Oregon Health Plan Report of Results for

Umpqua Health Alliance Child Population (Claims Stratum: Non-Chronic)

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

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INTRODUCTION

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

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

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

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

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 Umpqua Health Alliance between January 8 and April 8, 2020. The final Child Medicaid survey sample (Claims Stratum: Non-Chronic) for Umpqua Health Alliance included 950 members. 190 members completed the survey, resulting in a response rate of 20.30 percent.

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

RESULTS ON KEY SURVEY MEASURES

STATISTICALLY SIGNIFICANT IMPROVEMENTS OR DECLINES COMPARED TO 2019

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

STATISTICALLY SIGNIFICANT DIFFERENCES FROM STATE OREGON HEALTH PLAN

Reportable Rate ABOVE Benchmark	Reportable Rate BELOW Benchmark
2020 State OHP	
None	Rating of Health Plan (by 7.66 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 Umpqua Health Alliance 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. Improving member access to care (having a personal doctor)
5. Removing reasons for members to contact customer service

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 UMPQUA HEALTH ALLIANCE CHILD MEDICAID SAMPLE (CLAIMS STRATUM: NON-CHRONIC): 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	71.22% ▲	77.30%	**83.33%**	139	141	**126**	87.09%
	Q36. Rating of Personal Doctor	84.00%	86.79%	**86.16%**	175	159	**159**	89.01%
	Q43. Rating of Specialist Seen Most Often	79.17% (Low n)	86.96% (Low n)	**85.71% (Low n)**	24	23	**21**	85.64%
	Q49. Rating of Health Plan	68.90%	73.66%	**75.82%**	209	205	**182**	83.48% ▼
Getting Needed Care (% Always or Usually)	***Getting Needed Care Composite***	85.61%	79.39%	**88.49%**	82	83	**74**	82.21%
	Q10. Easy to get needed care	92.65%	87.94%	**91.27%**	136	141	**126**	91.29%
	Q41. Easy to see specialists	78.57% (Low n)	70.83% (Low n)	**85.71% (Low n)**	28	24	**21**	73.13%
Getting Care Quickly (% Always or Usually)	***Getting Care Quickly Composite***	90.68%	84.80%	**91.55%**	95	98	**90**	89.01%
	Q4. Got urgent care as soon as needed	97.06%	87.72%	**98.36%**	68	57	**61**	91.31%
	Q6. Got routine care as soon as needed	84.30%	81.88%	**84.75%**	121	138	**118**	86.70%
How Well Doctors Communicate* (% Always or Usually)	***How Well Doctors Communicate Composite***	92.54%	93.17%	**96.09%**	127	117	**115**	94.71%
	Q27. Doctor explained things	95.24%	95.73%	**97.39%**	126	117	**115**	94.74%
	Q28. Doctor listened carefully	91.41%	92.31%	**95.65%**	128	117	**115**	96.04%
	Q29. Doctor showed respect	92.19%	97.46%	**97.39%**	128	118	**115**	97.03%
	Q32. Doctor spent enough time	91.34%	87.18%	**93.91%**	127	117	**115**	91.03%
Customer Service (% Always or Usually)	***Customer Service Composite***	90.00%	87.76%	**87.62%**	35	49	**41**	89.00%
	Q45. Provided needed information/help	88.57%	81.63%	**85.00%**	35	49	**40**	84.08%
	Q46. Treated with courtesy/respect	91.43%	93.88%	**90.24%**	35	49	**41**	93.93%
	Q35. Coordination of Care (% Always or Usually)	87.50%	71.74%	**86.67%**	48	46	**30**	82.81%
Children with Chronic Conditions Measures	. Access to Prescription Medicines	---	---	**94.64%**	---	---	**56**	91.48%
	. Access to Specialized Services	---	---	**62.22% (Low n)**	---	---	**9**	71.04%
	. Getting Needed Information	---	---	**94.44%**	---	---	**126**	91.67%
	. Personal Doctor Who Knows Child	---	---	**92.48%**	---	---	**52**	91.72%
	. Coordination of Care for Children With Chronic Conditions	---	---	**75.86% (Low n)**	---	---	**18**	75.10%

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

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

ABOUT THIS REPORT

The key features of this 2020 CAHPS report, prepared by CSS for Umpqua Health Alliance, 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 Umpqua Health Alliance 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 not 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 Umpqua Health Alliance 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 Umpqua Health Alliance 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 Umpqua Health Alliance 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 Umpqua Health Alliance 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 Umpqua Health Alliance 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 Umpqua Health Alliance *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 Umpqua Health Alliance 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 Umpqua Health Alliance 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 Umpqua Health Alliance. 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: Non-Chronic) for Umpqua Health Alliance included 950 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 Umpqua Health Alliance sample members who met final eligibility criteria, 190 completed the survey, resulting in a response rate of 20.30 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 UMPQUA HEALTH ALLIANCE CHILD MEDICAID SAMPLE (CLAIMS STRATUM: NON-CHRONIC): SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

Disposition	Total		2020 State OHP
	Number	% Initial Sample	
Initial Sample	950	100.00%	---
Disposition			
Complete and Eligible - Mail	109	11.47%	13.69%
Complete and Eligible - Phone	77	8.11%	9.56%
Complete and Eligible - Internet	4	0.42%	0.49%
Complete and Eligible - Total	190	20.00%	23.74%
Does not meet Eligible Population criteria	13	1.37%	1.12%
Incomplete (but Eligible)	19	2.00%	1.90%
Ineligible	1	0.11%	0.34%
- Language barrier	0	0.00%	0.11%
- Mentally or physically incapacitated	0	0.00%	0.00%
- Deceased	1	0.11%	0.02%
Refusal	75	7.89%	6.79%
Nonresponse after maximum attempts	646	68.00%	65.73%
Added to Do Not Call (DNC) list	6	0.63%	0.59%
Response Rate*		**20.30%**	**24.04%**

41870

*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 Umpqua Health Alliance 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 not 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 Umpqua Health Alliance 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 UMPQUA HEALTH ALLIANCE CHILD MEDICAID SAMPLE (CLAIMS STRATUM: NON-CHRONIC): 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		86.16%	-0.63%	2.16%	-2.85%
Rating of Specialist Seen Most Often	Low n	85.71%	-1.24%	6.55%	0.07%
Rating of All Health Care		83.33%	6.03%	12.11% ▲	-3.75%
Rating of Health Plan		75.82%	2.17%	6.92%	-7.66% ▼
Composite Measures					
Getting Needed Care		88.49%	9.10%	2.88%	6.28%
Getting Care Quickly		91.55%	6.75%	0.88%	2.55%
How Well Doctors Communicate		96.09%	2.92%	3.54%	1.37%
Customer Service		87.62%	-0.13%	-2.38%	-1.38%
Additional Content Areas					
Coordination of Care		86.67%	14.93%	-0.83%	3.85%
Children with Chronic Conditions Measures					
Access to Prescription Medicines		94.64%	No data***	No data***	3.17%
Access to Specialized Services	Low n	62.22%	No data***	No data***	-8.82%
Getting Needed Information		94.44%	No data***	No data***	2.78%
Personal Doctor Who Knows Child		92.48%	No data***	No data***	0.76%
Coordination of Care for Children With Chronic Conditions	Low n	75.86%	No data***	No data***	0.76%

* 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.

*** The result is not available because the measure is new or not trendable, or the organization did not collect survey data in a prior year.

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

- Umpqua Health Alliance 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.

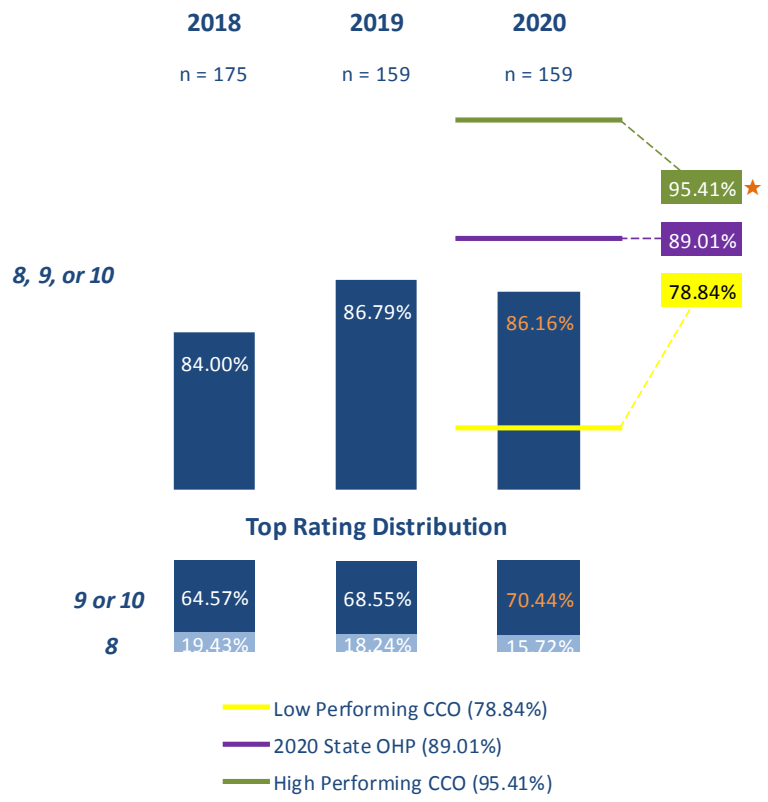
- Statistical comparisons are conducted between the current-year rate and each of the prior-year rates, if available. Where appropriate, differences in both standard (e.g., *8* + *9* + *10* or *Usually* + *Always*) as well as top-box (e.g., *9* + *10* or *Always*) rates are tested for statistical significance 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 Umpqua Health Alliance 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



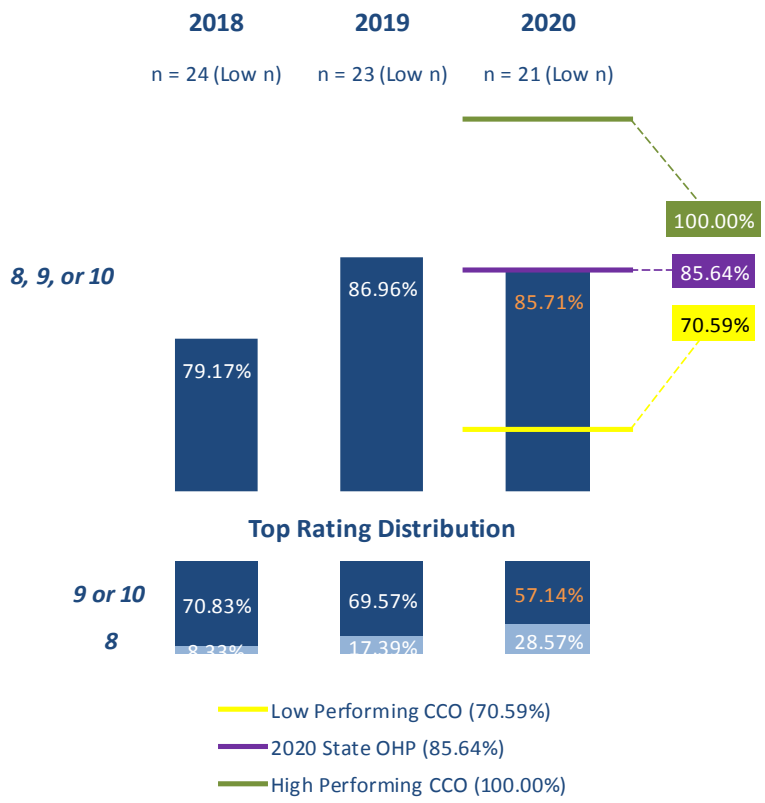
41870

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



41870

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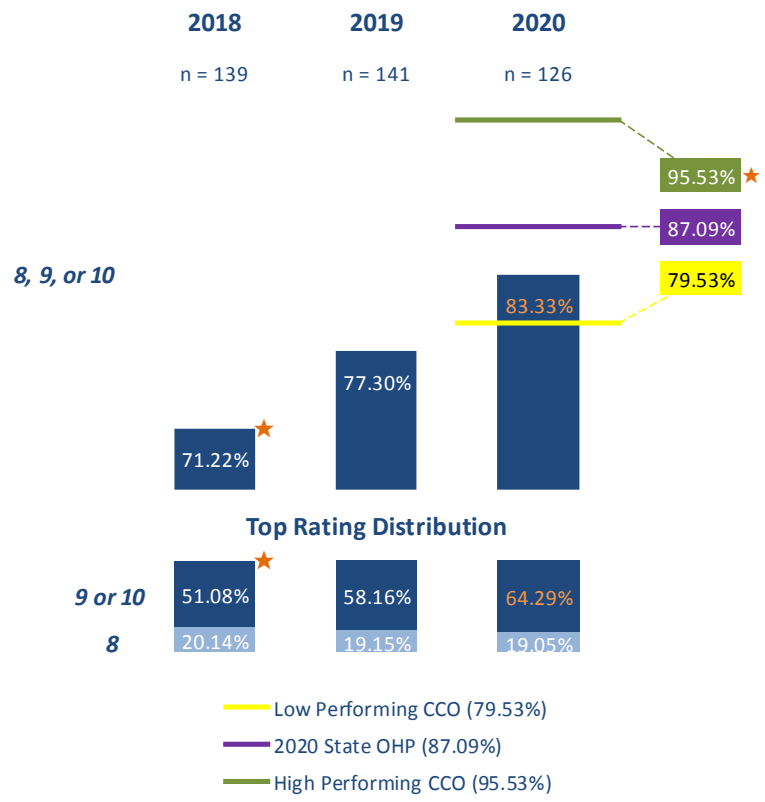
The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

Rating of All Health Care

Percent Responding 8, 9, or 10



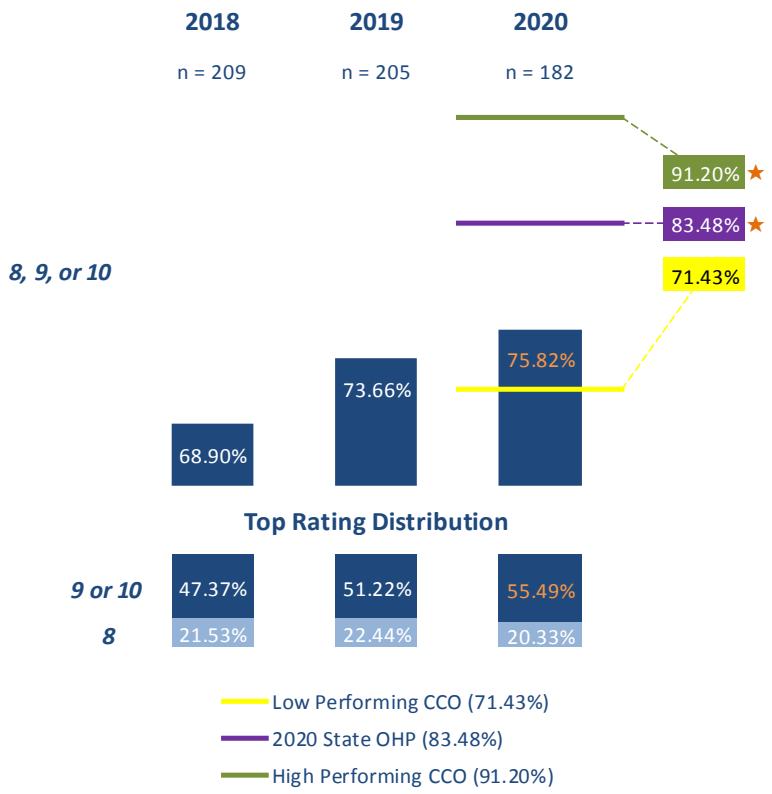
41870

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



41870

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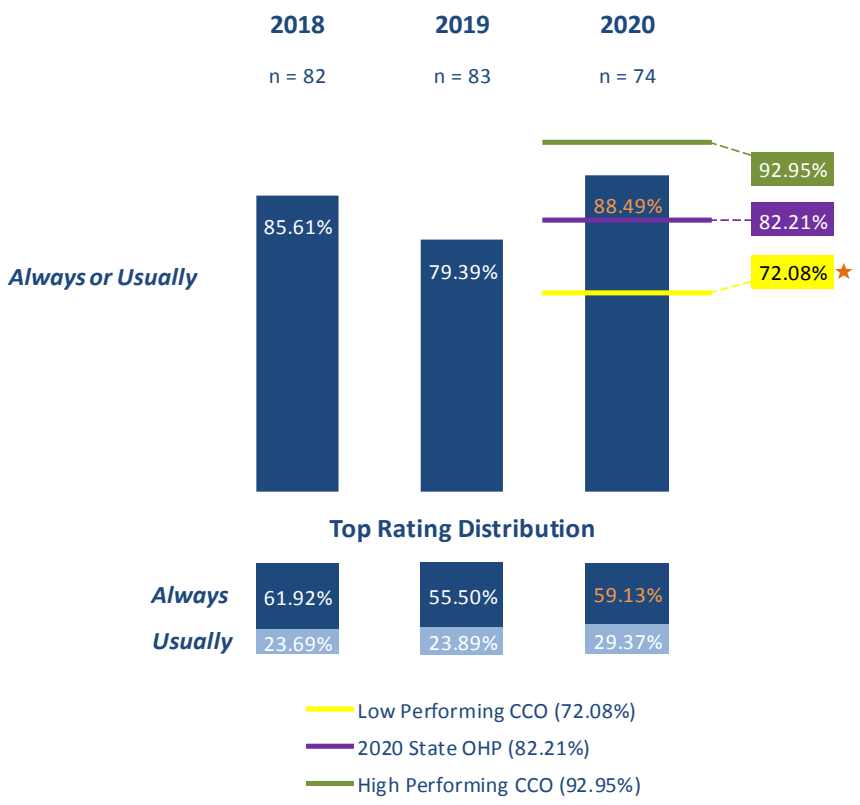
Getting Needed Care (Composite)

Percent Responding Always or Usually



41870

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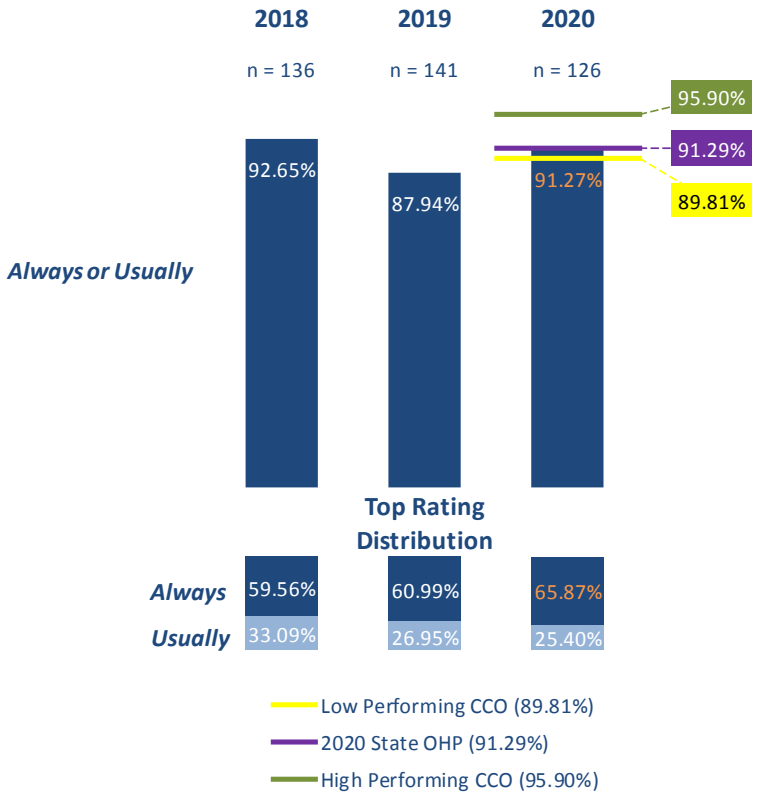
The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

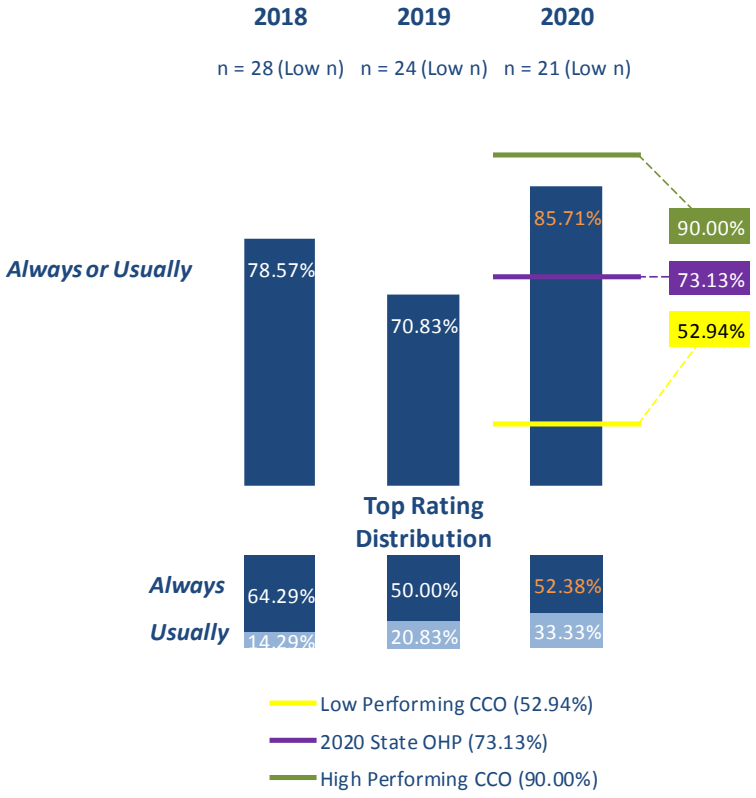
Getting Needed Care (Contributing Items)

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?



41870

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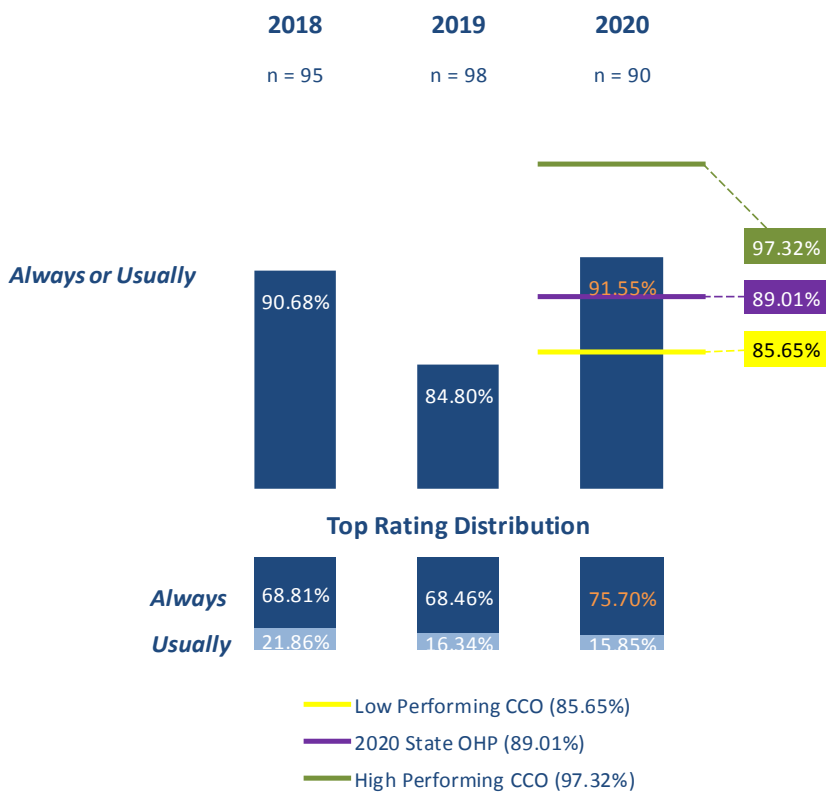
Getting Care Quickly (Composite)

Percent Responding Always or Usually



41870

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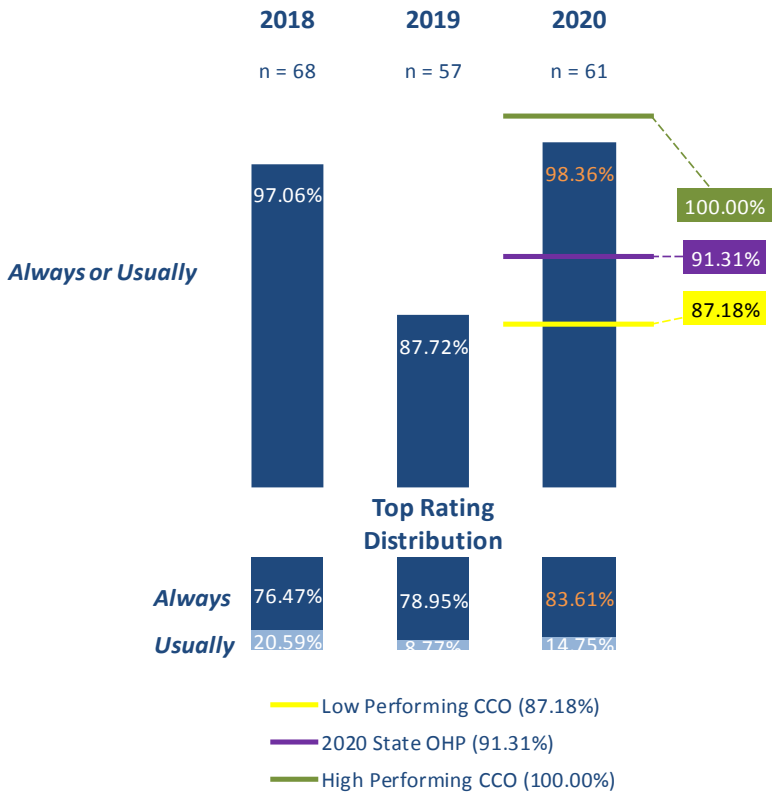
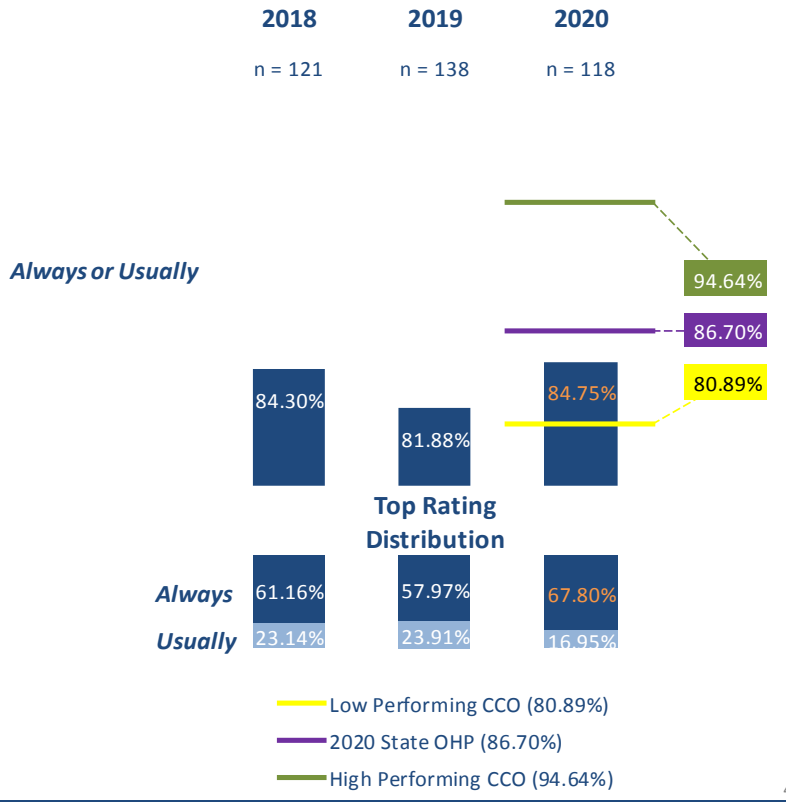
Getting Care Quickly (Contributing Items)

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?



41870

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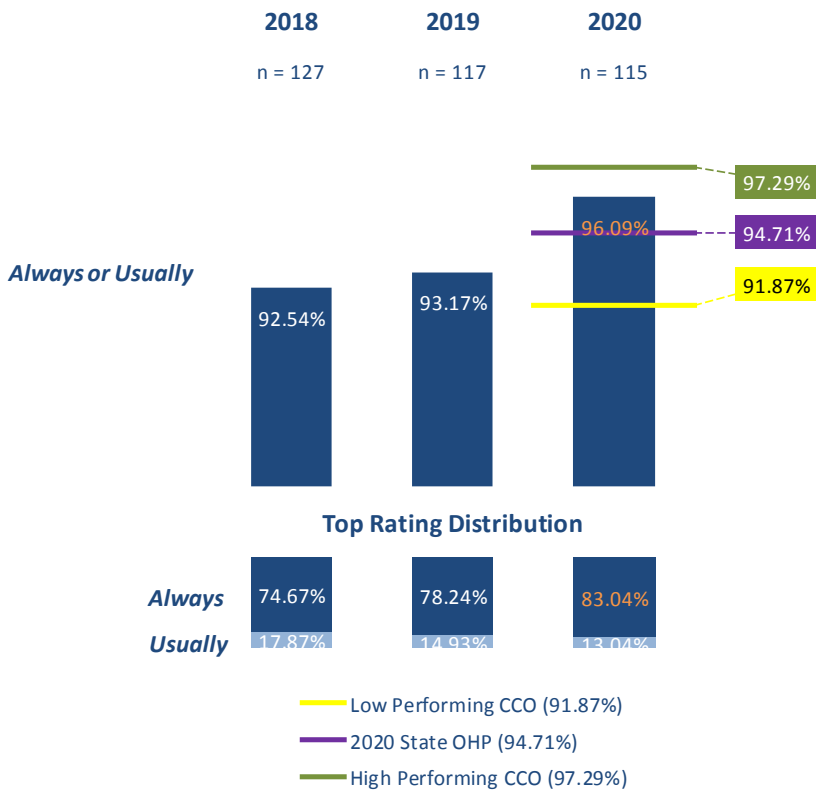
How Well Doctors Communicate (Composite)

Percent Responding Always or Usually



41870

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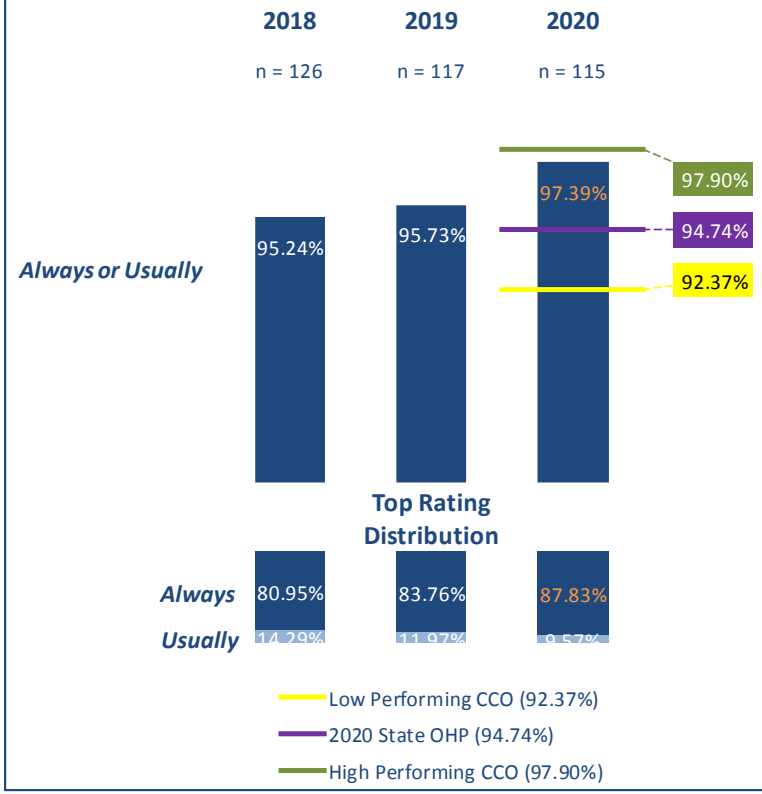
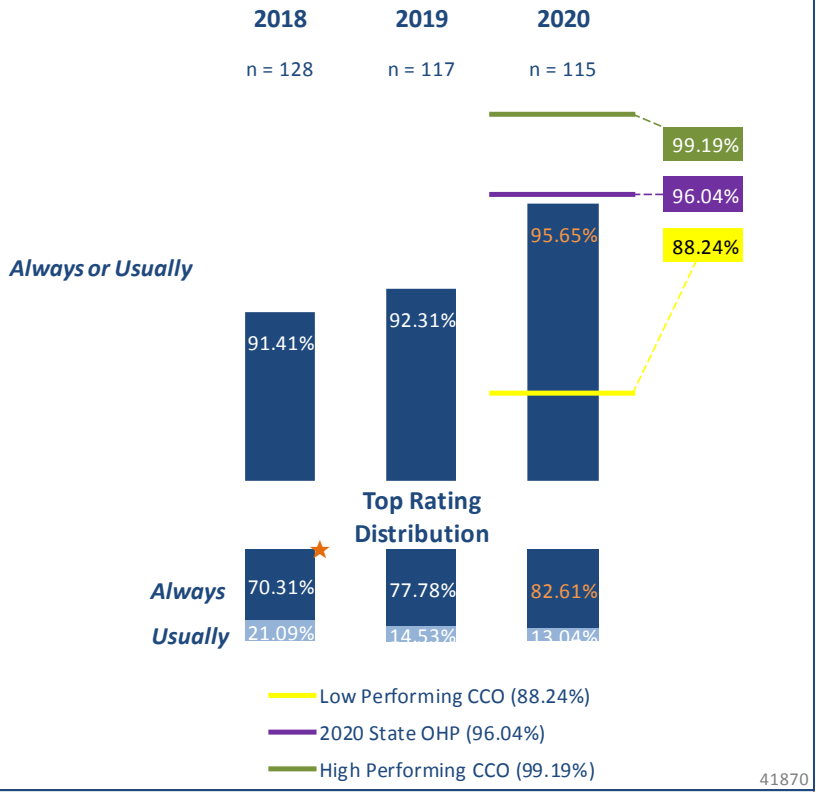
How Well Doctors Communicate (Contributing Items)

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?



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.

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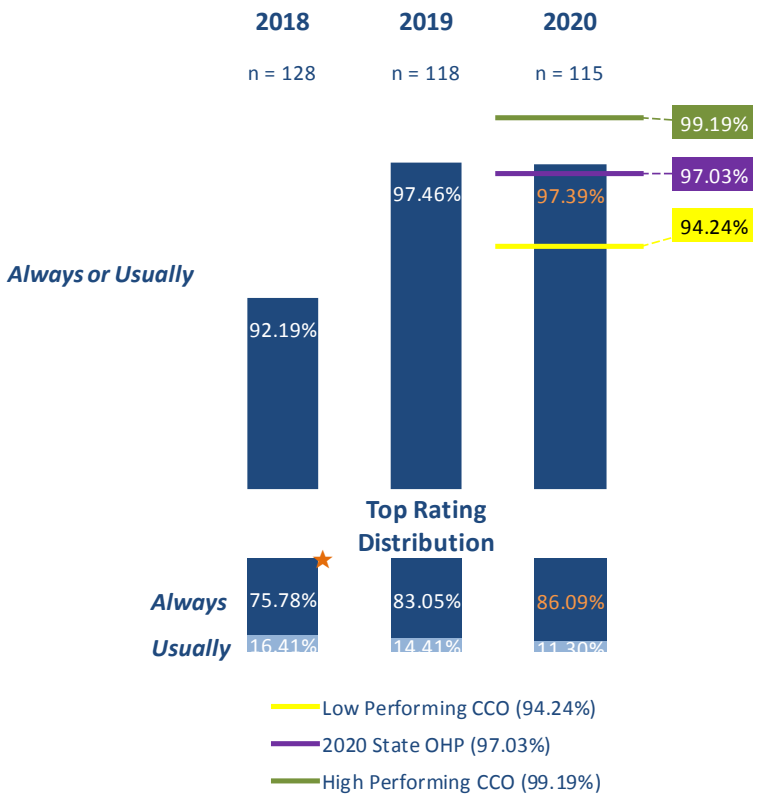
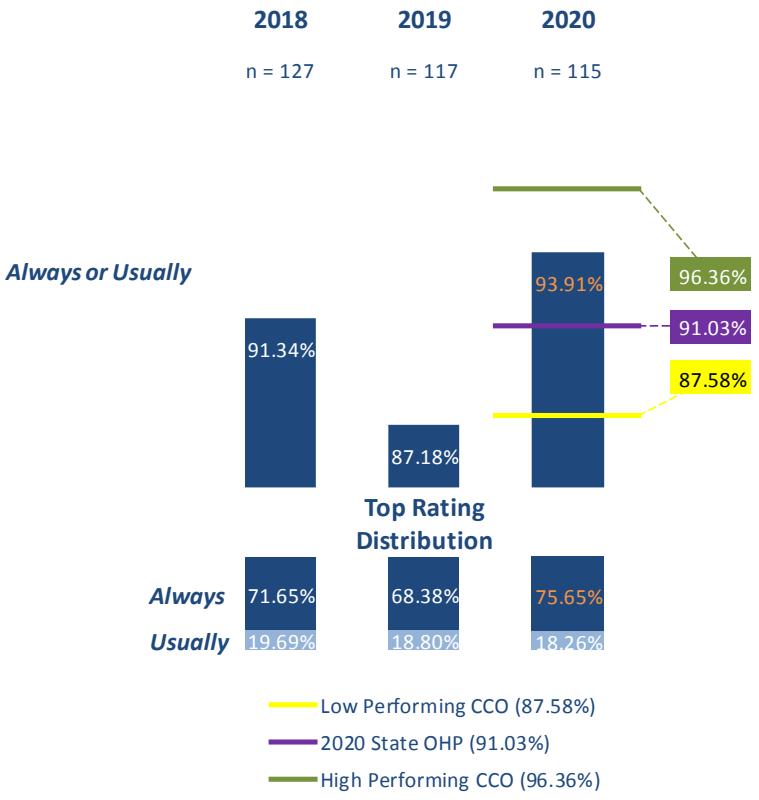
How Well Doctors Communicate (Contributing Items)

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?



41870

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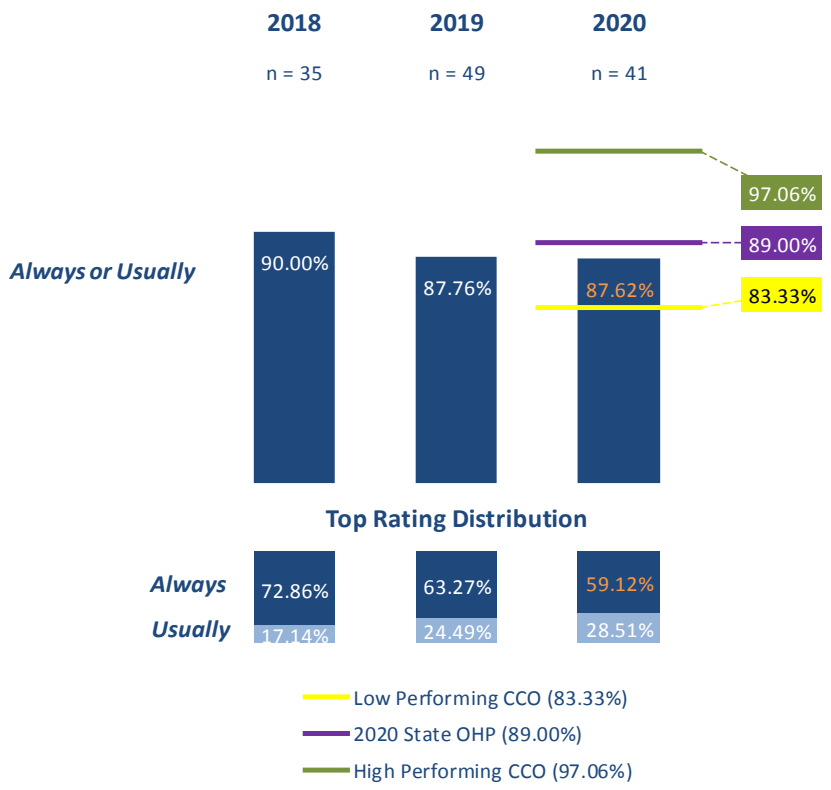
Customer Service (Composite)

Percent Responding Always or Usually



41870

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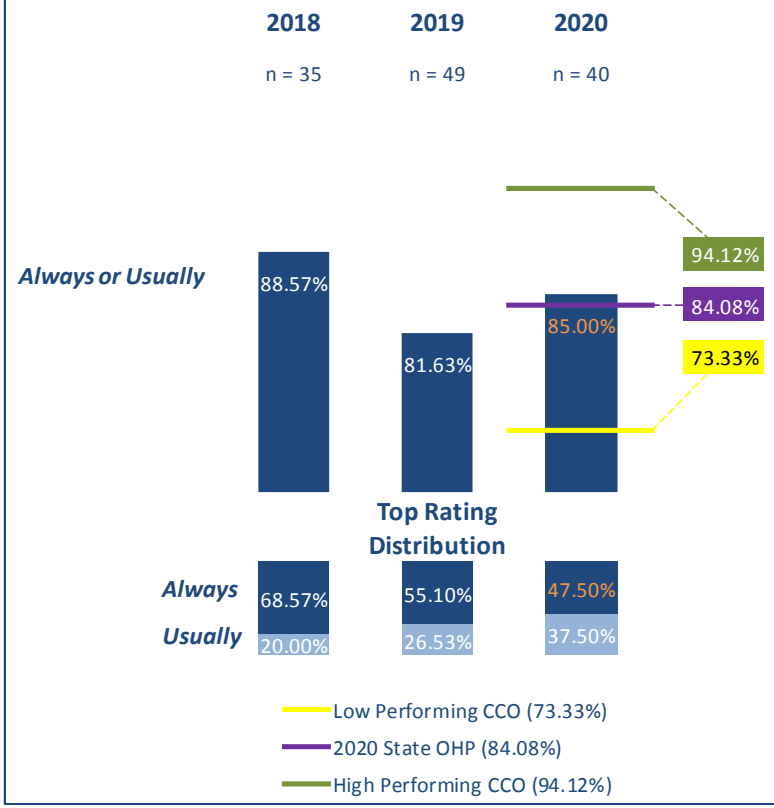
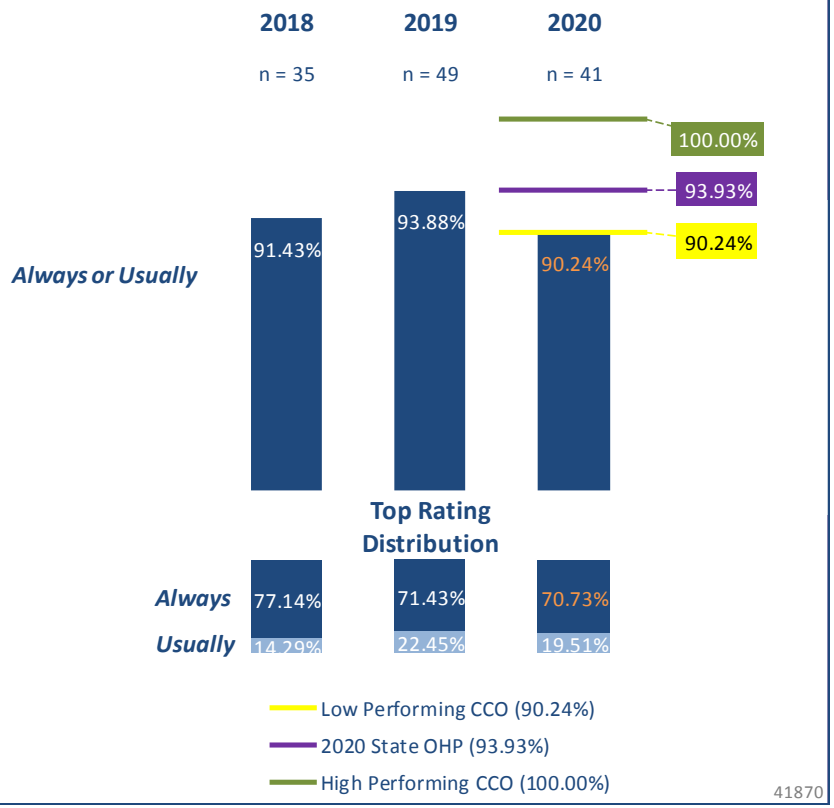
Customer Service (Contributing Items)

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?



41870

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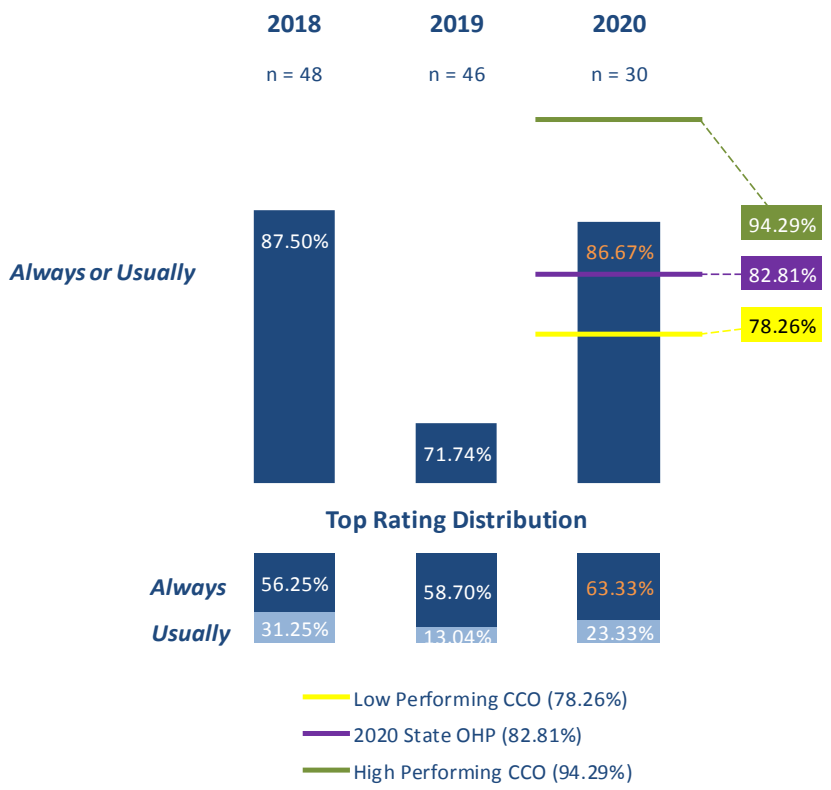
Coordination of Care (Single Item)

Percent Responding Always or Usually



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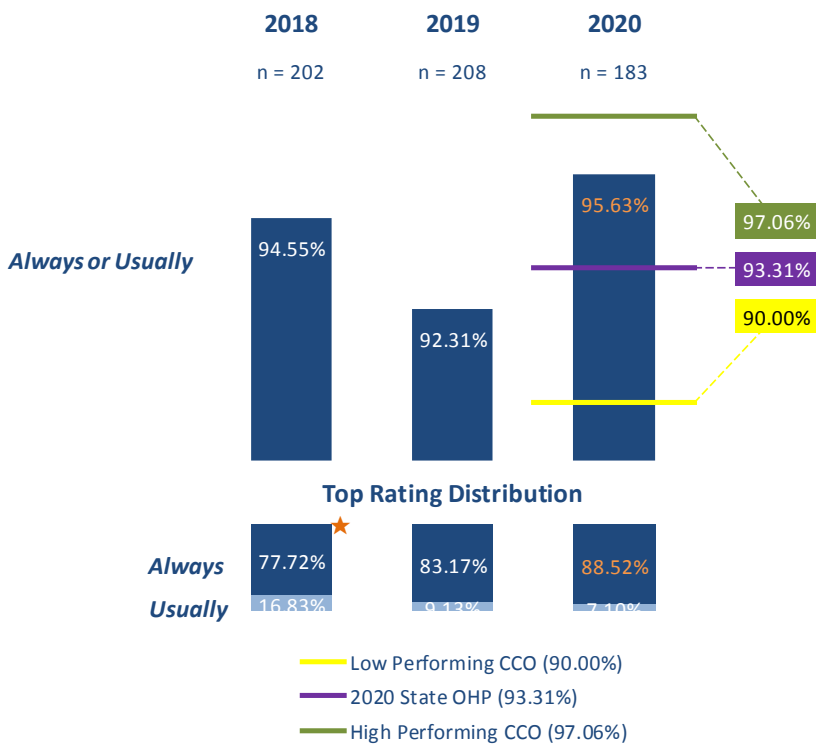
Forms from Plan Were Easy to Fill Out (Single Item)

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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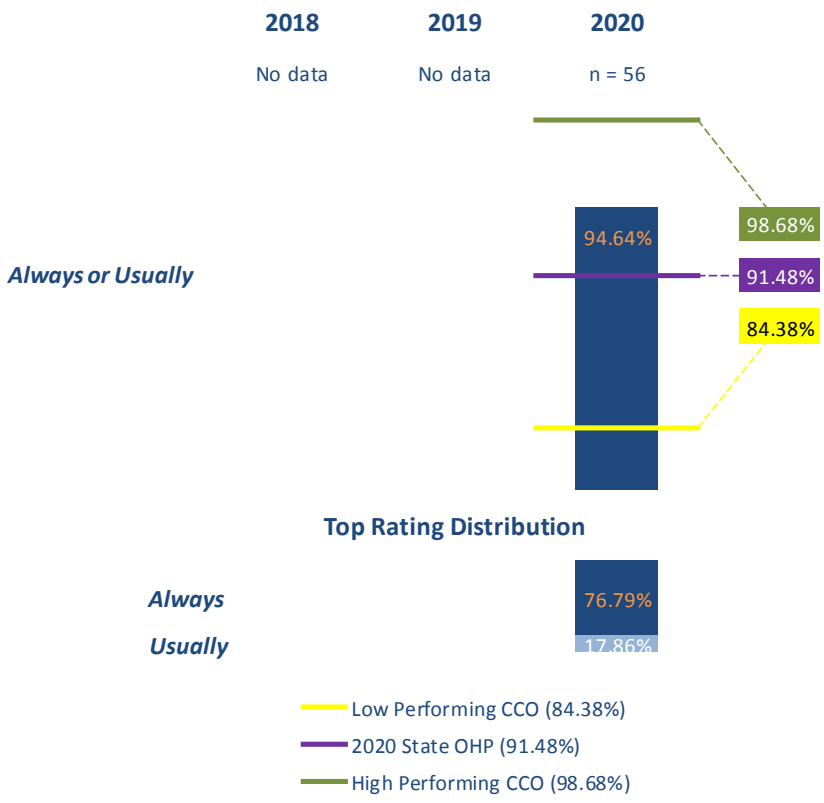
Access to Prescription Medicines (Single Item)

Percent Responding Always or Usually



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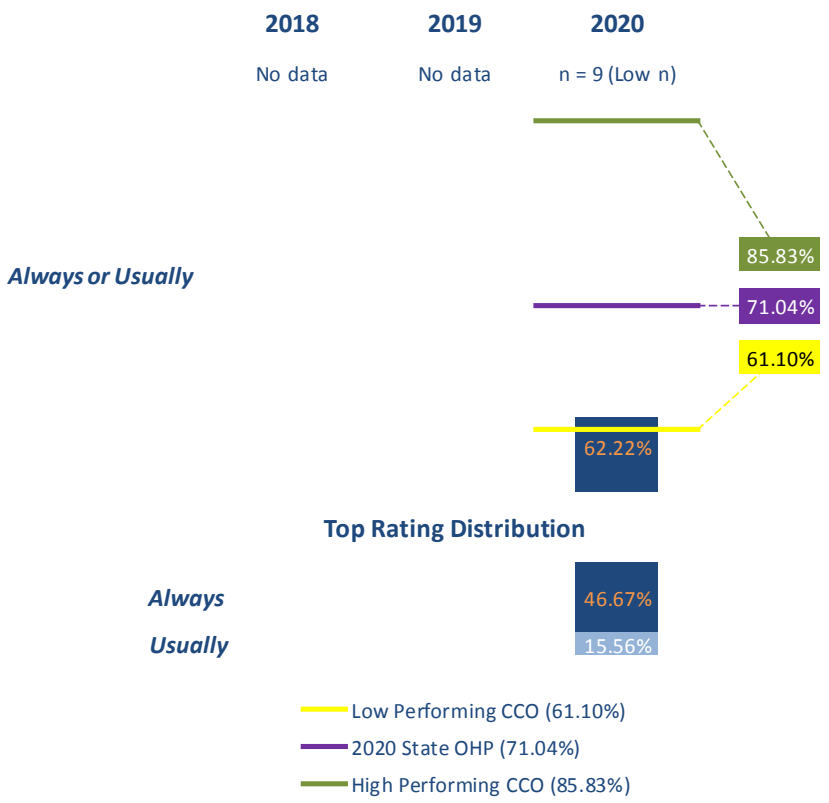
Access to Specialized Services (Composite)

Percent Responding Always or Usually



41870

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Getting Needed Information (Single Item)

Percent Responding Always or Usually

41870

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.

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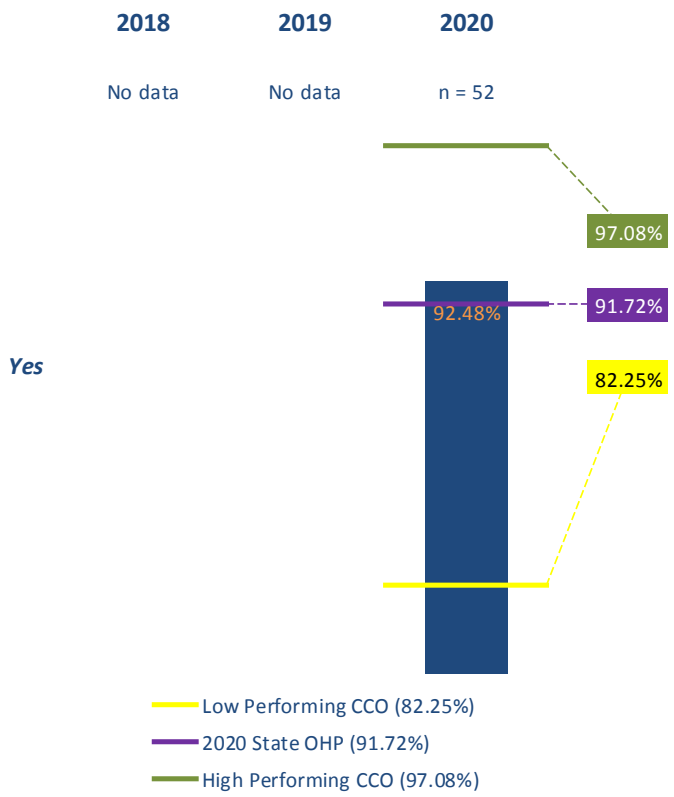
Personal Doctor Who Knows Child (Composite)

Percent Responding Yes



41870

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.

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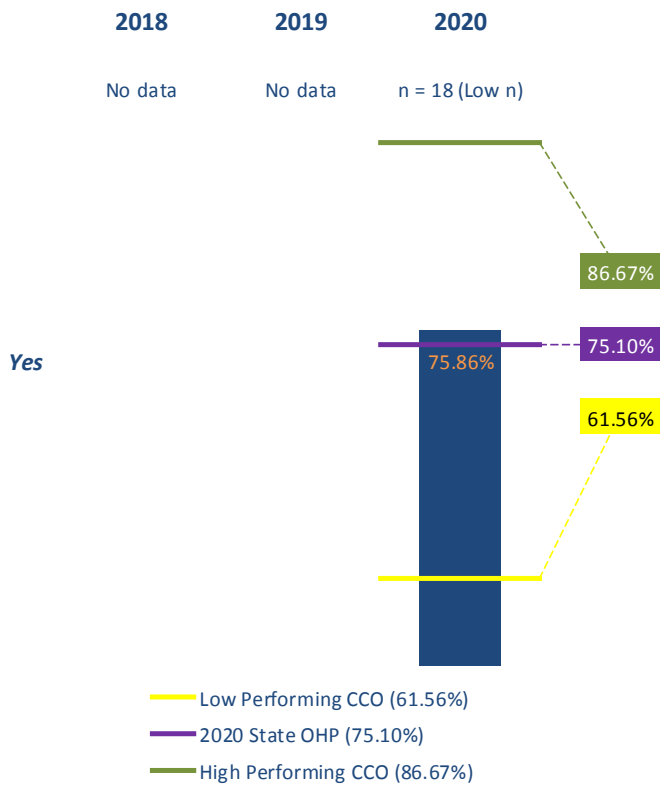
Coordination of Care for Children With Chronic Conditions (Composite)

Percent Responding Yes



41870

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MEMBER PROFILE AND ANALYSIS OF PLAN RATINGS BY MEMBER SEGMENT

This section of the report presents a detailed profile of the Umpqua Health Alliance 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 Umpqua Health Alliance 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 Umpqua Health Alliance 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.

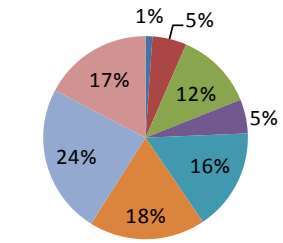
HEALTH STATUS AND DEMOGRAPHICS

The following characteristics are profiled in this section:

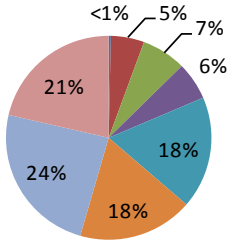
- Child's age
- Child's current gender identity
- Child's health status
- Child's mental or emotional health status
- Respondent's age
- Respondent's current gender identity
- Respondent's education level
- Respondent's relationship to the child
- Child's racial or ethnic identity

Q69. What is your child's age?

Your Organization

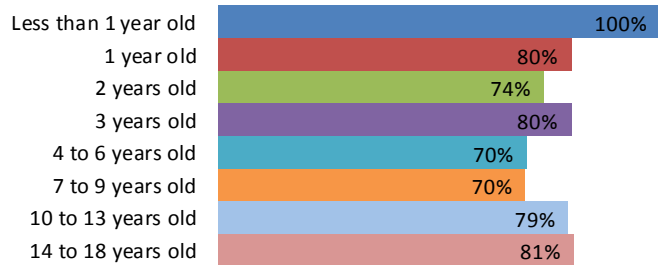


State OHP*



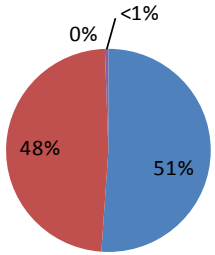
Less than 1 year old
1 year old
2 years old
3 years old
4 to 6 years old
7 to 9 years old
10 to 13 years old
14 to 18 years old

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

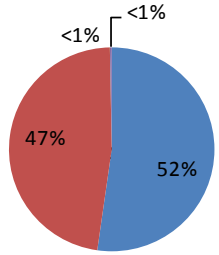


Q71. What is your child's current gender identity?

Your Organization

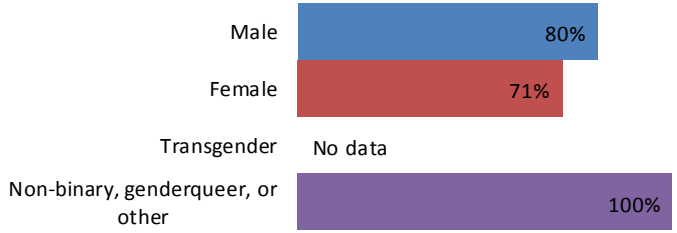


State OHP*



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 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. 41870

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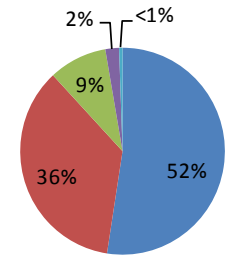
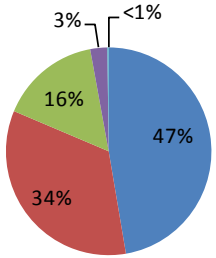
Q53. In general, how would you rate your child's overall health?	Q54. In general, how would you rate your child's overall mental or emotional health?

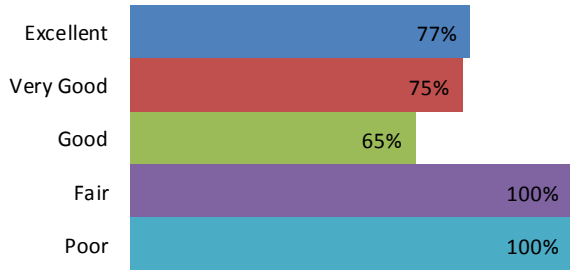
Your Organization



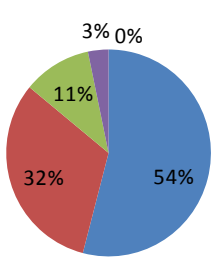
State OHP*



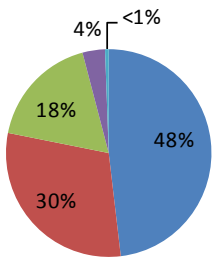
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q53**



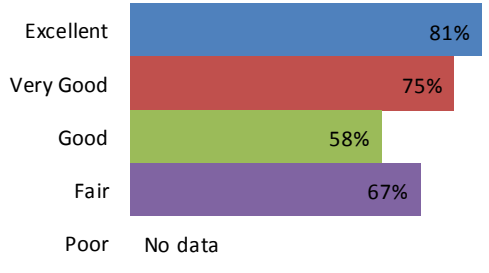
Your Organization



State OHP*



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



Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small. 41870

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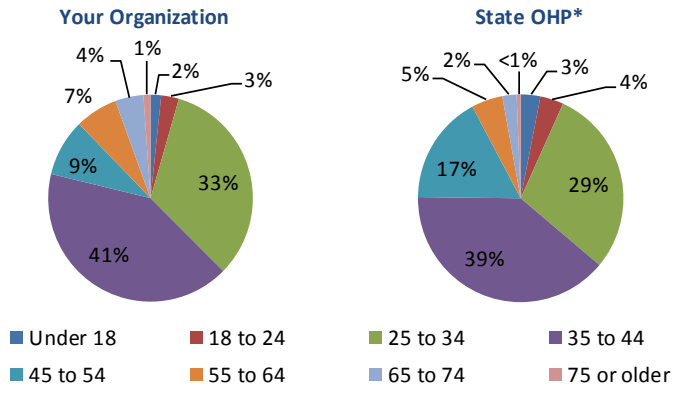
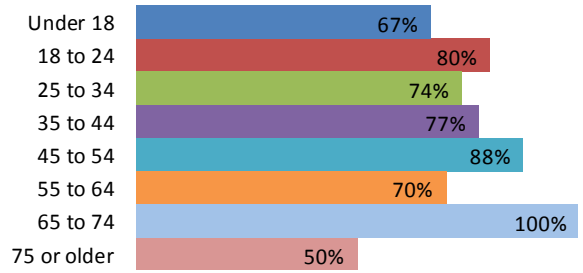
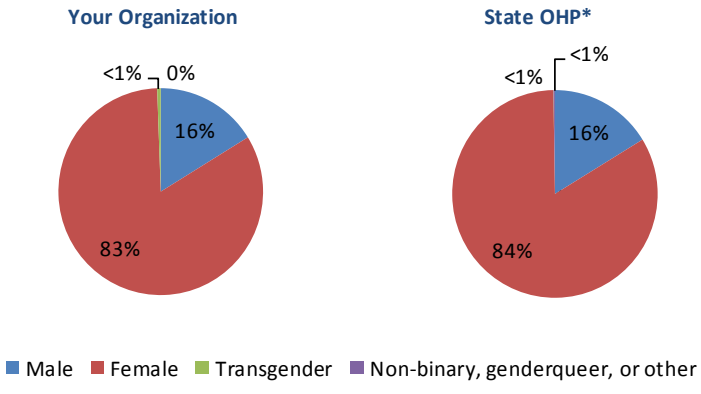
Q72. What is your age?



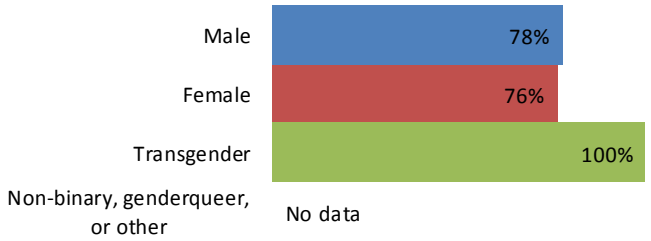
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q72**



Q73. What is your current gender identity?



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



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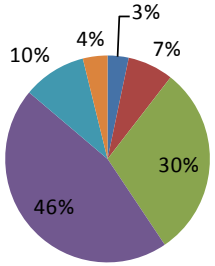
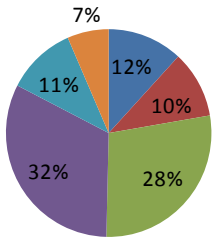
Q74. What is the highest grade or level of school that you have completed?

Your Organization

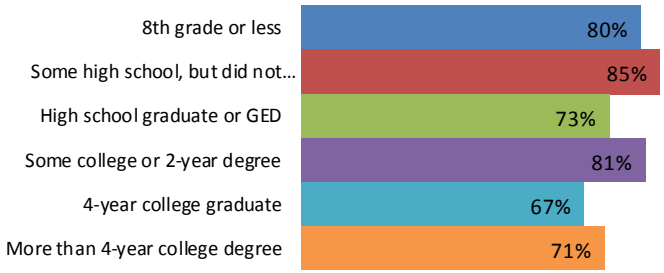


State OHP*



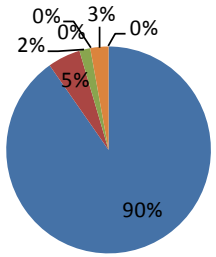
- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

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

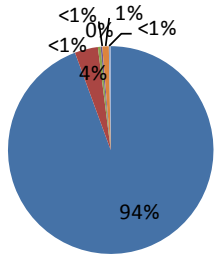


Q75. How are you related to the child?

Your Organization

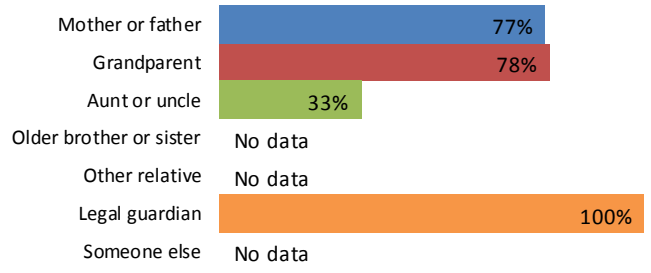


State OHP*



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

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to 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. 41870

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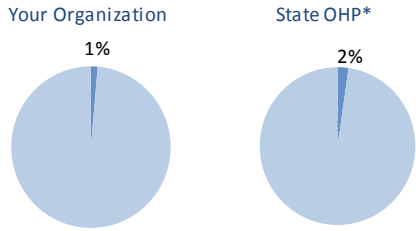
Q76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.

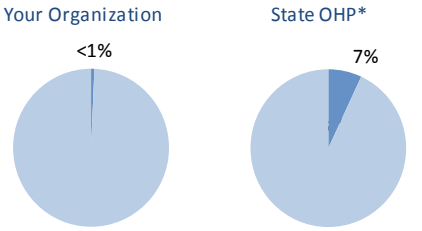
% American Indian or Alaska Native†



Percent of American Indian or Alaska Native† Members Rating Their Plan as 8, 9, or 10** 50%

Q76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.

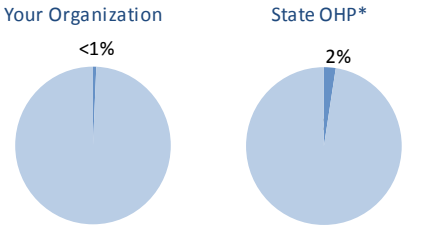
% Asian†



Percent of Asian† Members Rating Their Plan as 8, 9, or 10** 100%

Q76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.

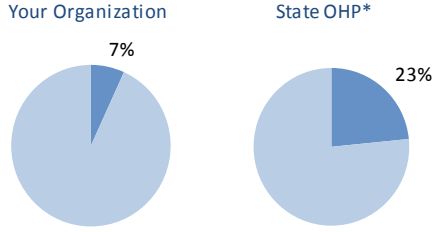
% Black or African American†



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

Q76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.

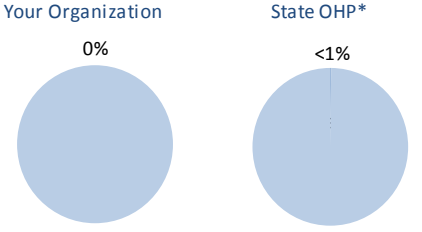
% Hispanic or Latino/a†



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

Q76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.

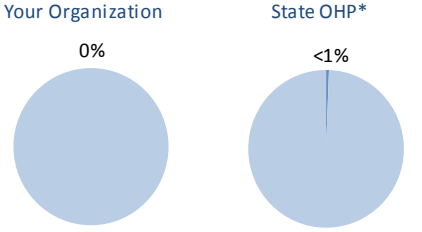
% Middle Eastern/Northern African†



Percent of Middle Eastern/Northern African† Members Rating Their Plan as 8, 9, or 10** No data

Q76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.

% Native Hawaiian or Pacific Islander†



Percent of Native Hawaiian or Pacific Islander† Members Rating Their Plan as 8, 9, or 10** No data

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. 41870

† 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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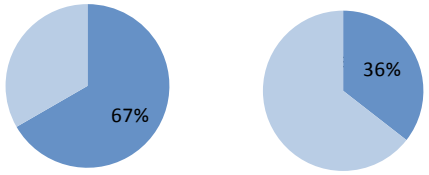
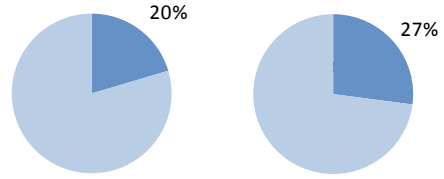
Q76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply. % White†	Q76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply. % Other†	Q76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply. % Multiracial†
Your Organization: 67% State OHP*: 36%	Your Organization: 3% State OHP*: 2%	Your Organization: 20% State OHP*: 27%
Percent of White† Members Rating Their Plan as 8, 9, or 10**: 79%	Percent of Other† Members Rating Their Plan as 8, 9, or 10**: 40%	Percent of Multiracial† Members Rating Their Plan as 8, 9, or 10**: 71%





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† 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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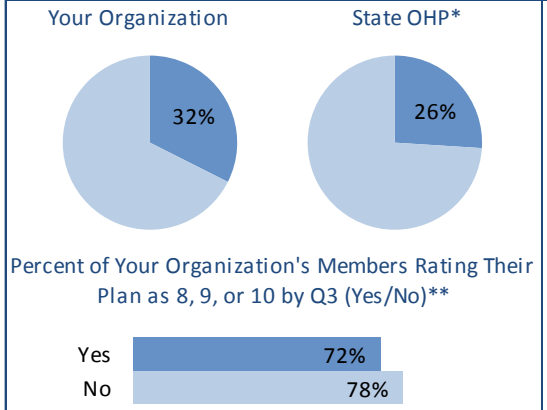
USE OF SERVICES

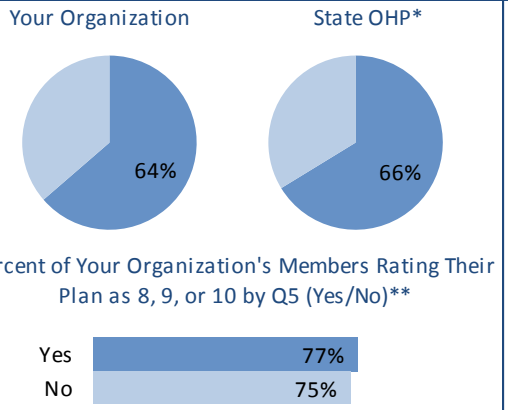
The following utilization measures are included in this section:

- 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

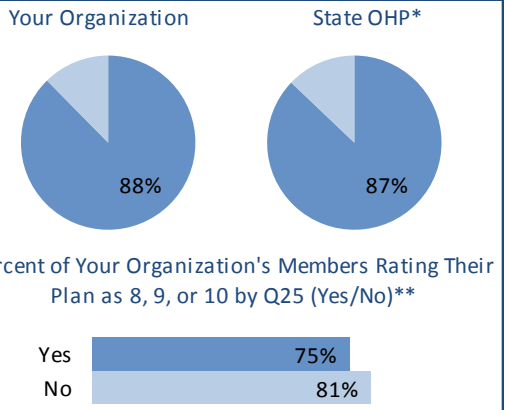
Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office? (% Yes)



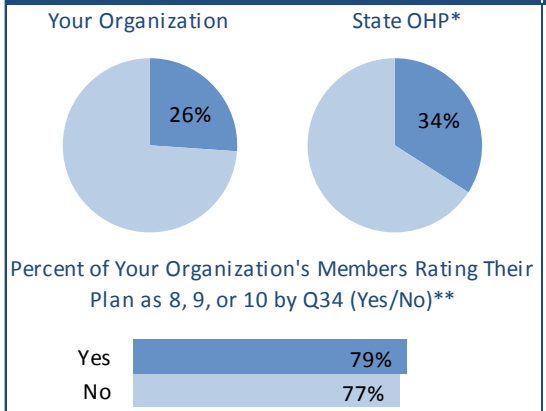
Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic? (% Yes)



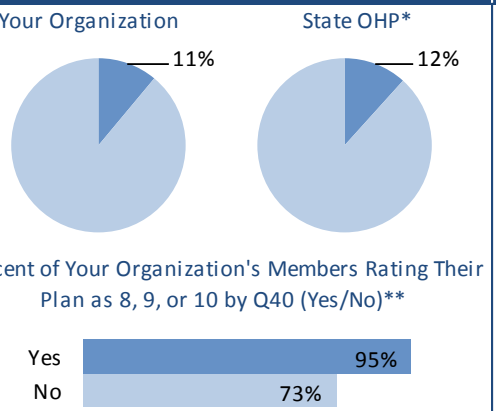
Q25. A personal doctor is the one your child would see if he or she needs a check-up, has a health problem, or gets sick or hurt. Does your child have a personal doctor? (% Yes)



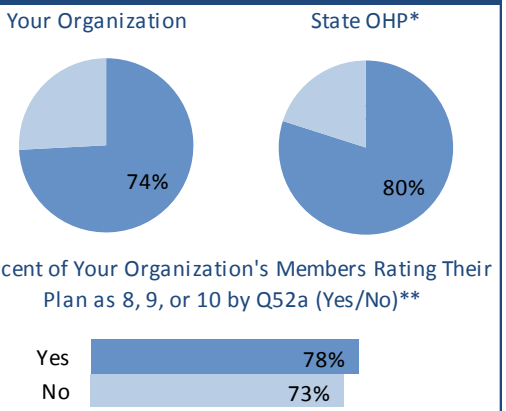
Q34. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor? (% Yes)



Q40. In the last 6 months, did you make any appointments for your child to see a specialist? (% Yes)



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)



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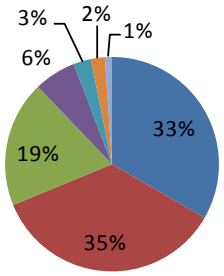
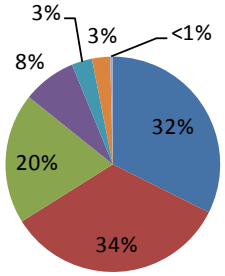
Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

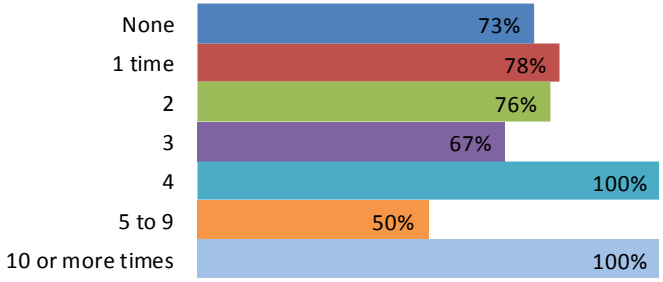
Your Organization



State OHP*

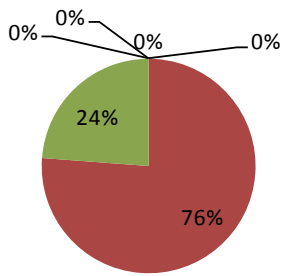


Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q7**

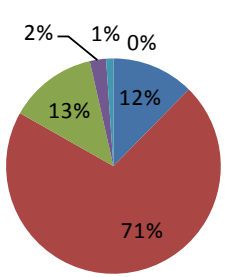


Q42. How many specialists has your child seen in the last 6 months? (Note: the question applies only to those respondents who had appointments with specialists.)

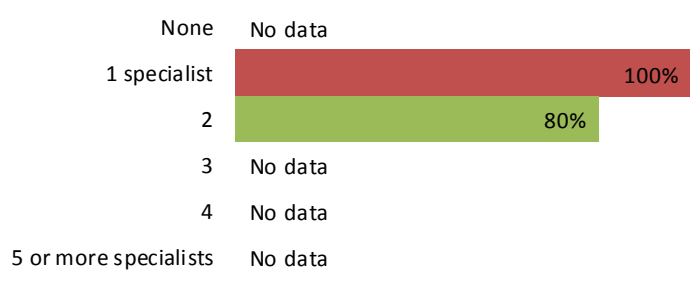
Your Organization



State OHP*



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



Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small. 41870

* 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.

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 Umpqua Health Alliance 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 Umpqua Health Alliance is currently performing on these measures. Improvement targets identified specifically for Umpqua Health Alliance, 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 *Always* or *Usually*)	The higher the proportion of respondents reporting that the necessary care, tests, or treatment were easy to get, the higher the overall plan score
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 *Yes*)	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 *Yes*)	The higher the proportion of members reporting that they contacted customer service for information or help, the lower the overall plan score
Q4. Got an appointment for urgent care as soon as needed (percent *Always* or *Usually*)	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 Umpqua Health Alliance are presented in Exhibit 4. The ordering reflects both the strength of each key driver in the broad industry context and how Umpqua Health Alliance is currently performing on the measure.

The middle panel of the chart compares how Umpqua Health Alliance 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 Umpqua Health Alliance performance and the best practice score.

The bar chart on the right displays the expected improvement in the overall *Rating of Health Plan* score Umpqua Health Alliance 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 UMPQUA HEALTH ALLIANCE CHILD MEDICAID SAMPLE (CLAIMS STRATUM: NON-CHRONIC): 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*)	**70.44%**	+13.05% → **83.49%**	**+6.89%**
Q43. Rating of Specialist Seen Most Often (percent *9* or *10*)	**57.14%**	+39.29% → **96.43%**	**+4.81%**
Q10. Ease of getting needed care, tests, or treatment (percent *Usually* or *Always*)	**91.27%**	+4.63% → **95.90%**	**+1.40%**
Q25. Child has personal doctor (percent *Yes*)	**87.63%**	+6.05% → **93.69%**	**+1.06%**
Q44. Got information or help from customer service (percent *Yes*) ▼	**21.69%**	–7.20% → **14.49%**	**+0.73%**
Q4. Got urgent care as soon as needed (percent *Usually* or *Always*)	**98.36%**	+1.64% → **100.00%**	**+0.24%**

* 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 Umpqua Health Alliance. 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 Umpqua Health Alliance 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

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	89.01%	**86.16%**	86.79%	84.00%
Rating of Specialist	85.64%	**85.71%**	86.96%	79.17%
Rating of All Health Care	87.09%	**83.33%**	77.30%	71.22%
Rating of Health Plan	83.48%	**75.82%**	73.66%	68.90%
Composites				
Getting Needed Care	82.21%	**88.49%**	79.39%	85.61%
Getting Care Quickly	89.01%	**91.55%**	84.80%	90.68%
How Well Doctors Communicate	94.71%	**96.09%**	93.17%	92.54%
Customer Service	89.00%	**87.62%**	87.76%	90.00%
Additional Content Areas				
Coordination of Care	82.81%	**86.67%**	71.74%	87.50%
Children with Chronic Conditions Composites				
Access to Prescription Medicine	91.48%	**94.64%**	NA	NA
Access to Specialized Services	71.04%	**62.22%**	NA	NA
Getting Needed Information	91.67%	**94.44%**	NA	NA
Personal Doctor or Nurse Who Knows Child	91.72%	**92.48%**	NA	NA
Coordination of Care w/CCC (Q16 & Q27)	75.10%	**75.86%**	NA	NA

* 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).

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Y	Z	AA	AB
Number in sample	3,931	**190**	215	212	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	50	**2**	2	0	0	2	0	0	1	1	1	0	1	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	3,881	**188**	213	212	29	147	1	70	82	31	18	54	106	161	17	5	2	1	1	10	0	0	97	5	29	63	118	6
	98.7%	**98.9%**	99.1%	100.0%	100.0%	98.7%	100.0%	100.0%	98.8%	96.9%	94.7%	100.0%	99.1%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	99.0%	0.0%	96.7%	100.0%	98.3%	100.0%
Yes	1,009	**61**	58	75	8	48	1	29	25	7	7	12	38	52	8	1	0	0	0	3	0	0	31	3	10	11	46	4
	26.0%	**32.4%**	27.2%	35.4%	27.6%	32.7%	100.0%	41.4%	30.5%	22.6%	38.9%	22.2%	35.8%	32.3%	47.1%	20.0%	0.0%	0.0%	0.0%	30.0%	---	---	32.0%	60.0%	34.5%	17.5%	39.0%	66.7%
No	2,872	**127**	155	137	21	99	0	41	57	24	11	42	68	109	9	4	2	1	1	7	0	0	66	2	19	52	72	2
	74.0%	**67.6%**	72.8%	64.6%	72.4%	67.3%	0.0%	58.6%	69.5%	77.4%	61.1%	77.8%	64.2%	67.7%	52.9%	80.0%	100.0%	100.0%	100.0%	70.0%	---	---	68.0%	40.0%	65.5%	82.5%	61.0%	33.3%
Significantly different from column:*		A																								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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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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	Z	AA	AB
Number in sample	1,009	**61**	58	68	8	48	1	29	25	7	7	12	38	52	8	1	0	0	0	3	0	0	31	3	10	11	46	4
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	990	**61**	57	68	8	48	1	29	25	7	7	12	38	52	8	1	0	0	0	3	0	0	31	3	10	11	46	4
	98.1%	**100.0%**	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%	0.0%	100.0%	100.0%	100.0%	100.0%
Never	16	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.6%	**0.0%**	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%
Sometimes	70	**1**	6	2	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
	7.1%	**1.6%**	10.5%	2.9%	0.0%	2.1%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	2.6%	1.9%	0.0%	0.0%	---	---	---	0.0%	---	---	3.2%	0.0%	0.0%	0.0%	2.2%	0.0%
Usually	153	**9**	5	14	0	8	1	7	2	0	0	1	8	6	3	0	0	0	0	1	0	0	6	0	0	1	8	0
	15.5%	**14.8%**	8.8%	20.6%	0.0%	16.7%	100.0%	24.1%	8.0%	0.0%	0.0%	8.3%	21.1%	11.5%	37.5%	0.0%	---	---	---	33.3%	---	---	19.4%	0.0%	0.0%	9.1%	17.4%	0.0%
Always	751	**51**	45	52	8	39	0	22	22	7	7	11	29	45	5	1	0	0	0	2	0	0	24	3	10	10	37	4
	75.9%	**83.6%**	78.9%	76.5%	100.0%	81.3%	0.0%	75.9%	88.0%	100.0%	100.0%	91.7%	76.3%	86.5%	62.5%	100.0%	---	---	---	66.7%	---	---	77.4%	100.0%	100.0%	90.9%	80.4%	100.0%
Significantly different from column:*																												
Usually or Always	904	**60**	50	66	8	47	1	29	24	7	7	12	37	51	8	1	0	0	0	3	0	0	30	3	10	11	45	4
	91.3%	**98.4%**	87.7%	97.1%	100.0%	97.9%	100.0%	100.0%	96.0%	100.0%	100.0%	100.0%	97.4%	98.1%	100.0%	100.0%	---	---	---	100.0%	---	---	96.8%	100.0%	100.0%	100.0%	97.8%	100.0%
Significantly different from column:*																												

NA - Not Applicable

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Umpqua Health Alliance - Claims Stratum: Non-Chronic

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
	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	3,931	**190**	215	210	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	46	**3**	4	0	0	2	1	0	2	0	0	1	2	3	0	0	0	0	0	0	0	0	1	0	2	2	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	3,885	**187**	211	210	29	147	0	70	81	32	19	53	105	160	17	5	2	1	1	10	0	0	97	5	28	61	119	6
	98.8%	**98.4%**	98.1%	100.0%	100.0%	98.7%	0.0%	100.0%	97.6%	100.0%	100.0%	98.1%	98.1%	98.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	99.0%	0.0%	93.3%	96.8%	99.2%	100.0%
Yes	2,574	**119**	138	126	17	94	0	52	49	16	9	25	77	101	13	3	1	1	1	6	0	0	64	3	17	12	102	5
	66.3%	**63.6%**	65.4%	60.0%	58.6%	63.9%	---	74.3%	60.5%	50.0%	47.4%	47.2%	73.3%	63.1%	76.5%	60.0%	50.0%	100.0%	100.0%	60.0%	---	---	66.0%	60.0%	60.7%	19.7%	85.7%	83.3%
No	1,311	**68**	73	84	12	53	0	18	32	16	10	28	28	59	4	2	1	0	0	4	0	0	33	2	11	49	17	1
	33.7%	**36.4%**	34.6%	40.0%	41.4%	36.1%	---	25.7%	39.5%	50.0%	52.6%	52.8%	26.7%	36.9%	23.5%	40.0%	50.0%	0.0%	0.0%	40.0%	---	---	34.0%	40.0%	39.3%	80.3%	14.3%	16.7%
Significantly different from column:*								J		H	M	M	KL													AA	Z	

NA - Not Applicable

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Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Y	Z	AA	AB
Number in sample	2,574	**119**	138	121	17	94	0	52	49	16	9	25	77	101	13	3	1	1	1	6	0	0	64	3	17	12	102	5
Number missing or multiple answer	63	**1**	0	0	0	1	0	1	0	0	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	2,511	**118**	138	121	17	93	0	51	49	16	9	24	77	100	13	3	1	1	1	6	0	0	64	3	16	12	101	5
	97.6%	**99.2%**	100.0%	100.0%	100.0%	98.9%	---	98.1%	100.0%	100.0%	100.0%	96.0%	100.0%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	94.1%	100.0%	99.0%	100.0%
Never	35	**3**	5	2	0	3	0	1	1	1	0	1	2	2	1	0	0	0	0	1	0	0	1	0	1	2	1	0
	1.4%	**2.5%**	3.6%	1.7%	0.0%	3.2%	---	2.0%	2.0%	6.3%	0.0%	4.2%	2.6%	2.0%	7.7%	0.0%	0.0%	0.0%	0.0%	16.7%	---	---	1.6%	0.0%	6.3%	16.7%	1.0%	0.0%
Sometimes	299	**15**	20	17	0	14	0	7	8	0	0	2	12	12	3	0	0	0	0	0	0	0	8	1	3	4	11	0
	11.9%	**12.7%**	14.5%	14.0%	0.0%	15.1%	---	13.7%	16.3%	0.0%	0.0%	8.3%	15.6%	12.0%	23.1%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	12.5%	33.3%	18.8%	33.3%	10.9%	0.0%
Usually	639	**20**	33	28	5	15	0	10	7	3	1	5	14	18	2	0	0	0	0	0	0	0	12	0	7	1	18	1
	25.4%	**16.9%**	23.9%	23.1%	29.4%	16.1%	---	19.6%	14.3%	18.8%	11.1%	20.8%	18.2%	18.0%	15.4%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	18.8%	0.0%	43.8%	8.3%	17.8%	20.0%
Always	1,538	**80**	80	74	12	61	0	33	33	12	8	16	49	68	7	3	1	1	1	5	0	0	43	2	5	5	71	4
	61.3%	**67.8%**	58.0%	61.2%	70.6%	65.6%	---	64.7%	67.3%	75.0%	88.9%	66.7%	63.6%	68.0%	53.8%	100.0%	100.0%	100.0%	100.0%	83.3%	---	---	67.2%	66.7%	31.3%	41.7%	70.3%	80.0%
Significantly different from column:*																							Y		W			
Usually or Always	2,177	**100**	113	102	17	76	0	43	40	15	9	21	63	86	9	3	1	1	1	5	0	0	55	2	12	6	89	5
	86.7%	**84.7%**	81.9%	84.3%	100.0%	81.7%	---	84.3%	81.6%	93.8%	100.0%	87.5%	81.8%	86.0%	69.2%	100.0%	100.0%	100.0%	100.0%	83.3%	---	---	85.9%	66.7%	75.0%	50.0%	88.1%	100.0%
Significantly different from column:*																												

NA - Not Applicable

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Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Z	AA	AB
Number in sample	3,931	**190**	215	211	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	97	**1**	6	0	0	1	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,834	**189**	209	211	29	148	1	69	83	32	19	53	107	162	17	5	2	1	1	10	0	0	97	5	30	63	120	6
	97.5%	**99.5%**	97.2%	100.0%	100.0%	99.3%	100.0%	98.6%	100.0%	100.0%	100.0%	98.1%	100.0%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	99.0%	0.0%	100.0%	100.0%	100.0%	100.0%
None	1,241	**63**	65	69	7	54	0	16	28	16	8	24	29	55	5	1	1	1	0	5	0	0	30	2	14	63	0	0
	32.4%	**33.3%**	31.1%	32.7%	24.1%	36.5%	0.0%	23.2%	33.7%	50.0%	42.1%	45.3%	27.1%	34.0%	29.4%	20.0%	50.0%	100.0%	0.0%	50.0%	---	---	30.9%	40.0%	46.7%	100.0%	0.0%	0.0%
1 time	1,293	**67**	70	67	11	51	0	26	32	8	8	18	37	59	4	2	1	0	1	2	0	0	35	2	7	0	67	0
	33.7%	**35.4%**	33.5%	31.8%	37.9%	34.5%	0.0%	37.7%	38.6%	25.0%	42.1%	34.0%	34.6%	36.4%	23.5%	40.0%	50.0%	0.0%	100.0%	20.0%	---	---	36.1%	40.0%	23.3%	0.0%	55.8%	0.0%
2	753	**36**	38	40	6	27	1	15	16	4	1	9	24	32	3	0	0	0	0	2	0	0	19	0	7	0	36	0
	19.6%	**19.0%**	18.2%	19.0%	20.7%	18.2%	100.0%	21.7%	19.3%	12.5%	5.3%	17.0%	22.4%	19.8%	17.6%	0.0%	0.0%	0.0%	0.0%	20.0%	---	---	19.6%	0.0%	23.3%	0.0%	30.0%	0.0%
3	309	**12**	19	21	2	8	0	10	1	1	1	0	9	9	3	0	0	0	0	0	0	0	6	0	1	0	12	0
	8.1%	**6.3%**	9.1%	10.0%	6.9%	5.4%	0.0%	14.5%	1.2%	3.1%	5.3%	0.0%	8.4%	5.6%	17.6%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	6.2%	0.0%	3.3%	0.0%	10.0%	0.0%
4	118	**5**	9	7	1	4	0	2	3	0	0	1	4	3	1	1	0	0	0	0	0	0	3	0	1	0	5	0
	3.1%	**2.6%**	4.3%	3.3%	3.4%	2.7%	0.0%	2.9%	3.6%	0.0%	0.0%	1.9%	3.7%	1.9%	5.9%	20.0%	0.0%	0.0%	0.0%	0.0%	---	---	3.1%	0.0%	3.3%	0.0%	4.2%	0.0%
5 to 9	105	**4**	6	6	0	4	0	0	2	2	0	1	3	3	1	0	0	0	0	0	0	0	3	1	0	0	0	4
	2.7%	**2.1%**	2.9%	2.8%	0.0%	2.7%	0.0%	0.0%	2.4%	6.3%	0.0%	1.9%	2.8%	1.9%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	3.1%	20.0%	0.0%	0.0%	0.0%	66.7%
10 or more times	15	**2**	2	1	2	0	0	0	1	1	1	0	1	1	0	1	0	0	0	1	0	0	1	0	0	0	0	2
	0.4%	**1.1%**	1.0%	0.5%	6.9%	0.0%	0.0%	0.0%	1.2%	3.1%	5.3%	0.0%	0.9%	0.6%	0.0%	20.0%	0.0%	0.0%	0.0%	10.0%	---	---	1.0%	0.0%	0.0%	0.0%	0.0%	33.3%
5 or more times	120	**6**	8	7	2	4	0	0	3	3	1	1	4	4	1	1	0	0	0	1	0	0	4	1	0	0	0	6
	3.1%	**3.2%**	3.8%	3.3%	6.9%	2.7%	0.0%	0.0%	3.6%	9.4%	5.3%	1.9%	3.7%	2.5%	5.9%	20.0%	0.0%	0.0%	0.0%	10.0%	---	---	4.1%	20.0%	0.0%	0.0%	0.0%	100.0%
Significantly different from column:*																												

NA - Not Applicable

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Umpqua Health Alliance - Claims Stratum: Non-Chronic

41870

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	**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	Z	AA	AB
Number in sample	2,593	**126**	---	---	22	94	1	53	55	16	11	29	78	107	12	4	1	0	1	5	0	0	67	3	16	0	120	6
Number missing or multiple answer	25	**0**	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	2,568	**126**	---	---	22	94	1	53	55	16	11	29	78	107	12	4	1	0	1	5	0	0	67	3	16	0	120	6
	99.0%	**100.0%**	---	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	---	100.0%	100.0%
Never	42	**1**	---	---	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
	1.6%	**0.8%**	---	---	0.0%	1.1%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	1.3%	0.9%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	---	1.5%	0.0%	0.0%	---	0.8%	0.0%
Sometimes	172	**6**	---	---	3	3	0	3	2	1	1	3	2	5	0	1	1	0	0	1	0	0	3	0	0	0	6	0
	6.7%	**4.8%**	---	---	13.6%	3.2%	0.0%	5.7%	3.6%	6.3%	9.1%	10.3%	2.6%	4.7%	0.0%	25.0%	100.0%	---	0.0%	20.0%	---	---	4.5%	0.0%	0.0%	---	5.0%	0.0%
Usually	426	**23**	---	---	4	17	1	12	7	4	0	4	18	17	6	0	0	0	1	1	0	0	13	1	2	0	22	1
	16.6%	**18.3%**	---	---	18.2%	18.1%	100.0%	22.6%	12.7%	25.0%	0.0%	13.8%	23.1%	15.9%	50.0%	0.0%	0.0%	---	100.0%	20.0%	---	---	19.4%	33.3%	12.5%	---	18.3%	16.7%
Always	1,928	**96**	---	---	15	73	0	38	45	11	10	22	57	84	6	3	0	0	0	3	0	0	50	2	14	0	91	5
	75.1%	**76.2%**	---	---	68.2%	77.7%	0.0%	71.7%	81.8%	68.8%	90.9%	75.9%	73.1%	78.5%	50.0%	75.0%	0.0%	---	0.0%	60.0%	---	---	74.6%	66.7%	87.5%	---	75.8%	83.3%
Significantly different from column:*																												
Usually or Always	2,354	**119**	---	---	19	90	1	50	52	15	10	26	75	101	12	3	0	0	1	4	0	0	63	3	16	0	113	6
	91.7%	**94.4%**	---	---	86.4%	95.7%	100.0%	94.3%	94.5%	93.8%	90.9%	89.7%	96.2%	94.4%	100.0%	75.0%	0.0%	---	100.0%	80.0%	---	---	94.0%	100.0%	100.0%	---	94.2%	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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

41870

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)

					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 State OHP	**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	2,593	**126**	144	139	22	94	1	53	55	16	11	29	78	107	12	4	1	0	1	5	0	0	67	3	16	0	120	6
Number missing or multiple answer	30	**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
Number 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	2,563	**126**	141	139	22	94	1	53	55	16	11	29	78	107	12	4	1	0	1	5	0	0	67	3	16	0	120	6
	98.8%	**100.0%**	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%
0 Worst health care possible	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
	0.2%	**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%
1	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
	0.2%	**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%
2	4	**1**	1	1	1	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0
	0.2%	**0.8%**	0.7%	0.7%	4.5%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	3.4%	0.0%	0.9%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	---	0.0%	0.0%	6.3%	---	0.8%	0.0%
3	7	**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%**	0.7%	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%
4	13	**1**	0	2	1	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0
	0.5%	**0.8%**	0.0%	1.4%	4.5%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	1.3%	0.9%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	---	0.8%	0.0%
5	46	**4**	7	6	0	4	0	2	1	1	0	1	3	4	0	0	0	0	0	0	0	0	2	0	2	0	3	1
	1.8%	**3.2%**	5.0%	4.3%	0.0%	4.3%	0.0%	3.8%	1.8%	6.3%	0.0%	3.4%	3.8%	3.7%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	---	3.0%	0.0%	12.5%	---	2.5%	16.7%
6	64	**5**	8	10	0	4	0	2	3	0	0	0	4	4	1	0	0	0	0	0	0	0	4	0	0	0	5	0
	2.5%	**4.0%**	5.7%	7.2%	0.0%	4.3%	0.0%	3.8%	5.5%	0.0%	0.0%	0.0%	5.1%	3.7%	8.3%	0.0%	0.0%	---	0.0%	0.0%	---	---	6.0%	0.0%	0.0%	---	4.2%	0.0%
7	187	**10**	14	20	2	7	0	7	3	0	0	2	7	8	2	0	0	0	0	1	0	0	7	0	0	0	10	0
	7.3%	**7.9%**	9.9%	14.4%	9.1%	7.4%	0.0%	13.2%	5.5%	0.0%	0.0%	6.9%	9.0%	7.5%	16.7%	0.0%	0.0%	---	0.0%	20.0%	---	---	10.4%	0.0%	0.0%	---	8.3%	0.0%
8	505	**24**	27	28	3	19	0	8	13	3	2	5	16	19	5	0	0	0	0	0	0	0	12	2	3	0	20	4
	19.7%	**19.0%**	19.1%	20.1%	13.6%	20.2%	0.0%	15.1%	23.6%	18.8%	18.2%	17.2%	20.5%	17.8%	41.7%	0.0%	0.0%	---	0.0%	0.0%	---	---	17.9%	66.7%	18.8%	---	16.7%	66.7%
9	519	**22**	26	32	4	17	1	7	11	4	4	3	15	15	3	3	1	0	1	2	0	0	12	0	3	0	21	1
	20.2%	**17.5%**	18.4%	23.0%	18.2%	18.1%	100.0%	13.2%	20.0%	25.0%	36.4%	10.3%	19.2%	14.0%	25.0%	75.0%	100.0%	---	100.0%	40.0%	---	---	17.9%	0.0%	18.8%	---	17.5%	16.7%
10 Best health care possible	1,208	**59**	56	39	11	43	0	26	23	8	5	17	32	55	1	1	0	0	0	2	0	0	30	1	7	0	59	0
	47.1%	**46.8%**	39.7%	28.1%	50.0%	45.7%	0.0%	49.1%	41.8%	50.0%	45.5%	58.6%	41.0%	51.4%	8.3%	25.0%	0.0%	---	0.0%	40.0%	---	---	44.8%	33.3%	43.8%	---	49.2%	0.0%

NA - Not Applicable

Umpqua Health Alliance - Claims Stratum: Non-Chronic

41870

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	Y	Z	AA	AB
Number in sample	2,593	**126**	144	139	22	94	1	53	55	16	11	29	78	107	12	4	1	0	1	5	0	0	67	3	16	0	120	6
Number missing or multiple answer	30	**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
Number 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	2,563	**126**	141	139	22	94	1	53	55	16	11	29	78	107	12	4	1	0	1	5	0	0	67	3	16	0	120	6
	98.8%	**100.0%**	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%
0 to 4	34	**2**	3	4	2	0	0	1	1	0	0	1	1	2	0	0	0	0	0	0	0	0	0	0	1	0	2	0
	1.3%	**1.6%**	2.1%	2.9%	9.1%	0.0%	0.0%	1.9%	1.8%	0.0%	0.0%	3.4%	1.3%	1.9%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	---	0.0%	0.0%	6.3%	---	1.7%	0.0%
5	46	**4**	7	6	0	4	0	2	1	1	0	1	3	4	0	0	0	0	0	0	0	0	2	0	2	0	3	1
	1.8%	**3.2%**	5.0%	4.3%	0.0%	4.3%	0.0%	3.8%	1.8%	6.3%	0.0%	3.4%	3.8%	3.7%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	---	3.0%	0.0%	12.5%	---	2.5%	16.7%
6 or 7	251	**15**	22	30	2	11	0	9	6	0	0	2	11	12	3	0	0	0	0	1	0	0	11	0	0	0	15	0
	9.8%	**11.9%**	15.6%	21.6%	9.1%	11.7%	0.0%	17.0%	10.9%	0.0%	0.0%	6.9%	14.1%	11.2%	25.0%	0.0%	0.0%	---	0.0%	20.0%	---	---	16.4%	0.0%	0.0%	---	12.5%	0.0%
8 to 10	2,232	**105**	109	99	18	79	1	41	47	15	11	25	63	89	9	4	1	0	1	4	0	0	54	3	13	0	100	5
	87.1%	**83.3%**	77.3%	71.2%	81.8%	84.0%	100.0%	77.4%	85.5%	93.8%	100.0%	86.2%	80.8%	83.2%	75.0%	100.0%	100.0%	---	100.0%	80.0%	---	---	80.6%	100.0%	81.3%	---	83.3%	83.3%
Significantly different from column:*		D																										
0 to 6	144	**11**	18	20	2	8	0	5	5	1	0	2	8	10	1	0	0	0	0	0	0	0	6	0	3	0	10	1
	5.6%	**8.7%**	12.8%	14.4%	9.1%	8.5%	0.0%	9.4%	9.1%	6.3%	0.0%	6.9%	10.3%	9.3%	8.3%	0.0%	0.0%	---	0.0%	0.0%	---	---	9.0%	0.0%	18.8%	---	8.3%	16.7%
7 to 8	692	**34**	41	48	5	26	0	15	16	3	2	7	23	27	7	0	0	0	0	1	0	0	19	2	3	0	30	4
	27.0%	**27.0%**	29.1%	34.5%	22.7%	27.7%	0.0%	28.3%	29.1%	18.8%	18.2%	24.1%	29.5%	25.2%	58.3%	0.0%	0.0%	---	0.0%	20.0%	---	---	28.4%	66.7%	18.8%	---	25.0%	66.7%
9 to 10	1,727	**81**	82	71	15	60	1	33	34	12	9	20	47	70	4	4	1	0	1	4	0	0	42	1	10	0	80	1
	67.4%	**64.3%**	58.2%	51.1%	68.2%	63.8%	100.0%	62.3%	61.8%	75.0%	81.8%	69.0%	60.3%	65.4%	33.3%	100.0%	100.0%	---	100.0%	80.0%	---	---	62.7%	33.3%	62.5%	---	66.7%	16.7%
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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

41870

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	**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	Z	AA	AB
Number in sample	2,593	**126**	144	136	22	94	1	53	55	16	11	29	78	107	12	4	1	0	1	5	0	0	67	3	16	0	120	6
Number missing or multiple answer	33	**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
Number 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	2,560	**126**	141	136	22	94	1	53	55	16	11	29	78	107	12	4	1	0	1	5	0	0	67	3	16	0	120	6
	98.7%	**100.0%**	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%
Never	32	**0**	4	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
	1.3%	**0.0%**	2.8%	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%
Sometimes	191	**11**	13	9	1	9	0	5	3	3	1	2	7	8	2	1	0	0	0	2	0	0	5	0	1	0	11	0
	7.5%	**8.7%**	9.2%	6.6%	4.5%	9.6%	0.0%	9.4%	5.5%	18.8%	9.1%	6.9%	9.0%	7.5%	16.7%	25.0%	0.0%	---	0.0%	40.0%	---	---	7.5%	0.0%	6.3%	---	9.2%	0.0%
Usually	654	**32**	38	45	7	22	1	12	16	4	2	10	19	26	5	0	1	0	1	0	0	0	17	1	5	0	30	2
	25.5%	**25.4%**	27.0%	33.1%	31.8%	23.4%	100.0%	22.6%	29.1%	25.0%	18.2%	34.5%	24.4%	24.3%	41.7%	0.0%	100.0%	---	100.0%	0.0%	---	---	25.4%	33.3%	31.3%	---	25.0%	33.3%
Always	1,683	**83**	86	81	14	63	0	36	36	9	8	17	52	73	5	3	0	0	0	3	0	0	45	2	10	0	79	4
	65.7%	**65.9%**	61.0%	59.6%	63.6%	67.0%	0.0%	67.9%	65.5%	56.3%	72.7%	58.6%	66.7%	68.2%	41.7%	75.0%	0.0%	---	0.0%	60.0%	---	---	67.2%	66.7%	62.5%	---	65.8%	66.7%
Significantly different from column:*																												
Usually or Always	2,337	**115**	124	126	21	85	1	48	52	13	10	27	71	99	10	3	1	0	1	3	0	0	62	3	15	0	109	6
	91.3%	**91.3%**	87.9%	92.6%	95.5%	90.4%	100.0%	90.6%	94.5%	81.3%	90.9%	93.1%	91.0%	92.5%	83.3%	75.0%	100.0%	---	100.0%	60.0%	---	---	92.5%	100.0%	93.8%	---	90.8%	100.0%
Significantly different from column:*																												

NA - Not Applicable

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

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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
	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	3,931	**190**	---	---	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	46	**0**	---	---	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	3,885	**190**	---	---	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
	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	2,772	**133**	---	---	25	100	1	28	79	23	13	38	76	112	14	4	2	0	1	7	0	0	68	4	24	44	83	6
	71.4%	**70.0%**	---	---	86.2%	67.1%	100.0%	40.0%	95.2%	71.9%	68.4%	70.4%	71.0%	68.7%	82.4%	80.0%	100.0%	0.0%	100.0%	70.0%	---	---	69.4%	80.0%	80.0%	69.8%	69.2%	100.0%
No	1,113	**57**	---	---	4	49	0	42	4	9	6	16	31	51	3	1	0	1	0	3	0	0	30	1	6	19	37	0
	28.6%	**30.0%**	---	---	13.8%	32.9%	0.0%	60.0%	4.8%	28.1%	31.6%	29.6%	29.0%	31.3%	17.6%	20.0%	0.0%	100.0%	0.0%	30.0%	---	---	30.6%	20.0%	20.0%	30.2%	30.8%	0.0%
Significantly different from column:*					F	E		IJ	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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Y	Z	AA	AB
Number in sample	2,772	**133**	---	---	25	100	1	28	79	23	13	38	76	112	14	4	2	0	1	7	0	0	68	4	24	44	83	6
Number missing or multiple answer	47	**3**	---	---	0	3	0	0	2	1	2	1	0	3	0	0	0	0	0	0	0	0	2	0	1	2	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	2,725	**130**	---	---	25	97	1	28	77	22	11	37	76	109	14	4	2	0	1	7	0	0	66	4	23	42	82	6
	98.3%	**97.7%**	---	---	100.0%	97.0%	100.0%	100.0%	97.5%	95.7%	84.6%	97.4%	100.0%	97.3%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	---	97.1%	0.0%	95.8%	95.5%	98.8%	100.0%
Yes	202	**7**	---	---	1	6	0	2	4	1	1	1	5	6	0	1	0	0	0	1	0	0	4	0	1	1	5	1
	7.4%	**5.4%**	---	---	4.0%	6.2%	0.0%	7.1%	5.2%	4.5%	9.1%	2.7%	6.6%	5.5%	0.0%	25.0%	0.0%	---	0.0%	14.3%	---	---	6.1%	0.0%	4.3%	2.4%	6.1%	16.7%
No	2,523	**123**	---	---	24	91	1	26	73	21	10	36	71	103	14	3	2	0	1	6	0	0	62	4	22	41	77	5
	92.6%	**94.6%**	---	---	96.0%	93.8%	100.0%	92.9%	94.8%	95.5%	90.9%	97.3%	93.4%	94.5%	100.0%	75.0%	100.0%	---	100.0%	85.7%	---	---	93.9%	100.0%	95.7%	97.6%	93.9%	83.3%
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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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
	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	202	**7**	---	---	1	6	0	2	4	1	1	1	5	6	0	1	0	0	0	1	0	0	4	0	1	1	5	1
Number missing or multiple answer	6	**1**	---	---	0	1	0	1	0	0	0	1	0	1	0	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	NA
Usable responses	196	**6**	---	---	1	5	0	1	4	1	1	0	5	5	0	1	0	0	0	1	0	0	4	0	1	1	4	1
	97.0%	**85.7%**	---	---	100.0%	83.3%	---	50.0%	100.0%	100.0%	100.0%	0.0%	100.0%	83.3%	---	100.0%	---	---	---	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	80.0%	100.0%
Yes	177	**6**	---	---	1	5	0	1	4	1	1	0	5	5	0	1	0	0	0	1	0	0	4	0	1	1	4	1
	90.3%	**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%
No	19	**0**	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	9.7%	**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%
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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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
	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	3,931	**190**	---	---	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	16	**0**	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	3,915	**190**	---	---	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
	99.6%	**100.0%**	---	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%
Yes	93	**6**	---	---	3	3	0	1	4	1	1	1	4	4	0	2	0	0	0	1	0	0	3	0	1	1	3	2
	2.4%	**3.2%**	---	---	10.3%	2.0%	0.0%	1.4%	4.8%	3.1%	5.3%	1.9%	3.7%	2.5%	0.0%	40.0%	0.0%	0.0%	0.0%	10.0%	---	---	3.1%	0.0%	3.3%	1.6%	2.5%	33.3%
No	3,822	**184**	---	---	26	146	1	69	79	31	18	53	103	159	17	3	2	1	1	9	0	0	95	5	29	62	117	4
	97.6%	**96.8%**	---	---	89.7%	98.0%	100.0%	98.6%	95.2%	96.9%	94.7%	98.1%	96.3%	97.5%	100.0%	60.0%	100.0%	100.0%	100.0%	90.0%	---	---	96.9%	100.0%	96.7%	98.4%	97.5%	66.7%
Significantly different from column:*																												

NA - Not Applicable

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

Umpqua Health Alliance - Claims Stratum: Non-Chronic

41870

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	**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	Z	AA	AB
Number in sample	93	**6**	---	---	3	3	0	1	4	1	1	1	4	4	0	2	0	0	0	1	0	0	3	0	1	1	3	2
Number missing or multiple answer	4	**0**	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	89	**6**	---	---	3	3	0	1	4	1	1	1	4	4	0	2	0	0	0	1	0	0	3	0	1	1	3	2
	95.7%	**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%	0.0%	100.0%	100.0%	100.0%	100.0%
Never	5	**1**	---	---	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1
	5.6%	**16.7%**	---	---	0.0%	33.3%	---	0.0%	25.0%	0.0%	0.0%	0.0%	25.0%	25.0%	---	0.0%	---	---	---	0.0%	---	---	33.3%	---	0.0%	0.0%	0.0%	50.0%
Sometimes	11	**1**	---	---	1	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0
	12.4%	**16.7%**	---	---	33.3%	0.0%	---	0.0%	25.0%	0.0%	0.0%	100.0%	0.0%	25.0%	---	0.0%	---	---	---	0.0%	---	---	0.0%	---	0.0%	0.0%	33.3%	0.0%
Usually	19	**1**	---	---	1	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
	21.3%	**16.7%**	---	---	33.3%	0.0%	---	100.0%	0.0%	0.0%	0.0%	0.0%	25.0%	25.0%	---	0.0%	---	---	---	0.0%	---	---	33.3%	---	0.0%	0.0%	33.3%	0.0%
Always	54	**3**	---	---	1	2	0	0	2	1	1	0	2	1	0	2	0	0	0	1	0	0	1	0	1	1	1	1
	60.7%	**50.0%**	---	---	33.3%	66.7%	---	0.0%	50.0%	100.0%	100.0%	0.0%	50.0%	25.0%	---	100.0%	---	---	---	100.0%	---	---	33.3%	---	100.0%	100.0%	33.3%	50.0%
Significantly different from column:*																												
Usually or Always	73	**4**	---	---	2	2	0	1	2	1	1	0	3	2	0	2	0	0	0	1	0	0	2	0	1	1	2	1
	82.0%	**66.7%**	---	---	66.7%	66.7%	---	100.0%	50.0%	100.0%	100.0%	0.0%	75.0%	50.0%	---	100.0%	---	---	---	100.0%	---	---	66.7%	---	100.0%	100.0%	66.7%	50.0%
Significantly different from column:*																												

NA - Not Applicable

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

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	**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	Z	AA	AB
Number in sample	93	**6**	---	---	3	3	0	1	4	1	1	1	4	4	0	2	0	0	0	1	0	0	3	0	1	1	3	2
Number missing or multiple answer	5	**0**	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	88	**6**	---	---	3	3	0	1	4	1	1	1	4	4	0	2	0	0	0	1	0	0	3	0	1	1	3	2
	94.6%	**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%	0.0%	100.0%	100.0%	100.0%	100.0%
Yes	71	**4**	---	---	2	2	0	1	2	1	1	0	3	2	0	2	0	0	0	1	0	0	2	0	1	1	2	1
	80.7%	**66.7%**	---	---	66.7%	66.7%	---	100.0%	50.0%	100.0%	100.0%	0.0%	75.0%	50.0%	---	100.0%	---	---	---	100.0%	---	---	66.7%	---	100.0%	100.0%	66.7%	50.0%
No	17	**2**	---	---	1	1	0	0	2	0	0	1	1	2	0	0	0	0	0	0	0	0	1	0	0	0	1	1
	19.3%	**33.3%**	---	---	33.3%	33.3%	---	0.0%	50.0%	0.0%	0.0%	100.0%	25.0%	50.0%	---	0.0%	---	---	---	0.0%	---	---	33.3%	---	0.0%	0.0%	33.3%	50.0%
Significantly different from column:*																												

NA - Not Applicable

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

Umpqua Health Alliance - Claims Stratum: Non-Chronic

41870

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
	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	3,931	**190**	---	---	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	24	**0**	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	3,907	**190**	---	---	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
	99.4%	**100.0%**	---	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%
Yes	180	**10**	---	---	2	8	0	4	5	1	1	3	6	6	2	2	0	0	0	2	0	0	5	1	2	2	6	2
	4.6%	**5.3%**	---	---	6.9%	5.4%	0.0%	5.7%	6.0%	3.1%	5.3%	5.6%	5.6%	3.7%	11.8%	40.0%	0.0%	0.0%	0.0%	20.0%	---	---	5.1%	20.0%	6.7%	3.2%	5.0%	33.3%
No	3,727	**180**	---	---	27	141	1	66	78	31	18	51	101	157	15	3	2	1	1	8	0	0	93	4	28	61	114	4
	95.4%	**94.7%**	---	---	93.1%	94.6%	100.0%	94.3%	94.0%	96.9%	94.7%	94.4%	94.4%	96.3%	88.2%	60.0%	100.0%	100.0%	100.0%	80.0%	---	---	94.9%	80.0%	93.3%	96.8%	95.0%	66.7%
Significantly different from column:*																												

NA - Not Applicable

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

Umpqua Health Alliance - Claims Stratum: Non-Chronic

41870

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	**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	Z	AA	AB
Number in sample	180	**10**	---	---	2	8	0	4	5	1	1	3	6	6	2	2	0	0	0	2	0	0	5	1	2	2	6	2
Number missing or multiple answer	3	**0**	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	177	**10**	---	---	2	8	0	4	5	1	1	3	6	6	2	2	0	0	0	2	0	0	5	1	2	2	6	2
	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%	0.0%	100.0%	100.0%	100.0%	100.0%
Never	24	**1**	---	---	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
	13.6%	**10.0%**	---	---	0.0%	12.5%	---	0.0%	20.0%	0.0%	0.0%	0.0%	16.7%	16.7%	0.0%	0.0%	---	---	---	0.0%	---	---	20.0%	0.0%	0.0%	0.0%	16.7%	0.0%
Sometimes	32	**4**	---	---	1	3	0	3	1	0	0	1	3	3	1	0	0	0	0	1	0	0	3	0	0	0	4	0
	18.1%	**40.0%**	---	---	50.0%	37.5%	---	75.0%	20.0%	0.0%	0.0%	33.3%	50.0%	50.0%	50.0%	0.0%	---	---	---	50.0%	---	---	60.0%	0.0%	0.0%	0.0%	66.7%	0.0%
Usually	30	**0**	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	16.9%	**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%
Always	91	**5**	---	---	1	4	0	1	3	1	1	2	2	2	1	2	0	0	0	1	0	0	1	1	2	2	1	2
	51.4%	**50.0%**	---	---	50.0%	50.0%	---	25.0%	60.0%	100.0%	100.0%	66.7%	33.3%	33.3%	50.0%	100.0%	---	---	---	50.0%	---	---	20.0%	100.0%	100.0%	100.0%	16.7%	100.0%
Significantly different from column:*																												
Usually or Always	121	**5**	---	---	1	4	0	1	3	1	1	2	2	2	1	2	0	0	0	1	0	0	1	1	2	2	1	2
	68.4%	**50.0%**	---	---	50.0%	50.0%	---	25.0%	60.0%	100.0%	100.0%	66.7%	33.3%	33.3%	50.0%	100.0%	---	---	---	50.0%	---	---	20.0%	100.0%	100.0%	100.0%	16.7%	100.0%
Significantly different from column:*																												

NA - Not Applicable

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

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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
	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	180	**10**	---	---	2	8	0	4	5	1	1	3	6	6	2	2	0	0	0	2	0	0	5	1	2	2	6	2
Number missing or multiple answer	0	**0**	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	180	**10**	---	---	2	8	0	4	5	1	1	3	6	6	2	2	0	0	0	2	0	0	5	1	2	2	6	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%	0.0%	100.0%	100.0%	100.0%	100.0%
Yes	123	**7**	---	---	1	6	0	3	3	1	0	2	5	4	2	1	0	0	0	1	0	0	4	1	1	1	5	1
	68.3%	**70.0%**	---	---	50.0%	75.0%	---	75.0%	60.0%	100.0%	0.0%	66.7%	83.3%	66.7%	100.0%	50.0%	---	---	---	50.0%	---	---	80.0%	100.0%	50.0%	50.0%	83.3%	50.0%
No	57	**3**	---	---	1	2	0	1	2	0	1	1	1	2	0	1	0	0	0	1	0	0	1	0	1	1	1	1
	31.7%	**30.0%**	---	---	50.0%	25.0%	---	25.0%	40.0%	0.0%	100.0%	33.3%	16.7%	33.3%	0.0%	50.0%	---	---	---	50.0%	---	---	20.0%	0.0%	50.0%	50.0%	16.7%	50.0%
Significantly different from column:*																												

NA - Not Applicable

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Umpqua Health Alliance - Claims Stratum: Non-Chronic

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
	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	3,931	**190**	---	---	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	20	**1**	---	---	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	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	3,911	**189**	---	---	29	148	1	70	82	32	19	54	106	162	17	5	2	1	1	10	0	0	97	5	30	62	120	6
	99.5%	**99.5%**	---	---	100.0%	99.3%	100.0%	100.0%	98.8%	100.0%	100.0%	100.0%	99.1%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	99.0%	0.0%	100.0%	98.4%	100.0%	100.0%
Yes	271	**10**	---	---	2	7	0	1	7	1	0	3	6	5	2	2	0	0	0	0	0	0	7	0	1	1	9	0
	6.9%	**5.3%**	---	---	6.9%	4.7%	0.0%	1.4%	8.5%	3.1%	0.0%	5.6%	5.7%	3.1%	11.8%	40.0%	0.0%	0.0%	0.0%	0.0%	---	---	7.2%	0.0%	3.3%	1.6%	7.5%	0.0%
No	3,640	**179**	---	---	27	141	1	69	75	31	19	51	100	157	15	3	2	1	1	10	0	0	90	5	29	61	111	6
	93.1%	**94.7%**	---	---	93.1%	95.3%	100.0%	98.6%	91.5%	96.9%	100.0%	94.4%	94.3%	96.9%	88.2%	60.0%	100.0%	100.0%	100.0%	100.0%	---	---	92.8%	100.0%	96.7%	98.4%	92.5%	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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Y	Z	AA	AB
Number in sample	271	**10**	---	---	2	7	0	1	7	1	0	3	6	5	2	2	0	0	0	0	0	0	7	0	1	1	9	0
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
Number 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	263	**10**	---	---	2	7	0	1	7	1	0	3	6	5	2	2	0	0	0	0	0	0	7	0	1	1	9	0
	97.0%	**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	43	**1**	---	---	0	1	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0
	16.3%	**10.0%**	---	---	0.0%	14.3%	---	0.0%	14.3%	0.0%	---	0.0%	16.7%	0.0%	50.0%	0.0%	---	---	---	---	---	---	14.3%	---	0.0%	0.0%	11.1%	---
Sometimes	55	**2**	---	---	2	0	0	1	1	0	0	1	1	1	0	1	0	0	0	0	0	0	2	0	0	0	2	0
	20.9%	**20.0%**	---	---	100.0%	0.0%	---	100.0%	14.3%	0.0%	---	33.3%	16.7%	20.0%	0.0%	50.0%	---	---	---	---	---	---	28.6%	---	0.0%	0.0%	22.2%	---
Usually	50	**3**	---	---	0	3	0	0	3	0	0	1	2	2	1	0	0	0	0	0	0	0	2	0	0	1	2	0
	19.0%	**30.0%**	---	---	0.0%	42.9%	---	0.0%	42.9%	0.0%	---	33.3%	33.3%	40.0%	50.0%	0.0%	---	---	---	---	---	---	28.6%	---	0.0%	100.0%	22.2%	---
Always	115	**4**	---	---	0	3	0	0	2	1	0	1	2	2	0	1	0	0	0	0	0	0	2	0	1	0	4	0
	43.7%	**40.0%**	---	---	0.0%	42.9%	---	0.0%	28.6%	100.0%	---	33.3%	33.3%	40.0%	0.0%	50.0%	---	---	---	---	---	---	28.6%	---	100.0%	0.0%	44.4%	---
Significantly different from column:*																												
Usually or Always	165	**7**	---	---	0	6	0	0	5	1	0	2	4	4	1	1	0	0	0	0	0	0	4	0	1	1	6	0
	62.7%	**70.0%**	---	---	0.0%	85.7%	---	0.0%	71.4%	100.0%	---	66.7%	66.7%	80.0%	50.0%	50.0%	---	---	---	---	---	---	57.1%	---	100.0%	100.0%	66.7%	---
Significantly different from column:*																												

NA - Not Applicable

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

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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)		
					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	271	**10**	---	---	2	7	0	1	7	1	0	3	6	5	2	2	0	0	0	0	0	0	7	0	1	1	9	0
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
Number 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	265	**10**	---	---	2	7	0	1	7	1	0	3	6	5	2	2	0	0	0	0	0	0	7	0	1	1	9	0
	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%	0.0%	100.0%	100.0%	100.0%	---
Yes	145	**6**	---	---	1	4	0	1	3	1	0	1	4	4	0	1	0	0	0	0	0	0	4	0	1	0	6	0
	54.7%	**60.0%**	---	---	50.0%	57.1%	---	100.0%	42.9%	100.0%	---	33.3%	66.7%	80.0%	0.0%	50.0%	---	---	---	---	---	---	57.1%	---	100.0%	0.0%	66.7%	---
No	120	**4**	---	---	1	3	0	0	4	0	0	2	2	1	2	1	0	0	0	0	0	0	3	0	0	1	3	0
	45.3%	**40.0%**	---	---	50.0%	42.9%	---	0.0%	57.1%	0.0%	---	66.7%	33.3%	20.0%	100.0%	50.0%	---	---	---	---	---	---	42.9%	---	0.0%	100.0%	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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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
	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	3,931	**190**	---	---	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	51	**1**	---	---	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
Usable responses	3,880	**189**	---	---	29	148	1	70	82	32	19	54	106	162	17	5	2	1	1	10	0	0	97	5	30	63	119	6
	98.7%	**99.5%**	---	---	100.0%	99.3%	100.0%	100.0%	98.8%	100.0%	100.0%	100.0%	99.1%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	99.0%	0.0%	100.0%	100.0%	99.2%	100.0%
Yes	590	**29**	---	---	7	20	0	11	12	6	3	5	19	21	7	1	0	0	0	2	0	0	16	1	4	1	24	4
	15.2%	**15.3%**	---	---	24.1%	13.5%	0.0%	15.7%	14.6%	18.8%	15.8%	9.3%	17.9%	13.0%	41.2%	20.0%	0.0%	0.0%	0.0%	20.0%	---	---	16.5%	20.0%	13.3%	1.6%	20.2%	66.7%
No	3,290	**160**	---	---	22	128	1	59	70	26	16	49	87	141	10	4	2	1	1	8	0	0	81	4	26	62	95	2
	84.8%	**84.7%**	---	---	75.9%	86.5%	100.0%	84.3%	85.4%	81.3%	84.2%	90.7%	82.1%	87.0%	58.8%	80.0%	100.0%	100.0%	100.0%	80.0%	---	---	83.5%	80.0%	86.7%	98.4%	79.8%	33.3%
Significantly different from column:*																										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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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)

					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 State OHP	**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	590	**29**	---	---	7	20	0	11	12	6	3	5	19	21	7	1	0	0	0	2	0	0	16	1	4	1	24	4
Number missing or multiple answer	19	**0**	---	---	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	571	**29**	---	---	7	20	0	11	12	6	3	5	19	21	7	1	0	0	0	2	0	0	16	1	4	1	24	4
	96.8%	**100.0%**	---	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	---	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%
Yes	342	**15**	---	---	5	10	0	7	5	3	2	1	12	10	4	1	0	0	0	2	0	0	10	1	1	0	11	4
	59.9%	**51.7%**	---	---	71.4%	50.0%	---	63.6%	41.7%	50.0%	66.7%	20.0%	63.2%	47.6%	57.1%	100.0%	---	---	---	100.0%	---	---	62.5%	100.0%	25.0%	0.0%	45.8%	100.0%
No	229	**14**	---	---	2	10	0	4	7	3	1	4	7	11	3	0	0	0	0	0	0	0	6	0	3	1	13	0
	40.1%	**48.3%**	---	---	28.6%	50.0%	---	36.4%	58.3%	50.0%	33.3%	80.0%	36.8%	52.4%	42.9%	0.0%	---	---	---	0.0%	---	---	37.5%	0.0%	75.0%	100.0%	54.2%	0.0%
Significantly different from column:*																												

NA - Not Applicable

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

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Z	AA	AB
Number in sample	3,931	**190**	215	210	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	50	**4**	39	0	0	3	1	1	3	0	0	0	4	4	0	0	0	0	0	0	0	0	3	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	3,881	**186**	176	210	29	146	0	69	80	32	19	54	103	159	17	5	2	1	1	10	0	0	95	5	30	62	117	6
	98.7%	**97.9%**	81.9%	100.0%	100.0%	98.0%	0.0%	98.6%	96.4%	100.0%	100.0%	100.0%	96.3%	97.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	96.9%	0.0%	100.0%	98.4%	97.5%	100.0%
Yes	3,381	**163**	163	190	23	129	0	66	70	22	13	48	92	139	15	4	0	1	0	8	0	0	85	5	25	46	111	5
	87.1%	**87.6%**	92.6%	90.5%	79.3%	88.4%	---	95.7%	87.5%	68.8%	68.4%	88.9%	89.3%	87.4%	88.2%	80.0%	0.0%	100.0%	0.0%	80.0%	---	---	89.5%	100.0%	83.3%	74.2%	94.9%	83.3%
No	500	**23**	13	20	6	17	0	3	10	10	6	6	11	20	2	1	2	0	1	2	0	0	10	0	5	16	6	1
	12.9%	**12.4%**	7.4%	9.5%	20.7%	11.6%	---	4.3%	12.5%	31.3%	31.6%	11.1%	10.7%	12.6%	11.8%	20.0%	100.0%	0.0%	100.0%	20.0%	---	---	10.5%	0.0%	16.7%	25.8%	5.1%	16.7%
Significantly different from column:*									J	I																AA	Z	

NA - Not Applicable

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Umpqua Health Alliance - Claims Stratum: Non-Chronic

41870

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	**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	Z	AA	AB
Number in sample	3,381	**163**	163	175	23	129	0	66	70	22	13	48	92	139	15	4	0	1	0	8	0	0	85	5	25	46	111	5
Number missing or multiple answer	76	**3**	1	0	0	3	0	0	3	0	0	0	3	3	0	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	3,305	**160**	162	175	23	126	0	66	67	22	13	48	89	136	15	4	0	1	0	8	0	0	83	5	24	46	108	5
	97.8%	**98.2%**	99.4%	100.0%	100.0%	97.7%	---	100.0%	95.7%	100.0%	100.0%	100.0%	96.7%	97.8%	100.0%	100.0%	---	100.0%	---	100.0%	---	---	97.6%	0.0%	96.0%	100.0%	97.3%	100.0%
None	965	**45**	44	47	4	38	0	13	21	8	3	20	20	39	4	0	0	1	0	2	0	0	21	2	10	38	6	0
	29.2%	**28.1%**	27.2%	26.9%	17.4%	30.2%	---	19.7%	31.3%	36.4%	23.1%	41.7%	22.5%	28.7%	26.7%	0.0%	---	100.0%	---	25.0%	---	---	25.3%	40.0%	41.7%	82.6%	5.6%	0.0%
1 time	1,350	**68**	69	72	12	52	0	30	31	6	6	24	34	61	3	2	0	0	0	3	0	0	37	2	9	8	60	0
	40.8%	**42.5%**	42.6%	41.1%	52.2%	41.3%	---	45.5%	46.3%	27.3%	46.2%	50.0%	38.2%	44.9%	20.0%	50.0%	---	0.0%	---	37.5%	---	---	44.6%	40.0%	37.5%	17.4%	55.6%	0.0%
2	590	**32**	25	32	3	26	0	12	14	5	2	4	23	25	5	1	0	0	0	2	0	0	16	0	5	0	31	1
	17.9%	**20.0%**	15.4%	18.3%	13.0%	20.6%	---	18.2%	20.9%	22.7%	15.4%	8.3%	25.8%	18.4%	33.3%	25.0%	---	0.0%	---	25.0%	---	---	19.3%	0.0%	20.8%	0.0%	28.7%	20.0%
3	237	**9**	10	12	2	6	0	8	0	1	1	0	7	7	2	0	0	0	0	0	0	0	5	0	0	0	8	1
	7.2%	**5.6%**	6.2%	6.9%	8.7%	4.8%	---	12.1%	0.0%	4.5%	7.7%	0.0%	7.9%	5.1%	13.3%	0.0%	---	0.0%	---	0.0%	---	---	6.0%	0.0%	0.0%	0.0%	7.4%	20.0%
4	90	**4**	8	5	1	3	0	3	0	1	0	0	4	3	1	0	0	0	0	0	0	0	3	1	0	0	3	1
	2.7%	**2.5%**	4.9%	2.9%	4.3%	2.4%	---	4.5%	0.0%	4.5%	0.0%	0.0%	4.5%	2.2%	6.7%	0.0%	---	0.0%	---	0.0%	---	---	3.6%	20.0%	0.0%	0.0%	2.8%	20.0%
5 to 9	61	**1**	5	6	0	1	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1
	1.8%	**0.6%**	3.1%	3.4%	0.0%	0.8%	---	0.0%	0.0%	4.5%	0.0%	0.0%	1.1%	0.7%	0.0%	0.0%	---	0.0%	---	0.0%	---	---	1.2%	0.0%	0.0%	0.0%	0.0%	20.0%
10 or more times	12	**1**	1	1	1	0	0	0	1	0	1	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	1
	0.4%	**0.6%**	0.6%	0.6%	4.3%	0.0%	---	0.0%	1.5%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	25.0%	---	0.0%	---	12.5%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%
2 or more times	990	**47**	49	56	7	36	0	23	15	8	4	4	35	36	8	2	0	0	0	3	0	0	25	1	5	0	42	5
	30.0%	**29.4%**	30.2%	32.0%	30.4%	28.6%	---	34.8%	22.4%	36.4%	30.8%	8.3%	39.3%	26.5%	53.3%	50.0%	---	0.0%	---	37.5%	---	---	30.1%	20.0%	20.8%	0.0%	38.9%	100.0%
Significantly different from column:*												M	L													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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Y	Z	AA	AB
Number in sample	2,340	**115**	118	128	19	88	0	53	46	14	10	28	69	97	11	4	0	0	0	6	0	0	62	3	14	8	102	5
Number missing or multiple answer	18	**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	2,322	**115**	117	128	19	88	0	53	46	14	10	28	69	97	11	4	0	0	0	6	0	0	62	3	14	8	102	5
	99.2%	**100.0%**	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%	0.0%	100.0%	100.0%	100.0%	100.0%
Never	2,068	**109**	109	120	17	84	0	52	42	13	8	27	66	94	10	2	0	0	0	4	0	0	60	3	12	8	97	4
	89.1%	**94.8%**	93.2%	93.8%	89.5%	95.5%	---	98.1%	91.3%	92.9%	80.0%	96.4%	95.7%	96.9%	90.9%	50.0%	---	---	---	66.7%	---	---	96.8%	100.0%	85.7%	100.0%	95.1%	80.0%
Sometimes	143	**4**	6	5	1	3	0	1	2	1	1	1	2	2	1	1	0	0	0	1	0	0	2	0	1	0	4	0
	6.2%	**3.5%**	5.1%	3.9%	5.3%	3.4%	---	1.9%	4.3%	7.1%	10.0%	3.6%	2.9%	2.1%	9.1%	25.0%	---	---	---	16.7%	---	---	3.2%	0.0%	7.1%	0.0%	3.9%	0.0%
Usually	49	**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
	2.1%	**0.0%**	0.9%	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%	0.0%	0.0%	0.0%	0.0%
Always	62	**2**	1	1	1	1	0	0	2	0	1	0	1	1	0	1	0	0	0	1	0	0	0	0	1	0	1	1
	2.7%	**1.7%**	0.9%	0.8%	5.3%	1.1%	---	0.0%	4.3%	0.0%	10.0%	0.0%	1.4%	1.0%	0.0%	25.0%	---	---	---	16.7%	---	---	0.0%	0.0%	7.1%	0.0%	1.0%	20.0%
Significantly different from column:*																												
Usually or Always	111	**2**	2	3	1	1	0	0	2	0	1	0	1	1	0	1	0	0	0	1	0	0	0	0	1	0	1	1
	4.8%	**1.7%**	1.7%	2.3%	5.3%	1.1%	---	0.0%	4.3%	0.0%	10.0%	0.0%	1.4%	1.0%	0.0%	25.0%	---	---	---	16.7%	---	---	0.0%	0.0%	7.1%	0.0%	1.0%	20.0%
Significantly different from column:*																												

NA - Not Applicable

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Umpqua Health Alliance - Claims Stratum: Non-Chronic

41870

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)

					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 State OHP	**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	2,340	**115**	118	126	19	88	0	53	46	14	10	28	69	97	11	4	0	0	0	6	0	0	62	3	14	8	102	5
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	2,321	**115**	117	126	19	88	0	53	46	14	10	28	69	97	11	4	0	0	0	6	0	0	62	3	14	8	102	5
	99.2%	**100.0%**	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%	0.0%	100.0%	100.0%	100.0%	100.0%
Never	55	**1**	1	3	1	0	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0
	2.4%	**0.9%**	0.9%	2.4%	5.3%	0.0%	---	0.0%	0.0%	7.1%	0.0%	0.0%	1.4%	0.0%	9.1%	0.0%	---	---	---	0.0%	---	---	1.6%	0.0%	0.0%	0.0%	1.0%	0.0%
Sometimes	67	**2**	4	3	0	2	0	1	0	1	0	1	1	2	0	0	0	0	0	0	0	0	2	0	0	0	1	1
	2.9%	**1.7%**	3.4%	2.4%	0.0%	2.3%	---	1.9%	0.0%	7.1%	0.0%	3.6%	1.4%	2.1%	0.0%	0.0%	---	---	---	0.0%	---	---	3.2%	0.0%	0.0%	0.0%	1.0%	20.0%
Usually	315	**11**	14	18	3	8	0	3	8	0	1	3	7	8	2	0	0	0	0	0	0	0	8	1	2	2	9	0
	13.6%	**9.6%**	12.0%	14.3%	15.8%	9.1%	---	5.7%	17.4%	0.0%	10.0%	10.7%	10.1%	8.2%	18.2%	0.0%	---	---	---	0.0%	---	---	12.9%	33.3%	14.3%	25.0%	8.8%	0.0%
Always	1,884	**101**	98	102	15	78	0	49	38	12	9	24	60	87	8	4	0	0	0	6	0	0	51	2	12	6	91	4
	81.2%	**87.8%**	83.8%	81.0%	78.9%	88.6%	---	92.5%	82.6%	85.7%	90.0%	85.7%	87.0%	89.7%	72.7%	100.0%	---	---	---	100.0%	---	---	82.3%	66.7%	85.7%	75.0%	89.2%	80.0%
Significantly different from column:*																												
Usually or Always	2,199	**112**	112	120	18	86	0	52	46	12	10	27	67	95	10	4	0	0	0	6	0	0	59	3	14	8	100	4
	94.7%	**97.4%**	95.7%	95.2%	94.7%	97.7%	---	98.1%	100.0%	85.7%	100.0%	96.4%	97.1%	97.9%	90.9%	100.0%	---	---	---	100.0%	---	---	95.2%	100.0%	100.0%	100.0%	98.0%	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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

41870

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	Y	Z	AA	AB
Number in sample	2,340	**115**	118	128	19	88	0	53	46	14	10	28	69	97	11	4	0	0	0	6	0	0	62	3	14	8	102	5
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	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	2,324	**115**	117	128	19	88	0	53	46	14	10	28	69	97	11	4	0	0	0	6	0	0	62	3	14	8	102	5
	99.3%	**100.0%**	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%	0.0%	100.0%	100.0%	100.0%	100.0%
Never	15	**1**	1	1	1	0	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0
	0.6%	**0.9%**	0.9%	0.8%	5.3%	0.0%	---	0.0%	0.0%	7.1%	0.0%	0.0%	1.4%	0.0%	9.1%	0.0%	---	---	---	0.0%	---	---	1.6%	0.0%	0.0%	0.0%	1.0%	0.0%
Sometimes	77	**4**	8	10	0	3	0	2	2	0	0	1	2	3	1	0	0	0	0	0	0	0	2	1	0	0	4	0
	3.3%	**3.5%**	6.8%	7.8%	0.0%	3.4%	---	3.8%	4.3%	0.0%	0.0%	3.6%	2.9%	3.1%	9.1%	0.0%	---	---	---	0.0%	---	---	3.2%	33.3%	0.0%	0.0%	3.9%	0.0%
Usually	325	**15**	17	27	3	12	0	6	9	0	1	4	10	11	3	0	0	0	0	1	0	0	10	0	3	2	12	1
	14.0%	**13.0%**	14.5%	21.1%	15.8%	13.6%	---	11.3%	19.6%	0.0%	10.0%	14.3%	14.5%	11.3%	27.3%	0.0%	---	---	---	16.7%	---	---	16.1%	0.0%	21.4%	25.0%	11.8%	20.0%
Always	1,907	**95**	91	90	15	73	0	45	35	13	9	23	56	83	6	4	0	0	0	5	0	0	49	2	11	6	85	4
	82.1%	**82.6%**	77.8%	70.3%	78.9%	83.0%	---	84.9%	76.1%	92.9%	90.0%	82.1%	81.2%	85.6%	54.5%	100.0%	---	---	---	83.3%	---	---	79.0%	66.7%	78.6%	75.0%	83.3%	80.0%
Significantly different from column:*		D																										
Usually or Always	2,232	**110**	108	117	18	85	0	51	44	13	10	27	66	94	9	4	0	0	0	6	0	0	59	2	14	8	97	5
	96.0%	**95.7%**	92.3%	91.4%	94.7%	96.6%	---	96.2%	95.7%	92.9%	100.0%	96.4%	95.7%	96.9%	81.8%	100.0%	---	---	---	100.0%	---	---	95.2%	66.7%	100.0%	100.0%	95.1%	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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

41870

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)		
					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	2,340	**115**	118	128	19	88	0	53	46	14	10	28	69	97	11	4	0	0	0	6	0	0	62	3	14	8	102	5
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
Usable responses	2,325	**115**	118	128	19	88	0	53	46	14	10	28	69	97	11	4	0	0	0	6	0	0	62	3	14	8	102	5
	99.4%	**100.0%**	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	---	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%
Never	18	**1**	1	2	1	0	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0
	0.8%	**0.9%**	0.8%	1.6%	5.3%	0.0%	---	0.0%	0.0%	7.1%	0.0%	0.0%	1.4%	0.0%	9.1%	0.0%	---	---	---	0.0%	---	---	1.6%	0.0%	0.0%	0.0%	1.0%	0.0%
Sometimes	51	**2**	2	8	0	2	0	1	1	0	0	1	1	2	0	0	0	0	0	0	0	0	2	0	0	0	2	0
	2.2%	**1.7%**	1.7%	6.3%	0.0%	2.3%	---	1.9%	2.2%	0.0%	0.0%	3.6%	1.4%	2.1%	0.0%	0.0%	---	---	---	0.0%	---	---	3.2%	0.0%	0.0%	0.0%	2.0%	0.0%
Usually	254	**13**	17	21	1	11	0	5	8	0	0	2	10	10	3	0	0	0	0	0	0	0	6	1	3	1	12	0
	10.9%	**11.3%**	14.4%	16.4%	5.3%	12.5%	---	9.4%	17.4%	0.0%	0.0%	7.1%	14.5%	10.3%	27.3%	0.0%	---	---	---	0.0%	---	---	9.7%	33.3%	21.4%	12.5%	11.8%	0.0%
Always	2,002	**99**	98	97	17	75	0	47	37	13	10	25	57	85	7	4	0	0	0	6	0	0	53	2	11	7	87	5
	86.1%	**86.1%**	83.1%	75.8%	89.5%	85.2%	---	88.7%	80.4%	92.9%	100.0%	89.3%	82.6%	87.6%	63.6%	100.0%	---	---	---	100.0%	---	---	85.5%	66.7%	78.6%	87.5%	85.3%	100.0%
Significantly different from column:*		D																										
Usually or Always	2,256	**112**	115	118	18	86	0	52	45	13	10	27	67	95	10	4	0	0	0	6	0	0	59	3	14	8	99	5
	97.0%	**97.4%**	97.5%	92.2%	94.7%	97.7%	---	98.1%	97.8%	92.9%	100.0%	96.4%	97.1%	97.9%	90.9%	100.0%	---	---	---	100.0%	---	---	95.2%	100.0%	100.0%	100.0%	97.1%	100.0%
Significantly different from column:*																												

NA - Not Applicable

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Umpqua Health Alliance - Claims Stratum: Non-Chronic

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
	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	2,340	**115**	118	127	19	88	0	53	46	14	10	28	69	97	11	4	0	0	0	6	0	0	62	3	14	8	102	5
Number missing or multiple answer	18	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	2,322	**115**	118	127	19	88	0	53	46	14	10	28	69	97	11	4	0	0	0	6	0	0	62	3	14	8	102	5
	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%	0.0%	100.0%	100.0%	100.0%	100.0%
Yes	1,617	**65**	79	88	13	47	0	12	38	14	5	17	38	53	8	2	0	0	0	3	0	0	34	3	9	5	56	4
	69.6%	**56.5%**	66.9%	69.3%	68.4%	53.4%	---	22.6%	82.6%	100.0%	50.0%	60.7%	55.1%	54.6%	72.7%	50.0%	---	---	---	50.0%	---	---	54.8%	100.0%	64.3%	62.5%	54.9%	80.0%
No	705	**50**	39	39	6	41	0	41	8	0	5	11	31	44	3	2	0	0	0	3	0	0	28	0	5	3	46	1
	30.4%	**43.5%**	33.1%	30.7%	31.6%	46.6%	---	77.4%	17.4%	0.0%	50.0%	39.3%	44.9%	45.4%	27.3%	50.0%	---	---	---	50.0%	---	---	45.2%	0.0%	35.7%	37.5%	45.1%	20.0%
Significantly different from column:*		AD						IJ	H	H																		

NA - Not Applicable

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Umpqua Health Alliance - Claims Stratum: Non-Chronic

41870

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	Z	AA	AB
Number in sample	1,617	**65**	79	87	13	47	0	12	38	14	5	17	38	53	8	2	0	0	0	3	0	0	34	3	9	5	56	4
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	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	1,601	**65**	78	87	13	47	0	12	38	14	5	17	38	53	8	2	0	0	0	3	0	0	34	3	9	5	56	4
	99.0%	**100.0%**	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%	0.0%	100.0%	100.0%	100.0%	100.0%
Never	5	**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
	0.3%	**0.0%**	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%
Sometimes	85	**4**	5	7	0	4	0	2	2	0	0	1	3	4	0	0	0	0	0	0	0	0	1	1	1	0	4	0
	5.3%	**6.2%**	6.4%	8.0%	0.0%	8.5%	---	16.7%	5.3%	0.0%	0.0%	5.9%	7.9%	7.5%	0.0%	0.0%	---	---	---	0.0%	---	---	2.9%	33.3%	11.1%	0.0%	7.1%	0.0%
Usually	325	**14**	15	15	3	11	0	4	8	2	0	6	8	10	4	0	0	0	0	0	0	0	8	0	2	2	10	2
	20.3%	**21.5%**	19.2%	17.2%	23.1%	23.4%	---	33.3%	21.1%	14.3%	0.0%	35.3%	21.1%	18.9%	50.0%	0.0%	---	---	---	0.0%	---	---	23.5%	0.0%	22.2%	40.0%	17.9%	50.0%
Always	1,186	**47**	55	65	10	32	0	6	28	12	5	10	27	39	4	2	0	0	0	3	0	0	25	2	6	3	42	2
	74.1%	**72.3%**	70.5%	74.7%	76.9%	68.1%	---	50.0%	73.7%	85.7%	100.0%	58.8%	71.1%	73.6%	50.0%	100.0%	---	---	---	100.0%	---	---	73.5%	66.7%	66.7%	60.0%	75.0%	50.0%
Significantly different from column:*																												
Usually or Always	1,511	**61**	70	80	13	43	0	10	36	14	5	16	35	49	8	2	0	0	0	3	0	0	33	2	8	5	52	4
	94.4%	**93.8%**	89.7%	92.0%	100.0%	91.5%	---	83.3%	94.7%	100.0%	100.0%	94.1%	92.1%	92.5%	100.0%	100.0%	---	---	---	100.0%	---	---	97.1%	66.7%	88.9%	100.0%	92.9%	100.0%
Significantly different from column:*																												

NA - Not Applicable

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Umpqua Health Alliance - Claims Stratum: Non-Chronic

41870

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	Y	Z	AA	AB
Number in sample	2,340	**115**	118	127	19	88	0	53	46	14	10	28	69	97	11	4	0	0	0	6	0	0	62	3	14	8	102	5
Number missing or multiple answer	32	**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	2,308	**115**	117	127	19	88	0	53	46	14	10	28	69	97	11	4	0	0	0	6	0	0	62	3	14	8	102	5
	98.6%	**100.0%**	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%	0.0%	100.0%	100.0%	100.0%	100.0%
Never	46	**2**	0	0	0	2	0	2	0	0	0	0	2	1	1	0	0	0	0	1	0	0	0	0	0	1	1	0
	2.0%	**1.7%**	0.0%	0.0%	0.0%	2.3%	---	3.8%	0.0%	0.0%	0.0%	0.0%	2.9%	1.0%	9.1%	0.0%	---	---	---	16.7%	---	---	0.0%	0.0%	0.0%	12.5%	1.0%	0.0%
Sometimes	161	**5**	15	11	1	4	0	2	3	0	0	2	3	4	1	0	0	0	0	0	0	0	4	1	0	1	4	0
	7.0%	**4.3%**	12.8%	8.7%	5.3%	4.5%	---	3.8%	6.5%	0.0%	0.0%	7.1%	4.3%	4.1%	9.1%	0.0%	---	---	---	0.0%	---	---	6.5%	33.3%	0.0%	12.5%	3.9%	0.0%
Usually	497	**21**	22	25	4	16	0	11	7	3	2	5	13	15	4	1	0	0	0	1	0	0	13	0	4	2	18	1
	21.5%	**18.3%**	18.8%	19.7%	21.1%	18.2%	---	20.8%	15.2%	21.4%	20.0%	17.9%	18.8%	15.5%	36.4%	25.0%	---	---	---	16.7%	---	---	21.0%	0.0%	28.6%	25.0%	17.6%	20.0%
Always	1,604	**87**	80	91	14	66	0	38	36	11	8	21	51	77	5	3	0	0	0	4	0	0	45	2	10	4	79	4
	69.5%	**75.7%**	68.4%	71.7%	73.7%	75.0%	---	71.7%	78.3%	78.6%	80.0%	75.0%	73.9%	79.4%	45.5%	75.0%	---	---	---	66.7%	---	---	72.6%	66.7%	71.4%	50.0%	77.5%	80.0%
Significantly different from column:*																												
Usually or Always	2,101	**108**	102	116	18	82	0	49	43	14	10	26	64	92	9	4	0	0	0	5	0	0	58	2	14	6	97	5
	91.0%	**93.9%**	87.2%	91.3%	94.7%	93.2%	---	92.5%	93.5%	100.0%	100.0%	92.9%	92.8%	94.8%	81.8%	100.0%	---	---	---	83.3%	---	---	93.5%	66.7%	100.0%	75.0%	95.1%	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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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
	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	2,340	**115**	118	128	19	88	0	53	46	14	10	28	69	97	11	4	0	0	0	6	0	0	62	3	14	8	102	5
Number missing or multiple answer	16	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	2,324	**115**	118	128	19	88	0	53	46	14	10	28	69	97	11	4	0	0	0	6	0	0	62	3	14	8	102	5
	99.3%	**100.0%**	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	---	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%
Yes	2,064	**100**	105	111	16	76	0	49	41	8	9	22	61	85	8	4	0	0	0	5	0	0	52	2	13	7	90	3
	88.8%	**87.0%**	89.0%	86.7%	84.2%	86.4%	---	92.5%	89.1%	57.1%	90.0%	78.6%	88.4%	87.6%	72.7%	100.0%	---	---	---	83.3%	---	---	83.9%	66.7%	92.9%	87.5%	88.2%	60.0%
No	260	**15**	13	17	3	12	0	4	5	6	1	6	8	12	3	0	0	0	0	1	0	0	10	1	1	1	12	2
	11.2%	**13.0%**	11.0%	13.3%	15.8%	13.6%	---	7.5%	10.9%	42.9%	10.0%	21.4%	11.6%	12.4%	27.3%	0.0%	---	---	---	16.7%	---	---	16.1%	33.3%	7.1%	12.5%	11.8%	40.0%
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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Y	Z	AA	AB
Number in sample	2,340	**115**	118	128	19	88	0	53	46	14	10	28	69	97	11	4	0	0	0	6	0	0	62	3	14	8	102	5
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	2,323	**115**	117	128	19	88	0	53	46	14	10	28	69	97	11	4	0	0	0	6	0	0	62	3	14	8	102	5
	99.3%	**100.0%**	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%	0.0%	100.0%	100.0%	100.0%	100.0%
Yes	791	**30**	48	50	9	20	0	14	11	5	3	6	20	22	6	2	0	0	0	2	0	0	17	1	4	0	26	4
	34.1%	**26.1%**	41.0%	39.1%	47.4%	22.7%	---	26.4%	23.9%	35.7%	30.0%	21.4%	29.0%	22.7%	54.5%	50.0%	---	---	---	33.3%	---	---	27.4%	33.3%	28.6%	0.0%	25.5%	80.0%
No	1,532	**85**	69	78	10	68	0	39	35	9	7	22	49	75	5	2	0	0	0	4	0	0	45	2	10	8	76	1
	65.9%	**73.9%**	59.0%	60.9%	52.6%	77.3%	---	73.6%	76.1%	64.3%	70.0%	78.6%	71.0%	77.3%	45.5%	50.0%	---	---	---	66.7%	---	---	72.6%	66.7%	71.4%	100.0%	74.5%	20.0%
Significantly different from column:*		CD			F	E																						

NA - Not Applicable

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

Umpqua Health Alliance - Claims Stratum: Non-Chronic

41870

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)

					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 State OHP	**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	791	**30**	48	48	9	20	0	14	11	5	3	6	20	22	6	2	0	0	0	2	0	0	17	1	4	0	26	4
Number missing or multiple answer	23	**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	768	**30**	46	48	9	20	0	14	11	5	3	6	20	22	6	2	0	0	0	2	0	0	17	1	4	0	26	4
	97.1%	**100.0%**	95.8%	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%	0.0%	100.0%	---	100.0%	100.0%
Never	41	**2**	3	1	1	1	0	0	1	1	0	0	2	1	1	0	0	0	0	0	0	0	2	0	0	0	2	0
	5.3%	**6.7%**	6.5%	2.1%	11.1%	5.0%	---	0.0%	9.1%	20.0%	0.0%	0.0%	10.0%	4.5%	16.7%	0.0%	---	---	---	0.0%	---	---	11.8%	0.0%	0.0%	---	7.7%	0.0%
Sometimes	91	**2**	10	5	0	2	0	2	0	0	0	1	1	1	1	0	0	0	0	1	0	0	1	0	0	0	2	0
	11.8%	**6.7%**	21.7%	10.4%	0.0%	10.0%	---	14.3%	0.0%	0.0%	0.0%	16.7%	5.0%	4.5%	16.7%	0.0%	---	---	---	50.0%	---	---	5.9%	0.0%	0.0%	---	7.7%	0.0%
Usually	194	**7**	6	15	0	6	0	2	4	1	1	0	5	3	4	0	0	0	0	0	0	0	4	1	1	0	5	2
	25.3%	**23.3%**	13.0%	31.3%	0.0%	30.0%	---	14.3%	36.4%	20.0%	33.3%	0.0%	25.0%	13.6%	66.7%	0.0%	---	---	---	0.0%	---	---	23.5%	100.0%	25.0%	---	19.2%	50.0%
Always	442	**19**	27	27	8	11	0	10	6	3	2	5	12	17	0	2	0	0	0	1	0	0	10	0	3	0	17	2
	57.6%	**63.3%**	58.7%	56.3%	88.9%	55.0%	---	71.4%	54.5%	60.0%	66.7%	83.3%	60.0%	77.3%	0.0%	100.0%	---	---	---	50.0%	---	---	58.8%	0.0%	75.0%	---	65.4%	50.0%
Significantly different from column:*																												
Usually or Always	636	**26**	33	42	8	17	0	12	10	4	3	5	17	20	4	2	0	0	0	1	0	0	14	1	4	0	22	4
	82.8%	**86.7%**	71.7%	87.5%	88.9%	85.0%	---	85.7%	90.9%	80.0%	100.0%	83.3%	85.0%	90.9%	66.7%	100.0%	---	---	---	50.0%	---	---	82.4%	100.0%	100.0%	---	84.6%	100.0%
Significantly different from column:*																												

NA - Not Applicable

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

Umpqua Health Alliance - Claims Stratum: Non-Chronic

41870

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	Z	AA	AB
Number in sample	3,381	**163**	163	175	23	129	0	66	70	22	13	48	92	139	15	4	0	1	0	8	0	0	85	5	25	46	111	5
Number missing or multiple answer	60	**4**	4	0	0	4	0	0	4	0	0	1	3	4	0	0	0	0	0	0	0	0	3	0	1	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	3,321	**159**	159	175	23	125	0	66	66	22	13	47	89	135	15	4	0	1	0	8	0	0	82	5	24	45	108	5
	98.2%	**97.5%**	97.5%	100.0%	100.0%	96.9%	---	100.0%	94.3%	100.0%	100.0%	97.9%	96.7%	97.1%	100.0%	100.0%	---	100.0%	---	100.0%	---	---	96.5%	0.0%	96.0%	97.8%	97.3%	100.0%
0 Worst personal doctor possible	6	**1**	1	1	0	1	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0
	0.2%	**0.6%**	0.6%	0.6%	0.0%	0.8%	---	0.0%	1.5%	0.0%	0.0%	2.1%	0.0%	0.7%	0.0%	0.0%	---	0.0%	---	0.0%	---	---	0.0%	0.0%	4.2%	2.2%	0.0%	0.0%
1	3	**0**	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	**0.0%**	1.3%	0.6%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	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
	0.1%	**0.0%**	0.6%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	14	**1**	1	1	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	1	0	0
	0.4%	**0.6%**	0.6%	0.6%	0.0%	0.8%	---	0.0%	1.5%	0.0%	0.0%	0.0%	1.1%	0.7%	0.0%	0.0%	---	0.0%	---	0.0%	---	---	1.2%	0.0%	0.0%	2.2%	0.0%	0.0%
4	13	**2**	0	3	0	2	0	2	0	0	0	1	1	2	0	0	0	0	0	0	0	0	0	1	0	2	0	0
	0.4%	**1.3%**	0.0%	1.7%	0.0%	1.6%	---	3.0%	0.0%	0.0%	0.0%	2.1%	1.1%	1.5%	0.0%	0.0%	---	0.0%	---	0.0%	---	---	0.0%	20.0%	0.0%	4.4%	0.0%	0.0%
5	75	**5**	2	6	1	4	0	2	2	1	0	3	2	5	0	0	0	0	0	0	0	0	4	0	1	2	2	1
	2.3%	**3.1%**	1.3%	3.4%	4.3%	3.2%	---	3.0%	3.0%	4.5%	0.0%	6.4%	2.2%	3.7%	0.0%	0.0%	---	0.0%	---	0.0%	---	---	4.9%	0.0%	4.2%	4.4%	1.9%	20.0%
6	60	**6**	6	5	0	5	0	3	2	1	0	1	4	4	2	0	0	0	0	0	0	0	1	1	2	2	4	0
	1.8%	**3.8%**	3.8%	2.9%	0.0%	4.0%	---	4.5%	3.0%	4.5%	0.0%	2.1%	4.5%	3.0%	13.3%	0.0%	---	0.0%	---	0.0%	---	---	1.2%	20.0%	8.3%	4.4%	3.7%	0.0%
7	192	**7**	8	11	0	7	0	3	4	0	0	1	6	5	2	0	0	0	0	1	0	0	5	0	1	4	3	0
	5.8%	**4.4%**	5.0%	6.3%	0.0%	5.6%	---	4.5%	6.1%	0.0%	0.0%	2.1%	6.7%	3.7%	13.3%	0.0%	---	0.0%	---	12.5%	---	---	6.1%	0.0%	4.2%	8.9%	2.8%	0.0%
8	455	**25**	29	34	3	21	0	10	13	2	2	7	16	21	4	0	0	0	0	0	0	0	14	0	5	7	18	0
	13.7%	**15.7%**	18.2%	19.4%	13.0%	16.8%	---	15.2%	19.7%	9.1%	15.4%	14.9%	18.0%	15.6%	26.7%	0.0%	---	0.0%	---	0.0%	---	---	17.1%	0.0%	20.8%	15.6%	16.7%	0.0%
9	652	**20**	30	33	4	15	0	7	7	5	3	4	12	15	1	2	0	0	0	1	0	0	11	0	4	3	15	2
	19.6%	**12.6%**	18.9%	18.9%	17.4%	12.0%	---	10.6%	10.6%	22.7%	23.1%	8.5%	13.5%	11.1%	6.7%	50.0%	---	0.0%	---	12.5%	---	---	13.4%	0.0%	16.7%	6.7%	13.9%	40.0%
10 Best personal doctor possible	1,849	**92**	79	80	15	69	0	39	36	13	8	29	47	81	6	2	0	1	0	6	0	0	46	3	10	23	66	2
	55.7%	**57.9%**	49.7%	45.7%	65.2%	55.2%	---	59.1%	54.5%	59.1%	61.5%	61.7%	52.8%	60.0%	40.0%	50.0%	---	100.0%	---	75.0%	---	---	56.1%	60.0%	41.7%	51.1%	61.1%	40.0%

NA - Not Applicable

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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)

					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 State OHP	**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	3,381	**163**	163	175	23	129	0	66	70	22	13	48	92	139	15	4	0	1	0	8	0	0	85	5	25	46	111	5
Number missing or multiple answer	60	**4**	4	0	0	4	0	0	4	0	0	1	3	4	0	0	0	0	0	0	0	0	3	0	1	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	3,321	**159**	159	175	23	125	0	66	66	22	13	47	89	135	15	4	0	1	0	8	0	0	82	5	24	45	108	5
	98.2%	**97.5%**	97.5%	100.0%	100.0%	96.9%	---	100.0%	94.3%	100.0%	100.0%	97.9%	96.7%	97.1%	100.0%	100.0%	---	100.0%	---	100.0%	---	---	96.5%	0.0%	96.0%	97.8%	97.3%	100.0%
0 to 4	38	**4**	5	6	0	4	0	2	2	0	0	2	2	4	0	0	0	0	0	0	0	0	1	1	1	4	0	0
	1.1%	**2.5%**	3.1%	3.4%	0.0%	3.2%	---	3.0%	3.0%	0.0%	0.0%	4.3%	2.2%	3.0%	0.0%	0.0%	---	0.0%	---	0.0%	---	---	1.2%	20.0%	4.2%	8.9%	0.0%	0.0%
5	75	**5**	2	6	1	4	0	2	2	1	0	3	2	5	0	0	0	0	0	0	0	0	4	0	1	2	2	1
	2.3%	**3.1%**	1.3%	3.4%	4.3%	3.2%	---	3.0%	3.0%	4.5%	0.0%	6.4%	2.2%	3.7%	0.0%	0.0%	---	0.0%	---	0.0%	---	---	4.9%	0.0%	4.2%	4.4%	1.9%	20.0%
6 or 7	252	**13**	14	16	0	12	0	6	6	1	0	2	10	9	4	0	0	0	0	1	0	0	6	1	3	6	7	0
	7.6%	**8.2%**	8.8%	9.1%	0.0%	9.6%	---	9.1%	9.1%	4.5%	0.0%	4.3%	11.2%	6.7%	26.7%	0.0%	---	0.0%	---	12.5%	---	---	7.3%	20.0%	12.5%	13.3%	6.5%	0.0%
8 to 10	2,956	**137**	138	147	22	105	0	56	56	20	13	40	75	117	11	4	0	1	0	7	0	0	71	3	19	33	99	4
	89.0%	**86.2%**	86.8%	84.0%	95.7%	84.0%	---	84.8%	84.8%	90.9%	100.0%	85.1%	84.3%	86.7%	73.3%	100.0%	---	100.0%	---	87.5%	---	---	86.6%	60.0%	79.2%	73.3%	91.7%	80.0%
Significantly different from column:*																										AA	Z	
0 to 6	173	**15**	13	17	1	13	0	7	6	2	0	6	8	13	2	0	0	0	0	0	0	0	6	2	4	8	6	1
	5.2%	**9.4%**	8.2%	9.7%	4.3%	10.4%	---	10.6%	9.1%	9.1%	0.0%	12.8%	9.0%	9.6%	13.3%	0.0%	---	0.0%	---	0.0%	---	---	7.3%	40.0%	16.7%	17.8%	5.6%	20.0%
7 to 8	647	**32**	37	45	3	28	0	13	17	2	2	8	22	26	6	0	0	0	0	1	0	0	19	0	6	11	21	0
	19.5%	**20.1%**	23.3%	25.7%	13.0%	22.4%	---	19.7%	25.8%	9.1%	15.4%	17.0%	24.7%	19.3%	40.0%	0.0%	---	0.0%	---	12.5%	---	---	23.2%	0.0%	25.0%	24.4%	19.4%	0.0%
9 to 10	2,501	**112**	109	113	19	84	0	46	43	18	11	33	59	96	7	4	0	1	0	7	0	0	57	3	14	26	81	4
	75.3%	**70.4%**	68.6%	64.6%	82.6%	67.2%	---	69.7%	65.2%	81.8%	84.6%	70.2%	66.3%	71.1%	46.7%	100.0%	---	100.0%	---	87.5%	---	---	69.5%	60.0%	58.3%	57.8%	75.0%	80.0%
Significantly different from column:*																										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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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
	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	3,381	**163**	---	---	23	129	0	66	70	22	13	48	92	139	15	4	0	1	0	8	0	0	85	5	25	46	111	5
Number missing or multiple answer	34	**3**	---	---	0	3	0	0	3	0	0	0	3	3	0	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	3,347	**160**	---	---	23	126	0	66	67	22	13	48	89	136	15	4	0	1	0	8	0	0	83	5	24	46	108	5
	99.0%	**98.2%**	---	---	100.0%	97.7%	---	100.0%	95.7%	100.0%	100.0%	100.0%	96.7%	97.8%	100.0%	100.0%	---	100.0%	---	100.0%	---	---	97.6%	0.0%	96.0%	100.0%	97.3%	100.0%
Yes	416	**21**	---	---	5	14	0	3	12	6	3	1	15	12	6	2	0	0	0	0	0	0	12	1	4	2	16	3
	12.4%	**13.1%**	---	---	21.7%	11.1%	---	4.5%	17.9%	27.3%	23.1%	2.1%	16.9%	8.8%	40.0%	50.0%	---	0.0%	---	0.0%	---	---	14.5%	20.0%	16.7%	4.3%	14.8%	60.0%
No	2,931	**139**	---	---	18	112	0	63	55	16	10	47	74	124	9	2	0	1	0	8	0	0	71	4	20	44	92	2
	87.6%	**86.9%**	---	---	78.3%	88.9%	---	95.5%	82.1%	72.7%	76.9%	97.9%	83.1%	91.2%	60.0%	50.0%	---	100.0%	---	100.0%	---	---	85.5%	80.0%	83.3%	95.7%	85.2%	40.0%
Significantly different from column:*								I	H			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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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
	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	416	**21**	---	---	5	14	0	3	12	6	3	1	15	12	6	2	0	0	0	0	0	0	12	1	4	2	16	3
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
Number 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	411	**21**	---	---	5	14	0	3	12	6	3	1	15	12	6	2	0	0	0	0	0	0	12	1	4	2	16	3
	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%	0.0%	100.0%	100.0%	100.0%	100.0%
Yes	386	**20**	---	---	4	14	0	3	12	5	3	1	14	12	5	2	0	0	0	0	0	0	11	1	4	2	15	3
	93.9%	**95.2%**	---	---	80.0%	100.0%	---	100.0%	100.0%	83.3%	100.0%	100.0%	93.3%	100.0%	83.3%	100.0%	---	---	---	---	---	---	91.7%	100.0%	100.0%	100.0%	93.8%	100.0%
No	25	**1**	---	---	1	0	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0
	6.1%	**4.8%**	---	---	20.0%	0.0%	---	0.0%	0.0%	16.7%	0.0%	0.0%	6.7%	0.0%	16.7%	0.0%	---	---	---	---	---	---	8.3%	0.0%	0.0%	0.0%	6.3%	0.0%
Significantly different from column:*																												

NA - Not Applicable

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

Umpqua Health Alliance - Claims Stratum: Non-Chronic

41870

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)

					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 State OHP	**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	416	**21**	---	---	5	14	0	3	12	6	3	1	15	12	6	2	0	0	0	0	0	0	12	1	4	2	16	3
Number missing or multiple answer	7	**0**	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	409	**21**	---	---	5	14	0	3	12	6	3	1	15	12	6	2	0	0	0	0	0	0	12	1	4	2	16	3
	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%	0.0%	100.0%	100.0%	100.0%	100.0%
Yes	378	**20**	---	---	4	14	0	3	12	5	3	1	14	12	5	2	0	0	0	0	0	0	11	1	4	2	15	3
	92.4%	**95.2%**	---	---	80.0%	100.0%	---	100.0%	100.0%	83.3%	100.0%	100.0%	93.3%	100.0%	83.3%	100.0%	---	---	---	---	---	---	91.7%	100.0%	100.0%	100.0%	93.8%	100.0%
No	31	**1**	---	---	1	0	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0
	7.6%	**4.8%**	---	---	20.0%	0.0%	---	0.0%	0.0%	16.7%	0.0%	0.0%	6.7%	0.0%	16.7%	0.0%	---	---	---	---	---	---	8.3%	0.0%	0.0%	0.0%	6.3%	0.0%
Significantly different from column:*																												

NA - Not Applicable

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

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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
	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	3,931	**190**	215	209	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	10	**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	3,921	**190**	214	209	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
	99.7%	**100.0%**	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%	0.0%	100.0%	100.0%	100.0%	100.0%
Yes	458	**21**	25	28	9	12	0	12	6	3	2	3	16	17	2	2	1	0	0	3	0	0	12	1	3	2	15	4
	11.7%	**11.1%**	11.7%	13.4%	31.0%	8.1%	0.0%	17.1%	7.2%	9.4%	10.5%	5.6%	15.0%	10.4%	11.8%	40.0%	50.0%	0.0%	0.0%	30.0%	---	---	12.2%	20.0%	10.0%	3.2%	12.5%	66.7%
No	3,463	**169**	189	181	20	137	1	58	77	29	17	51	91	146	15	3	1	1	1	7	0	0	86	4	27	61	105	2
	88.3%	**88.9%**	88.3%	86.6%	69.0%	91.9%	100.0%	82.9%	92.8%	90.6%	89.5%	94.4%	85.0%	89.6%	88.2%	60.0%	50.0%	100.0%	100.0%	70.0%	---	---	87.8%	80.0%	90.0%	96.8%	87.5%	33.3%
Significantly different from column:*																										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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Y	Z	AA	AB
Number in sample	458	**21**	25	28	9	12	0	12	6	3	2	3	16	17	2	2	1	0	0	3	0	0	12	1	3	2	15	4
Number missing or multiple answer	4	**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	454	**21**	24	28	9	12	0	12	6	3	2	3	16	17	2	2	1	0	0	3	0	0	12	1	3	2	15	4
	99.1%	**100.0%**	96.0%	100.0%	100.0%	100.0%	---	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	41	**0**	3	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
	9.0%	**0.0%**	12.5%	3.6%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	81	**3**	4	5	1	2	0	2	1	0	0	1	2	2	0	1	0	0	0	1	0	0	1	0	1	0	3	0
	17.8%	**14.3%**	16.7%	17.9%	11.1%	16.7%	---	16.7%	16.7%	0.0%	0.0%	33.3%	12.5%	11.8%	0.0%	50.0%	0.0%	---	---	33.3%	---	---	8.3%	0.0%	33.3%	0.0%	20.0%	0.0%
Usually	96	**7**	5	4	2	5	0	2	3	2	0	1	6	5	2	0	1	0	0	0	0	0	4	1	1	0	4	3
	21.1%	**33.3%**	20.8%	14.3%	22.2%	41.7%	---	16.7%	50.0%	66.7%	0.0%	33.3%	37.5%	29.4%	100.0%	0.0%	100.0%	---	---	0.0%	---	---	33.3%	100.0%	33.3%	0.0%	26.7%	75.0%
Always	236	**11**	12	18	6	5	0	8	2	1	2	1	8	10	0	1	0	0	0	2	0	0	7	0	1	2	8	1
	52.0%	**52.4%**	50.0%	64.3%	66.7%	41.7%	---	66.7%	33.3%	33.3%	100.0%	33.3%	50.0%	58.8%	0.0%	50.0%	0.0%	---	---	66.7%	---	---	58.3%	0.0%	33.3%	100.0%	53.3%	25.0%
Significantly different from column:*																												
Usually or Always	332	**18**	17	22	8	10	0	10	5	3	2	2	14	15	2	1	1	0	0	2	0	0	11	1	2	2	12	4
	73.1%	**85.7%**	70.8%	78.6%	88.9%	83.3%	---	83.3%	83.3%	100.0%	100.0%	66.7%	87.5%	88.2%	100.0%	50.0%	100.0%	---	---	66.7%	---	---	91.7%	100.0%	66.7%	100.0%	80.0%	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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	**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	Z	AA	AB
Number in sample	458	**21**	25	28	9	12	0	12	6	3	2	3	16	17	2	2	1	0	0	3	0	0	12	1	3	2	15	4
Number missing or multiple answer	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
Number 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	452	**21**	24	28	9	12	0	12	6	3	2	3	16	17	2	2	1	0	0	3	0	0	12	1	3	2	15	4
	98.7%	**100.0%**	96.0%	100.0%	100.0%	100.0%	---	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	56	**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
	12.4%	**0.0%**	4.2%	14.3%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1 specialist	320	**16**	18	18	7	9	0	11	3	2	1	3	12	14	1	1	1	0	0	2	0	0	8	1	3	2	13	1
	70.8%	**76.2%**	75.0%	64.3%	77.8%	75.0%	---	91.7%	50.0%	66.7%	50.0%	100.0%	75.0%	82.4%	50.0%	50.0%	100.0%	---	---	66.7%	---	---	66.7%	100.0%	100.0%	100.0%	86.7%	25.0%
2	60	**5**	4	3	2	3	0	1	3	1	1	0	4	3	1	1	0	0	0	1	0	0	4	0	0	0	2	3
	13.3%	**23.8%**	16.7%	10.7%	22.2%	25.0%	---	8.3%	50.0%	33.3%	50.0%	0.0%	25.0%	17.6%	50.0%	50.0%	0.0%	---	---	33.3%	---	---	33.3%	0.0%	0.0%	0.0%	13.3%	75.0%
3	11	**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
	2.4%	**0.0%**	4.2%	7.1%	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%
4	5	**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
	1.1%	**0.0%**	0.0%	3.6%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
5 or more specialists	0	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	**0.0%**	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	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 or more specialists	16	**0**	1	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
	3.5%	**0.0%**	4.2%	10.7%	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%
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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Z	AA	AB
Number in sample	396	**21**	23	24	9	12	0	12	6	3	2	3	16	17	2	2	1	0	0	3	0	0	12	1	3	2	15	4
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	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	390	**21**	23	24	9	12	0	12	6	3	2	3	16	17	2	2	1	0	0	3	0	0	12	1	3	2	15	4
	98.5%	**100.0%**	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%
0 Worst specialist possible	0	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	**0.0%**	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	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%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	2	**0**	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%**	4.3%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	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
	1.3%	**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%
4	2	**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
	0.5%	**0.0%**	0.0%	4.2%	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%
5	9	**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
	2.3%	**0.0%**	4.3%	8.3%	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%
6	13	**2**	0	0	0	2	0	2	0	0	0	0	2	2	0	0	0	0	0	0	0	0	2	0	0	0	2	0
	3.3%	**9.5%**	0.0%	0.0%	0.0%	16.7%	---	16.7%	0.0%	0.0%	0.0%	0.0%	12.5%	11.8%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	16.7%	0.0%	0.0%	0.0%	13.3%	0.0%
7	25	**1**	1	2	0	1	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	1
	6.4%	**4.8%**	4.3%	8.3%	0.0%	8.3%	---	0.0%	0.0%	33.3%	0.0%	0.0%	6.3%	0.0%	50.0%	0.0%	0.0%	---	---	0.0%	---	---	0.0%	100.0%	0.0%	0.0%	0.0%	25.0%
8	54	**6**	4	2	2	4	0	3	2	1	0	1	5	5	1	0	0	0	0	1	0	0	5	0	0	0	4	2
	13.8%	**28.6%**	17.4%	8.3%	22.2%	33.3%	---	25.0%	33.3%	33.3%	0.0%	33.3%	31.3%	29.4%	50.0%	0.0%	0.0%	---	---	33.3%	---	---	41.7%	0.0%	0.0%	0.0%	26.7%	50.0%
9	97	**2**	5	4	1	1	0	1	1	0	0	1	1	1	0	1	1	0	0	0	0	0	0	0	1	0	2	0
	24.9%	**9.5%**	21.7%	16.7%	11.1%	8.3%	---	8.3%	16.7%	0.0%	0.0%	33.3%	6.3%	5.9%	0.0%	50.0%	100.0%	---	---	0.0%	---	---	0.0%	0.0%	33.3%	0.0%	13.3%	0.0%
10 Best specialist possible	183	**10**	11	13	6	4	0	6	3	1	2	1	7	9	0	1	0	0	0	2	0	0	5	0	2	2	7	1
	46.9%	**47.6%**	47.8%	54.2%	66.7%	33.3%	---	50.0%	50.0%	33.3%	100.0%	33.3%	43.8%	52.9%	0.0%	50.0%	0.0%	---	---	66.7%	---	---	41.7%	0.0%	66.7%	100.0%	46.7%	25.0%

NA - Not Applicable

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Z	AA	AB
Number in sample	396	**21**	23	24	9	12	0	12	6	3	2	3	16	17	2	2	1	0	0	3	0	0	12	1	3	2	15	4
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	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	390	**21**	23	24	9	12	0	12	6	3	2	3	16	17	2	2	1	0	0	3	0	0	12	1	3	2	15	4
	98.5%	**100.0%**	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%
0 to 4	9	**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
	2.3%	**0.0%**	4.3%	4.2%	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%
5	9	**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
	2.3%	**0.0%**	4.3%	8.3%	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%
6 or 7	38	**3**	1	2	0	3	0	2	0	1	0	0	3	2	1	0	0	0	0	0	0	0	2	1	0	0	2	1
	9.7%	**14.3%**	4.3%	8.3%	0.0%	25.0%	---	16.7%	0.0%	33.3%	0.0%	0.0%	18.8%	11.8%	50.0%	0.0%	0.0%	---	---	0.0%	---	---	16.7%	100.0%	0.0%	0.0%	13.3%	25.0%
8 to 10	334	**18**	20	19	9	9	0	10	6	2	2	3	13	15	1	2	1	0	0	3	0	0	10	0	3	2	13	3
	85.6%	**85.7%**	87.0%	79.2%	100.0%	75.0%	---	83.3%	100.0%	66.7%	100.0%	100.0%	81.3%	88.2%	50.0%	100.0%	100.0%	---	---	100.0%	---	---	83.3%	0.0%	100.0%	100.0%	86.7%	75.0%
Significantly different from column:*																												
0 to 6	31	**2**	2	3	0	2	0	2	0	0	0	0	2	2	0	0	0	0	0	0	0	0	2	0	0	0	2	0
	7.9%	**9.5%**	8.7%	12.5%	0.0%	16.7%	---	16.7%	0.0%	0.0%	0.0%	0.0%	12.5%	11.8%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	16.7%	0.0%	0.0%	0.0%	13.3%	0.0%
7 to 8	79	**7**	5	4	2	5	0	3	2	2	0	1	6	5	2	0	0	0	0	1	0	0	5	1	0	0	4	3
	20.3%	**33.3%**	21.7%	16.7%	22.2%	41.7%	---	25.0%	33.3%	66.7%	0.0%	33.3%	37.5%	29.4%	100.0%	0.0%	0.0%	---	---	33.3%	---	---	41.7%	100.0%	0.0%	0.0%	26.7%	75.0%
9 to 10	280	**12**	16	17	7	5	0	7	4	1	2	2	8	10	0	2	1	0	0	2	0	0	5	0	3	2	9	1
	71.8%	**57.1%**	69.6%	70.8%	77.8%	41.7%	---	58.3%	66.7%	33.3%	100.0%	66.7%	50.0%	58.8%	0.0%	100.0%	100.0%	---	---	66.7%	---	---	41.7%	0.0%	100.0%	100.0%	60.0%	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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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
	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	3,931	**190**	215	209	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	46	**1**	4	0	0	1	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	1	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	3,885	**189**	211	209	29	148	1	70	83	31	19	54	106	162	17	5	2	1	1	10	0	0	97	5	30	62	120	6
	98.8%	**99.5%**	98.1%	100.0%	100.0%	99.3%	100.0%	100.0%	100.0%	96.9%	100.0%	100.0%	99.1%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	99.0%	0.0%	100.0%	98.4%	100.0%	100.0%
Yes	956	**41**	49	36	7	32	1	13	19	8	6	5	29	37	3	1	1	1	0	2	0	0	23	1	7	12	26	3
	24.6%	**21.7%**	23.2%	17.2%	24.1%	21.6%	100.0%	18.6%	22.9%	25.8%	31.6%	9.3%	27.4%	22.8%	17.6%	20.0%	50.0%	100.0%	0.0%	20.0%	---	---	23.7%	20.0%	23.3%	19.4%	21.7%	50.0%
No	2,929	**148**	162	173	22	116	0	57	64	23	13	49	77	125	14	4	1	0	1	8	0	0	74	4	23	50	94	3
	75.4%	**78.3%**	76.8%	82.8%	75.9%	78.4%	0.0%	81.4%	77.1%	74.2%	68.4%	90.7%	72.6%	77.2%	82.4%	80.0%	50.0%	0.0%	100.0%	80.0%	---	---	76.3%	80.0%	76.7%	80.6%	78.3%	50.0%
Significantly different from column:*												M	L															

NA - Not Applicable

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

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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)

					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 State OHP	**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	956	**41**	49	35	7	32	1	13	19	8	6	5	29	37	3	1	1	1	0	2	0	0	23	1	7	12	26	3
Number missing or multiple answer	14	**1**	0	0	1	0	0	0	0	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	1	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	942	**40**	49	35	6	32	1	13	19	7	5	5	29	37	3	0	1	1	0	2	0	0	23	1	6	11	26	3
	98.5%	**97.6%**	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	87.5%	83.3%	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%	---	100.0%	---	---	100.0%	0.0%	85.7%	91.7%	100.0%	100.0%
Never	26	**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
	2.8%	**0.0%**	0.0%	2.9%	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%
Sometimes	124	**6**	9	3	0	5	0	2	4	0	0	0	5	5	1	0	0	0	0	0	0	0	3	0	2	1	4	1
	13.2%	**15.0%**	18.4%	8.6%	0.0%	15.6%	0.0%	15.4%	21.1%	0.0%	0.0%	0.0%	17.2%	13.5%	33.3%	---	0.0%	0.0%	---	0.0%	---	---	13.0%	0.0%	33.3%	9.1%	15.4%	33.3%
Usually	254	**15**	13	7	2	12	1	7	6	2	1	1	13	13	2	0	0	0	0	1	0	0	10	0	3	1	12	2
	27.0%	**37.5%**	26.5%	20.0%	33.3%	37.5%	100.0%	53.8%	31.6%	28.6%	20.0%	20.0%	44.8%	35.1%	66.7%	---	0.0%	0.0%	---	50.0%	---	---	43.5%	0.0%	50.0%	9.1%	46.2%	66.7%
Always	538	**19**	27	24	4	15	0	4	9	5	4	4	11	19	0	0	1	1	0	1	0	0	10	1	1	9	10	0
	57.1%	**47.5%**	55.1%	68.6%	66.7%	46.9%	0.0%	30.8%	47.4%	71.4%	80.0%	80.0%	37.9%	51.4%	0.0%	---	100.0%	100.0%	---	50.0%	---	---	43.5%	100.0%	16.7%	81.8%	38.5%	0.0%
Significantly different from column:*																										AA	Z	
Usually or Always	792	**34**	40	31	6	27	1	11	15	7	5	5	24	32	2	0	1	1	0	2	0	0	20	1	4	10	22	2
	84.1%	**85.0%**	81.6%	88.6%	100.0%	84.4%	100.0%	84.6%	78.9%	100.0%	100.0%	100.0%	82.8%	86.5%	66.7%	---	100.0%	100.0%	---	100.0%	---	---	87.0%	100.0%	66.7%	90.9%	84.6%	66.7%
Significantly different from column:*																												

NA - Not Applicable

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

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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
	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	956	**41**	49	35	7	32	1	13	19	8	6	5	29	37	3	1	1	1	0	2	0	0	23	1	7	12	26	3
Number missing or multiple answer	17	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	939	**41**	49	35	7	32	1	13	19	8	6	5	29	37	3	1	1	1	0	2	0	0	23	1	7	12	26	3
	98.2%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%
Never	9	**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
	1.0%	**0.0%**	0.0%	2.9%	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%
Sometimes	48	**4**	3	2	2	1	0	1	2	1	1	0	2	2	1	1	0	0	0	0	0	0	1	0	1	1	3	0
	5.1%	**9.8%**	6.1%	5.7%	28.6%	3.1%	0.0%	7.7%	10.5%	12.5%	16.7%	0.0%	6.9%	5.4%	33.3%	100.0%	0.0%	0.0%	---	0.0%	---	---	4.3%	0.0%	14.3%	8.3%	11.5%	0.0%
Usually	169	**8**	11	5	1	7	0	3	4	1	0	1	7	7	1	0	0	1	0	0	0	0	5	0	2	2	5	1
	18.0%	**19.5%**	22.4%	14.3%	14.3%	21.9%	0.0%	23.1%	21.1%	12.5%	0.0%	20.0%	24.1%	18.9%	33.3%	0.0%	0.0%	100.0%	---	0.0%	---	---	21.7%	0.0%	28.6%	16.7%	19.2%	33.3%
Always	713	**29**	35	27	4	24	1	9	13	6	5	4	20	28	1	0	1	0	0	2	0	0	17	1	4	9	18	2
	75.9%	**70.7%**	71.4%	77.1%	57.1%	75.0%	100.0%	69.2%	68.4%	75.0%	83.3%	80.0%	69.0%	75.7%	33.3%	0.0%	100.0%	0.0%	---	100.0%	---	---	73.9%	100.0%	57.1%	75.0%	69.2%	66.7%
Significantly different from column:*																												
Usually or Always	882	**37**	46	32	5	31	1	12	17	7	5	5	27	35	2	0	1	1	0	2	0	0	22	1	6	11	23	3
	93.9%	**90.2%**	93.9%	91.4%	71.4%	96.9%	100.0%	92.3%	89.5%	87.5%	83.3%	100.0%	93.1%	94.6%	66.7%	0.0%	100.0%	100.0%	---	100.0%	---	---	95.7%	100.0%	85.7%	91.7%	88.5%	100.0%
Significantly different from column:*																												

NA - Not Applicable

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Umpqua Health Alliance - Claims Stratum: Non-Chronic

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
	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	3,931	**190**	215	205	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	99	**4**	6	0	1	3	0	0	2	2	2	2	0	4	0	0	0	0	0	1	0	0	3	0	0	2	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	3,832	**186**	209	205	28	146	1	70	81	30	17	52	107	159	17	5	2	1	1	9	0	0	95	5	30	61	118	6
	97.5%	**97.9%**	97.2%	100.0%	96.6%	98.0%	100.0%	100.0%	97.6%	93.8%	89.5%	96.3%	100.0%	97.5%	100.0%	100.0%	100.0%	100.0%	100.0%	90.0%	---	---	96.9%	0.0%	100.0%	96.8%	98.3%	100.0%
Yes	1,270	**51**	71	70	6	41	1	18	20	11	5	7	36	43	5	2	0	1	0	6	0	0	26	2	7	14	33	4
	33.1%	**27.4%**	34.0%	34.1%	21.4%	28.1%	100.0%	25.7%	24.7%	36.7%	29.4%	13.5%	33.6%	27.0%	29.4%	40.0%	0.0%	100.0%	0.0%	66.7%	---	---	27.4%	40.0%	23.3%	23.0%	28.0%	66.7%
No	2,562	**135**	138	135	22	105	0	52	61	19	12	45	71	116	12	3	2	0	1	3	0	0	69	3	23	47	85	2
	66.9%	**72.6%**	66.0%	65.9%	78.6%	71.9%	0.0%	74.3%	75.3%	63.3%	70.6%	86.5%	66.4%	73.0%	70.6%	60.0%	100.0%	0.0%	100.0%	33.3%	---	---	72.6%	60.0%	76.7%	77.0%	72.0%	33.3%
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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	**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	Z	AA	AB
Number in sample	3,832	**186**	209	202	28	146	1	70	81	30	17	52	107	159	17	5	2	1	1	9	0	0	95	5	30	61	118	6
Number missing or multiple answer	37	**3**	1	0	0	3	0	0	3	0	0	0	3	2	1	0	0	0	0	0	0	0	3	0	0	1	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	3,795	**183**	208	202	28	143	1	70	78	30	17	52	104	157	16	5	2	1	1	9	0	0	92	5	30	60	117	5
	99.0%	**98.4%**	99.5%	100.0%	100.0%	97.9%	100.0%	100.0%	96.3%	100.0%	100.0%	100.0%	97.2%	98.7%	94.1%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	96.8%	0.0%	100.0%	98.4%	99.2%	83.3%
Never	44	**0**	3	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
	1.2%	**0.0%**	1.4%	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%
Sometimes	210	**8**	13	10	1	6	0	1	3	4	3	0	4	4	2	2	0	0	0	3	0	0	4	0	0	2	5	1
	5.5%	**4.4%**	6.3%	5.0%	3.6%	4.2%	0.0%	1.4%	3.8%	13.3%	17.6%	0.0%	3.8%	2.5%	12.5%	40.0%	0.0%	0.0%	0.0%	33.3%	---	---	4.3%	0.0%	0.0%	3.3%	4.3%	20.0%
Usually	408	**13**	19	34	2	10	1	5	5	3	0	3	10	11	2	0	0	0	0	1	0	0	7	2	2	3	8	2
	10.8%	**7.1%**	9.1%	16.8%	7.1%	7.0%	100.0%	7.1%	6.4%	10.0%	0.0%	5.8%	9.6%	7.0%	12.5%	0.0%	0.0%	0.0%	0.0%	11.1%	---	---	7.6%	40.0%	6.7%	5.0%	6.8%	40.0%
Always	3,133	**162**	173	157	25	127	0	64	70	23	14	49	90	142	12	3	2	1	1	5	0	0	81	3	28	55	104	2
	82.6%	**88.5%**	83.2%	77.7%	89.3%	88.8%	0.0%	91.4%	89.7%	76.7%	82.4%	94.2%	86.5%	90.4%	75.0%	60.0%	100.0%	100.0%	100.0%	55.6%	---	---	88.0%	60.0%	93.3%	91.7%	88.9%	40.0%
Significantly different from column:*		AD																										
Usually or Always	3,541	**175**	192	191	27	137	1	69	75	26	14	52	100	153	14	3	2	1	1	6	0	0	88	5	30	58	112	4
	93.3%	**95.6%**	92.3%	94.6%	96.4%	95.8%	100.0%	98.6%	96.2%	86.7%	82.4%	100.0%	96.2%	97.5%	87.5%	60.0%	100.0%	100.0%	100.0%	66.7%	---	---	95.7%	100.0%	100.0%	96.7%	95.7%	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.

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

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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

					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 State OHP	**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	3,931	**190**	215	209	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	111	**8**	10	0	2	5	0	0	6	1	1	3	3	6	0	1	0	0	0	0	0	0	4	0	2	4	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	3,820	**182**	205	209	27	144	1	70	77	31	18	51	104	157	17	4	2	1	1	10	0	0	94	5	28	59	116	6
	97.2%	**95.8%**	95.3%	100.0%	93.1%	96.6%	100.0%	100.0%	92.8%	96.9%	94.7%	94.4%	97.2%	96.3%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	---	---	95.9%	0.0%	93.3%	93.7%	96.7%	100.0%
0 Worst health plan possible	7	**0**	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	**0.0%**	1.0%	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%
1	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
	0.2%	**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%
2	8	**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
	0.2%	**0.0%**	0.5%	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%
3	24	**2**	1	5	0	2	0	0	1	1	0	0	2	1	1	0	0	0	0	0	0	0	1	0	0	1	1	0
	0.6%	**1.1%**	0.5%	2.4%	0.0%	1.4%	0.0%	0.0%	1.3%	3.2%	0.0%	0.0%	1.9%	0.6%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	1.1%	0.0%	0.0%	1.7%	0.9%	0.0%
4	25	**1**	3	1	0	1	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
	0.7%	**0.5%**	1.5%	0.5%	0.0%	0.7%	0.0%	1.4%	0.0%	0.0%	0.0%	2.0%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	1.1%	0.0%	0.0%	0.0%	0.9%	0.0%
5	145	**10**	17	17	2	6	0	6	3	1	1	3	4	10	0	0	0	0	0	0	0	0	4	1	0	4	6	0
	3.8%	**5.5%**	8.3%	8.1%	7.4%	4.2%	0.0%	8.6%	3.9%	3.2%	5.6%	5.9%	3.8%	6.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	4.3%	20.0%	0.0%	6.8%	5.2%	0.0%
6	115	**9**	10	13	2	7	0	1	7	1	0	3	6	8	1	0	0	0	0	0	0	0	3	1	3	2	7	0
	3.0%	**4.9%**	4.9%	6.2%	7.4%	4.9%	0.0%	1.4%	9.1%	3.2%	0.0%	5.9%	5.8%	5.1%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	3.2%	20.0%	10.7%	3.4%	6.0%	0.0%
7	301	**22**	19	27	2	18	0	11	7	3	2	7	11	17	4	0	1	0	0	0	0	0	11	1	5	9	11	2
	7.9%	**12.1%**	9.3%	12.9%	7.4%	12.5%	0.0%	15.7%	9.1%	9.7%	11.1%	13.7%	10.6%	10.8%	23.5%	0.0%	50.0%	0.0%	0.0%	0.0%	---	---	11.7%	20.0%	17.9%	15.3%	9.5%	33.3%
8	640	**37**	46	45	6	28	1	15	16	6	3	11	22	31	5	0	0	0	0	1	0	0	25	0	4	11	24	1
	16.8%	**20.3%**	22.4%	21.5%	22.2%	19.4%	100.0%	21.4%	20.8%	19.4%	16.7%	21.6%	21.2%	19.7%	29.4%	0.0%	0.0%	0.0%	0.0%	10.0%	---	---	26.6%	0.0%	14.3%	18.6%	20.7%	16.7%
9	722	**27**	29	41	2	25	0	10	11	6	2	10	15	21	5	1	1	0	1	1	0	0	16	1	3	8	17	2
	18.9%	**14.8%**	14.1%	19.6%	7.4%	17.4%	0.0%	14.3%	14.3%	19.4%	11.1%	19.6%	14.4%	13.4%	29.4%	25.0%	50.0%	0.0%	100.0%	10.0%	---	---	17.0%	20.0%	10.7%	13.6%	14.7%	33.3%
10 Best health plan possible	1,827	**74**	76	58	13	57	0	26	32	13	10	16	44	68	1	3	0	1	0	8	0	0	33	1	13	24	49	1
	47.8%	**40.7%**	37.1%	27.8%	48.1%	39.6%	0.0%	37.1%	41.6%	41.9%	55.6%	31.4%	42.3%	43.3%	5.9%	75.0%	0.0%	100.0%	0.0%	80.0%	---	---	35.1%	20.0%	46.4%	40.7%	42.2%	16.7%

NA - Not Applicable

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Y	Z	AA	AB
Number in sample	3,931	**190**	215	209	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	111	**8**	10	0	2	5	0	0	6	1	1	3	3	6	0	1	0	0	0	0	0	0	4	0	2	4	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	3,820	**182**	205	209	27	144	1	70	77	31	18	51	104	157	17	4	2	1	1	10	0	0	94	5	28	59	116	6
	97.2%	**95.8%**	95.3%	100.0%	93.1%	96.6%	100.0%	100.0%	92.8%	96.9%	94.7%	94.4%	97.2%	96.3%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	---	---	95.9%	0.0%	93.3%	93.7%	96.7%	100.0%
0 to 4	70	**3**	8	8	0	3	0	1	1	1	0	1	2	2	1	0	0	0	0	0	0	0	2	0	0	1	2	0
	1.8%	**1.6%**	3.9%	3.8%	0.0%	2.1%	0.0%	1.4%	1.3%	3.2%	0.0%	2.0%	1.9%	1.3%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	2.1%	0.0%	0.0%	1.7%	1.7%	0.0%
5	145	**10**	17	17	2	6	0	6	3	1	1	3	4	10	0	0	0	0	0	0	0	0	4	1	0	4	6	0
	3.8%	**5.5%**	8.3%	8.1%	7.4%	4.2%	0.0%	8.6%	3.9%	3.2%	5.6%	5.9%	3.8%	6.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	4.3%	20.0%	0.0%	6.8%	5.2%	0.0%
6 or 7	416	**31**	29	40	4	25	0	12	14	4	2	10	17	25	5	0	1	0	0	0	0	0	14	2	8	11	18	2
	10.9%	**17.0%**	14.1%	19.1%	14.8%	17.4%	0.0%	17.1%	18.2%	12.9%	11.1%	19.6%	16.3%	15.9%	29.4%	0.0%	50.0%	0.0%	0.0%	0.0%	---	---	14.9%	40.0%	28.6%	18.6%	15.5%	33.3%
8 to 10	3,189	**138**	151	144	21	110	1	51	59	25	15	37	81	120	11	4	1	1	1	10	0	0	74	2	20	43	90	4
	83.5%	**75.8%**	73.7%	68.9%	77.8%	76.4%	100.0%	72.9%	76.6%	80.6%	83.3%	72.5%	77.9%	76.4%	64.7%	100.0%	50.0%	100.0%	100.0%	100.0%	---	---	78.7%	40.0%	71.4%	72.9%	77.6%	66.7%
Significantly different from column:*		A																										
0 to 6	330	**22**	35	38	4	16	0	8	11	3	1	7	12	20	2	0	0	0	0	0	0	0	9	2	3	7	15	0
	8.6%	**12.1%**	17.1%	18.2%	14.8%	11.1%	0.0%	11.4%	14.3%	9.7%	5.6%	13.7%	11.5%	12.7%	11.8%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	9.6%	40.0%	10.7%	11.9%	12.9%	0.0%
7 to 8	941	**59**	65	72	8	46	1	26	23	9	5	18	33	48	9	0	1	0	0	1	0	0	36	1	9	20	35	3
	24.6%	**32.4%**	31.7%	34.4%	29.6%	31.9%	100.0%	37.1%	29.9%	29.0%	27.8%	35.3%	31.7%	30.6%	52.9%	0.0%	50.0%	0.0%	0.0%	10.0%	---	---	38.3%	20.0%	32.1%	33.9%	30.2%	50.0%
9 to 10	2,549	**101**	105	99	15	82	0	36	43	19	12	26	59	89	6	4	1	1	1	9	0	0	49	2	16	32	66	3
	66.7%	**55.5%**	51.2%	47.4%	55.6%	56.9%	0.0%	51.4%	55.8%	61.3%	66.7%	51.0%	56.7%	56.7%	35.3%	100.0%	50.0%	100.0%	100.0%	90.0%	---	---	52.1%	40.0%	57.1%	54.2%	56.9%	50.0%
Significantly different from column:*		A																										

NA - Not Applicable

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

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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
	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	3,931	**190**	---	---	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	36	**3**	---	---	0	1	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	1	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	3,895	**187**	---	---	29	148	1	70	82	32	19	53	107	162	17	5	2	1	1	10	0	0	97	5	30	63	117	6
	99.1%	**98.4%**	---	---	100.0%	99.3%	100.0%	100.0%	98.8%	100.0%	100.0%	98.1%	100.0%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	99.0%	0.0%	100.0%	100.0%	97.5%	100.0%
Yes	1,113	**56**	---	---	10	43	1	25	20	11	5	10	39	48	7	1	1	0	0	2	0	0	32	1	9	7	45	4
	28.6%	**29.9%**	---	---	34.5%	29.1%	100.0%	35.7%	24.4%	34.4%	26.3%	18.9%	36.4%	29.6%	41.2%	20.0%	50.0%	0.0%	0.0%	20.0%	---	---	33.0%	20.0%	30.0%	11.1%	38.5%	66.7%
No	2,782	**131**	---	---	19	105	0	45	62	21	14	43	68	114	10	4	1	1	1	8	0	0	65	4	21	56	72	2
	71.4%	**70.1%**	---	---	65.5%	70.9%	0.0%	64.3%	75.6%	65.6%	73.7%	81.1%	63.6%	70.4%	58.8%	80.0%	50.0%	100.0%	100.0%	80.0%	---	---	67.0%	80.0%	70.0%	88.9%	61.5%	33.3%
Significantly different from column:*												M	L													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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

41870

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	Y	Z	AA	AB
Number in sample	1,113	**56**	---	---	10	43	1	25	20	11	5	10	39	48	7	1	1	0	0	2	0	0	32	1	9	7	45	4
Number missing or multiple answer	10	**0**	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	1,103	**56**	---	---	10	43	1	25	20	11	5	10	39	48	7	1	1	0	0	2	0	0	32	1	9	7	45	4
	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%	0.0%	100.0%	100.0%	100.0%	100.0%
Never	18	**0**	---	---	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%	---	---	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	76	**3**	---	---	0	3	0	1	2	0	0	1	2	1	1	1	0	0	0	0	0	0	1	0	1	1	2	0
	6.9%	**5.4%**	---	---	0.0%	7.0%	0.0%	4.0%	10.0%	0.0%	0.0%	10.0%	5.1%	2.1%	14.3%	100.0%	0.0%	---	---	0.0%	---	---	3.1%	0.0%	11.1%	14.3%	4.4%	0.0%
Usually	221	**10**	---	---	2	8	0	5	3	2	1	3	6	8	2	0	1	0	0	1	0	0	5	0	2	1	8	1
	20.0%	**17.9%**	---	---	20.0%	18.6%	0.0%	20.0%	15.0%	18.2%	20.0%	30.0%	15.4%	16.7%	28.6%	0.0%	100.0%	---	---	50.0%	---	---	15.6%	0.0%	22.2%	14.3%	17.8%	25.0%
Always	788	**43**	---	---	8	32	1	19	15	9	4	6	31	39	4	0	0	0	0	1	0	0	26	1	6	5	35	3
	71.4%	**76.8%**	---	---	80.0%	74.4%	100.0%	76.0%	75.0%	81.8%	80.0%	60.0%	79.5%	81.3%	57.1%	0.0%	0.0%	---	---	50.0%	---	---	81.3%	100.0%	66.7%	71.4%	77.8%	75.0%
Significantly different from column:*																												
Usually or Always	1,009	**53**	---	---	10	40	1	24	18	11	5	9	37	47	6	0	1	0	0	2	0	0	31	1	8	6	43	4
	91.5%	**94.6%**	---	---	100.0%	93.0%	100.0%	96.0%	90.0%	100.0%	100.0%	90.0%	94.9%	97.9%	85.7%	0.0%	100.0%	---	---	100.0%	---	---	96.9%	100.0%	88.9%	85.7%	95.6%	100.0%
Significantly different from column:*																												

NA - Not Applicable

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

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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
	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	1,113	**56**	---	---	10	43	1	25	20	11	5	10	39	48	7	1	1	0	0	2	0	0	32	1	9	7	45	4
Number missing or multiple answer	31	**1**	---	---	0	1	0	0	0	1	1	0	0	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
Usable responses	1,082	**55**	---	---	10	42	1	25	20	10	4	10	39	47	7	1	1	0	0	2	0	0	31	1	9	7	44	4
	97.2%	**98.2%**	---	---	100.0%	97.7%	100.0%	100.0%	100.0%	90.9%	80.0%	100.0%	100.0%	97.9%	100.0%	100.0%	100.0%	---	---	100.0%	---	---	96.9%	0.0%	100.0%	100.0%	97.8%	100.0%
Yes	649	**30**	---	---	6	22	1	14	12	4	1	4	24	27	3	0	0	0	0	2	0	0	18	1	3	2	25	3
	60.0%	**54.5%**	---	---	60.0%	52.4%	100.0%	56.0%	60.0%	40.0%	25.0%	40.0%	61.5%	57.4%	42.9%	0.0%	0.0%	---	---	100.0%	---	---	58.1%	100.0%	33.3%	28.6%	56.8%	75.0%
No	433	**25**	---	---	4	20	0	11	8	6	3	6	15	20	4	1	1	0	0	0	0	0	13	0	6	5	19	1
	40.0%	**45.5%**	---	---	40.0%	47.6%	0.0%	44.0%	40.0%	60.0%	75.0%	60.0%	38.5%	42.6%	57.1%	100.0%	100.0%	---	---	0.0%	---	---	41.9%	0.0%	66.7%	71.4%	43.2%	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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Z	AA	AB
Number in sample	3,931	**190**	215	206	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	79	**8**	8	0	3	2	1	3	3	0	0	2	4	6	0	0	1	0	0	0	0	0	1	0	1	0	8	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,852	**182**	207	206	26	147	0	67	80	32	19	52	103	157	17	5	1	1	1	10	0	0	97	5	29	63	112	6
	98.0%	**95.8%**	96.3%	100.0%	89.7%	98.7%	0.0%	95.7%	96.4%	100.0%	100.0%	96.3%	96.3%	96.3%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	---	---	99.0%	0.0%	96.7%	100.0%	93.3%	100.0%
Yes	3,079	**135**	160	162	18	112	0	37	67	28	16	41	73	116	13	3	0	1	1	7	0	0	75	5	22	51	80	4
	79.9%	**74.2%**	77.3%	78.6%	69.2%	76.2%	---	55.2%	83.8%	87.5%	84.2%	78.8%	70.9%	73.9%	76.5%	60.0%	0.0%	100.0%	100.0%	70.0%	---	---	77.3%	100.0%	75.9%	81.0%	71.4%	66.7%
No	773	**47**	47	44	8	35	0	30	13	4	3	11	30	41	4	2	1	0	0	3	0	0	22	0	7	12	32	2
	20.1%	**25.8%**	22.7%	21.4%	30.8%	23.8%	---	44.8%	16.3%	12.5%	15.8%	21.2%	29.1%	26.1%	23.5%	40.0%	100.0%	0.0%	0.0%	30.0%	---	---	22.7%	0.0%	24.1%	19.0%	28.6%	33.3%
Significantly different from column:*								IJ	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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Z	AA	AB
Number in sample	3,931	**190**	215	209	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	78	**3**	3	0	1	0	0	1	0	0	0	0	1	1	0	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	3,853	**187**	212	209	28	149	1	69	83	32	19	54	106	162	17	5	2	1	1	10	0	0	98	5	30	63	117	6
	98.0%	**98.4%**	98.6%	100.0%	96.6%	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	99.1%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	97.5%	100.0%
Yes	2,486	**94**	119	118	13	77	1	25	55	13	9	32	50	77	13	3	0	0	0	5	0	0	49	2	23	38	51	5
	64.5%	**50.3%**	56.1%	56.5%	46.4%	51.7%	100.0%	36.2%	66.3%	40.6%	47.4%	59.3%	47.2%	47.5%	76.5%	60.0%	0.0%	0.0%	0.0%	50.0%	---	---	50.0%	40.0%	76.7%	60.3%	43.6%	83.3%
No	1,367	**93**	93	91	15	72	0	44	28	19	10	22	56	85	4	2	2	1	1	5	0	0	49	3	7	25	66	1
	35.5%	**49.7%**	43.9%	43.5%	53.6%	48.3%	0.0%	63.8%	33.7%	59.4%	52.6%	40.7%	52.8%	52.5%	23.5%	40.0%	100.0%	100.0%	100.0%	50.0%	---	---	50.0%	60.0%	23.3%	39.7%	56.4%	16.7%
Significantly different from column:*		A						I	HJ	I				O	N								Y		W	AA	Z	

NA - Not Applicable

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Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Y	Z	AA	AB
Number in sample	2,486	**94**	119	117	13	77	1	25	55	13	9	32	50	77	13	3	0	0	0	5	0	0	49	2	23	38	51	5
Number missing or multiple answer	36	**2**	1	0	0	1	1	0	2	0	0	1	1	2	0	0	0	0	0	0	0	0	2	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	2,450	**92**	118	117	13	76	0	25	53	13	9	31	49	75	13	3	0	0	0	5	0	0	47	2	23	37	50	5
	98.6%	**97.9%**	99.2%	100.0%	100.0%	98.7%	0.0%	100.0%	96.4%	100.0%	100.0%	96.9%	98.0%	97.4%	100.0%	100.0%	---	---	---	100.0%	---	---	95.9%	0.0%	100.0%	97.4%	98.0%	100.0%
Never	28	**5**	3	2	1	4	0	0	2	3	0	0	5	4	1	0	0	0	0	0	0	0	5	0	0	3	1	1
	1.1%	**5.4%**	2.5%	1.7%	7.7%	5.3%	---	0.0%	3.8%	23.1%	0.0%	0.0%	10.2%	5.3%	7.7%	0.0%	---	---	---	0.0%	---	---	10.6%	0.0%	0.0%	8.1%	2.0%	20.0%
Sometimes	173	**7**	8	10	2	5	0	1	5	1	2	3	2	3	3	1	0	0	0	1	0	0	4	0	2	5	2	0
	7.1%	**7.6%**	6.8%	8.5%	15.4%	6.6%	---	4.0%	9.4%	7.7%	22.2%	9.7%	4.1%	4.0%	23.1%	33.3%	---	---	---	20.0%	---	---	8.5%	0.0%	8.7%	13.5%	4.0%	0.0%
Usually	424	**8**	27	28	0	8	0	0	7	1	2	0	6	6	2	0	0	0	0	0	0	0	5	0	2	1	7	0
	17.3%	**8.7%**	22.9%	23.9%	0.0%	10.5%	---	0.0%	13.2%	7.7%	22.2%	0.0%	12.2%	8.0%	15.4%	0.0%	---	---	---	0.0%	---	---	10.6%	0.0%	8.7%	2.7%	14.0%	0.0%
Always	1,825	**72**	80	77	10	59	0	24	39	8	5	28	36	62	7	2	0	0	0	4	0	0	33	2	19	28	40	4
	74.5%	**78.3%**	67.8%	65.8%	76.9%	77.6%	---	96.0%	73.6%	61.5%	55.6%	90.3%	73.5%	82.7%	53.8%	66.7%	---	---	---	80.0%	---	---	70.2%	100.0%	82.6%	75.7%	80.0%	80.0%
Significantly different from column:*		D																										
Usually or Always	2,249	**80**	107	105	10	67	0	24	46	9	7	28	42	68	9	2	0	0	0	4	0	0	38	2	21	29	47	4
	91.8%	**87.0%**	90.7%	89.7%	76.9%	88.2%	---	96.0%	86.8%	69.2%	77.8%	90.3%	85.7%	90.7%	69.2%	66.7%	---	---	---	80.0%	---	---	80.9%	100.0%	91.3%	78.4%	94.0%	80.0%
Significantly different from column:*																												

NA - Not Applicable

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Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Z	AA	AB
Number in sample	3,931	**190**	215	200	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	167	**9**	8	0	3	2	0	2	2	1	1	2	2	3	1	1	0	0	0	0	0	0	1	0	3	4	5	0
Number no experience	2921	**141**	161	110	22	112	1	61	57	22	15	39	82	130	8	3	2	1	0	6	0	0	74	3	19	42	94	4
Usable responses	843	**40**	46	90	4	35	0	7	24	9	3	13	23	30	8	1	0	0	1	4	0	0	23	2	8	17	21	2
	21.4%	**21.1%**	21.4%	45.0%	13.8%	23.5%	0.0%	10.0%	28.9%	28.1%	15.8%	24.1%	21.5%	18.4%	47.1%	20.0%	0.0%	0.0%	100.0%	40.0%	---	---	23.5%	0.0%	26.7%	27.0%	17.5%	33.3%
Never	342	**15**	24	30	2	13	0	3	6	6	2	4	9	13	2	0	0	0	0	3	0	0	9	0	2	8	6	1
	40.6%	**37.5%**	52.2%	33.3%	50.0%	37.1%	---	42.9%	25.0%	66.7%	66.7%	30.8%	39.1%	43.3%	25.0%	0.0%	---	---	0.0%	75.0%	---	---	39.1%	0.0%	25.0%	47.1%	28.6%	50.0%
Sometimes	126	**6**	5	20	0	5	0	2	4	0	0	3	2	4	2	0	0	0	0	1	0	0	3	0	1	2	4	0
	14.9%	**15.0%**	10.9%	22.2%	0.0%	14.3%	---	28.6%	16.7%	0.0%	0.0%	23.1%	8.7%	13.3%	25.0%	0.0%	---	---	0.0%	25.0%	---	---	13.0%	0.0%	12.5%	11.8%	19.0%	0.0%
Usually	161	**13**	8	20	2	11	0	1	10	2	1	4	8	9	2	1	0	0	1	0	0	0	7	1	4	4	9	0
	19.1%	**32.5%**	17.4%	22.2%	50.0%	31.4%	---	14.3%	41.7%	22.2%	33.3%	30.8%	34.8%	30.0%	25.0%	100.0%	---	---	100.0%	0.0%	---	---	30.4%	50.0%	50.0%	23.5%	42.9%	0.0%
Always	214	**6**	9	20	0	6	0	1	4	1	0	2	4	4	2	0	0	0	0	0	0	0	4	1	1	3	2	1
	25.4%	**15.0%**	19.6%	22.2%	0.0%	17.1%	---	14.3%	16.7%	11.1%	0.0%	15.4%	17.4%	13.3%	25.0%	0.0%	---	---	0.0%	0.0%	---	---	17.4%	50.0%	12.5%	17.6%	9.5%	50.0%
Significantly different from column:*																												
Usually or Always	375	**19**	17	40	2	17	0	2	14	3	1	6	12	13	4	1	0	0	1	0	0	0	11	2	5	7	11	1
	44.5%	**47.5%**	37.0%	44.4%	50.0%	48.6%	---	28.6%	58.3%	33.3%	33.3%	46.2%	52.2%	43.3%	50.0%	100.0%	---	---	100.0%	0.0%	---	---	47.8%	100.0%	62.5%	41.2%	52.4%	50.0%
Significantly different from column:*																												

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

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Z	AA	AB
Number in sample	3,931	**190**	215	195	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	280	**23**	12	0	2	16	0	12	5	2	1	7	11	16	3	0	0	0	0	1	0	0	8	1	3	7	16	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,651	**167**	203	195	27	133	1	58	78	30	18	47	96	147	14	5	2	1	1	9	0	0	90	4	27	56	104	6
	92.9%	**87.9%**	94.4%	100.0%	93.1%	89.3%	100.0%	82.9%	94.0%	93.8%	94.7%	87.0%	89.7%	90.2%	82.4%	100.0%	100.0%	100.0%	100.0%	90.0%	---	---	91.8%	0.0%	90.0%	88.9%	86.7%	100.0%
0 Extremely Difficult	151	**16**	13	7	2	12	0	7	6	3	0	9	5	15	1	0	0	0	0	0	0	0	10	0	2	7	8	0
	4.1%	**9.6%**	6.4%	3.6%	7.4%	9.0%	0.0%	12.1%	7.7%	10.0%	0.0%	19.1%	5.2%	10.2%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	11.1%	0.0%	7.4%	12.5%	7.7%	0.0%
1	36	**2**	5	2	2	0	0	1	1	0	0	1	1	2	0	0	0	0	0	0	0	0	1	0	1	0	2	0
	1.0%	**1.2%**	2.5%	1.0%	7.4%	0.0%	0.0%	1.7%	1.3%	0.0%	0.0%	2.1%	1.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	1.1%	0.0%	3.7%	0.0%	1.9%	0.0%
2	66	**3**	3	7	0	3	0	0	3	0	0	1	2	3	0	0	0	0	0	1	0	0	1	0	1	2	1	0
	1.8%	**1.8%**	1.5%	3.6%	0.0%	2.3%	0.0%	0.0%	3.8%	0.0%	0.0%	2.1%	2.1%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	---	---	1.1%	0.0%	3.7%	3.6%	1.0%	0.0%
3	91	**8**	4	7	0	8	0	2	4	2	1	1	6	6	2	0	0	0	0	1	0	0	4	0	2	2	5	1
	2.5%	**4.8%**	2.0%	3.6%	0.0%	6.0%	0.0%	3.4%	5.1%	6.7%	5.6%	2.1%	6.3%	4.1%	14.3%	0.0%	0.0%	0.0%	0.0%	11.1%	---	---	4.4%	0.0%	7.4%	3.6%	4.8%	16.7%
4	69	**3**	8	12	0	3	0	2	0	1	1	1	1	3	0	0	0	0	0	0	0	0	1	2	0	3	0	0
	1.9%	**1.8%**	3.9%	6.2%	0.0%	2.3%	0.0%	3.4%	0.0%	3.3%	5.6%	2.1%	1.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	1.1%	50.0%	0.0%	5.4%	0.0%	0.0%
5	271	**16**	25	18	4	11	0	8	5	3	2	5	8	14	0	2	0	0	0	0	0	0	8	0	2	6	10	0
	7.4%	**9.6%**	12.3%	9.2%	14.8%	8.3%	0.0%	13.8%	6.4%	10.0%	11.1%	10.6%	8.3%	9.5%	0.0%	40.0%	0.0%	0.0%	0.0%	0.0%	---	---	8.9%	0.0%	7.4%	10.7%	9.6%	0.0%
6	154	**6**	9	5	1	4	1	2	3	1	1	0	5	4	2	0	0	0	0	0	0	0	3	1	1	0	5	1
	4.2%	**3.6%**	4.4%	2.6%	3.7%	3.0%	100.0%	3.4%	3.8%	3.3%	5.6%	0.0%	5.2%	2.7%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	3.3%	25.0%	3.7%	0.0%	4.8%	16.7%
7	274	**9**	16	17	2	7	0	3	3	3	1	3	5	8	1	0	0	0	0	1	0	0	5	0	2	3	6	0
	7.5%	**5.4%**	7.9%	8.7%	7.4%	5.3%	0.0%	5.2%	3.8%	10.0%	5.6%	6.4%	5.2%	5.4%	7.1%	0.0%	0.0%	0.0%	100.0%	0.0%	---	---	5.6%	0.0%	7.4%	5.4%	5.8%	0.0%
8	436	**25**	18	28	2	23	0	10	13	2	2	8	15	21	2	1	1	1	0	1	0	0	14	0	5	8	17	0
	11.9%	**15.0%**	8.9%	14.4%	7.4%	17.3%	0.0%	17.2%	16.7%	6.7%	11.1%	17.0%	15.6%	14.3%	14.3%	20.0%	50.0%	100.0%	0.0%	11.1%	---	---	15.6%	0.0%	18.5%	14.3%	16.3%	0.0%
9	456	**10**	23	16	0	10	0	3	5	2	2	3	5	8	1	1	0	0	0	2	0	0	8	0	0	4	6	0
	12.5%	**6.0%**	11.3%	8.2%	0.0%	7.5%	0.0%	5.2%	6.4%	6.7%	11.1%	6.4%	5.2%	5.4%	7.1%	20.0%	0.0%	0.0%	0.0%	22.2%	---	---	8.9%	0.0%	0.0%	7.1%	5.8%	0.0%
10 Extremely Easy	1,647	**69**	79	76	14	52	0	20	35	13	8	15	43	63	5	1	1	0	0	4	0	0	35	1	11	21	44	4
	45.1%	**41.3%**	38.9%	39.0%	51.9%	39.1%	0.0%	34.5%	44.9%	43.3%	44.4%	31.9%	44.8%	42.9%	35.7%	20.0%	50.0%	0.0%	0.0%	44.4%	---	---	38.9%	25.0%	40.7%	37.5%	42.3%	66.7%

NA - Not Applicable

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Z	AA	AB
Number in sample	3,931	**190**	215	195	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	280	**23**	12	0	2	16	0	12	5	2	1	7	11	16	3	0	0	0	0	1	0	0	8	1	3	7	16	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,651	**167**	203	195	27	133	1	58	78	30	18	47	96	147	14	5	2	1	1	9	0	0	90	4	27	56	104	6
	92.9%	**87.9%**	94.4%	100.0%	93.1%	89.3%	100.0%	82.9%	94.0%	93.8%	94.7%	87.0%	89.7%	90.2%	82.4%	100.0%	100.0%	100.0%	100.0%	90.0%	---	---	91.8%	0.0%	90.0%	88.9%	86.7%	100.0%
0 to 4	413	**32**	33	35	4	26	0	12	14	6	2	13	15	29	3	0	0	0	0	2	0	0	17	2	6	14	16	1
	11.3%	**19.2%**	16.3%	17.9%	14.8%	19.5%	0.0%	20.7%	17.9%	20.0%	11.1%	27.7%	15.6%	19.7%	21.4%	0.0%	0.0%	0.0%	0.0%	22.2%	---	---	18.9%	50.0%	22.2%	25.0%	15.4%	16.7%
5	271	**16**	25	18	4	11	0	8	5	3	2	5	8	14	0	2	0	0	0	0	0	0	8	0	2	6	10	0
	7.4%	**9.6%**	12.3%	9.2%	14.8%	8.3%	0.0%	13.8%	6.4%	10.0%	11.1%	10.6%	8.3%	9.5%	0.0%	40.0%	0.0%	0.0%	0.0%	0.0%	---	---	8.9%	0.0%	7.4%	10.7%	9.6%	0.0%
6 or 7	428	**15**	25	22	3	11	1	5	6	4	2	3	10	12	3	0	0	0	1	0	0	0	8	1	3	3	11	1
	11.7%	**9.0%**	12.3%	11.3%	11.1%	8.3%	100.0%	8.6%	7.7%	13.3%	11.1%	6.4%	10.4%	8.2%	21.4%	0.0%	0.0%	0.0%	100.0%	0.0%	---	---	8.9%	25.0%	11.1%	5.4%	10.6%	16.7%
8 to 10	2,539	**104**	120	120	16	85	0	33	53	17	12	26	63	92	8	3	2	1	0	7	0	0	57	1	16	33	67	4
	69.5%	**62.3%**	59.1%	61.5%	59.3%	63.9%	0.0%	56.9%	67.9%	56.7%	66.7%	55.3%	65.6%	62.6%	57.1%	60.0%	100.0%	100.0%	0.0%	77.8%	---	---	63.3%	25.0%	59.3%	58.9%	64.4%	66.7%
Significantly different from column:*		A																										
0 to 6	838	**54**	67	58	9	41	1	22	22	10	5	18	28	47	5	2	0	0	0	2	0	0	28	3	9	20	31	2
	23.0%	**32.3%**	33.0%	29.7%	33.3%	30.8%	100.0%	37.9%	28.2%	33.3%	27.8%	38.3%	29.2%	32.0%	35.7%	40.0%	0.0%	0.0%	0.0%	22.2%	---	---	31.1%	75.0%	33.3%	35.7%	29.8%	33.3%
7 to 8	710	**34**	34	45	4	30	0	13	16	5	3	11	20	29	3	1	1	1	1	1	0	0	19	0	7	11	23	0
	19.4%	**20.4%**	16.7%	23.1%	14.8%	22.6%	0.0%	22.4%	20.5%	16.7%	16.7%	23.4%	20.8%	19.7%	21.4%	20.0%	50.0%	100.0%	100.0%	11.1%	---	---	21.1%	0.0%	25.9%	19.6%	22.1%	0.0%
9 to 10	2,103	**79**	102	92	14	62	0	23	40	15	10	18	48	71	6	2	1	0	0	6	0	0	43	1	11	25	50	4
	57.6%	**47.3%**	50.2%	47.2%	51.9%	46.6%	0.0%	39.7%	51.3%	50.0%	55.6%	38.3%	50.0%	48.3%	42.9%	40.0%	50.0%	0.0%	0.0%	66.7%	---	---	47.8%	25.0%	40.7%	44.6%	48.1%	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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Y	Z	AA	AB
Number in sample	3,931	**190**	215	207	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	97	**5**	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	2	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	3,834	**185**	215	207	28	149	1	70	82	32	18	54	107	163	17	5	2	1	1	10	0	0	97	5	30	61	117	6
	97.5%	**97.4%**	100.0%	100.0%	96.6%	100.0%	100.0%	100.0%	98.8%	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	99.0%	0.0%	100.0%	96.8%	97.5%	100.0%
Poor	8	**1**	0	0	0	1	0	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	1	0
	0.2%	**0.5%**	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	1.2%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	3.3%	0.0%	0.9%	0.0%
Fair	103	**4**	1	4	3	1	0	0	2	2	3	1	0	0	0	4	0	0	0	2	0	0	1	0	1	1	2	1
	2.7%	**2.2%**	0.5%	1.9%	10.7%	0.7%	0.0%	0.0%	2.4%	6.3%	16.7%	1.9%	0.0%	0.0%	0.0%	80.0%	0.0%	0.0%	0.0%	20.0%	---	---	1.0%	0.0%	3.3%	1.6%	1.7%	16.7%
Good	605	**17**	13	19	1	15	0	4	10	3	1	6	9	0	17	0	0	0	1	2	0	0	9	1	2	5	11	1
	15.8%	**9.2%**	6.0%	9.2%	3.6%	10.1%	0.0%	5.7%	12.2%	9.4%	5.6%	11.1%	8.4%	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%	20.0%	---	---	9.3%	20.0%	6.7%	8.2%	9.4%	16.7%
Very Good	1,304	**66**	78	85	8	53	1	25	26	15	4	19	40	66	0	0	1	0	0	1	0	0	35	2	12	20	43	3
	34.0%	**35.7%**	36.3%	41.1%	28.6%	35.6%	100.0%	35.7%	31.7%	46.9%	22.2%	35.2%	37.4%	40.5%	0.0%	0.0%	50.0%	0.0%	0.0%	10.0%	---	---	36.1%	40.0%	40.0%	32.8%	36.8%	50.0%
Excellent	1,814	**97**	123	99	16	79	0	41	43	12	10	28	57	97	0	0	1	1	0	5	0	0	52	2	14	35	60	1
	47.3%	**52.4%**	57.2%	47.8%	57.1%	53.0%	0.0%	58.6%	52.4%	37.5%	55.6%	51.9%	53.3%	59.5%	0.0%	0.0%	50.0%	100.0%	0.0%	50.0%	---	---	53.6%	40.0%	46.7%	57.4%	51.3%	16.7%
Significantly different from column:*								J		H				O	N														
Excellent, Very Good, or Good	3,723	**180**	214	203	25	147	1	70	79	30	15	53	106	163	17	0	2	1	1	8	0	0	96	5	28	60	114	5
	97.1%	**97.3%**	99.5%	98.1%	89.3%	98.7%	100.0%	100.0%	96.3%	93.8%	83.3%	98.1%	99.1%	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%	80.0%	---	---	99.0%	100.0%	93.3%	98.4%	97.4%	83.3%
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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	**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	Z	AA	AB
Number in sample	3,931	**190**	215	207	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	93	**5**	2	0	0	1	0	0	1	0	1	0	0	1	0	0	0	0	0	1	0	0	0	0	0	3	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	3,838	**185**	213	207	29	148	1	70	82	32	18	54	107	162	17	5	2	1	1	9	0	0	98	5	30	60	118	6
	97.6%	**97.4%**	99.1%	100.0%	100.0%	99.3%	100.0%	100.0%	98.8%	100.0%	94.7%	100.0%	100.0%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	90.0%	---	---	100.0%	0.0%	100.0%	95.2%	98.3%	100.0%
Poor	22	**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
	0.6%	**0.0%**	0.5%	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%
Fair	136	**6**	6	12	1	4	0	0	4	2	0	2	3	2	2	2	0	0	0	0	0	0	3	0	2	1	4	1
	3.5%	**3.2%**	2.8%	5.8%	3.4%	2.7%	0.0%	0.0%	4.9%	6.3%	0.0%	3.7%	2.8%	1.2%	11.8%	40.0%	0.0%	0.0%	0.0%	0.0%	---	---	3.1%	0.0%	6.7%	1.7%	3.4%	16.7%
Good	682	**20**	21	29	3	16	1	2	11	7	6	2	12	12	5	3	0	0	0	2	0	0	11	1	4	5	14	1
	17.8%	**10.8%**	9.9%	14.0%	10.3%	10.8%	100.0%	2.9%	13.4%	21.9%	33.3%	3.7%	11.2%	7.4%	29.4%	60.0%	0.0%	0.0%	0.0%	22.2%	---	---	11.2%	20.0%	13.3%	8.3%	11.9%	16.7%
Very Good	1,151	**59**	64	60	7	50	0	18	29	12	4	17	37	51	7	0	1	0	1	3	0	0	29	1	9	21	36	2
	30.0%	**31.9%**	30.0%	29.0%	24.1%	33.8%	0.0%	25.7%	35.4%	37.5%	22.2%	31.5%	34.6%	31.5%	41.2%	0.0%	50.0%	0.0%	100.0%	33.3%	---	---	29.6%	20.0%	30.0%	35.0%	30.5%	33.3%
Excellent	1,847	**100**	121	102	18	78	0	50	38	11	8	33	55	97	3	0	1	1	0	4	0	0	55	3	15	33	64	2
	48.1%	**54.1%**	56.8%	49.3%	62.1%	52.7%	0.0%	71.4%	46.3%	34.4%	44.4%	61.1%	51.4%	59.9%	17.6%	0.0%	50.0%	100.0%	0.0%	44.4%	---	---	56.1%	60.0%	50.0%	55.0%	54.2%	33.3%
Significantly different from column:*								IJ	H	H				O	N														
Excellent, Very Good, or Good	3,680	**179**	206	191	28	144	1	70	78	30	18	52	104	160	15	3	2	1	1	9	0	0	95	5	28	59	114	5
	95.9%	**96.8%**	96.7%	92.3%	96.6%	97.3%	100.0%	100.0%	95.1%	93.8%	100.0%	96.3%	97.2%	98.8%	88.2%	60.0%	100.0%	100.0%	100.0%	100.0%	---	---	96.9%	100.0%	93.3%	98.3%	96.6%	83.3%
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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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
	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	3,931	**190**	---	---	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	82	**5**	---	---	1	0	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	2	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	3,849	**185**	---	---	28	149	1	70	82	32	19	54	106	162	17	5	2	1	1	10	0	0	98	5	29	61	117	6
	97.9%	**97.4%**	---	---	96.6%	100.0%	100.0%	100.0%	98.8%	100.0%	100.0%	100.0%	99.1%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	96.7%	96.8%	97.5%	100.0%
Yes	492	**26**	---	---	4	19	1	7	13	6	3	4	17	20	4	2	0	0	0	2	0	0	13	1	4	4	17	5
	12.8%	**14.1%**	---	---	14.3%	12.8%	100.0%	10.0%	15.9%	18.8%	15.8%	7.4%	16.0%	12.3%	23.5%	40.0%	0.0%	0.0%	0.0%	20.0%	---	---	13.3%	20.0%	13.8%	6.6%	14.5%	83.3%
No	3,357	**159**	---	---	24	130	0	63	69	26	16	50	89	142	13	3	2	1	1	8	0	0	85	4	25	57	100	1
	87.2%	**85.9%**	---	---	85.7%	87.2%	0.0%	90.0%	84.1%	81.3%	84.2%	92.6%	84.0%	87.7%	76.5%	60.0%	100.0%	100.0%	100.0%	80.0%	---	---	86.7%	80.0%	86.2%	93.4%	85.5%	16.7%
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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Y	Z	AA	AB
Number in sample	492	**26**	---	---	4	19	1	7	13	6	3	4	17	20	4	2	0	0	0	2	0	0	13	1	4	4	17	5
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
Number 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	481	**26**	---	---	4	19	1	7	13	6	3	4	17	20	4	2	0	0	0	2	0	0	13	1	4	4	17	5
	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%	0.0%	100.0%	100.0%	100.0%	100.0%
Yes	343	**17**	---	---	3	13	0	1	10	6	3	1	12	11	4	2	0	0	0	2	0	0	8	1	2	3	10	4
	71.3%	**65.4%**	---	---	75.0%	68.4%	0.0%	14.3%	76.9%	100.0%	100.0%	25.0%	70.6%	55.0%	100.0%	100.0%	---	---	---	100.0%	---	---	61.5%	100.0%	50.0%	75.0%	58.8%	80.0%
No	138	**9**	---	---	1	6	1	6	3	0	0	3	5	9	0	0	0	0	0	0	0	0	5	0	2	1	7	1
	28.7%	**34.6%**	---	---	25.0%	31.6%	100.0%	85.7%	23.1%	0.0%	0.0%	75.0%	29.4%	45.0%	0.0%	0.0%	---	---	---	0.0%	---	---	38.5%	0.0%	50.0%	25.0%	41.2%	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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

41870

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
	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	343	**17**	---	---	3	13	0	1	10	6	3	1	12	11	4	2	0	0	0	2	0	0	8	1	2	3	10	4
Number missing or multiple answer	14	**0**	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	329	**17**	---	---	3	13	0	1	10	6	3	1	12	11	4	2	0	0	0	2	0	0	8	1	2	3	10	4
	95.9%	**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%	0.0%	100.0%	100.0%	100.0%	100.0%
Yes	269	**15**	---	---	3	11	0	1	9	5	3	1	10	10	3	2	0	0	0	2	0	0	6	1	2	2	9	4
	81.8%	**88.2%**	---	---	100.0%	84.6%	---	100.0%	90.0%	83.3%	100.0%	100.0%	83.3%	90.9%	75.0%	100.0%	---	---	---	100.0%	---	---	75.0%	100.0%	100.0%	66.7%	90.0%	100.0%
No	60	**2**	---	---	0	2	0	0	1	1	0	0	2	1	1	0	0	0	0	0	0	0	2	0	0	1	1	0
	18.2%	**11.8%**	---	---	0.0%	15.4%	---	0.0%	10.0%	16.7%	0.0%	0.0%	16.7%	9.1%	25.0%	0.0%	---	---	---	0.0%	---	---	25.0%	0.0%	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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Y	Z	AA	AB
Number in sample	3,931	**190**	---	---	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	93	**4**	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	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	3,838	**186**	---	---	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	61	118	6
	97.6%	**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%	96.8%	98.3%	100.0%
Yes	279	**11**	---	---	1	10	0	2	7	2	0	4	7	7	2	2	0	0	0	0	0	0	6	0	2	4	6	1
	7.3%	**5.9%**	---	---	3.4%	6.7%	0.0%	2.9%	8.4%	6.3%	0.0%	7.4%	6.5%	4.3%	11.8%	40.0%	0.0%	0.0%	0.0%	0.0%	---	---	6.1%	0.0%	6.7%	6.6%	5.1%	16.7%
No	3,559	**175**	---	---	28	139	1	68	76	30	19	50	100	156	15	3	2	1	1	10	0	0	92	5	28	57	112	5
	92.7%	**94.1%**	---	---	96.6%	93.3%	100.0%	97.1%	91.6%	93.8%	100.0%	92.6%	93.5%	95.7%	88.2%	60.0%	100.0%	100.0%	100.0%	100.0%	---	---	93.9%	100.0%	93.3%	93.4%	94.9%	83.3%
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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Y	Z	AA	AB
Number in sample	279	**11**	---	---	1	10	0	2	7	2	0	4	7	7	2	2	0	0	0	0	0	0	6	0	2	4	6	1
Number missing or multiple answer	9	**0**	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	270	**11**	---	---	1	10	0	2	7	2	0	4	7	7	2	2	0	0	0	0	0	0	6	0	2	4	6	1
	96.8%	**100.0%**	---	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	---	---	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%
Yes	204	**7**	---	---	1	6	0	1	4	2	0	2	5	4	1	2	0	0	0	0	0	0	4	0	1	2	4	1
	75.6%	**63.6%**	---	---	100.0%	60.0%	---	50.0%	57.1%	100.0%	---	50.0%	71.4%	57.1%	50.0%	100.0%	---	---	---	---	---	---	66.7%	---	50.0%	50.0%	66.7%	100.0%
No	66	**4**	---	---	0	4	0	1	3	0	0	2	2	3	1	0	0	0	0	0	0	0	2	0	1	2	2	0
	24.4%	**36.4%**	---	---	0.0%	40.0%	---	50.0%	42.9%	0.0%	---	50.0%	28.6%	42.9%	50.0%	0.0%	---	---	---	---	---	---	33.3%	---	50.0%	50.0%	33.3%	0.0%
Significantly different from column:*																												

NA - Not Applicable

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

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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
	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	204	**7**	---	---	1	6	0	1	4	2	0	2	5	4	1	2	0	0	0	0	0	0	4	0	1	2	4	1
Number missing or multiple answer	4	**1**	---	---	0	1	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	200	**6**	---	---	1	5	0	1	3	2	0	2	4	4	0	2	0	0	0	0	0	0	3	0	1	2	3	1
	98.0%	**85.7%**	---	---	100.0%	83.3%	---	100.0%	75.0%	100.0%	---	100.0%	80.0%	100.0%	0.0%	100.0%	---	---	---	---	---	---	75.0%	0.0%	100.0%	100.0%	75.0%	100.0%
Yes	195	**6**	---	---	1	5	0	1	3	2	0	2	4	4	0	2	0	0	0	0	0	0	3	0	1	2	3	1
	97.5%	**100.0%**	---	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	100.0%	---	---	---	---	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
No	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
	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%	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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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
	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	3,931	**190**	---	---	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	91	**4**	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	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	3,840	**186**	---	---	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	61	118	6
	97.7%	**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%	96.8%	98.3%	100.0%
Yes	267	**11**	---	---	2	7	1	1	9	1	1	2	7	6	3	2	0	0	0	1	0	0	6	0	1	3	8	0
	7.0%	**5.9%**	---	---	6.9%	4.7%	100.0%	1.4%	10.8%	3.1%	5.3%	3.7%	6.5%	3.7%	17.6%	40.0%	0.0%	0.0%	0.0%	10.0%	---	---	6.1%	0.0%	3.3%	4.9%	6.8%	0.0%
No	3,573	**175**	---	---	27	142	0	69	74	31	18	52	100	157	14	3	2	1	1	9	0	0	92	5	29	58	110	6
	93.0%	**94.1%**	---	---	93.1%	95.3%	0.0%	98.6%	89.2%	96.9%	94.7%	96.3%	93.5%	96.3%	82.4%	60.0%	100.0%	100.0%	100.0%	90.0%	---	---	93.9%	100.0%	96.7%	95.1%	93.2%	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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

41870

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	Z	AA	AB
Number in sample	267	**11**	---	---	2	7	1	1	9	1	1	2	7	6	3	2	0	0	0	1	0	0	6	0	1	3	8	0
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
Number 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	259	**11**	---	---	2	7	1	1	9	1	1	2	7	6	3	2	0	0	0	1	0	0	6	0	1	3	8	0
	97.0%	**100.0%**	---	---	100.0%	100.0%	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	159	**8**	---	---	1	5	1	0	7	1	0	1	6	3	3	2	0	0	0	0	0	0	5	0	1	2	6	0
	61.4%	**72.7%**	---	---	50.0%	71.4%	100.0%	0.0%	77.8%	100.0%	0.0%	50.0%	85.7%	50.0%	100.0%	100.0%	---	---	---	0.0%	---	---	83.3%	---	100.0%	66.7%	75.0%	---
No	100	**3**	---	---	1	2	0	1	2	0	1	1	1	3	0	0	0	0	0	1	0	0	1	0	0	1	2	0
	38.6%	**27.3%**	---	---	50.0%	28.6%	0.0%	100.0%	22.2%	0.0%	100.0%	50.0%	14.3%	50.0%	0.0%	0.0%	---	---	---	100.0%	---	---	16.7%	---	0.0%	33.3%	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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Y	Z	AA	AB
Number in sample	159	**8**	---	---	1	5	1	0	7	1	0	1	6	3	3	2	0	0	0	0	0	0	5	0	1	2	6	0
Number missing or multiple answer	2	**1**	---	---	0	1	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	157	**7**	---	---	1	4	1	0	6	1	0	1	5	3	2	2	0	0	0	0	0	0	4	0	1	2	5	0
	98.7%	**87.5%**	---	---	100.0%	80.0%	100.0%	---	85.7%	100.0%	---	100.0%	83.3%	100.0%	66.7%	100.0%	---	---	---	---	---	---	80.0%	0.0%	100.0%	100.0%	83.3%	---
Yes	144	**7**	---	---	1	4	1	0	6	1	0	1	5	3	2	2	0	0	0	0	0	0	4	0	1	2	5	0
	91.7%	**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%	---
No	13	**0**	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	8.3%	**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%	---
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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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
	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	3,931	**190**	---	---	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	86	**4**	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	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	3,845	**186**	---	---	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	61	118	6
	97.8%	**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%	96.8%	98.3%	100.0%
Yes	235	**12**	---	---	2	10	0	4	6	2	1	5	6	8	1	3	0	0	0	2	0	0	4	1	2	3	7	2
	6.1%	**6.5%**	---	---	6.9%	6.7%	0.0%	5.7%	7.2%	6.3%	5.3%	9.3%	5.6%	4.9%	5.9%	60.0%	0.0%	0.0%	0.0%	20.0%	---	---	4.1%	20.0%	6.7%	4.9%	5.9%	33.3%
No	3,610	**174**	---	---	27	139	1	66	77	30	18	49	101	155	16	2	2	1	1	8	0	0	94	4	28	58	111	4
	93.9%	**93.5%**	---	---	93.1%	93.3%	100.0%	94.3%	92.8%	93.8%	94.7%	90.7%	94.4%	95.1%	94.1%	40.0%	100.0%	100.0%	100.0%	80.0%	---	---	95.9%	80.0%	93.3%	95.1%	94.1%	66.7%
Significantly different from column:*																												

NA - Not Applicable

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

Umpqua Health Alliance - Claims Stratum: Non-Chronic

41870

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
	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	235	**12**	---	---	2	10	0	4	6	2	1	5	6	8	1	3	0	0	0	2	0	0	4	1	2	3	7	2
Number missing or multiple answer	10	**0**	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	225	**12**	---	---	2	10	0	4	6	2	1	5	6	8	1	3	0	0	0	2	0	0	4	1	2	3	7	2
	95.7%	**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%	0.0%	100.0%	100.0%	100.0%	100.0%
Yes	134	**8**	---	---	2	6	0	2	4	2	1	2	5	4	1	3	0	0	0	1	0	0	2	1	1	2	4	2
	59.6%	**66.7%**	---	---	100.0%	60.0%	---	50.0%	66.7%	100.0%	100.0%	40.0%	83.3%	50.0%	100.0%	100.0%	---	---	---	50.0%	---	---	50.0%	100.0%	50.0%	66.7%	57.1%	100.0%
No	91	**4**	---	---	0	4	0	2	2	0	0	3	1	4	0	0	0	0	0	1	0	0	2	0	1	1	3	0
	40.4%	**33.3%**	---	---	0.0%	40.0%	---	50.0%	33.3%	0.0%	0.0%	60.0%	16.7%	50.0%	0.0%	0.0%	---	---	---	50.0%	---	---	50.0%	0.0%	50.0%	33.3%	42.9%	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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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
	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	134	**8**	---	---	2	6	0	2	4	2	1	2	5	4	1	3	0	0	0	1	0	0	2	1	1	2	4	2
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
Number 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	133	**8**	---	---	2	6	0	2	4	2	1	2	5	4	1	3	0	0	0	1	0	0	2	1	1	2	4	2
	99.3%	**100.0%**	---	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	---	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%
Yes	114	**7**	---	---	2	5	0	2	4	1	1	2	4	4	0	3	0	0	0	1	0	0	2	0	1	2	4	1
	85.7%	**87.5%**	---	---	100.0%	83.3%	---	100.0%	100.0%	50.0%	100.0%	100.0%	80.0%	100.0%	0.0%	100.0%	---	---	---	100.0%	---	---	100.0%	0.0%	100.0%	100.0%	100.0%	50.0%
No	19	**1**	---	---	0	1	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	1
	14.3%	**12.5%**	---	---	0.0%	16.7%	---	0.0%	0.0%	50.0%	0.0%	0.0%	20.0%	0.0%	100.0%	0.0%	---	---	---	0.0%	---	---	0.0%	100.0%	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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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
	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	3,931	**190**	---	---	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	93	**6**	---	---	0	1	1	0	1	1	1	0	1	2	0	0	0	0	0	0	0	0	1	1	0	3	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	3,838	**184**	---	---	29	148	0	70	82	31	18	54	106	161	17	5	2	1	1	10	0	0	97	4	30	60	117	6
	97.6%	**96.8%**	---	---	100.0%	99.3%	0.0%	100.0%	98.8%	96.9%	94.7%	100.0%	99.1%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	99.0%	0.0%	100.0%	95.2%	97.5%	100.0%
Yes	267	**15**	---	---	1	12	0	1	9	5	0	5	8	9	4	2	0	0	0	0	0	0	8	0	2	5	9	1
	7.0%	**8.2%**	---	---	3.4%	8.1%	---	1.4%	11.0%	16.1%	0.0%	9.3%	7.5%	5.6%	23.5%	40.0%	0.0%	0.0%	0.0%	0.0%	---	---	8.2%	0.0%	6.7%	8.3%	7.7%	16.7%
No	3,571	**169**	---	---	28	136	0	69	73	26	18	49	98	152	13	3	2	1	1	10	0	0	89	4	28	55	108	5
	93.0%	**91.8%**	---	---	96.6%	91.9%	---	98.6%	89.0%	83.9%	100.0%	90.7%	92.5%	94.4%	76.5%	60.0%	100.0%	100.0%	100.0%	100.0%	---	---	91.8%	100.0%	93.3%	91.7%	92.3%	83.3%
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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Y	Z	AA	AB
Number in sample	267	**15**	---	---	1	12	0	1	9	5	0	5	8	9	4	2	0	0	0	0	0	0	8	0	2	5	9	1
Number missing or multiple answer	9	**1**	---	---	0	1	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	258	**14**	---	---	1	11	0	1	8	5	0	5	7	9	3	2	0	0	0	0	0	0	7	0	2	5	8	1
	96.6%	**93.3%**	---	---	100.0%	91.7%	---	100.0%	88.9%	100.0%	---	100.0%	87.5%	100.0%	75.0%	100.0%	---	---	---	---	---	---	87.5%	0.0%	100.0%	100.0%	88.9%	100.0%
Yes	227	**12**	---	---	1	9	0	1	7	4	0	4	6	7	3	2	0	0	0	0	0	0	6	0	2	4	7	1
	88.0%	**85.7%**	---	---	100.0%	81.8%	---	100.0%	87.5%	80.0%	---	80.0%	85.7%	77.8%	100.0%	100.0%	---	---	---	---	---	---	85.7%	---	100.0%	80.0%	87.5%	100.0%
No	31	**2**	---	---	0	2	0	0	1	1	0	1	1	2	0	0	0	0	0	0	0	0	1	0	0	1	1	0
	12.0%	**14.3%**	---	---	0.0%	18.2%	---	0.0%	12.5%	20.0%	---	20.0%	14.3%	22.2%	0.0%	0.0%	---	---	---	---	---	---	14.3%	---	0.0%	20.0%	12.5%	0.0%
Significantly different from column:*																												

NA - Not Applicable

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

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	**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	Z	AA	AB
Number in sample	3,931	**190**	215	209	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	118	**5**	3	0	0	1	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	3	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	3,813	**185**	212	209	29	148	1	70	83	32	19	54	106	162	17	5	2	1	1	10	0	0	98	5	29	60	118	6
	97.0%	**97.4%**	98.6%	100.0%	100.0%	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.1%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	96.7%	95.2%	98.3%	100.0%
Less than 1 year old	13	**2**	1	1	0	2	0	2	0	0	0	0	2	2	0	0	0	0	0	0	0	0	2	0	0	0	2	0
	0.3%	**1.1%**	0.5%	0.5%	0.0%	1.4%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	1.9%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	2.0%	0.0%	0.0%	0.0%	1.7%	0.0%
1 year old	200	**10**	11	9	2	7	0	10	0	0	1	1	7	10	0	0	0	0	0	0	0	0	5	0	2	1	9	0
	5.2%	**5.4%**	5.2%	4.3%	6.9%	4.7%	0.0%	14.3%	0.0%	0.0%	5.3%	1.9%	6.6%	6.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	5.1%	0.0%	6.9%	1.7%	7.6%	0.0%
2 years old	267	**23**	22	14	2	20	0	23	0	0	0	4	18	19	4	0	0	0	0	1	0	0	15	0	2	4	19	0
	7.0%	**12.4%**	10.4%	6.7%	6.9%	13.5%	0.0%	32.9%	0.0%	0.0%	0.0%	7.4%	17.0%	11.7%	23.5%	0.0%	0.0%	0.0%	0.0%	10.0%	---	---	15.3%	0.0%	6.9%	6.7%	16.1%	0.0%
3 years old	228	**10**	16	9	2	8	0	10	0	0	0	7	3	10	0	0	0	0	0	0	0	0	5	0	2	3	6	0
	6.0%	**5.4%**	7.5%	4.3%	6.9%	5.4%	0.0%	14.3%	0.0%	0.0%	0.0%	13.0%	2.8%	6.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	5.1%	0.0%	6.9%	5.0%	5.1%	0.0%
4 to 6 years old	678	**30**	42	36	4	25	0	25	5	0	2	12	15	29	0	1	1	0	0	2	0	0	13	1	2	9	19	2
	17.8%	**16.2%**	19.8%	17.2%	13.8%	16.9%	0.0%	35.7%	6.0%	0.0%	10.5%	22.2%	14.2%	17.9%	0.0%	20.0%	50.0%	0.0%	0.0%	20.0%	---	---	13.3%	20.0%	6.9%	15.0%	16.1%	33.3%
7 to 9 years old	691	**34**	38	42	6	26	1	0	34	0	3	13	17	30	4	0	1	0	0	0	0	0	16	1	11	12	21	1
	18.1%	**18.4%**	17.9%	20.1%	20.7%	17.6%	100.0%	0.0%	41.0%	0.0%	15.8%	24.1%	16.0%	18.5%	23.5%	0.0%	50.0%	0.0%	0.0%	0.0%	---	---	16.3%	20.0%	37.9%	20.0%	17.8%	16.7%
10 to 13 years old	920	**44**	44	54	8	33	0	0	44	0	6	14	22	35	6	2	0	0	0	4	0	0	25	1	6	15	29	0
	24.1%	**23.8%**	20.8%	25.8%	27.6%	22.3%	0.0%	0.0%	53.0%	0.0%	31.6%	25.9%	20.8%	21.6%	35.3%	40.0%	0.0%	0.0%	0.0%	40.0%	---	---	25.5%	20.0%	20.7%	25.0%	24.6%	0.0%
14 to 18 years old	816	**32**	38	44	5	27	0	0	0	32	7	3	22	27	3	2	0	1	1	3	0	0	17	2	4	16	13	3
	21.4%	**17.3%**	17.9%	21.1%	17.2%	18.2%	0.0%	0.0%	0.0%	100.0%	36.8%	5.6%	20.8%	16.7%	17.6%	40.0%	0.0%	100.0%	100.0%	30.0%	---	---	17.3%	40.0%	13.8%	26.7%	11.0%	50.0%
3 years old or younger	708	**45**	50	33	6	37	0	45	0	0	1	12	30	41	4	0	0	0	0	1	0	0	27	0	6	8	36	0
	18.6%	**24.3%**	23.6%	15.8%	20.7%	25.0%	0.0%	64.3%	0.0%	0.0%	5.3%	22.2%	28.3%	25.3%	23.5%	0.0%	0.0%	0.0%	0.0%	10.0%	---	---	27.6%	0.0%	20.7%	13.3%	30.5%	0.0%
Significantly different from column:*		D						IJ	H	H																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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Z	AA	AB
Number in sample	3,931	**190**	215	208	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	127	**7**	0	0	1	2	0	0	2	0	0	1	2	3	0	0	0	0	0	0	0	0	1	0	1	3	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	3,804	**183**	215	208	28	147	1	70	81	32	19	53	105	160	17	5	2	1	1	10	0	0	97	5	29	60	116	6
	96.8%	**96.3%**	100.0%	100.0%	96.6%	98.7%	100.0%	100.0%	97.6%	100.0%	100.0%	98.1%	98.1%	98.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	99.0%	0.0%	96.7%	95.2%	96.7%	100.0%
Male	1,974	**92**	105	117	12	74	1	34	45	13	11	33	44	80	8	3	2	0	0	7	0	0	47	3	13	32	57	2
	51.9%	**50.3%**	48.8%	56.3%	42.9%	50.3%	100.0%	48.6%	55.6%	40.6%	57.9%	62.3%	41.9%	50.0%	47.1%	60.0%	100.0%	0.0%	0.0%	70.0%	---	---	48.5%	60.0%	44.8%	53.3%	49.1%	33.3%
Female	1,830	**91**	110	91	16	73	0	36	36	19	8	20	61	80	9	2	0	1	1	3	0	0	50	2	16	28	59	4
	48.1%	**49.7%**	51.2%	43.8%	57.1%	49.7%	0.0%	51.4%	44.4%	59.4%	42.1%	37.7%	58.1%	50.0%	52.9%	40.0%	0.0%	100.0%	100.0%	30.0%	---	---	51.5%	40.0%	55.2%	46.7%	50.9%	66.7%
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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Y	Z	AA	AB
Number in sample	3,931	**190**	---	---	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	155	**8**	---	---	1	3	0	0	2	1	1	0	3	3	0	1	0	0	0	0	0	0	1	0	2	5	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	3,776	**182**	---	---	28	146	1	70	81	31	18	54	104	160	17	4	2	1	1	10	0	0	97	5	28	58	117	6
	96.1%	**95.8%**	---	---	96.6%	98.0%	100.0%	100.0%	97.6%	96.9%	94.7%	100.0%	97.2%	98.2%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	---	---	99.0%	0.0%	93.3%	92.1%	97.5%	100.0%
Male	1,973	**93**	---	---	13	74	1	35	45	13	11	34	44	81	8	3	2	0	0	7	0	0	46	3	13	32	58	2
	52.3%	**51.1%**	---	---	46.4%	50.7%	100.0%	50.0%	55.6%	41.9%	61.1%	63.0%	42.3%	50.6%	47.1%	75.0%	100.0%	0.0%	0.0%	70.0%	---	---	47.4%	60.0%	46.4%	55.2%	49.6%	33.3%
Female	1,792	**88**	---	---	15	71	0	35	35	18	7	20	59	78	9	1	0	1	1	3	0	0	50	2	15	26	58	4
	47.5%	**48.4%**	---	---	53.6%	48.6%	0.0%	50.0%	43.2%	58.1%	38.9%	37.0%	56.7%	48.8%	52.9%	25.0%	0.0%	100.0%	100.0%	30.0%	---	---	51.5%	40.0%	53.6%	44.8%	49.6%	66.7%
Transgender	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%	0.0%
Non-binary, genderqueer, or other	10	**1**	---	---	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
	0.3%	**0.5%**	---	---	0.0%	0.7%	0.0%	0.0%	1.2%	0.0%	0.0%	0.0%	1.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	1.0%	0.0%	0.0%	0.0%	0.9%	0.0%

NA - Not Applicable

Umpqua Health Alliance - Claims Stratum: Non-Chronic

41870

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	**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	Z	AA	AB
Number in sample	3,931	**190**	215	209	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	147	**11**	4	0	0	1	0	4	3	0	0	0	1	5	2	0	0	0	0	0	0	0	1	0	0	2	9	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	3,784	**179**	211	209	29	148	1	66	80	32	19	54	106	158	15	5	2	1	1	10	0	0	97	5	30	61	111	6
	96.3%	**94.2%**	98.1%	100.0%	100.0%	99.3%	100.0%	94.3%	96.4%	100.0%	100.0%	100.0%	99.1%	96.9%	88.2%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	99.0%	0.0%	100.0%	96.8%	92.5%	100.0%
Under 18	117	**3**	11	8	1	2	0	1	1	1	1	0	2	3	0	0	0	0	0	0	0	0	2	0	1	1	2	0
	3.1%	**1.7%**	5.2%	3.8%	3.4%	1.4%	0.0%	1.5%	1.3%	3.1%	5.3%	0.0%	1.9%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	2.1%	0.0%	3.3%	1.6%	1.8%	0.0%
18 to 24	139	**5**	12	5	0	5	0	5	0	0	0	2	3	4	1	0	0	0	0	0	0	0	3	0	1	2	3	0
	3.7%	**2.8%**	5.7%	2.4%	0.0%	3.4%	0.0%	7.6%	0.0%	0.0%	0.0%	3.7%	2.8%	2.5%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	3.1%	0.0%	3.3%	3.3%	2.7%	0.0%
25 to 34	1,110	**59**	84	57	4	55	0	36	22	0	6	18	35	55	3	0	1	0	0	1	0	0	36	1	8	17	39	2
	29.3%	**33.0%**	39.8%	27.3%	13.8%	37.2%	0.0%	54.5%	27.5%	0.0%	31.6%	33.3%	33.0%	34.8%	20.0%	0.0%	50.0%	0.0%	0.0%	10.0%	---	---	37.1%	20.0%	26.7%	27.9%	35.1%	33.3%
35 to 44	1,479	**74**	50	76	16	56	1	20	34	20	9	21	44	65	5	4	1	1	0	9	0	0	34	1	14	28	44	2
	39.1%	**41.3%**	23.7%	36.4%	55.2%	37.8%	100.0%	30.3%	42.5%	62.5%	47.4%	38.9%	41.5%	41.1%	33.3%	80.0%	50.0%	100.0%	0.0%	90.0%	---	---	35.1%	20.0%	46.7%	45.9%	39.6%	33.3%
45 to 54	644	**16**	27	34	8	8	0	1	12	3	1	6	9	12	3	1	0	0	0	0	0	0	9	2	3	3	13	0
	17.0%	**8.9%**	12.8%	16.3%	27.6%	5.4%	0.0%	1.5%	15.0%	9.4%	5.3%	11.1%	8.5%	7.6%	20.0%	20.0%	0.0%	0.0%	0.0%	0.0%	---	---	9.3%	40.0%	10.0%	4.9%	11.7%	0.0%
55 to 64	186	**12**	16	18	0	12	0	2	5	5	0	4	8	9	3	0	0	0	1	0	0	0	5	1	3	5	5	2
	4.9%	**6.7%**	7.6%	8.6%	0.0%	8.1%	0.0%	3.0%	6.3%	15.6%	0.0%	7.4%	7.5%	5.7%	20.0%	0.0%	0.0%	0.0%	100.0%	0.0%	---	---	5.2%	20.0%	10.0%	8.2%	4.5%	33.3%
65 to 74	85	**8**	7	8	0	8	0	1	5	2	2	2	4	8	0	0	0	0	0	0	0	0	8	0	0	3	5	0
	2.2%	**4.5%**	3.3%	3.8%	0.0%	5.4%	0.0%	1.5%	6.3%	6.3%	10.5%	3.7%	3.8%	5.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	8.2%	0.0%	0.0%	4.9%	4.5%	0.0%
75 or older	24	**2**	4	3	0	2	0	0	1	1	0	1	1	2	0	0	0	0	0	0	0	0	0	0	0	2	0	0
	0.6%	**1.1%**	1.9%	1.4%	0.0%	1.4%	0.0%	0.0%	1.3%	3.1%	0.0%	1.9%	0.9%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%
35 or older	2,418	**112**	104	139	24	86	1	24	57	31	12	34	66	96	11	5	1	1	1	9	0	0	56	4	20	41	67	4
	63.9%	**62.6%**	49.3%	66.5%	82.8%	58.1%	100.0%	36.4%	71.3%	96.9%	63.2%	63.0%	62.3%	60.8%	73.3%	100.0%	50.0%	100.0%	100.0%	90.0%	---	---	57.7%	80.0%	66.7%	67.2%	60.4%	66.7%
Significantly different from column:*		C			F	E		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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

41870

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	Z	AA	AB
Number in sample	3,931	**190**	---	---	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	169	**11**	---	---	0	0	0	3	4	0	0	1	0	6	1	0	0	0	0	0	0	0	0	0	0	2	9	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	3,762	**179**	---	---	29	149	1	67	79	32	19	53	107	157	16	5	2	1	1	10	0	0	98	5	30	61	111	6
	95.7%	**94.2%**	---	---	100.0%	100.0%	100.0%	95.7%	95.2%	100.0%	100.0%	98.1%	100.0%	96.3%	94.1%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	96.8%	92.5%	100.0%
Male	611	**29**	---	---	29	0	0	9	15	5	5	12	12	24	1	3	2	0	0	2	0	0	15	0	5	7	20	2
	16.2%	**16.2%**	---	---	100.0%	0.0%	0.0%	13.4%	19.0%	15.6%	26.3%	22.6%	11.2%	15.3%	6.3%	60.0%	100.0%	0.0%	0.0%	20.0%	---	---	15.3%	0.0%	16.7%	11.5%	18.0%	33.3%
Female	3,142	**149**	---	---	0	149	0	58	63	27	14	41	94	132	15	2	0	1	1	8	0	0	82	5	25	54	90	4
	83.5%	**83.2%**	---	---	0.0%	100.0%	0.0%	86.6%	79.7%	84.4%	73.7%	77.4%	87.9%	84.1%	93.8%	40.0%	0.0%	100.0%	100.0%	80.0%	---	---	83.7%	100.0%	83.3%	88.5%	81.1%	66.7%
Transgender	1	**1**	---	---	0	0	1	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
	0.0%	**0.6%**	---	---	0.0%	0.0%	100.0%	0.0%	1.3%	0.0%	0.0%	0.0%	0.9%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	1.0%	0.0%	0.0%	0.0%	0.9%	0.0%
Non-binary, genderqueer, or other	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
	0.2%	**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%

NA - Not Applicable

Umpqua Health Alliance - Claims Stratum: Non-Chronic

41870

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	**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	Z	AA	AB
Number in sample	3,931	**190**	215	205	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	202	**10**	3	0	0	0	0	3	3	0	0	0	0	5	1	0	0	0	0	0	0	0	0	0	0	2	8	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,729	**180**	212	205	29	149	1	67	80	32	19	54	107	158	16	5	2	1	1	10	0	0	98	5	30	61	112	6
	94.9%	**94.7%**	98.6%	100.0%	100.0%	100.0%	100.0%	95.7%	96.4%	100.0%	100.0%	100.0%	100.0%	96.9%	94.1%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	96.8%	93.3%	100.0%
8th grade or less	441	**6**	7	5	2	4	0	0	2	4	6	0	0	3	0	3	0	0	0	4	0	0	0	1	1	4	1	1
	11.8%	**3.3%**	3.3%	2.4%	6.9%	2.7%	0.0%	0.0%	2.5%	12.5%	31.6%	0.0%	0.0%	1.9%	0.0%	60.0%	0.0%	0.0%	0.0%	40.0%	---	---	0.0%	20.0%	3.3%	6.6%	0.9%	16.7%
Some high school, but did not graduate	390	**13**	21	21	3	10	0	2	8	3	13	0	0	11	1	0	1	0	0	1	0	0	9	0	0	4	9	0
	10.5%	**7.2%**	9.9%	10.2%	10.3%	6.7%	0.0%	3.0%	10.0%	9.4%	68.4%	0.0%	0.0%	7.0%	6.3%	0.0%	50.0%	0.0%	0.0%	10.0%	---	---	9.2%	0.0%	0.0%	6.6%	8.0%	0.0%
High school graduate or GED	1,047	**54**	61	61	12	41	0	22	29	3	0	54	0	47	6	1	1	1	1	3	0	0	21	2	12	24	28	1
	28.1%	**30.0%**	28.8%	29.8%	41.4%	27.5%	0.0%	32.8%	36.3%	9.4%	0.0%	100.0%	0.0%	29.7%	37.5%	20.0%	50.0%	100.0%	100.0%	30.0%	---	---	21.4%	40.0%	40.0%	39.3%	25.0%	16.7%
Some college or 2-year degree	1,201	**82**	102	86	10	72	0	32	31	18	0	0	82	74	7	1	0	0	0	1	0	0	49	1	15	22	57	3
	32.2%	**45.6%**	48.1%	42.0%	34.5%	48.3%	0.0%	47.8%	38.8%	56.3%	0.0%	0.0%	76.6%	46.8%	43.8%	20.0%	0.0%	0.0%	0.0%	10.0%	---	---	50.0%	20.0%	50.0%	36.1%	50.9%	50.0%
4-year college graduate	407	**18**	15	22	1	16	1	7	7	4	0	0	18	17	1	0	0	0	0	0	0	0	16	0	1	4	13	1
	10.9%	**10.0%**	7.1%	10.7%	3.4%	10.7%	100.0%	10.4%	8.8%	12.5%	0.0%	0.0%	16.8%	10.8%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	16.3%	0.0%	3.3%	6.6%	11.6%	16.7%
More than 4-year college degree	243	**7**	6	10	1	6	0	4	3	0	0	0	7	6	1	0	0	0	0	1	0	0	3	1	1	3	4	0
	6.5%	**3.9%**	2.8%	4.9%	3.4%	4.0%	0.0%	6.0%	3.8%	0.0%	0.0%	0.0%	6.5%	3.8%	6.3%	0.0%	0.0%	0.0%	0.0%	10.0%	---	---	3.1%	20.0%	3.3%	4.9%	3.6%	0.0%
4-year college graduate or more	650	**25**	21	32	2	22	1	11	10	4	0	0	25	23	2	0	0	0	0	1	0	0	19	1	2	7	17	1
	17.4%	**13.9%**	9.9%	15.6%	6.9%	14.8%	100.0%	16.4%	12.5%	12.5%	0.0%	0.0%	23.4%	14.6%	12.5%	0.0%	0.0%	0.0%	0.0%	10.0%	---	---	19.4%	20.0%	6.7%	11.5%	15.2%	16.7%
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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Y	Z	AA	AB
Number in sample	3,931	**190**	215	204	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	185	**16**	3	0	1	5	0	3	9	0	0	1	5	11	1	0	0	0	0	0	0	0	2	1	3	3	13	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	3,746	**174**	212	204	28	144	1	67	74	32	19	53	102	152	16	5	2	1	1	10	0	0	96	4	27	60	107	6
	95.3%	**91.6%**	98.6%	100.0%	96.6%	96.6%	100.0%	95.7%	89.2%	100.0%	100.0%	98.1%	95.3%	93.3%	94.1%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	98.0%	0.0%	90.0%	95.2%	89.2%	100.0%
Mother or father	3,534	**157**	184	173	26	129	1	63	67	26	16	49	92	137	14	5	2	1	0	10	0	0	88	4	24	54	97	5
	94.3%	**90.2%**	86.8%	84.8%	92.9%	89.6%	100.0%	94.0%	90.5%	81.3%	84.2%	92.5%	90.2%	90.1%	87.5%	100.0%	100.0%	100.0%	0.0%	100.0%	---	---	91.7%	100.0%	88.9%	90.0%	90.7%	83.3%
Grandparent	137	**9**	17	24	0	9	0	3	2	4	1	3	5	7	2	0	0	0	1	0	0	0	4	0	1	3	6	0
	3.7%	**5.2%**	8.0%	11.8%	0.0%	6.3%	0.0%	4.5%	2.7%	12.5%	5.3%	5.7%	4.9%	4.6%	12.5%	0.0%	0.0%	0.0%	100.0%	0.0%	---	---	4.2%	0.0%	3.7%	5.0%	5.6%	0.0%
Aunt or uncle	16	**3**	2	2	0	3	0	0	2	1	1	1	1	3	0	0	0	0	0	0	0	0	1	0	1	1	1	1
	0.4%	**1.7%**	0.9%	1.0%	0.0%	2.1%	0.0%	0.0%	2.7%	3.1%	5.3%	1.9%	1.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	1.0%	0.0%	3.7%	1.7%	0.9%	16.7%
Older brother or sister	10	**0**	0	0	0	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%	0.0%
Other relative	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%	0.5%	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%
Legal guardian	38	**5**	5	2	2	3	0	1	3	1	1	0	4	5	0	0	0	0	0	0	0	0	3	0	1	2	3	0
	1.0%	**2.9%**	2.4%	1.0%	7.1%	2.1%	0.0%	1.5%	4.1%	3.1%	5.3%	0.0%	3.9%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	3.1%	0.0%	3.7%	3.3%	2.8%	0.0%
Someone else	11	**0**	4	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
	0.3%	**0.0%**	1.9%	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%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

NA - Not Applicable

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Z	AA	AB
Number in sample	3,931	**190**	---	---	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	574	**43**	---	---	5	27	0	21	14	4	2	13	18	37	2	0	0	0	0	0	0	0	0	0	0	10	33	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	3,357	**147**	---	---	24	122	1	49	69	28	17	41	89	126	15	5	2	1	1	10	0	0	98	5	30	53	87	6
	85.4%	**77.4%**	---	---	82.8%	81.9%	100.0%	70.0%	83.1%	87.5%	89.5%	75.9%	83.2%	77.3%	88.2%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	84.1%	72.5%	100.0%
American Indian	291	**9**	---	---	3	6	0	5	2	2	2	4	3	7	1	1	2	0	0	0	0	0	0	0	7	5	4	0
	8.7%	**6.1%**	---	---	12.5%	4.9%	0.0%	10.2%	2.9%	7.1%	11.8%	9.8%	3.4%	5.6%	6.7%	20.0%	100.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	23.3%	9.4%	4.6%	0.0%
Alaska Native	27	**4**	---	---	2	2	0	3	0	1	1	2	1	2	1	1	1	0	0	0	0	0	0	0	3	2	2	0
	0.8%	**2.7%**	---	---	8.3%	1.6%	0.0%	6.1%	0.0%	3.6%	5.9%	4.9%	1.1%	1.6%	6.7%	20.0%	50.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	10.0%	3.8%	2.3%	0.0%
Canadian Inuit, Metis, or First Nation	17	**1**	---	---	0	1	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0
	0.5%	**0.7%**	---	---	0.0%	0.8%	0.0%	2.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	3.3%	0.0%	1.1%	0.0%
Indigenous Mexican, Central	287	**5**	---	---	1	4	0	0	4	1	1	2	2	2	1	2	0	0	0	0	0	0	0	0	5	3	2	0
American, or South American	8.5%	**3.4%**	---	---	4.2%	3.3%	0.0%	0.0%	5.8%	3.6%	5.9%	4.9%	2.2%	1.6%	6.7%	40.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	16.7%	5.7%	2.3%	0.0%
Asian Indian	27	**0**	---	---	0	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%
Chinese	79	**0**	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.4%	**0.0%**	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Filipino/a	57	**2**	---	---	1	1	0	0	1	1	0	2	0	2	0	0	0	1	0	0	0	0	0	0	1	1	1	0
	1.7%	**1.4%**	---	---	4.2%	0.8%	0.0%	0.0%	1.4%	3.6%	0.0%	4.9%	0.0%	1.6%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	---	---	0.0%	0.0%	3.3%	1.9%	1.1%	0.0%
Hmong	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
	0.1%	**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%
Japanese	19	**0**	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.6%	**0.0%**	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	35	**1**	---	---	1	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0
	1.0%	**0.7%**	---	---	4.2%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	3.3%	0.0%	1.1%	0.0%
Laotian	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
	0.2%	**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%
South Asian	19	**0**	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.6%	**0.0%**	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Vietnamese	74	**0**	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.2%	**0.0%**	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	56	**0**	---	---	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%	0.0%

NA - Not Applicable

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

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Z	AA	AB
Number in sample	3,931	**190**	---	---	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	574	**43**	---	---	5	27	0	21	14	4	2	13	18	37	2	0	0	0	0	0	0	0	0	0	0	10	33	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	3,357	**147**	---	---	24	122	1	49	69	28	17	41	89	126	15	5	2	1	1	10	0	0	98	5	30	53	87	6
	85.4%	**77.4%**	---	---	82.8%	81.9%	100.0%	70.0%	83.1%	87.5%	89.5%	75.9%	83.2%	77.3%	88.2%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	84.1%	72.5%	100.0%
African American	148	**4**	---	---	0	4	0	2	1	0	0	1	3	3	1	0	0	0	0	0	0	0	0	0	4	2	2	0
	4.4%	**2.7%**	---	---	0.0%	3.3%	0.0%	4.1%	1.4%	0.0%	0.0%	2.4%	3.4%	2.4%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	13.3%	3.8%	2.3%	0.0%
African (Black)	70	**1**	---	---	0	1	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	1	0	0
	2.1%	**0.7%**	---	---	0.0%	0.8%	0.0%	2.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	3.3%	1.9%	0.0%	0.0%
Caribbean (Black)	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
	0.2%	**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%
Other Black	21	**1**	---	---	0	1	0	0	0	1	0	1	0	0	1	0	0	0	1	0	0	0	0	0	0	0	1	0
	0.6%	**0.7%**	---	---	0.0%	0.8%	0.0%	0.0%	0.0%	3.6%	0.0%	2.4%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	100.0%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%
Hispanic or Latino/a Central American	205	**2**	---	---	1	1	0	0	0	2	1	1	0	1	0	1	0	0	0	0	0	0	0	0	2	2	0	0
	6.1%	**1.4%**	---	---	4.2%	0.8%	0.0%	0.0%	0.0%	7.1%	5.9%	2.4%	0.0%	0.8%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	6.7%	3.8%	0.0%	0.0%
Hispanic or Latino/a Mexican	1,075	**22**	---	---	3	19	0	5	13	4	5	6	11	17	2	3	0	0	0	9	0	0	0	0	13	9	12	1
	32.0%	**15.0%**	---	---	12.5%	15.6%	0.0%	10.2%	18.8%	14.3%	29.4%	14.6%	12.4%	13.5%	13.3%	60.0%	0.0%	0.0%	0.0%	90.0%	---	---	0.0%	0.0%	43.3%	17.0%	13.8%	16.7%
Hispanic or Latino/a South American	84	**1**	---	---	0	1	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0
	2.5%	**0.7%**	---	---	0.0%	0.8%	0.0%	0.0%	1.4%	0.0%	0.0%	2.4%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	3.3%	0.0%	1.1%	0.0%
Other Hispanic or Latino/a	366	**5**	---	---	2	3	0	1	2	2	2	2	1	2	1	2	0	0	0	2	0	0	0	0	3	3	1	1
	10.9%	**3.4%**	---	---	8.3%	2.5%	0.0%	2.0%	2.9%	7.1%	11.8%	4.9%	1.1%	1.6%	6.7%	40.0%	0.0%	0.0%	0.0%	20.0%	---	---	0.0%	0.0%	10.0%	5.7%	1.1%	16.7%
Middle Eastern	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
	0.8%	**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%
Northern African	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
	0.1%	**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

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

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Z	AA	AB
Number in sample	3,931	**190**	---	---	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	574	**43**	---	---	5	27	0	21	14	4	2	13	18	37	2	0	0	0	0	0	0	0	0	0	0	10	33	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	3,357	**147**	---	---	24	122	1	49	69	28	17	41	89	126	15	5	2	1	1	10	0	0	98	5	30	53	87	6
	85.4%	**77.4%**	---	---	82.8%	81.9%	100.0%	70.0%	83.1%	87.5%	89.5%	75.9%	83.2%	77.3%	88.2%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	84.1%	72.5%	100.0%
Guamanian or Chamorro	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%	0.0%
Micronesian	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
	0.3%	**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%
Native Hawaiian	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
	0.5%	**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%
Samoan	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
	0.2%	**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%
Tongan	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%	0.0%
Other Pacific Islander	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
	0.7%	**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%	0.0%
Eastern European	263	**10**	---	---	3	7	0	4	5	1	3	2	5	9	1	0	0	0	0	0	0	0	8	0	2	1	7	1
	7.8%	**6.8%**	---	---	12.5%	5.7%	0.0%	8.2%	7.2%	3.6%	17.6%	4.9%	5.6%	7.1%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	8.2%	0.0%	6.7%	1.9%	8.0%	16.7%
Slavic	50	**3**	---	---	0	3	0	2	1	0	1	0	2	3	0	0	0	0	0	0	0	0	3	0	0	1	2	0
	1.5%	**2.0%**	---	---	0.0%	2.5%	0.0%	4.1%	1.4%	0.0%	5.9%	0.0%	2.2%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	3.1%	0.0%	0.0%	1.9%	2.3%	0.0%
Western European	583	**35**	---	---	7	27	1	14	13	8	2	5	28	31	2	1	0	0	0	0	0	0	27	0	8	8	25	1
	17.4%	**23.8%**	---	---	29.2%	22.1%	100.0%	28.6%	18.8%	28.6%	11.8%	12.2%	31.5%	24.6%	13.3%	20.0%	0.0%	0.0%	0.0%	0.0%	---	---	27.6%	0.0%	26.7%	15.1%	28.7%	16.7%
Other White	1,120	**85**	---	---	10	75	0	28	46	10	6	26	53	77	7	1	0	0	0	0	0	0	66	0	19	32	51	2
	33.4%	**57.8%**	---	---	41.7%	61.5%	0.0%	57.1%	66.7%	35.7%	35.3%	63.4%	59.6%	61.1%	46.7%	20.0%	0.0%	0.0%	0.0%	0.0%	---	---	67.3%	0.0%	63.3%	60.4%	58.6%	33.3%
Other	212	**11**	---	---	1	10	0	2	7	2	1	5	5	9	2	0	0	0	0	0	0	0	0	5	6	6	4	1
	6.3%	**7.5%**	---	---	4.2%	8.2%	0.0%	4.1%	10.1%	7.1%	5.9%	12.2%	5.6%	7.1%	13.3%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	100.0%	20.0%	11.3%	4.6%	16.7%

NA - Not Applicable

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

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Y	Z	AA	AB
Number in sample	3,931	**190**	---	---	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	236	**15**	---	---	1	3	0	4	7	0	1	3	1	8	2	1	0	0	0	0	0	0	1	0	1	4	11	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	3,695	**175**	---	---	28	146	1	66	76	32	18	51	106	155	15	4	2	1	1	10	0	0	97	5	29	59	109	6
	94.0%	**92.1%**	---	---	96.6%	98.0%	100.0%	94.3%	91.6%	100.0%	94.7%	94.4%	99.1%	95.1%	88.2%	80.0%	100.0%	100.0%	100.0%	100.0%	---	---	99.0%	0.0%	96.7%	93.7%	90.8%	100.0%
Very well	2,655	**145**	---	---	23	121	1	48	68	28	13	42	90	131	12	1	1	1	1	7	0	0	80	5	24	54	85	5
	71.9%	**82.9%**	---	---	82.1%	82.9%	100.0%	72.7%	89.5%	87.5%	72.2%	82.4%	84.9%	84.5%	80.0%	25.0%	50.0%	100.0%	100.0%	70.0%	---	---	82.5%	100.0%	82.8%	91.5%	78.0%	83.3%
Well	737	**25**	---	---	5	20	0	15	7	3	5	8	12	19	3	3	1	0	0	3	0	0	15	0	3	4	20	1
	19.9%	**14.3%**	---	---	17.9%	13.7%	0.0%	22.7%	9.2%	9.4%	27.8%	15.7%	11.3%	12.3%	20.0%	75.0%	50.0%	0.0%	0.0%	30.0%	---	---	15.5%	0.0%	10.3%	6.8%	18.3%	16.7%
Not well	208	**3**	---	---	0	3	0	2	1	0	0	1	2	3	0	0	0	0	0	0	0	0	1	0	2	0	3	0
	5.6%	**1.7%**	---	---	0.0%	2.1%	0.0%	3.0%	1.3%	0.0%	0.0%	2.0%	1.9%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	1.0%	0.0%	6.9%	0.0%	2.8%	0.0%
Not at all	95	**2**	---	---	0	2	0	1	0	1	0	0	2	2	0	0	0	0	0	0	0	0	1	0	0	1	1	0
	2.6%	**1.1%**	---	---	0.0%	1.4%	0.0%	1.5%	0.0%	3.1%	0.0%	0.0%	1.9%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	1.0%	0.0%	0.0%	1.7%	0.9%	0.0%
Very well or Well	3,392	**170**	---	---	28	141	1	63	75	31	18	50	102	150	15	4	2	1	1	10	0	0	95	5	27	58	105	6
	91.8%	**97.1%**	---	---	100.0%	96.6%	100.0%	95.5%	98.7%	96.9%	100.0%	98.0%	96.2%	96.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	97.9%	100.0%	93.1%	98.3%	96.3%	100.0%
Significantly different from column:*		A																										

NA - Not Applicable

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

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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
	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	3,931	**190**	---	---	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	388	**16**	---	---	1	4	0	4	7	1	2	3	1	10	2	0	0	0	0	1	0	0	2	0	0	5	11	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	3,543	**174**	---	---	28	145	1	66	76	31	17	51	106	153	15	5	2	1	1	9	0	0	96	5	30	58	109	6
	90.1%	**91.6%**	---	---	96.6%	97.3%	100.0%	94.3%	91.6%	96.9%	89.5%	94.4%	99.1%	93.9%	88.2%	100.0%	100.0%	100.0%	100.0%	90.0%	---	---	98.0%	0.0%	100.0%	92.1%	90.8%	100.0%
English	2,493	**161**	---	---	24	136	1	64	69	27	12	46	103	145	13	2	2	1	1	4	0	0	96	5	25	51	104	5
	70.4%	**92.5%**	---	---	85.7%	93.8%	100.0%	97.0%	90.8%	87.1%	70.6%	90.2%	97.2%	94.8%	86.7%	40.0%	100.0%	100.0%	100.0%	44.4%	---	---	100.0%	100.0%	83.3%	87.9%	95.4%	83.3%
Spanish	879	**11**	---	---	3	8	0	2	7	2	4	5	2	7	2	2	0	0	0	5	0	0	0	0	4	5	5	1
	24.8%	**6.3%**	---	---	10.7%	5.5%	0.0%	3.0%	9.2%	6.5%	23.5%	9.8%	1.9%	4.6%	13.3%	40.0%	0.0%	0.0%	0.0%	55.6%	---	---	0.0%	0.0%	13.3%	8.6%	4.6%	16.7%
Other	171	**2**	---	---	1	1	0	0	0	2	1	0	1	1	0	1	0	0	0	0	0	0	0	0	1	2	0	0
	4.8%	**1.1%**	---	---	3.6%	0.7%	0.0%	0.0%	0.0%	6.5%	5.9%	0.0%	0.9%	0.7%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	3.3%	3.4%	0.0%	0.0%

NA - Not Applicable

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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
	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	3,931	**190**	---	---	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	230	**14**	---	---	0	3	0	4	6	0	2	1	1	9	1	0	0	0	0	1	0	0	0	0	0	4	10	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,701	**176**	---	---	29	146	1	66	77	32	17	53	106	154	16	5	2	1	1	9	0	0	98	5	30	59	110	6
	94.1%	**92.6%**	---	---	100.0%	98.0%	100.0%	94.3%	92.8%	100.0%	89.5%	98.1%	99.1%	94.5%	94.1%	100.0%	100.0%	100.0%	100.0%	90.0%	---	---	100.0%	0.0%	100.0%	93.7%	91.7%	100.0%
Yes	236	**5**	---	---	2	3	0	1	2	2	3	2	0	2	0	3	0	0	0	2	0	0	0	0	3	2	2	1
	6.4%	**2.8%**	---	---	6.9%	2.1%	0.0%	1.5%	2.6%	6.3%	17.6%	3.8%	0.0%	1.3%	0.0%	60.0%	0.0%	0.0%	0.0%	22.2%	---	---	0.0%	0.0%	10.0%	3.4%	1.8%	16.7%
No	3,465	**171**	---	---	27	143	1	65	75	30	14	51	106	152	16	2	2	1	1	7	0	0	98	5	27	57	108	5
	93.6%	**97.2%**	---	---	93.1%	97.9%	100.0%	98.5%	97.4%	93.8%	82.4%	96.2%	100.0%	98.7%	100.0%	40.0%	100.0%	100.0%	100.0%	77.8%	---	---	100.0%	100.0%	90.0%	96.6%	98.2%	83.3%
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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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
	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	3,931	**190**	---	---	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	199	**13**	---	---	0	2	0	4	5	0	1	1	1	8	1	0	0	0	0	0	0	0	0	0	0	3	10	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,732	**177**	---	---	29	147	1	66	78	32	18	53	106	155	16	5	2	1	1	10	0	0	98	5	30	60	110	6
	94.9%	**93.2%**	---	---	100.0%	98.7%	100.0%	94.3%	94.0%	100.0%	94.7%	98.1%	99.1%	95.1%	94.1%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	95.2%	91.7%	100.0%
Yes	38	**0**	---	---	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%	0.0%
No	3,694	**177**	---	---	29	147	1	66	78	32	18	53	106	155	16	5	2	1	1	10	0	0	98	5	30	60	110	6
	99.0%	**100.0%**	---	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%	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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

41870

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
	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	3,931	**190**	---	---	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	271	**17**	---	---	1	5	0	5	7	0	1	3	3	12	1	0	0	0	0	1	0	0	0	0	2	5	12	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,660	**173**	---	---	28	144	1	65	76	32	18	51	104	151	16	5	2	1	1	9	0	0	98	5	28	58	108	6
	93.1%	**91.1%**	---	---	96.6%	96.6%	100.0%	92.9%	91.6%	100.0%	94.7%	94.4%	97.2%	92.6%	94.1%	100.0%	100.0%	100.0%	100.0%	90.0%	---	---	100.0%	0.0%	93.3%	92.1%	90.0%	100.0%
Yes	30	**0**	---	---	0	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%
No	3,630	**173**	---	---	28	144	1	65	76	32	18	51	104	151	16	5	2	1	1	9	0	0	98	5	28	58	108	6
	99.2%	**100.0%**	---	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Y	Z	AA	AB
Number in sample	3,931	**190**	---	---	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	167	**9**	---	---	0	2	0	3	2	0	1	1	1	5	0	0	0	0	0	0	0	0	0	0	0	3	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	3,764	**181**	---	---	29	147	1	67	81	32	18	53	106	158	17	5	2	1	1	10	0	0	98	5	30	60	114	6
	95.8%	**95.3%**	---	---	100.0%	98.7%	100.0%	95.7%	97.6%	100.0%	94.7%	98.1%	99.1%	96.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	95.2%	95.0%	100.0%
Yes	21	**1**	---	---	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0
	0.6%	**0.6%**	---	---	0.0%	0.7%	0.0%	0.0%	1.2%	0.0%	0.0%	0.0%	0.9%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	3.3%	0.0%	0.9%	0.0%
No	3,743	**180**	---	---	29	146	1	67	80	32	18	53	105	157	17	5	2	1	1	10	0	0	98	5	29	60	113	6
	99.4%	**99.4%**	---	---	100.0%	99.3%	100.0%	100.0%	98.8%	100.0%	100.0%	100.0%	99.1%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%	96.7%	100.0%	99.1%	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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Y	Z	AA	AB
Number in sample	3,931	**190**	---	---	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	175	**9**	---	---	0	2	0	3	2	0	1	1	1	5	0	0	0	0	0	0	0	0	0	0	0	3	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	3,756	**181**	---	---	29	147	1	67	81	32	18	53	106	158	17	5	2	1	1	10	0	0	98	5	30	60	114	6
	95.5%	**95.3%**	---	---	100.0%	98.7%	100.0%	95.7%	97.6%	100.0%	94.7%	98.1%	99.1%	96.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	95.2%	95.0%	100.0%
Yes	45	**0**	---	---	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%	0.0%
No	3,711	**181**	---	---	29	147	1	67	81	32	18	53	106	158	17	5	2	1	1	10	0	0	98	5	30	60	114	6
	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%	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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	**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	Z	AA	AB
Number in sample	3,931	**190**	---	---	29	149	1	70	83	32	19	54	107	163	17	5	2	1	1	10	0	0	98	5	30	63	120	6
Number missing or multiple answer	179	**9**	---	---	0	2	0	3	2	0	1	1	1	5	0	0	0	0	0	0	0	0	0	0	0	3	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	3,752	**181**	---	---	29	147	1	67	81	32	18	53	106	158	17	5	2	1	1	10	0	0	98	5	30	60	114	6
	95.4%	**95.3%**	---	---	100.0%	98.7%	100.0%	95.7%	97.6%	100.0%	94.7%	98.1%	99.1%	96.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	95.2%	95.0%	100.0%
Yes	141	**5**	---	---	1	3	0	0	5	0	0	1	3	0	3	2	0	0	0	0	0	0	3	0	1	0	5	0
	3.8%	**2.8%**	---	---	3.4%	2.0%	0.0%	0.0%	6.2%	0.0%	0.0%	1.9%	2.8%	0.0%	17.6%	40.0%	0.0%	0.0%	0.0%	0.0%	---	---	3.1%	0.0%	3.3%	0.0%	4.4%	0.0%
No	3,611	**176**	---	---	28	144	1	67	76	32	18	52	103	158	14	3	2	1	1	10	0	0	95	5	29	60	109	6
	96.2%	**97.2%**	---	---	96.6%	98.0%	100.0%	100.0%	93.8%	100.0%	100.0%	98.1%	97.2%	100.0%	82.4%	60.0%	100.0%	100.0%	100.0%	100.0%	---	---	96.9%	100.0%	96.7%	100.0%	95.6%	100.0%
Significantly different from column:*																												

NA - Not Applicable

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

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Y	Z	AA	AB
Number in sample	2,878	**128**	---	---	22	101	1	13	83	32	17	38	70	109	13	5	2	1	1	8	0	0	67	5	22	47	75	6
Number missing or multiple answer	236	**7**	---	---	0	5	0	0	7	0	3	1	2	6	1	0	0	0	0	1	0	0	2	0	0	3	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	2,642	**121**	---	---	22	96	1	13	76	32	14	37	68	103	12	5	2	1	1	7	0	0	65	5	22	44	71	6
	91.8%	**94.5%**	---	---	100.0%	95.0%	100.0%	100.0%	91.6%	100.0%	82.4%	97.4%	97.1%	94.5%	92.3%	100.0%	100.0%	100.0%	100.0%	87.5%	---	---	97.0%	0.0%	100.0%	93.6%	94.7%	100.0%
Yes	13	**1**	---	---	0	1	0	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	1	0
	0.5%	**0.8%**	---	---	0.0%	1.0%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	4.5%	0.0%	1.4%	0.0%
No	2,629	**120**	---	---	22	95	1	13	75	32	14	37	67	103	12	4	2	1	1	7	0	0	65	5	21	44	70	6
	99.5%	**99.2%**	---	---	100.0%	99.0%	100.0%	100.0%	98.7%	100.0%	100.0%	100.0%	98.5%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%	95.5%	100.0%	98.6%	100.0%
Significantly different from column:*																												

NA - Not Applicable

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Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Y	Z	AA	AB
Number in sample	2,878	**128**	---	---	22	101	1	13	83	32	17	38	70	109	13	5	2	1	1	8	0	0	67	5	22	47	75	6
Number missing or multiple answer	236	**6**	---	---	1	3	0	1	5	0	3	1	1	6	0	0	0	0	0	1	0	0	1	0	0	2	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	2,642	**122**	---	---	21	98	1	12	78	32	14	37	69	103	13	5	2	1	1	7	0	0	66	5	22	45	71	6
	91.8%	**95.3%**	---	---	95.5%	97.0%	100.0%	92.3%	94.0%	100.0%	82.4%	97.4%	98.6%	94.5%	100.0%	100.0%	100.0%	100.0%	100.0%	87.5%	---	---	98.5%	0.0%	100.0%	95.7%	94.7%	100.0%
Yes	25	**1**	---	---	0	1	0	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	1	0
	0.9%	**0.8%**	---	---	0.0%	1.0%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	4.5%	0.0%	1.4%	0.0%
No	2,617	**121**	---	---	21	97	1	12	77	32	14	37	68	103	13	4	2	1	1	7	0	0	66	5	21	45	70	6
	99.1%	**99.2%**	---	---	100.0%	99.0%	100.0%	100.0%	98.7%	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%	95.5%	100.0%	98.6%	100.0%
Significantly different from column:*																												

NA - Not Applicable

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

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Z	AA	AB
Number in sample	2,878	**128**	---	---	22	101	1	13	83	32	17	38	70	109	13	5	2	1	1	8	0	0	67	5	22	47	75	6
Number missing or multiple answer	248	**10**	---	---	1	6	1	1	9	0	3	1	5	9	1	0	0	0	0	1	0	0	4	0	0	3	7	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	2,630	**118**	---	---	21	95	0	12	74	32	14	37	65	100	12	5	2	1	1	7	0	0	63	5	22	44	68	6
	91.4%	**92.2%**	---	---	95.5%	94.1%	0.0%	92.3%	89.2%	100.0%	82.4%	97.4%	92.9%	91.7%	92.3%	100.0%	100.0%	100.0%	100.0%	87.5%	---	---	94.0%	0.0%	100.0%	93.6%	90.7%	100.0%
Yes	194	**8**	---	---	1	7	0	0	4	4	2	2	4	4	1	3	0	0	0	1	0	0	4	1	1	4	3	1
	7.4%	**6.8%**	---	---	4.8%	7.4%	---	0.0%	5.4%	12.5%	14.3%	5.4%	6.2%	4.0%	8.3%	60.0%	0.0%	0.0%	0.0%	14.3%	---	---	6.3%	20.0%	4.5%	9.1%	4.4%	16.7%
No	2,436	**110**	---	---	20	88	0	12	70	28	12	35	61	96	11	2	2	1	1	6	0	0	59	4	21	40	65	5
	92.6%	**93.2%**	---	---	95.2%	92.6%	---	100.0%	94.6%	87.5%	85.7%	94.6%	93.8%	96.0%	91.7%	40.0%	100.0%	100.0%	100.0%	85.7%	---	---	93.7%	80.0%	95.5%	90.9%	95.6%	83.3%
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.

Umpqua Health Alliance - Claims Stratum: Non-Chronic

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	Y	Z	AA	AB
Number in sample	598	**24**	---	---	4	20	0	0	0	24	5	2	17	19	3	2	0	0	1	1	0	0	13	2	4	11	12	1
Number missing or multiple answer	55	**0**	---	---	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	543	**24**	---	---	4	20	0	0	0	24	5	2	17	19	3	2	0	0	1	1	0	0	13	2	4	11	12	1
	90.8%	**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%	0.0%	100.0%	100.0%	100.0%	100.0%
Yes	31	**1**	---	---	0	1	0	0	0	1	1	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	1	0
	5.7%	**4.2%**	---	---	0.0%	5.0%	---	---	---	4.2%	20.0%	0.0%	0.0%	0.0%	0.0%	50.0%	---	---	0.0%	100.0%	---	---	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%
No	512	**23**	---	---	4	19	0	0	0	23	4	2	17	19	3	1	0	0	1	0	0	0	13	2	4	11	11	1
	94.3%	**95.8%**	---	---	100.0%	95.0%	---	---	---	95.8%	80.0%	100.0%	100.0%	100.0%	100.0%	50.0%	---	---	100.0%	0.0%	---	---	100.0%	100.0%	100.0%	100.0%	91.7%	100.0%
Significantly different from column:*																												

NA - Not Applicable

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

SURVEY INSTRUMENT

Oregon Health Authority

2020

ΟHP7E

Survey Instructions

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

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

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

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

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

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

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

1. Our records show that your child is now in Oregon Health Plan. Is that right?
   ☐ 1 Yes → ***If Yes, Go to Question 3***
   ☐ 2 No

2. What is the name of your child's health plan? *(Please print)*

   _____

Your Child's Health Care in the Last 6 Months

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

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

Please continue inside →

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

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

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

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

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

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

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

- ☐ 0 None → ***If None, Go to Question 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

Please continue on next page →

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

Please continue on next page →

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***

Please continue on next page →

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 <u>your child's</u> 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

Please continue on next page →

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)

_____

Please continue on next page →

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.

Oregon Health Authority

2020

OHP7S

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***

Por favor continuar en la parte interior →

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

Por favor continuar en la página siguiente →

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***

Por favor continuar en la página siguiente →

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

Por favor continuar en la página siguiente →

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

Por favor continuar en la página siguiente →

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***

Por favor continuar en la página siguiente →

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
Never or *Sometimes*	1 / 5 = 0.20	1 / 4 = 0.25	(0.20 + 0.25) / 2 = 0.2250
Usually	2 / 5 = 0.40	1 / 4 = 0.25	(0.40 + 0.25) / 2 = 0.3250
Always	2 / 5 = 0.40	2 / 4 = 0.50	(0.40 + 0.50) / 2 = 0.4500
Always or *Usually*	4 / 5 = 0.80	3 / 4 = 0.75	(0.80 + 0.75) / 2 = 0.7750

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

GLOSSARY OF TERMS

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

Disposition	The final status given to a member record in the survey sample at the end of the study (e.g., completed survey, refusal, non-response, etc.) See *Member Dispositions and Response Rate*.
Effectiveness of Care	Effectiveness of Care measures are relevant to Adult surveys only and include *Flu Vaccinations for Adults Ages 18–64 (FVA)* and *Medical Assistance with Smoking and Tobacco Use Cessation (MSC)*.
Eligible Population	Members who are eligible to participate in the survey based on the following criteria: - Current enrollment (as of the date the sample frame is generated). Some members may no longer be enrolled by the time they complete the survey. They become ineligible and will be excluded from survey results based on their responses to the first two questions on the survey, which confirm membership. - Continuous enrollment (six months for Medicaid, with no more than one enrollment break of 45 days or less); - Member age (18 years old or older for the Adult survey and 17 years old or younger for the Child survey as of November 30 of the measurement year); - Primary coverage (through Medicaid or a commercial product line for Medicaid and Commercial surveys, respectively).
Global proportions	Applies to composite measures. The proportion of respondents selecting the favorable response(s) (e.g., *Always* or *Usually*) averaged across the questions that make up the composite. See *Question Summary Rates and Composite Global Proportions*.
HEDIS	The Healthcare Effectiveness Data and Information Set (HEDIS) is a set of performance measures in the managed care industry, developed and maintained by NCQA. HEDIS was designed to allow consumers to compare health plan performance to other plans and to national or regional benchmarks as well as to track year-to-year performance. HEDIS is one component of NCQA's accreditation process, although some plans submit HEDIS data without seeking accreditation. CAHPS measures are a subset of HEDIS.
Key Drivers and Priorities for Improvement	Key Drivers are plan attributes that have been shown to be closely related to members' overall assessment of the plan. Performance on these attributes predicts how the plan is rated overall and, viewed from the industry perspective, helps to distinguish high-rated plans from poorly rated plans. Specific priorities for improvement for *your organization* are identified based on how it is currently performing on the key driver attributes compared to industry best practices.
NCQA	The National Committee for Quality Assurance (NCQA) is an independent non-profit organization that works to improve health care quality through the administration of evidence-based standards, measures, programs, and accreditation. NCQA manages voluntary accreditation programs for individual physicians, health plans, and medical groups. Health plans seek accreditation and measure performance through the administration and submission of the Healthcare Effectiveness Data and Information Set (HEDIS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey.

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