con atención?

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

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

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

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

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

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

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

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

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

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

- ₁ Sí
- ₂ No

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

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

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

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

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

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

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

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

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

- ₁ Sí
₂ No

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

- ₁ Sí
₂ No

La atención médica que recibió de especialistas

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

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

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

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

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

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

- ₀ Ninguno → ***Si contestó "Ninguno", pase a la pregunta 44***
₁ 1 especialista
₂ 2
₃ 3
₄ 4
₅ 5 especialistas o más

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

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

El plan de salud de su niño

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

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

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

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

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

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

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

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

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 49***

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

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

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

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

Medicinas recetadas

50. En los últimos 6 meses, ¿consiguió o renovó alguna medicina recetada para su niño?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 52a***

51. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir medicinas recetadas para su niño a través de su plan de salud?

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

52. ¿Alguien del consultorio médico o clínica del plan de salud de su niño le ayudó a conseguir las medicinas recetadas para su niño?

- ₁ Sí
- ₂ No

Acceso a atención dental

52a. Un dentista regular es a quien su niño va a ver para un chequeo y limpieza o cuando tiene una carie o un dolor de diente. ¿Su niño tiene un dentista regular?

- ₁ Sí
₂ No

52b. En los últimos 6 meses, ¿fue su niño al consultorio de un dentista o a una clínica dental para recibir atención?

- ₁ Sí
₂ No → ***Si contestó “No”, pase a la pregunta 52d***

52c. En los últimos 6 meses, ¿con qué frecuencia el personal dental o el dentista le explicaron lo que le hacían mientras trataron a su niño?

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

52d. En los últimos 6 meses, si su niño necesitó ver a un dentista de inmediato por una emergencia dental, ¿con qué frecuencia él o ella pudo ver a un dentista tan pronto como usted quería?

- ₁ Nunca
₂ A veces
₃ La mayoría de las veces
₄ Siempre
₅ Mi niño no tuvo una emergencia dental en los últimos 6 meses

52e. Usando un número del 0 al 10, el 0 siendo extremadamente difícil y el 10 extremadamente fácil, ¿qué número usaría para calificar cuán fácil le fue encontrar un dentista para su niño?

- ₀ 0 Extremadamente difícil
₁ 1
₂ 2
₃ 3
₄ 4
₅ 5
₆ 6
₇ 7
₈ 8
₉ 9
₁₀ 10 Extremadamente fácil

Acerca de usted y de su niño

53. En general, ¿cómo calificaría toda la salud de su niño?

- ₁ Excelente
₂ Muy buena
₃ Buena
₄ Regular
₅ Mala

54. En general, ¿cómo calificaría toda la salud mental o emocional de su niño?

- ₁ Excelente
₂ Muy buena
₃ Buena
₄ Regular
₅ Mala

55. ¿Actualmente necesita o usa su niño una medicina recetada por un doctor (aparte de vitaminas)?

- ₁ Sí
₂ No → ***Si contestó “No”, pase a la pregunta 58***

56. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

₁ Sí

₂ No → ***Si contestó "No", pase a la pregunta 58***

57. ¿Es esta una condición que ha durado o que se espera que dure por lo menos 12 meses?

₁ Sí

₂ No

58. ¿Necesita o usa su niño más servicios médicos, de salud mental o educativos de lo que es normal para la mayoría de los niños de la misma edad?

₁ Sí

₂ No → ***Si contestó "No", pase a la pregunta 61***

59. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

₁ Sí

₂ No → ***Si contestó "No", pase a la pregunta 61***

60. ¿Es esta una condición que ha durado o que se espera que dure por lo menos 12 meses?

₁ Sí

₂ No

61. ¿Está su niño limitado o impedido de alguna manera en su habilidad de hacer lo que pueden hacer la mayoría de los niños de la misma edad?

₁ Sí

₂ No → ***Si contestó "No", pase a la pregunta 64***

62. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

₁ Sí

₂ No → ***Si contestó "No", pase a la pregunta 64***

63. ¿Es esta una condición que ha durado o que se espera que dure por lo menos 12 meses?

₁ Sí

₂ No

64. ¿Necesita o recibe su niño terapia especial, tal como terapia física, ocupacional o del habla?

₁ Sí

₂ No → ***Si contestó "No", pase a la pregunta 67***

65. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

₁ Sí

₂ No → ***Si contestó "No", pase a la pregunta 67***

66. ¿Es esta una condición que ha durado o que se espera que dure por lo menos 12 meses?

₁ Sí

₂ No

67. ¿Tiene su niño algún problema emocional, de desarrollo o de comportamiento, para el cual necesita o recibe tratamiento o consejería?

₁ Sí

₂ No → ***Si contestó "No", pase a la pregunta 69***

68. ¿Ha durado este problema o se espera que dure por lo menos 12 meses?

₁ Sí

₂ No

69. ¿Qué edad tiene su niño?

₀₀ Menos de un año

_____ AÑOS (*escriba la respuesta*)

70. ¿Cuál es el sexo biológico de su niño?

₁ Masculino

₂ Femenino

71. ¿Cuál es su identidad de género actual de su niño?

₁ Masculino

₂ Femenino

₃ Transgénero

₄ No binario, intergénero, u otra

72. ¿Qué edad tiene usted?

₀ Menos de 18 años

₁ 18 a 24

₂ 25 a 34

₃ 35 a 44

₄ 45 a 54

₅ 55 a 64

₆ 65 a 74

₇ 75 años o más

73. ¿Cuál es su identidad de género actual?

₁ Masculino

₂ Femenino

₃ Transgénero

₄ No binario, intergénero, u otra

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

₁ 8 años de escuela o menos

₂ 9 a 12 años de escuela, pero sin graduarse

₃ Graduado de la escuela secundaria (*high school*), Diploma de escuela secundaria, preparatoria o su equivalente (o GED)

₄ Algunos cursos universitarios o un título universitario de un programa de 2 años

₅ Título universitario de 4 años

₆ Título universitario de más de 4 años

75. ¿Qué relación tiene con el niño?

₁ Madre o padre

₂ Abuelo o abuela

₃ Tía o tío

₄ Hermano o hermana mayor

₅ Otro familiar

₆ Tutor legal del niño

₇ Otra persona

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

Indígena estadounidense o nativo de Alaska

_A Indígena norteamericano/a

_B Indígena de Alaska

_C Inuit canadiense, métis o indígena canadiense (First Nation)

_D Indígena mexicano/a, centroamericano/a o sudamericano/a

Asiático/a

- _E Indio/a asiático/a
- _F Chino/a
- _G Filipino/a
- _H Hmong
- _I Japonés/a
- _J Coreano/a
- _K Laociano/a
- _L Sudasiático/a
- _M Vietnamita
- _N Asiático/a de otro tipo

Negro/a o afroamericano/a

- _O Afroamericano/a
- _P Africano/a (negro/a)
- _Q Caribeño/a (negro/a)
- _R Negro/a de otro tipo

Hispano/a o latino/a

- _S Centroamericano/a, hispano/a o latino/a
- _T Mexicano/a hispano/a o latino/a
- _U Sudamericano/a, hispano/a o latino/a
- _V Hispano/a o latino/a de otro tipo

Medio oriental/norteafricano

- _W Del oriente medio
- _X Norafricano/a

Nativo/a de Hawái o de las Islas del Pacífico

- _Y Guameño/a o chamorro/a
- _Z Micronesio/a
- _{AA} Indígena de Hawái
- _{AB} Samoano/a
- _{AC} Tongano/a
- _{AD} De otras islas del Pacífico

Blanco/a

- _{AE} Europeo/a oriental
- _{AF} Eslavo/a
- _{AG} Europeo/a occidental
- _{AH} Blanco/a de otro tipo

Otras categorías

- _{AI} Otra

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

78. ¿Qué tan bien habla inglés su niño?

- ₁ Muy bien
- ₂ Bien
- ₃ No bien
- ₄ Para nada

79. ¿Qué idioma habla usted principalmente su niño en el hogar?

- ₁ Inglés
 - ₂ Español
 - ₃ Otra (*Escriba en letra imprenta*)
-

80. ¿Necesita su niño un intérprete para que nos podamos comunicar con él?

- ₁ Sí
- ₂ No

81. ¿Necesita su niño un intérprete de lenguaje de señas para que nosotros podamos comunicarnos con él?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 82***

81a. ¿Qué tipo de intérprete necesita su niño para que nosotros podamos comunicarnos con él? (Intérprete ASL, inglés Pidgin por señas [PSE, por sus siglas en inglés], interpretación táctil, etc.) *(Escriba en letra imprenta)*

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

₁ Sí

₂ No → ***Si contestó "No", pase a la pregunta 83***

82a. ¿Qué formato alternativo necesita su niño? *(Escriba en letra imprenta)*

83. ¿Es su niño sordo/a o tiene dificultad seria para oír?

₁ Sí

₂ No

84. ¿Es su niño ciego/a o tiene dificultad seria para ver, aunque lleve puestos lentes?

₁ Sí

₂ No

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

₁ Sí

₂ No

Deténgase aquí si su niño tiene menos de 5 años.

86. ¿Tiene su niño dificultad seria para caminar o subir escaleras?

₁ Sí

₂ No

87. ¿Tiene su niño dificultad para vestirse o bañarse?

₁ Sí

₂ No

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

₁ Sí

₂ No

Deténgase aquí si su niño tiene menos de 15 años.

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

₁ Sí

₂ No

Gracias

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

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

Por favor no incluya cualquier otra correspondencia.

CALCULATION GUIDELINES FOR GLOBAL PROPORTIONS

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

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

COMPOSITE GLOBAL PROPORTIONS

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

Step 1

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

Step 2

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

Step 3

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

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

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

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

GLOSSARY OF TERMS

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

Disposition	The final status given to a member record in the survey sample at the end of the study (e.g., completed survey, refusal, non-response, etc.) See <i>Member Dispositions and Response Rate</i> .
Effectiveness of Care	Effectiveness of Care measures are relevant to Adult surveys only and include <i>Flu Vaccinations for Adults Ages 18–64 (FVA)</i> and <i>Medical Assistance with Smoking and Tobacco Use Cessation (MSC)</i> .
Eligible Population	Members who are eligible to participate in the survey based on the following criteria: <ul style="list-style-type: none"> - Current enrollment (as of the date the sample frame is generated). Some members may no longer be enrolled by the time they complete the survey. They become ineligible and will be excluded from survey results based on their responses to the first two questions on the survey, which confirm membership. - Continuous enrollment (six months for Medicaid, with no more than one enrollment break of 45 days or less); - Member age (18 years old or older for the Adult survey and 17 years old or younger for the Child survey as of November 30 of the measurement year); - Primary coverage (through Medicaid or a commercial product line for Medicaid and Commercial surveys, respectively).
Global proportions	Applies to composite measures. The proportion of respondents selecting the favorable response(s) (e.g., <i>Always</i> or <i>Usually</i>) averaged across the questions that make up the composite. See <i>Question Summary Rates and Composite Global Proportions</i> .
HEDIS	The Healthcare Effectiveness Data and Information Set (HEDIS) is a set of performance measures in the managed care industry, developed and maintained by NCQA. HEDIS was designed to allow consumers to compare health plan performance to other plans and to national or regional benchmarks as well as to track year-to-year performance. HEDIS is one component of NCQA's accreditation process, although some plans submit HEDIS data without seeking accreditation. CAHPS measures are a subset of HEDIS.
Key Drivers and Priorities for Improvement	Key Drivers are plan attributes that have been shown to be closely related to members' overall assessment of the plan. Performance on these attributes predicts how the plan is rated overall and, viewed from the industry perspective, helps to distinguish high-rated plans from poorly rated plans. Specific priorities for improvement for <i>your organization</i> are identified based on how it is currently performing on the key driver attributes compared to industry best practices.
NCQA	The National Committee for Quality Assurance (NCQA) is an independent non-profit organization that works to improve health care quality through the administration of evidence-based standards, measures, programs, and accreditation. NCQA manages voluntary accreditation programs for individual physicians, health plans, and medical groups. Health plans seek accreditation and measure performance through the administration and submission of the Healthcare Effectiveness Data and Information Set (HEDIS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey.

Question Summary Rate	Question Summary Rates (QSRs) express the proportion of respondents selecting the response option(s) of interest (typically representing the most favorable outcome(s) from a given question on the survey). Many survey items use a <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 (n)	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.