



**Department
of Health**

New York State
Medicaid and Child Health Plus
CAHPS® 5.1H
Child CCC Survey
UnitedHealthcare Community Plan
Continuous Quality Improvement Report

March 2025



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Background

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) 5.1H Children with Chronic Conditions (CCC) questionnaire is a comprehensive tool designed to assess consumers' experience with health care and health plans. CAHPS® CCC is the questionnaire that asks parents/caretakers of child health plan members about experiences with access to care, health care providers, and health plans. The CCC component of the questionnaire is a supplement to the CAHPS® Child Medicaid questionnaire which allows health plans to identify children with chronic conditions and evaluate their experience of care. The New York State Department of Health sponsored the CAHPS® CCC survey in response to CMS CHIPRA requirements. Results will be used to determine variation in parent/caretaker satisfaction among the plans. DataStat, Inc. conducted the survey on behalf of the Department from October 2024 through January 2025. The instrument used for the administration of the survey was the CAHPS® CCC questionnaire, developed and tested nationally for assessing the performance of health plans.

The survey was administered over a thirteen-week period using a mixed-mode (mail and web) five wave protocol. The protocol consisted of a first questionnaire packet and first reminder postcard to a parent/caretaker of all selected child members, followed by a second questionnaire packet and second postcard to non-responders of the first mailing, and a third questionnaire packet to non-responders of prior mailings. Each cover letter included a member-specific link and a QR code with password for members who preferred to complete the survey online.

The majority of questions addressed parent's/caretaker's experience with their child's health care, such as getting care quickly, communication with doctors, overall satisfaction with health care, and screening questions to identify children with chronic conditions. The questionnaire was further expanded to include 5 items from the CAHPS® Health Information Technology Item Set and an additional 6 supplemental questions of particular interest to the Department. Rounding out the instrument was a set of questions collecting demographic data. In total, the questionnaire consisted of 87 questions. A copy of the modified CAHPS® CCC questionnaire can be found in Appendix A.

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Executive Summary

The CAHPS® CCC questionnaire was administered to the parents/caretakers of Medicaid and Child Health Plus (CHP) managed care plan child members. The survey included 12 managed care plans in New York with a sample of 1,750 children per plan. Questionnaires were sent to 21,000 parents/caretakers of child members following a combined mail and web methodology during the period October 31, 2024, through January 22, 2025, using a standardized survey procedure and questionnaire. A total of 204 eligible and complete responses were received resulting in a 13.0% response rate. The disposition of surveys is contained at the end of this section.

Conclusions based on the information presented in this report should be tempered by a few caveats. First, for some questionnaire items, relatively small numbers of responses may be available due to skip patterns in the questionnaire. In order to present the most reliable information, results based on fewer than 30 observations are not presented in this report. Second, in some of the data presentations included in this report, correlation coefficients are computed to explore the relationship between different measures. High correlations, however, do not necessarily indicate causation. Third, in many of the charts and tables presented in this report, differences between the MMC/CHP Statewide average and other groups may be readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

Throughout this report, health plan scores are reported alongside five reporting entities made up of respondents across all health plans. MMC/CHP Statewide scores include all respondents to the survey. Medicaid and CHP scores represent a split of all respondents by Payer status. CC-Negative and CC-Positive scores represent a split of all respondents by the child member's chronic condition status.

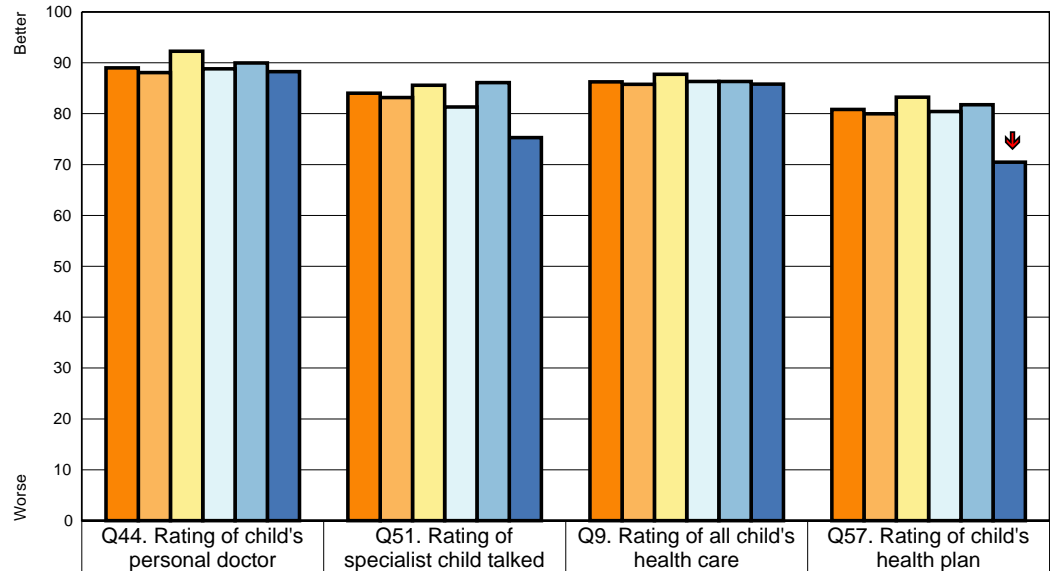
The first part of the *Executive Summary* provides summaries of the overall rating questions and composites. Composites are comprised of questions that relate to the same broad domain of performance. This report contains three types of composites: Standard Child Medicaid CAHPS® composites, CAHPS® CCC composites, and a composite from the CAHPS® Supplemental Items' Health Information Technology Item Set. The Standard Child Medicaid CAHPS® composites summarize responses in four key areas of care: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service. The CAHPS® CCC composites summarize responses in three areas related to specific aspects of care for chronic conditions: Experiences Getting Specialized Services for Their Child, Experiences with the Child's Personal Doctor or Nurse, and Experiences with Coordination of Their Child's Care. The CAHPS® Supplemental Items' composite summarize responses in an area related to Health Information Technology: Helpfulness of Provider's Website in Giving You Information About Your Child's Care and Tests. The achievement score for each of the eight composites is the average of the achievement scores for the individual items comprising a composite. For a detailed list of the questions that belong to each composite, please refer to the *Methodology* section.

Summary of Overall Rating Questions

Response options for overall rating questions ranged from 0 (worst) to 10 (best). In the table below, the achievement score represents the proportion of parents/caretakers of members who responded with a rating of "8", "9", or "10". Results are presented for Statewide, Payer status (Medicaid and CHP), Chronic Condition status (CC-Negative and CC-Positive), and the plan. Plan results are compared to the Statewide achievement scores and a significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar. Payer status and Chronic Condition status are presented for additional information, but are not compared to the Statewide achievement scores.

CC-Negative and CC-Positive scores represent a split of all respondents by the child member's chronic condition status. Chronic condition status is determined by the parent's/caretaker's answers to screening questions. The child member is considered positive for a chronic condition if the responses to one or more of five sets of screening questions indicates a chronic condition.

Overall Rating Questions (8, 9 or 10)



	Q44. Rating of child's personal doctor	Q51. Rating of specialist child talked to most often	Q9. Rating of all child's health care	Q57. Rating of child's health plan
MMC/CHP Statewide	89.01%	84.03%	86.26%	80.82%
Medicaid	88.07%	83.18%	85.79%	79.98%
CHP	92.28%	85.59%	87.74%	83.25%
CC - Negative	88.83%	81.31%	86.34%	80.44%
CC - Positive	89.99%	86.11%	86.32%	81.76%
United Overall	88.26%	75.30%	85.82%	70.48%

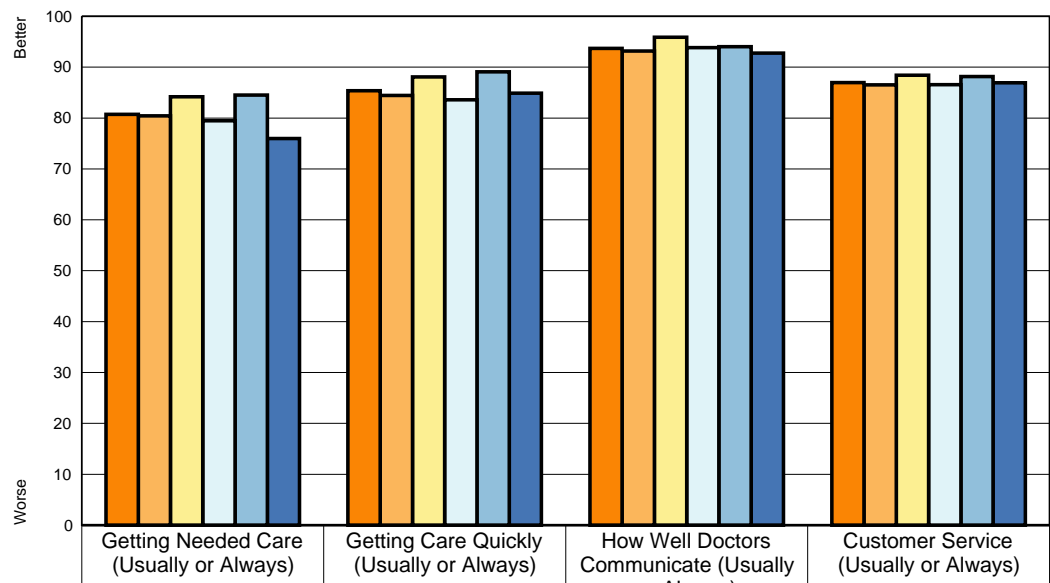
↑/↓ Statistically significantly better/worse than MMC/CHP Statewide.

Summary of Standard Composites

A composite score is calculated for each of four domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service. Composite achievement scores indicate the proportion of parents/caregivers who reported a positive experience within a given domain. Responses of "Usually" or "Always" indicate achievement for all composite measures.

Results are presented for MMC/CHP Statewide, Payer status (Medicaid and CHP), Chronic Condition status (CC-Negative and CC-Positive), and the health plan. Plan results are compared to the MMC/CHP Statewide achievement scores and a significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar. Payer status and Chronic Condition status are presented for additional information, but are not compared to the MMC/CHP Statewide achievement scores.

Standard Composites



MMC/CHP Statewide	80.71%	85.36%	93.70%	86.95%
Medicaid	80.43%	84.45%	93.16%	86.54%
CHP	84.18%	88.08%	95.88%	88.40%
CC - Negative	79.46%	83.58%	93.83%	86.57%
CC - Positive	84.52%	89.10%	94.04%	88.15%
United Overall	75.98%	84.90%	92.78%	86.94%

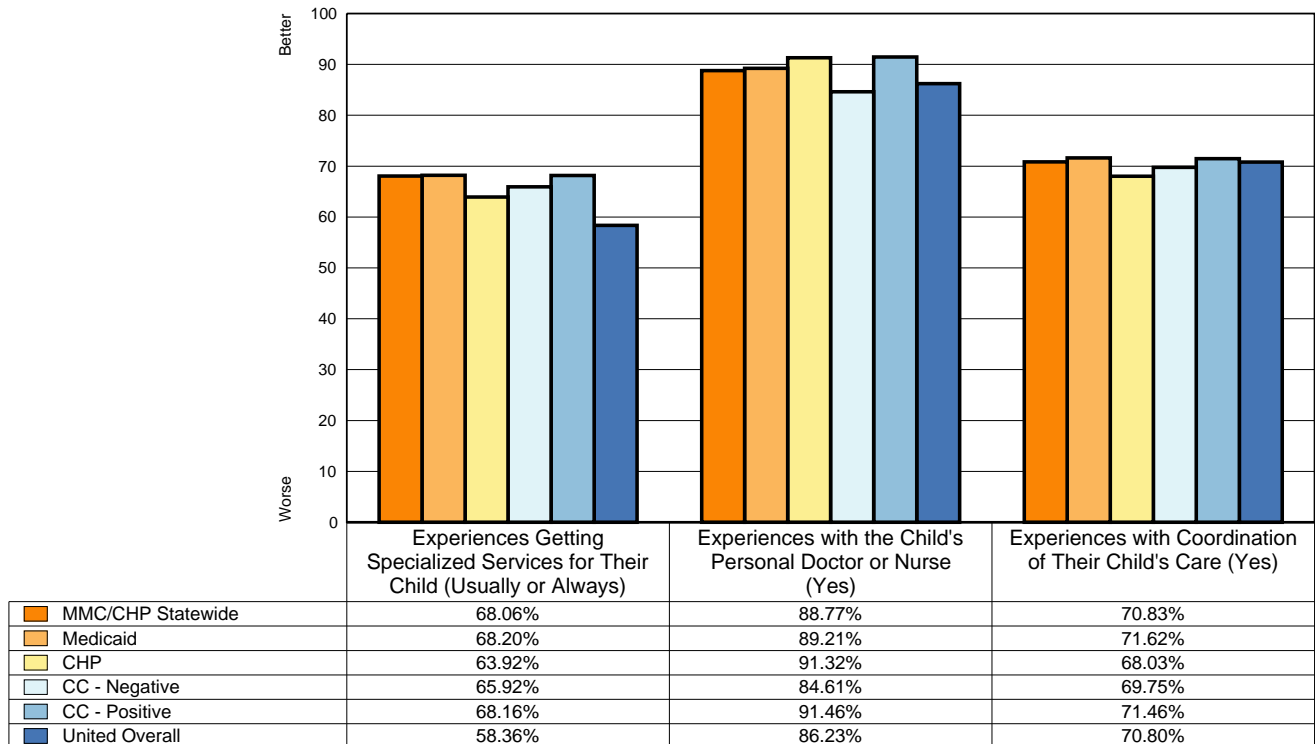
↑↓ Statistically significantly better/worse than MMC/CHP Statewide.

Summary of CCC Composites

The table below presents the results for the CCC composites. The Access to Specialized Services composite reflects response options of "Usually" or "Always" in the achievement score. The Family-Centered Care and Coordination of Care composites use 'Yes' as the achievement score. The composite score is calculated using the same calculation that is used for the standard CAHPS composites. Results are presented for Statewide, Payer status (Medicaid and CHP), Chronic Condition status (CC-Negative and CC-Positive), and the plan. Plan results are compared to the MMC/CHP Statewide achievement scores and a significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar. Payer status and Chronic Condition status are presented for additional information, but are not compared to the MMC/CHP Statewide achievement scores.

CC-Negative and CC-Positive scores represent a split of all respondents by the child member's chronic condition status. Chronic condition status is determined by the parent's/caretaker's answers to screening questions. The member is considered positive for a chronic condition if the responses to one or more of five screening sets indicates a chronic condition.

CCC Composites



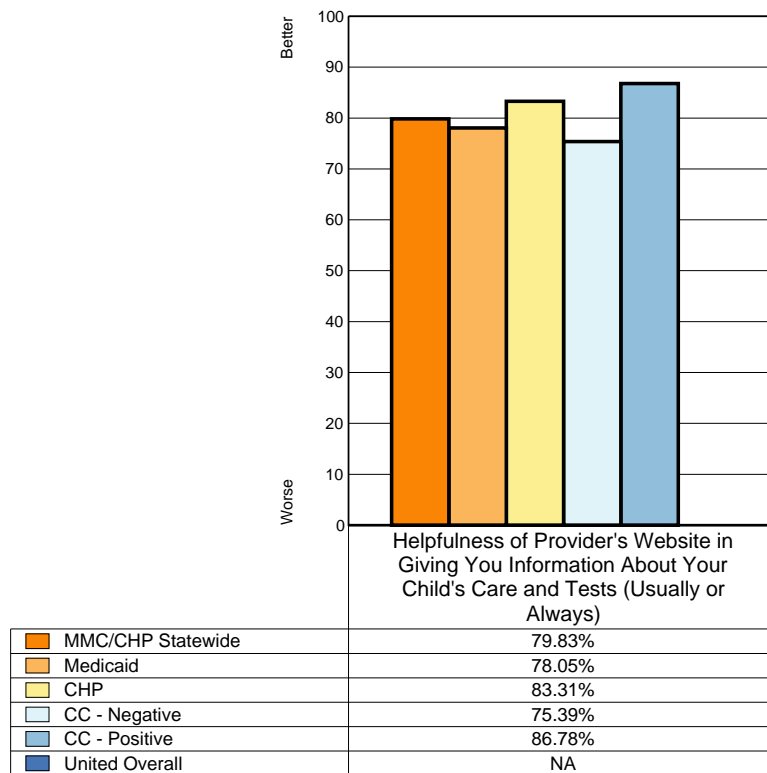
↑/↓ Statistically significantly better/worse than MMC/CHP Statewide.

Summary of Supplemental Item Composite

The table below presents the results for the Helpfulness of Provider's Website in Giving You Information About Your Child's Care and Tests composite. This composite is from the CAHPS® Health Information Technology Item Set. The Helpfulness of Provider's Website in Giving You Information About Your Child's Care and Tests composite reflects response options of "Usually" or "Always" in the achievement score.

Results are presented for MMC/CHP Statewide, Payer status (Medicaid and CHP), Chronic Condition status (CC-Negative and CC-Positive), and the health plan. Plan results are compared to the MMC/CHP Statewide achievement scores and a significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar. Payer status and Chronic Condition status are presented for additional information, but are not compared to the MMC/CHP Statewide achievement scores.

Supplemental Composite



NA Results suppressed for fewer than 30 cases.
 ↑↓ Statistically significantly better/worse than MMC/CHP Statewide.

Key Measure Summary

Plans	Getting Needed Care (Usually or Always)	Getting Care Quickly (Usually or Always)	How Well Doctors Communicate (Usually or Always)	Customer Service (Usually or Always)	Rating of child's personal doctor	Rating of specialist child talked to most often	Rating of all child's health care	Rating of child's health plan
MMC/CHP Statewide	81	85	94	87	89	84	86	81
Medicaid	80	84	93	87	88	83	86	80
CHP	84	88	96	88	92	86	88	83
CC-Negative	79	84	94	87	89	81	86	80
CC-Positive	85	89	94	88	90	86	86	82
CDPHP	92 ▲	89	98 ▲	85	93 ▲	84	94 ▲	86 ▲
Excellus BlueCross BlueShield	83	88	96	81	91	81	84	81
Fidelis Care New York, Inc.	85	89 ▲	95	89	87	82	85	82
Highmark Western and Northeastern New York, Inc.	89 ▲	89	96 ▲	93 ▲	87	77	87	80
Anthem BlueCross and BlueShield HP	80	86	89 ▼	83	86	90	82	74 ▼
Healthfirst PHSP, Inc.	77	83	92	85	89	81	85	82
HIP (EmblemHealth)	84	81	94	95 ▲	91	84	86	82
Independent Health	86	89	94	94 ▲	90	83	87	86 ▲
MetroPlus Health Plan	63 ▼	78 ▼	90 ▼	84	87	NA	93 ▲	81
MVP Health Care	77	84	95	85	88	91	84	85
Molina Healthcare	76	82	93	83	90	86	82	81
UnitedHealthcare Community Plan	76	85	93	87	88	75	86	70 ▼

▲▼ Statistically significantly better/worse than MMC/CHP Statewide.

NA Results suppressed for fewer than 30 cases.

Key Measure Summary - CCC Composites

Plans	All Children			Children with CCC Positive		
	Experiences Getting Specialized Services for Their Child (Usually or Always)	Experiences with the Child's Personal Doctor or Nurse (Yes)	Experiences with Coordination of Their Child's Care (Yes)	Experiences Getting Specialized Services for Their Child (Usually or Always)	Experiences with the Child's Personal Doctor or Nurse (Yes)	Experiences with Coordination of Their Child's Care (Yes)
MMC/CHP Statewide	68	89	71	67	91	71
Medicaid	68	89	72	67	91	71
CHP	64	91	68	64	90	70
CDPHP	69	94 ▲	74	70	94	76
Excellus BlueCross BlueShield	74	93	78 ▲	68	94	78
Fidelis Care New York, Inc.	74	88	75	69	93	77
Highmark Western and Northeastern New York, Inc.	76	89	67	77	90	68
Anthem BlueCross and BlueShield HP	57	87	66	NA	88	NA
Healthfirst PHSP, Inc.	71	96 ▲	73	NA	NA	NA
HIP (EmblemHealth)	55	87	71	NA	86	NA
Independent Health	88 ▲	90	68	86 ▲	89	64
MetroPlus Health Plan	NA	71	63	NA	NA	NA
MVP Health Care	64	91	68	59	91	68
Molina Healthcare	69	93	76	NA	95	NA
UnitedHealthcare Community Plan	58	86	71	NA	90	NA

▲▼ Statistically significantly better/worse than MMC/CHP Statewide.

NA Results suppressed for fewer than 30 cases.

Child Member Sample Profile

Child Age (years)	MMC/CHP Statewide	Medicaid	CHP	United
Less than one year	1.6%	1.9%	0.7%	1.5%
1 to 2 years	9.7%	11.1%	5.1%	5.9%
3 to 4 years	9.6%	8.9%	11.7%	6.9%
5 to 7 years	14.4%	14.1%	15.4%	16.7%
8 to 10 years	17.7%	17.6%	17.8%	18.2%
11 to 13 years	18.4%	18.3%	18.7%	19.2%
14 and older	28.7%	28.1%	30.5%	31.5%

Child Gender	MMC/CHP Statewide	Medicaid	CHP	United
Male	51.8%	51.2%	53.6%	49.8%
Female	47.9%	48.6%	45.9%	50.2%
Genderqueer, Gender Non-Binary, Transgender, or Other	0.3%	0.2%	0.5%	0.0%

Child Hispanic or Latino	MMC/CHP Statewide	Medicaid	CHP	United
Yes, Hispanic or Latino	29.4%	29.8%	28.1%	15.8%
No, Not Hispanic or Latino	70.6%	70.2%	71.9%	84.2%

Rating of Child's Overall Health	MMC/CHP Statewide	Medicaid	CHP	United
Excellent	43.8%	43.4%	45.1%	43.8%
Very good	35.2%	34.9%	36.2%	37.8%
Good	17.7%	18.2%	16.1%	14.9%
Fair	2.8%	3.0%	2.2%	3.0%
Poor	0.5%	0.5%	0.3%	0.5%

Payer	MMC/CHP Statewide	Medicaid	CHP	United
Medicaid	75.4%	100.0%	0.0%	81.4%
CHP	24.6%	0.0%	100.0%	18.6%

Chronic Condition Status	MMC/CHP Statewide	Medicaid	CHP	United
Positive	26.5%	27.8%	22.6%	25.5%
Negative	73.5%	72.2%	77.4%	74.5%

Child Member Sample Profile

Child Race

Overall	MMC/CHP Statewide	Medicaid	CHP	United
White	52.9%	49.3%	62.9%	58.8%
Black or African-American	18.5%	21.1%	13.1%	13.1%
American Indian or Alaska Native	2.3%	2.4%	2.0%	1.0%
Asian / Native Hawaiian / Pacific Islander	15.0%	14.8%	15.1%	19.1%
Other	23.3%	24.4%	18.9%	21.1%

Asian Detail	MMC/CHP Statewide	Medicaid	CHP	United
Chinese	5.2%	5.1%	5.4%	12.1%
Japanese	0.4%	0.1%	1.4%	0.0%
Filipino	0.8%	0.5%	1.8%	0.5%
Korean	0.7%	0.6%	0.9%	0.5%
Vietnamese	0.6%	0.6%	0.4%	0.0%
Asian Indian	1.3%	1.3%	1.4%	1.0%
Laotian	0.1%	0.1%	0.2%	0.0%
Cambodian	0.0%	0.1%	0.0%	0.0%
Bangladeshi	1.9%	2.4%	0.4%	0.5%
Hmong	0.0%	0.0%	0.0%	0.0%
Indonesian	0.1%	0.1%	0.2%	0.0%
Malaysian	0.1%	0.1%	0.2%	0.0%
Pakistani	1.3%	1.6%	0.5%	2.5%
Sri Lankan	0.2%	0.2%	0.2%	0.0%
Taiwanese	0.1%	0.1%	0.4%	0.5%
Nepalese	0.7%	0.8%	0.7%	1.0%
Burmese	1.4%	1.3%	1.8%	1.0%
Thai	0.4%	0.3%	0.5%	0.0%

Native Hawaiian / Pacific Islander Detail	MMC/CHP Statewide	Medicaid	CHP	United
Hawaiian	0.2%	0.2%	0.2%	0.0%
Guamanian/Chamorro	0.0%	0.0%	0.0%	0.0%
Samoan	0.0%	0.0%	0.0%	0.0%
Fijian	0.1%	0.1%	0.0%	0.0%
Tongan	0.0%	0.0%	0.2%	0.0%

Sample Disposition

	MMC/CHP Statewide	Medicaid	CHP	United
First mailing - sent	21,000	16,825	4,175	1,750
First mailing - usable survey returned*	680	527	153	58
Second mailing - sent	19,275	15,412	3,863	1,589
Second mailing - usable survey returned*	559	428	131	50
Third mailing - sent	17,981	14,416	3,565	1,474
Third mailing - usable survey returned*	310	227	83	29
Web - usable surveys*	824	607	217	67
Total - usable surveys	2,373	1,789	584	204
Ineligible: According to population criteria‡‡	67	45	22	15
Ineligible: Language barrier†	0	0	0	0
Ineligible: Deceased†	0	0	0	0
Refusal/Returned survey blank	4	3	1	1
Incomplete survey - mail or web	9	7	2	3
Nonresponse - Unavailable by mail or web	16,639	13,380	3,259	1,364
Bad Address†	1,908	1,601	307	163
Response Rate	12.5%	11.8%	15.2%	13.0%

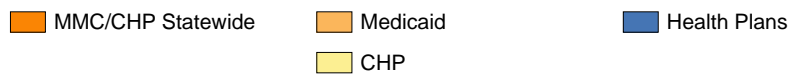
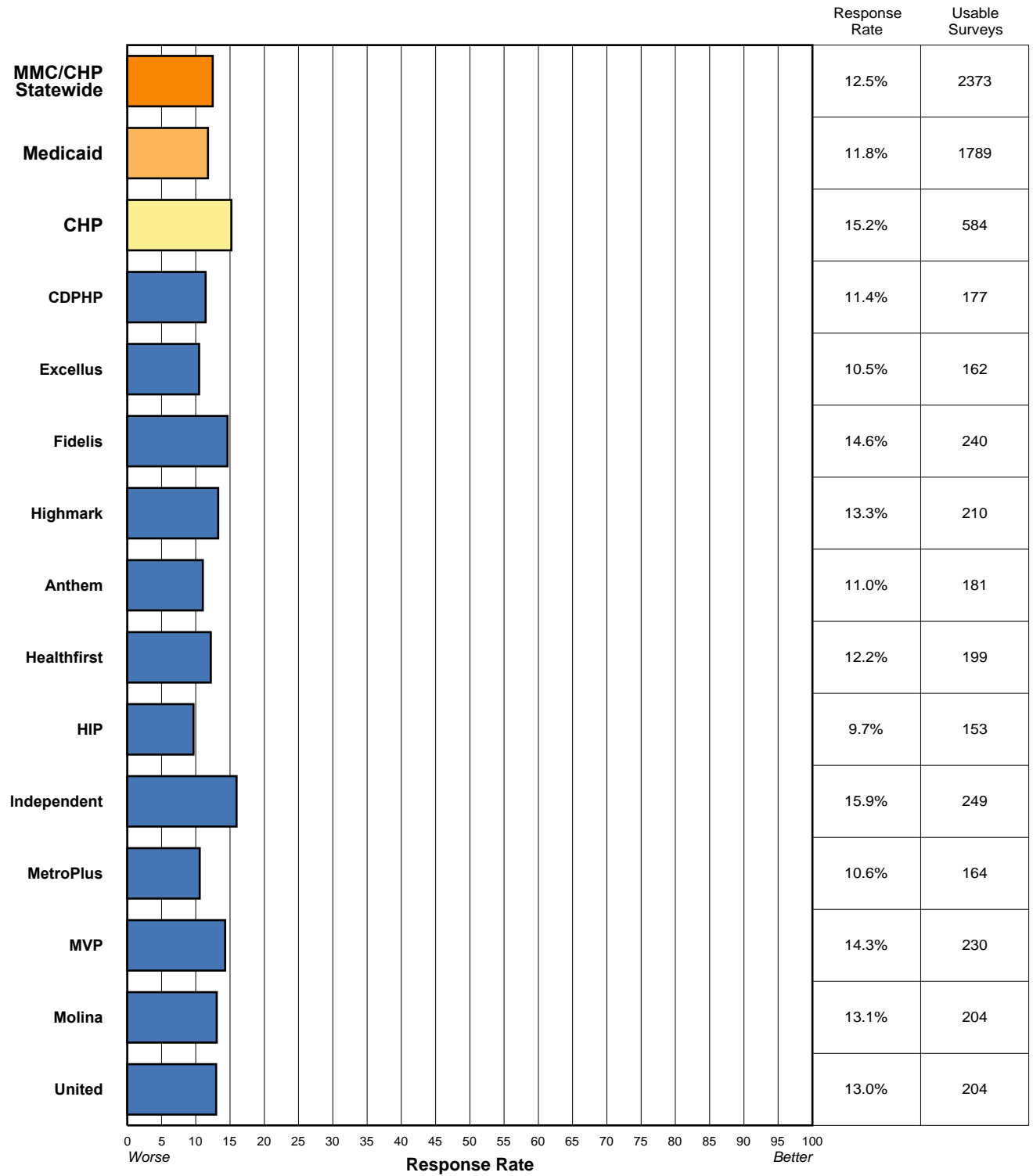
*Included in response rate numerator

†Excluded from response rate denominator

‡Population criteria: The designated respondent must be a member of the managed care plan.

Note: $Response\ Rate = Total\ Usable\ Surveys / Total\ Eligible\ Cases$

Response Rates



Trend Analysis - 2024 vs. 2022

The following analysis provides an in-depth comparison of 2024 results with 2022 results.

Question	United 2024 Score	United 2022 Score	Point Change	Composite/ Question Group
Q4. Child got 'urgent' care as soon as needed	91.7%	86.6%	+ 5.1	Getting Care Quickly
Q10. Easy to get the care, tests, or treatment your child needed	86.5%	83.9%	+ 2.7	Getting Needed Care
Q51. Rating of specialist child talked to most often	75.3%	72.8%	+ 2.4	Ratings
Q37. Child's personal doctor showed respect for what you had to say	97.7%	96.1%	+ 1.7	Communication
Q54. Customer service staff from child's health plan treated you with courtesy/respect	94.5%	92.9%	+ 1.6	Customer Service
Q6. Child got appointment for routine care as soon as needed	78.1%	76.6%	+ 1.6	Getting Care Quickly
Q9. Rating of all child's health care	85.8%	84.6%	+ 1.2	Ratings
Q39. Child's personal doctor explained things in a way that was easy for your child to understand	96.1%	95.2%	+ 0.9	Single Items
Q56. Forms from your child's health plan easy to fill out [NOTE: Response of 'Always' padded with Q55 = 'No', based on NCQA scoring guidelines.]	98.0%	97.3%	+ 0.7	Single Items
Q60. Someone from your child's health plan, doctor's office, or clinic helped you get your child's prescription medicines	67.4%	66.6%	+ 0.7	CCC Single Items
Q57. Rating of child's health plan	70.5%	70.8%	- 0.3	Ratings
Q44. Rating of child's personal doctor	88.3%	88.7%	- 0.5	Ratings
Q8. Had your questions answered by your child's doctors or other health providers	84.5%	85.5%	- 1.0	CCC Single Items
Q35. Child's personal doctor explained things in a way that was easy to understand	93.2%	94.6%	- 1.4	Communication
Q36. Child's personal doctor listened carefully to you	92.2%	95.1%	- 2.9	Communication
Q53. Customer service from child's health plan gave needed information or help	79.3%	83.1%	- 3.8	Customer Service
Q40. Child's personal doctor spent enough time with child	87.9%	92.2%	- 4.3	Communication
Q32. Child's health plan, doctor's office, or clinic helped coordinate child's care among different providers or services	44.9%	49.3%	- 4.4	Experiences with Coordination of Their Child's Care
Q41. Child's personal doctor talked with you about how your child is feeling, growing, or behaving	81.9%	90.9%	- 9.0 ▼	Experiences with the Child's Personal Doctor or Nurse
Q49. Child got an appointment with a specialist as soon as needed	65.4%	75.8%	- 10.4	Getting Needed Care

Better
▲
▼
Worse

▲ ▼ Statistically significantly higher/lower than 2022 score.

Methodology

Children who were 17 years or younger as of July 31, 2024, currently enrolled in a New York State Medicaid or CHP managed care plan and enrolled for five out of the six months in the period from January through June 30, 2024, were eligible for random selection for the survey. Respondents were parents or caretakers of selected children. The survey was administered over a thirteen-week period using a mixed-mode (mail and web) five-wave protocol. The protocol consisted of a first questionnaire packet and first reminder postcard to the parent/caretaker of all selected child members, followed by a second questionnaire packet and second postcard to non-responders of the first mailing, and a third questionnaire packet to non-responders of both prior mailings. Each cover letter included a member-specific link and a QR code with password for respondents who preferred to complete the survey online.

Survey Milestones

1. 1st questionnaire packets mailed: October 31, 2024
2. 1st reminder postcards mailed: November 08, 2024
3. 2nd questionnaire packets mailed: November 27, 2024
4. 2nd reminder postcards mailed: December 06, 2024
5. 3rd questionnaire packets mailed: December 23, 2024
6. Mail and web field closed: January 22, 2025

Sampling Frame

A stratified random sample of 1,750 children ages 0 to 17 was drawn for each health plan. No populations were oversampled for this survey. To be eligible, children had to be current members who were continuously enrolled in the New York State Medicaid or CHP managed care plans for at least five out of the last six months as of July 2024.

Questionnaire

The instrument selected for the survey, the CAHPS® CCC questionnaire, was developed and tested nationally for use in assessing the performance of health plans. The majority of questions addressed domains of child members' experience such as getting care quickly, doctor communication, overall satisfaction with health care, and health plan. The CCC component of the questionnaire is a supplement to the CAHPS® Child Medicaid core questionnaire which allows health plans to identify children with chronic conditions and evaluate their experience of care. The CCC supplemental items focus on components of care essential for the successful treatment, management, and support of children with chronic conditions. The questionnaire was further expanded to include 5 items from the CAHPS® Health Information Technology Item Set and an additional 6 supplemental questions of particular interest to the Department. Rounding out the questionnaire was a set of questions collecting demographic data. In total, the questionnaire consisted of 87 questions. A copy of the modified CAHPS® CCC questionnaire can be found in Appendix A.

Selection of Cases for Analysis

Questionnaires were considered complete if respondents did not say "No" to Question 1 (Our records show that your child is now in [HEALTH PLAN NAME]. Is that right?) and if they provided a valid response to at least three of the five following questions: Q3, Q33, Q48, Q52, and Q57. Complete interviews were obtained from 204 parents/caretakers of UnitedHealthcare Community Plan members, and the response rate was 13.0%.

Definition of Achievement Scores

Parent/caretaker responses to questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. Since achievement scores for questions represent the proportion of parent/caretaker respondents who indicate a positive experience, the lower the achievement score, the greater the need for improvement. See the *Responses by Question* section for assignment of achievement responses for each question.

In general, somewhat positive responses are included with positive responses as achievements. For example, a response of "Usually" or "Always" to the question "How often did you get an appointment for health care at a doctor's office or clinic as soon as your child needed?" is considered an achievement, as are responses of "8", "9", or "10" to rating questions.

Composites

Four standard composite scores summarize responses in key areas: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service. The achievement score for the composite is the average of the achievement scores for the individual items comprising a composite. Following is a list of the questions that comprise each composite:

Getting Needed Care

- Q49. Child got an appointment with a specialist as soon as needed
- Q10. Easy to get the care, tests, or treatment your child needed

Getting Care Quickly

- Q4. Child got 'urgent' care as soon as needed
- Q6. Child got appointment for routine care as soon as needed

How Well Doctors Communicate

- Q35. Child's personal doctor explained things in a way that was easy to understand
- Q36. Child's personal doctor listened carefully to you
- Q37. Child's personal doctor showed respect for what you had to say
- Q40. Child's personal doctor spent enough time with child

Customer Service

- Q53. Customer service from child's health plan gave needed information or help
- Q54. Customer service staff from child's health plan treated you with courtesy/respect

There are three CCC composite scores summarizing responses in areas related to caring for children with chronic conditions: Access to Specialized Services, Family-Centered Care: Personal Doctor Who Knows Child, and Coordination of Care for Children with Chronic Conditions. The achievement score for the composite is the average of the achievement scores for the individual items comprising a composite. Following is a list of the questions that comprise each CCC composite:

Experiences Getting Specialized Services for Their Child

- Q22. Easy to get special medical equipment or devices for child
- Q25. Easy to get special therapy (physical, occupational, or speech) for child
- Q28. Easy to get treatment or counseling (emotional, developmental, or behavioral) for child

Experiences with the Child's Personal Doctor or Nurse

- Q41. Child's personal doctor talked with you about how your child is feeling, growing, or behaving
- Q46. Child's personal doctor understands how child's conditions affect your child's day-to-day life
- Q47. Child's personal doctor understands how child's conditions affect your family's day-to-day life

Experiences with Coordination of Their Child's Care

- Q13. Child's doctors or other health providers gave help needed in contacting your child's school or daycare
- Q32. Child's health plan, doctor's office, or clinic helped coordinate child's care among different providers or services

There is also a supplemental composite score summarizing the responses in an area related to Health Information Technology: Helpfulness of Provider's Website in Giving You Information About Your Child's Care and Tests. The achievement score for the composite is the average of the achievement scores for the individual items comprising a composite. Following is a list of the questions that comprise the supplemental composite:

Helpfulness of Provider's Website in Giving You Information About Your Child's Care and Tests

- Q17. Blood tests, x-rays, or other test results were easy to find on website
- Q18. Blood tests, x-rays, or other test results were put on website as soon as needed
- Q19. Blood tests, x-rays, or other test results were presented in a way that was easy to understand
- Q20. Visit notes were easy to understand

Correlation to Satisfaction

To understand the relationship between performance and satisfaction in particular areas of parent/caretaker experience, correlations are computed between responses to the performance-related items and each of the ratings questions. The specific correlation computed is Pearson's Correlation Coefficient, which takes on values between -1 to 1. Correlation scores are presented in the *Correlation Analysis* section.

Comparisons: Current Year and Trending

Two types of comparisons are presented. Current year comparisons are found in the *Executive Summary* and *Graphs* sections. In the *Executive Summary* section, Payer status (Medicaid and CHP) and Chronic Condition status (CC-Negative and CC-Positive) for the Rating Items and Composite Items are presented for additional information, but are not compared to the MMC/CHP Statewide achievement scores. In the *Graphs* section, plan-level results for each performance measure are compared to the MMC/CHP Statewide achievement score with statistical testing. Again, Payer status and Chronic Condition status are presented for additional information, but are not compared to the MMC/CHP Statewide achievement scores.

Comparisons across time are the focus of the *Trend Analysis* section: all performance-related items in the questionnaire that were trendable were listed in descending order of point change for UnitedHealthcare Community Plan results. The *Trend Analysis* section displays plan-level results for the ten items at the top of the list and the ten items at the bottom with the corresponding 2022 and 2024 scores as well as significance testing results. In addition, the *Responses by Question* section presents achievement score point change and significance testing results for each performance item.

Statistical Testing

Statistically significant differences between scores were determined using t-tests. A significance level of .05 or less was considered statistically significant and "▲" or "▼" is placed at the top of the appropriate bar or next to the appropriate achievement score.

Case-Mix Analysis

The results presented in this report are case-mix adjusted to control for differences in the member population across Medicaid or CHP managed care plans. The results for 2024 are case-mix adjusted for child age (Q77), child member health status (Q61), and parent/caretaker education (Q83). Case-mix adjustment is applied to mitigate the effect of differences in individual plan's member population. The variables chosen for case-mix adjustment are beyond the control of the Medicaid or CHP managed care plan and have been shown to affect plan and health care ratings. For example, individuals with higher levels of education generally rate lower for satisfaction.

Using this Report

Understanding Achievement Scores

Parent/caretaker responses to questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as positive. For example, a response of "Usually" or "Always" to the question "How often did you get an appointment for health care at a doctor's office or clinic as soon as your child needed?" is considered a positive response, and the achievement score for this question is equal to the proportion of respondents who answered the question with "Usually" or "Always". Because achievement scores for questions are computed as the proportion of parents/caretakers who indicate a positive experience, the lower the achievement score, the greater the need to improve.

Achievement scores are computed and reported for all pertinent questions. In addition, composite scores are built from groups of questions that make up broad domains of members' experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, Access to Specialized Services, Family-Centered Care: Personal Doctor Who Knows Child, Coordination of Care for Children with Chronic Conditions, and Helpfulness of Provider's Website in Giving You Information About Your Child's Care and Tests.

Throughout this report, health plan scores are reported alongside five reporting entities made up of respondents across all health plans. Statewide scores include all respondents to the survey. Medicaid and CHP scores represent a split of all respondents by Payer status. CC-Negative and CC-Positive scores represent a split of all respondents by the child member's chronic condition status.

Achievement scores based on fewer than 30 observations are suppressed in this report and "NA" is substituted for the result. When relevant, a footnote is presented. Typically, too few responses to a questionnaire item is due to skip patterns in the instrument. Suppressing scores based on a small number of cases ensures that this report includes the most reliable information available.

Understanding the Sections of the Report

The CAHPS® CCC questionnaire results are presented here in a format that is optimized for use in practical decision-making. Specifically, these reports can:

1. Assist the Department and health plans in identifying strengths and weaknesses in quality of health care, access, and services, and
2. Provide the Department and health plans with a way to assess where resources can best be allocated to improve experiences.

The remainder of the report is broken into three major sections that are briefly described here to help you make the best use of the report and the information it contains.

Graphs/Results

This section contains a graphic presentation of MMC/CHP Statewide, Medicaid, CHP, Chronic Condition status, and plan-specific results for questions using the achievement scores. Statistical significance, the achievement score, and the number of respondents for each plan are displayed. This depicts plan-specific performance compared to various benchmarks or peers. The composites are directly followed by the individual questions that are combined to create the composite measures.

Correlation Analysis

The Correlation Analysis section is helpful in understanding how satisfaction in various questions relates to the four standard rating questions (personal doctor, specialist seen most often, all health care, and health

plan) for respondents. The charts show which questions are most strongly linked to the rating and the current achievement score. The information helps define what areas are related to satisfaction and how the group or plan performed in that area.

The correlation analyses are presented two ways. First, there are correlations of the top ten highly correlated composite questions to the four rating questions ranked by the highest correlation between the question and rating. This allows a visual picture of clustering of composites across ratings. Second, the analysis presents the proportion of responses in each response option for each composite question for each individual rating. This lets you see where there may be an opportunity for improvement. For example, if a question correlates highly and has higher proportions of "Usually" and "Sometimes", improving the processes may move respondents up to "Always" to improve not only that composite, but the other rating questions.

Responses by Question

This section provides a breakdown for each question with the number of members responding to the question and the distribution for each available response option. For each question that has responses determined to be positive or negative, there is a colored rectangle indicating achievement (green rectangle) or room for improvement (red rectangle). The rectangles are based on the response category and are not indicative of areas the plan needs to improve necessarily. For example, "Always" and "Usually" are achievement and "Sometimes" and "Never" are room for improvement. Similarly on a rating question, "8", "9", or "10" are achievement and 0 through 7 are room for improvement. Questions without a colored rectangle indicate the question is not associated with this type of response determination. For example, asking whether a child needed a service in the past six months does not have an associated achievement score related to it. Achievement scores based on fewer than 30 observations are suppressed and "NA" is substituted for the result. This section provides additional information about volume of child members to help you prioritize areas to be addressed.

When applicable, each question is presented with the composite name, the achievement score, the correlation with rating of health plan value, and trend information. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted.

Graphs/Results

The Graphs/Results section contains a graphic presentation of MMC/CHP Statewide, Payer status (Medicaid and CHP), Chronic Condition status (CC-Negative and CC-Positive), and plan-specific results for each question using the achievement scores. Tests for statistical significance compare the plan-level scores to the MMC/CHP Statewide scores. Payer status and Chronic Condition status are presented for additional information, but are not compared to the MMC/CHP Statewide achievement scores. Rating results are followed by composites and the questions that make up each composite.

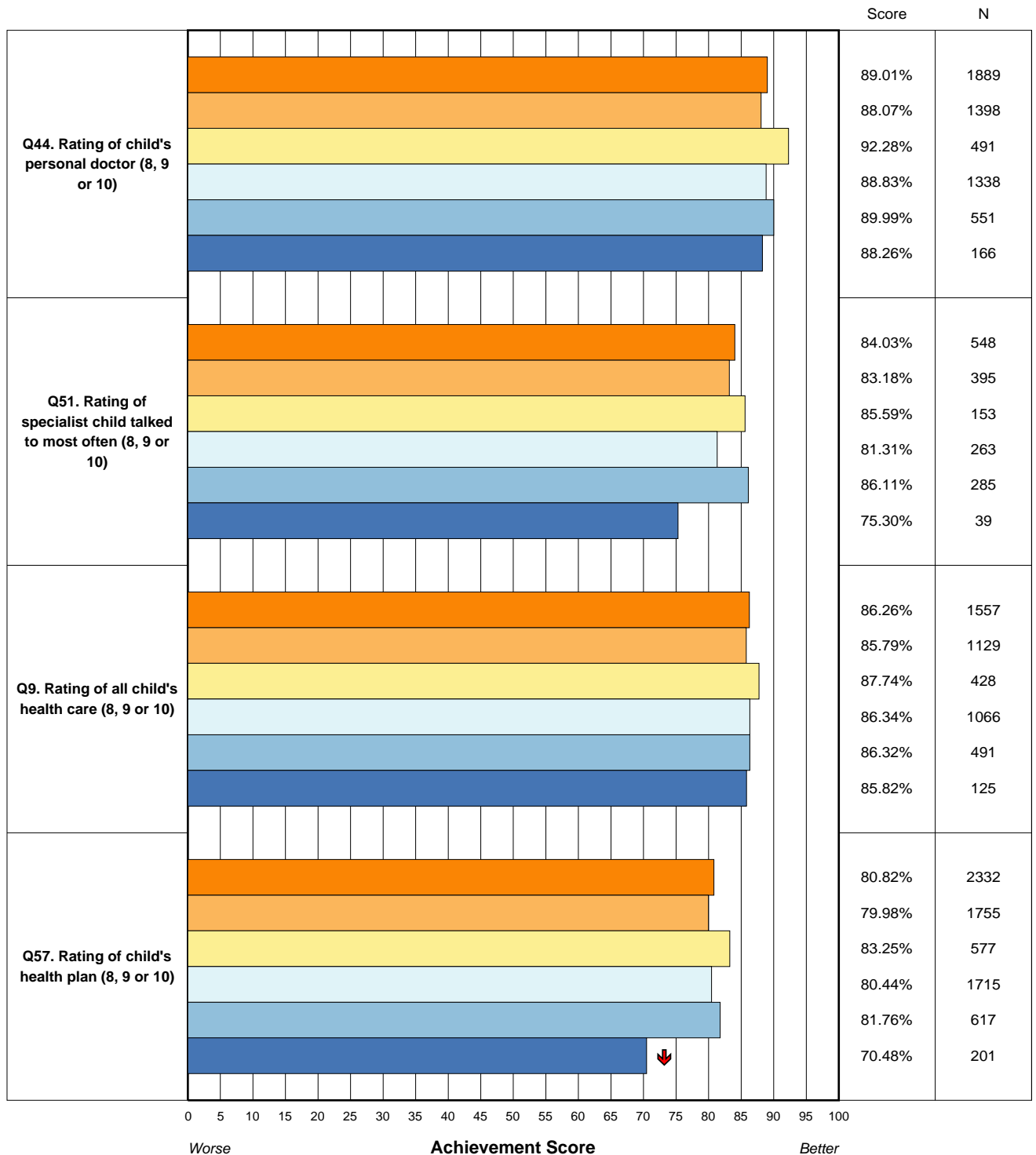
The CAHPS® CCC questionnaire uses a 0 to 10 rating for assessing overall experience with personal doctors, specialists, health care, and health plans. In the four ratings graphs, proportions of respondents assigning ratings of "8", "9", or "10" are reported as achievement scores.

Questions that relate to the same broad domain of performance are grouped together for the purpose of reporting. For example, the domain Getting Care Quickly includes questions about how soon appointments were scheduled. In the title of each graph the response option(s) considered an achievement is displayed. Graphs presenting the results of individual questions that make up the composite score follow the presentation of the composite results.

For full detail of response options for each question and which responses qualify as achievements, please refer to the Responses by Question section.

In this report, results based on fewer than 30 cases are suppressed and "NA" is substituted for the result. When relevant, a footnote is presented.

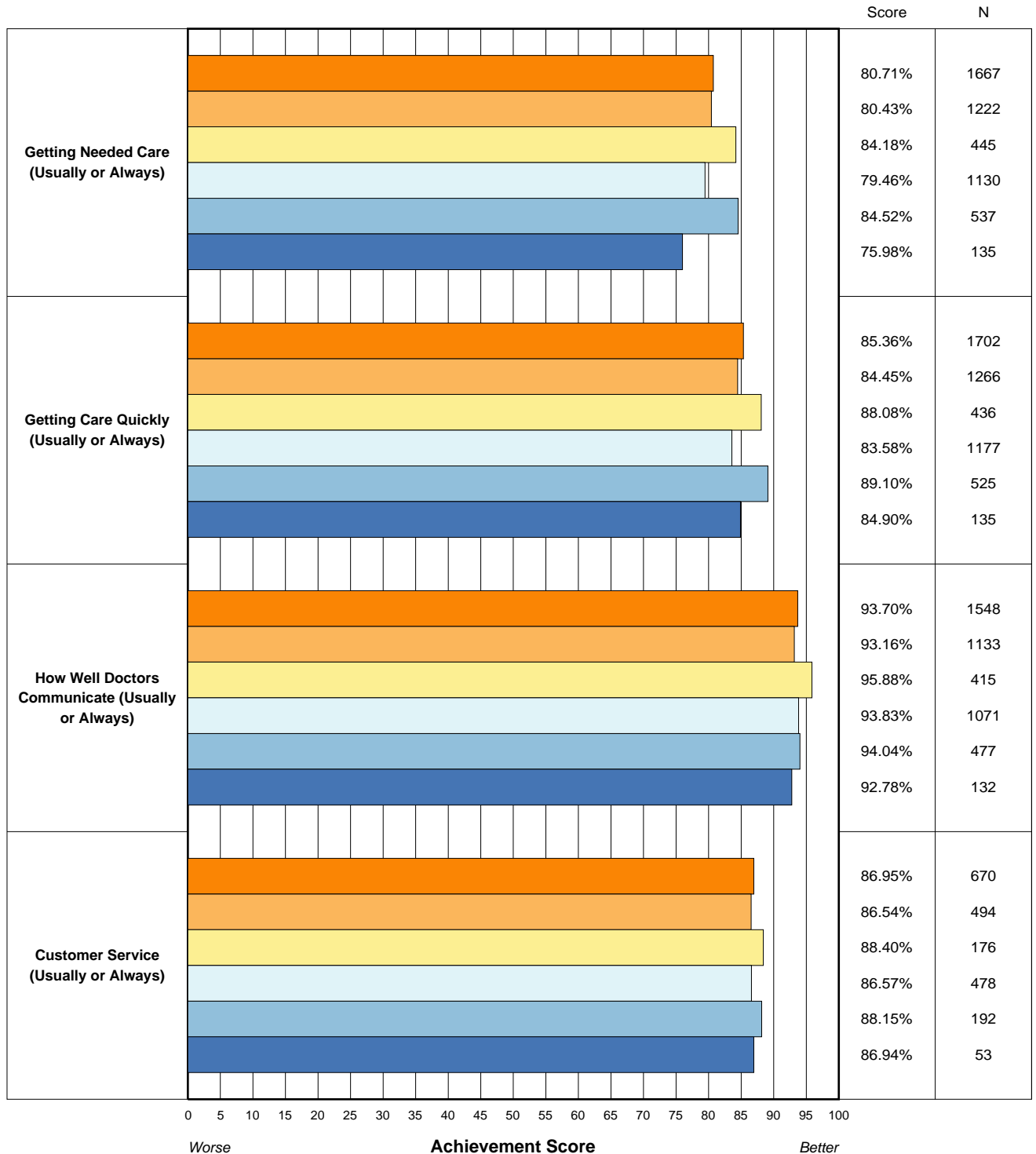
Standard Ratings



Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ United
■ CHP
 ■ CC - Positive

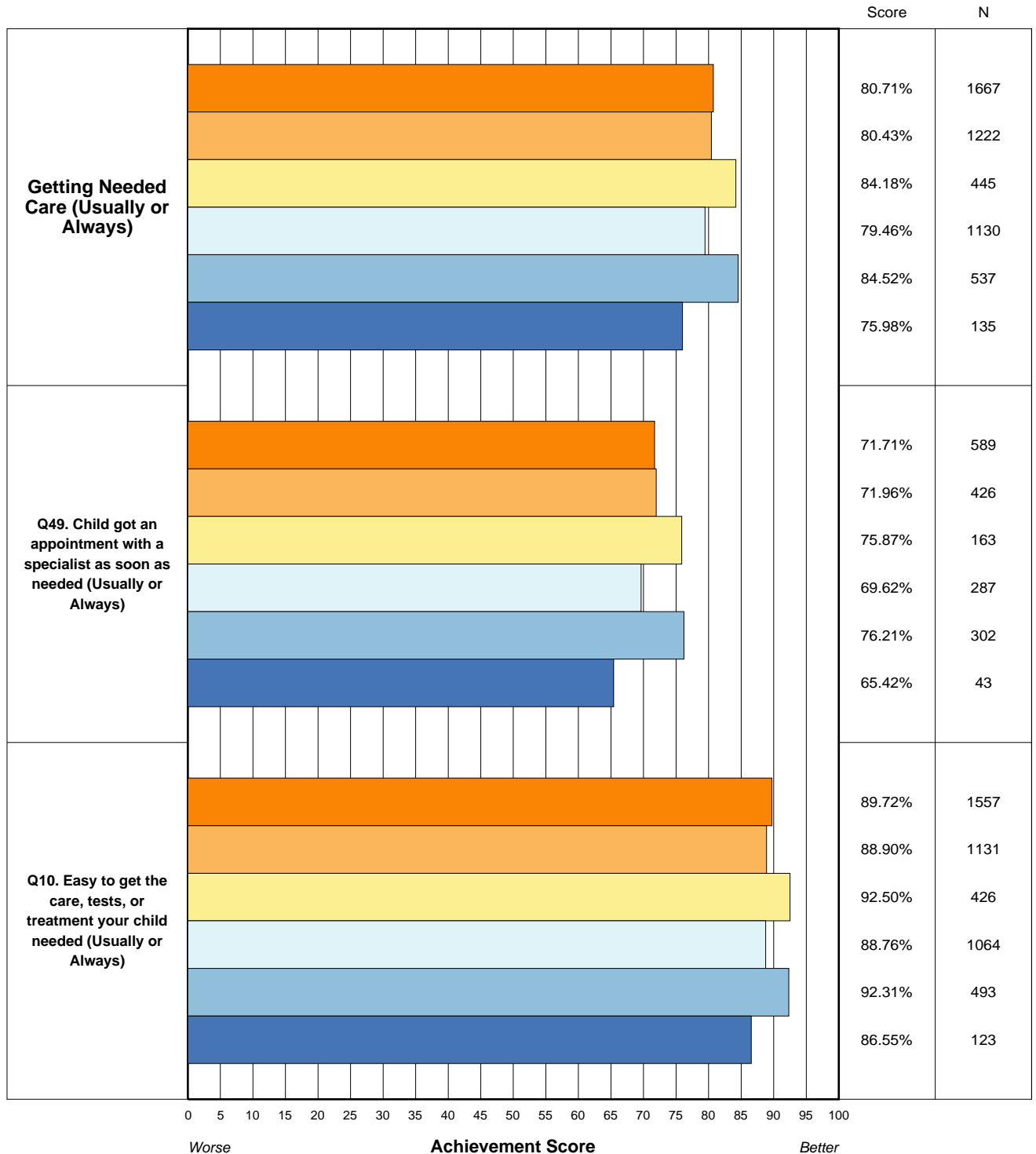
Standard Composites



Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ United
■ CHP
■ CC - Positive

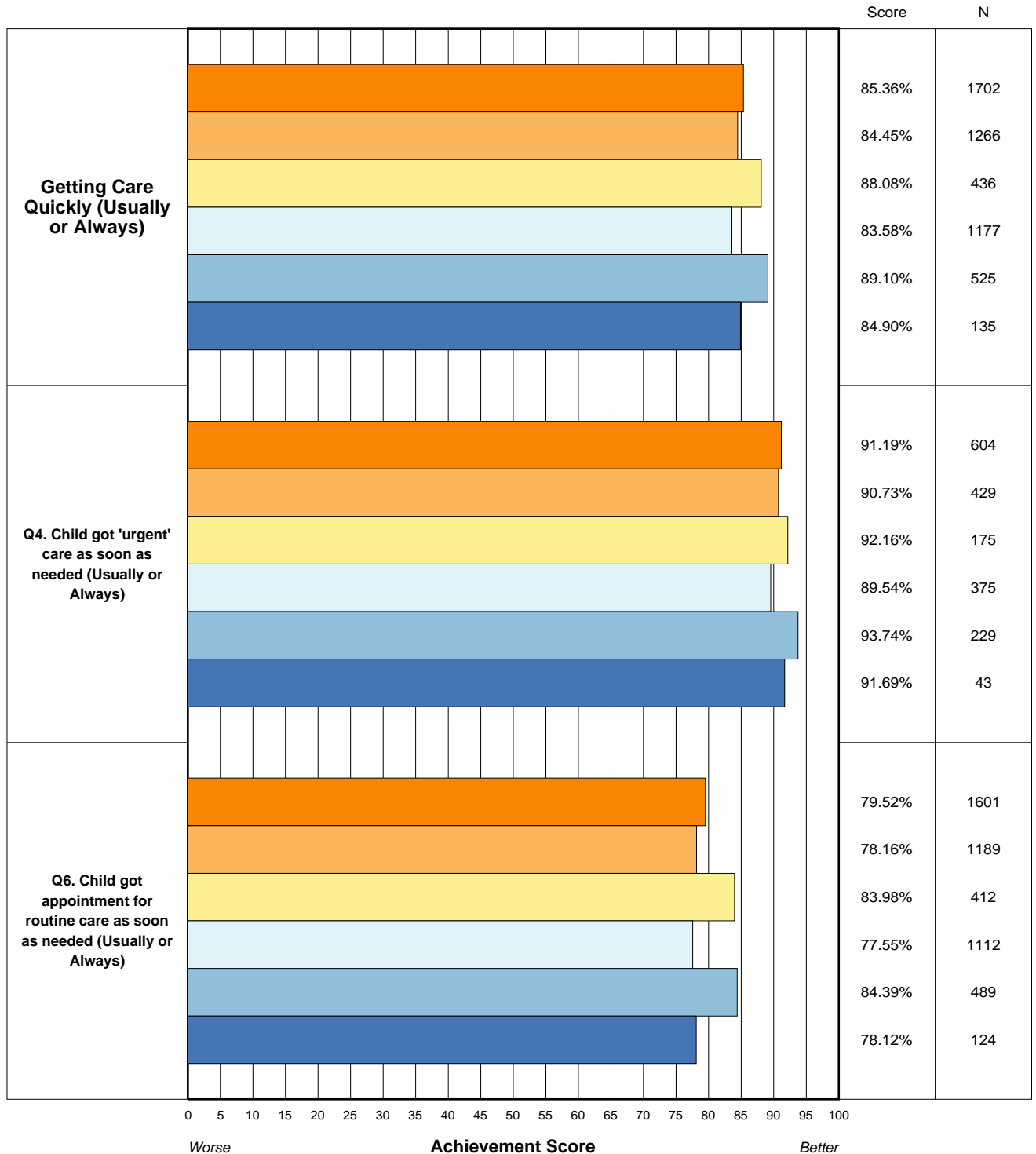
Getting Needed Care



Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ United
■ CHP
 ■ CC - Positive

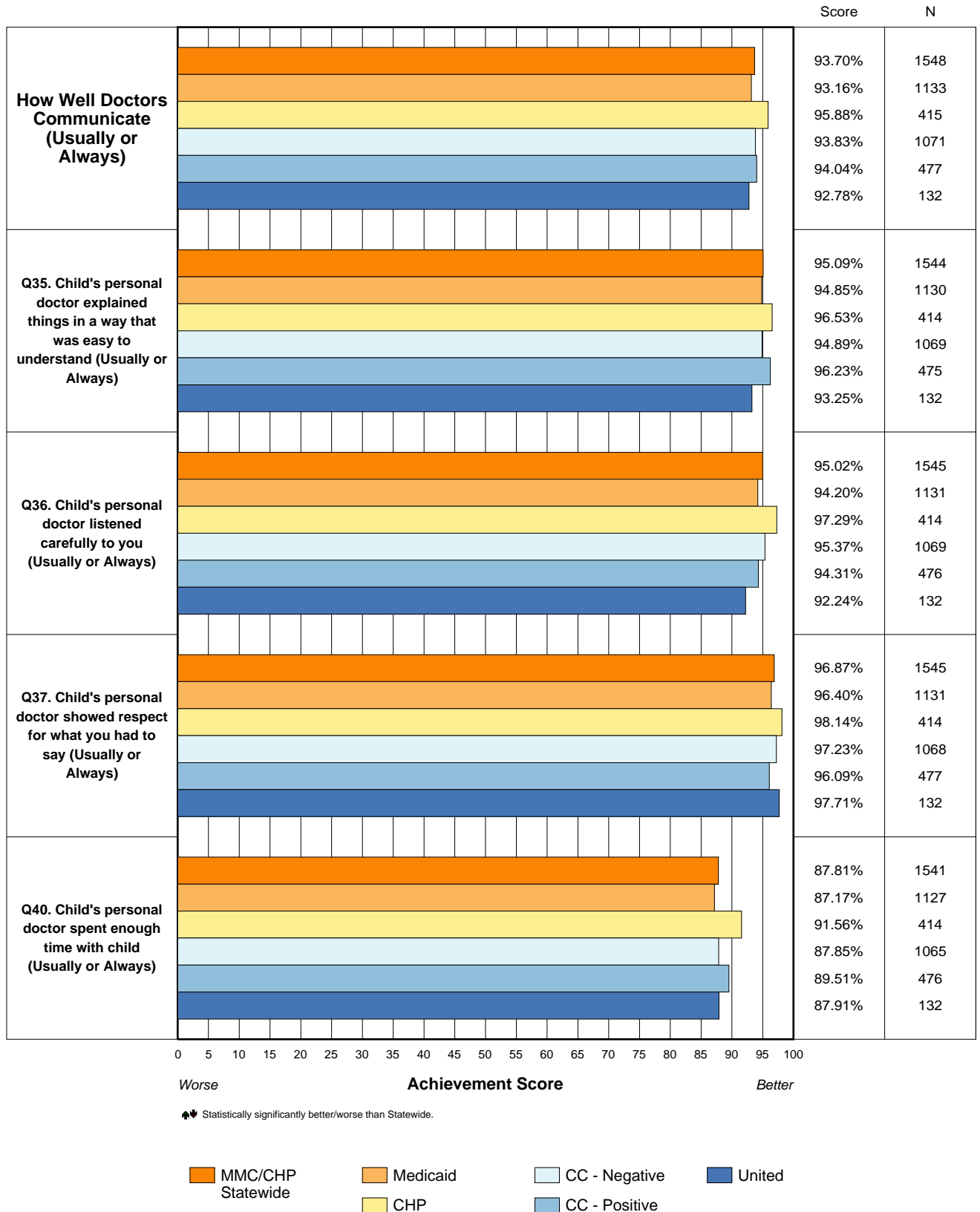
Getting Care Quickly



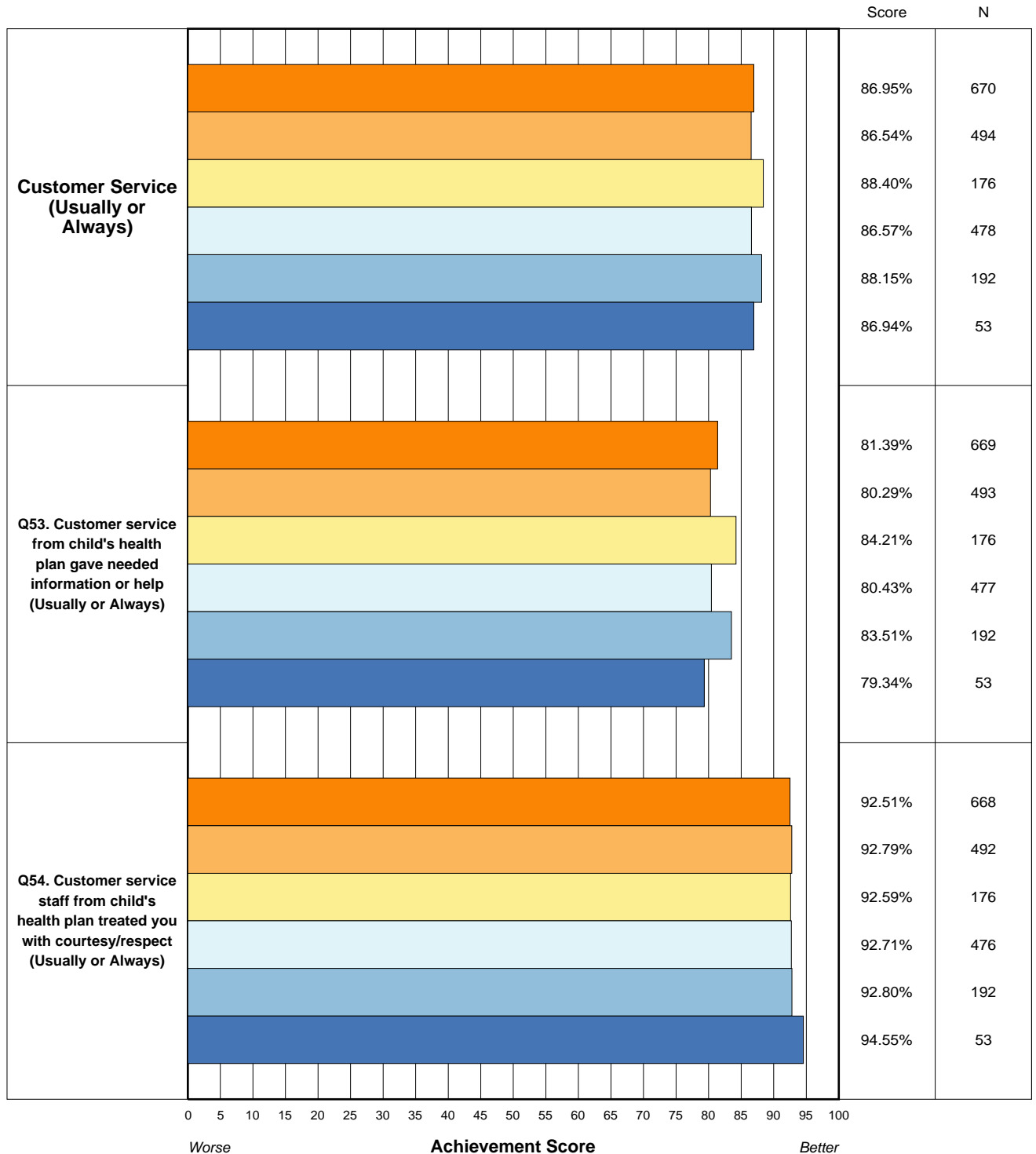
Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ United
■ CHP
 ■ CC - Positive

How Well Doctors Communicate



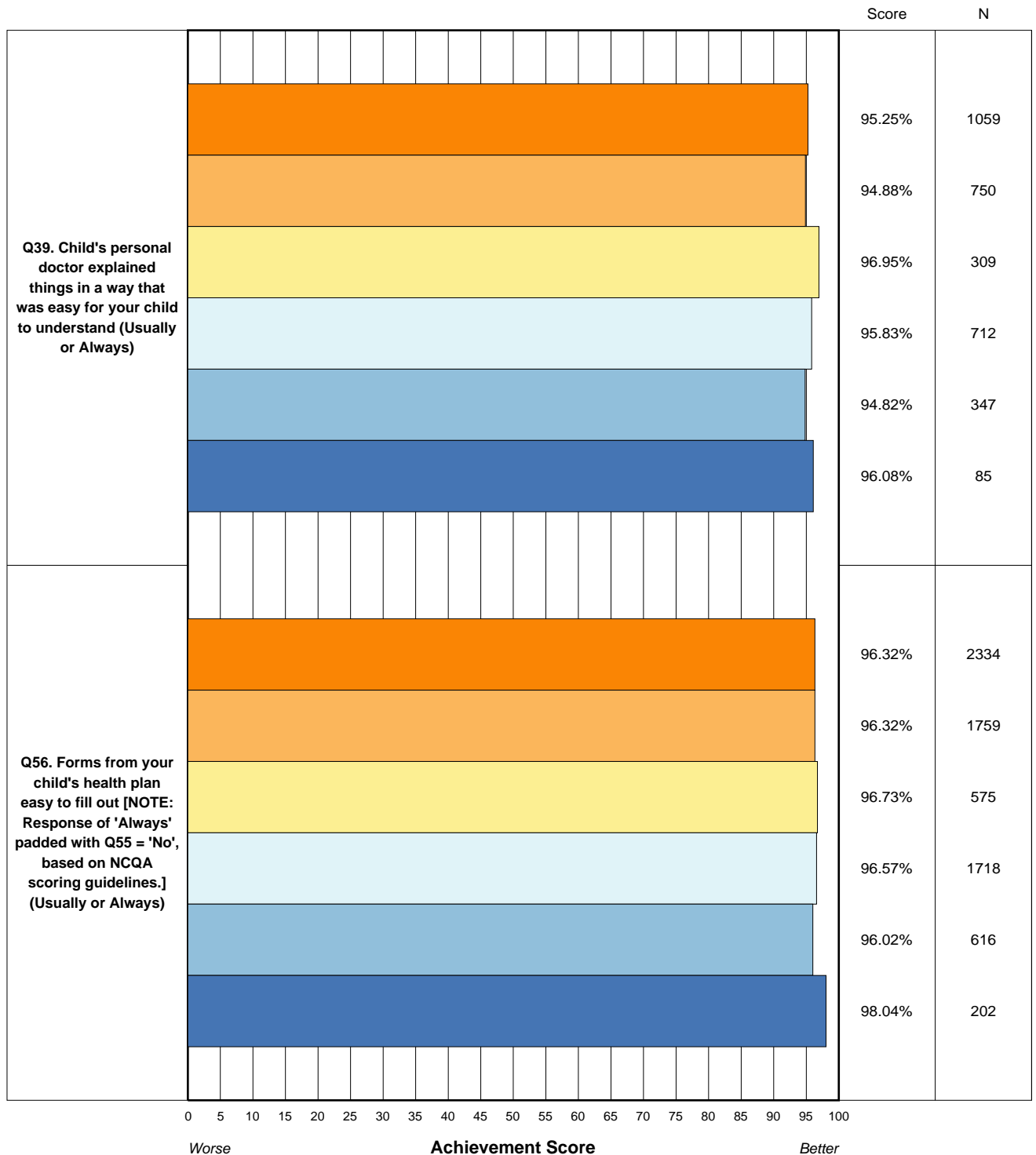
Customer Service



Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ United
■ CHP
 ■ CC - Positive

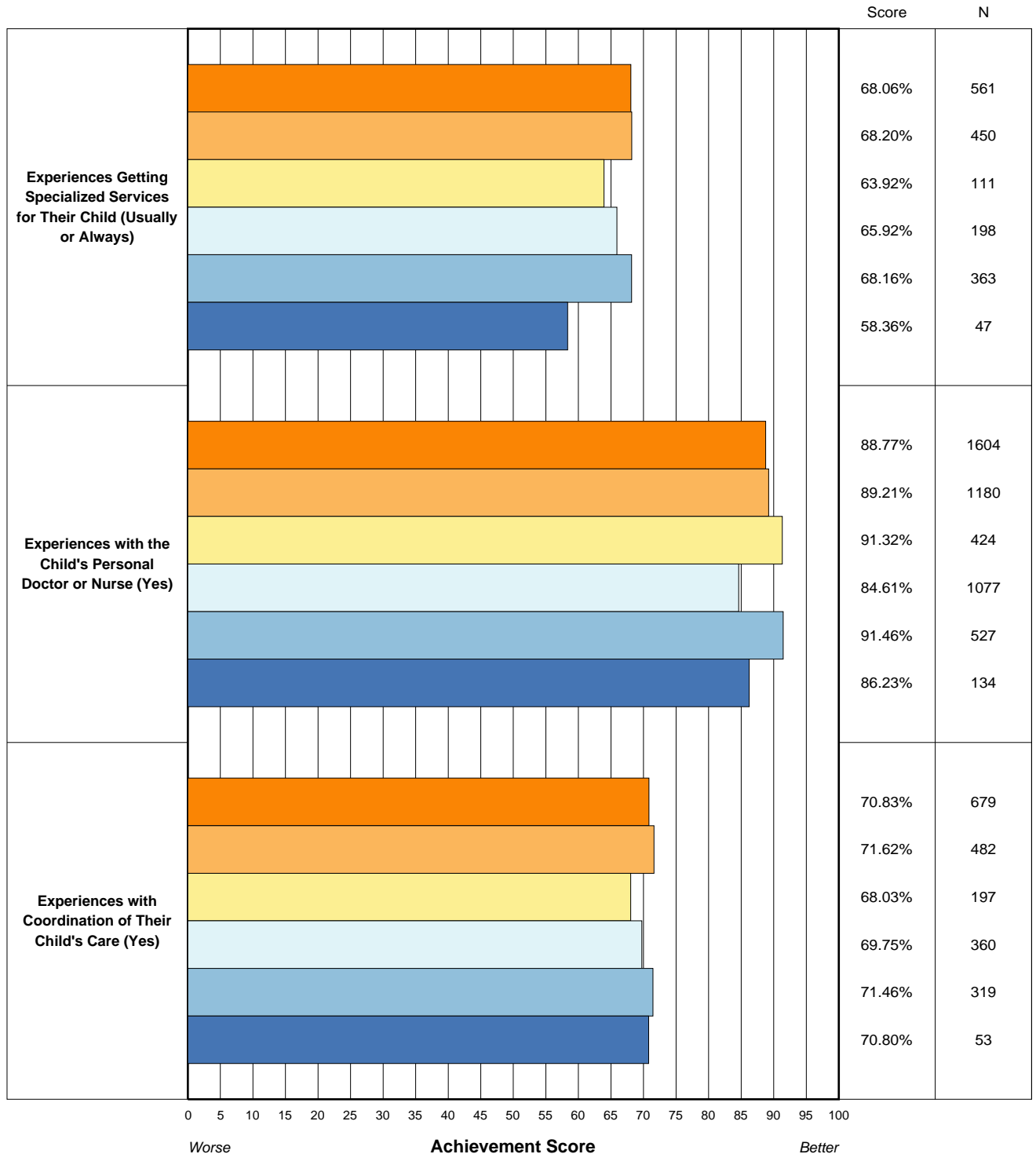
Single Items



Statistically significantly better/worse than Statewide.



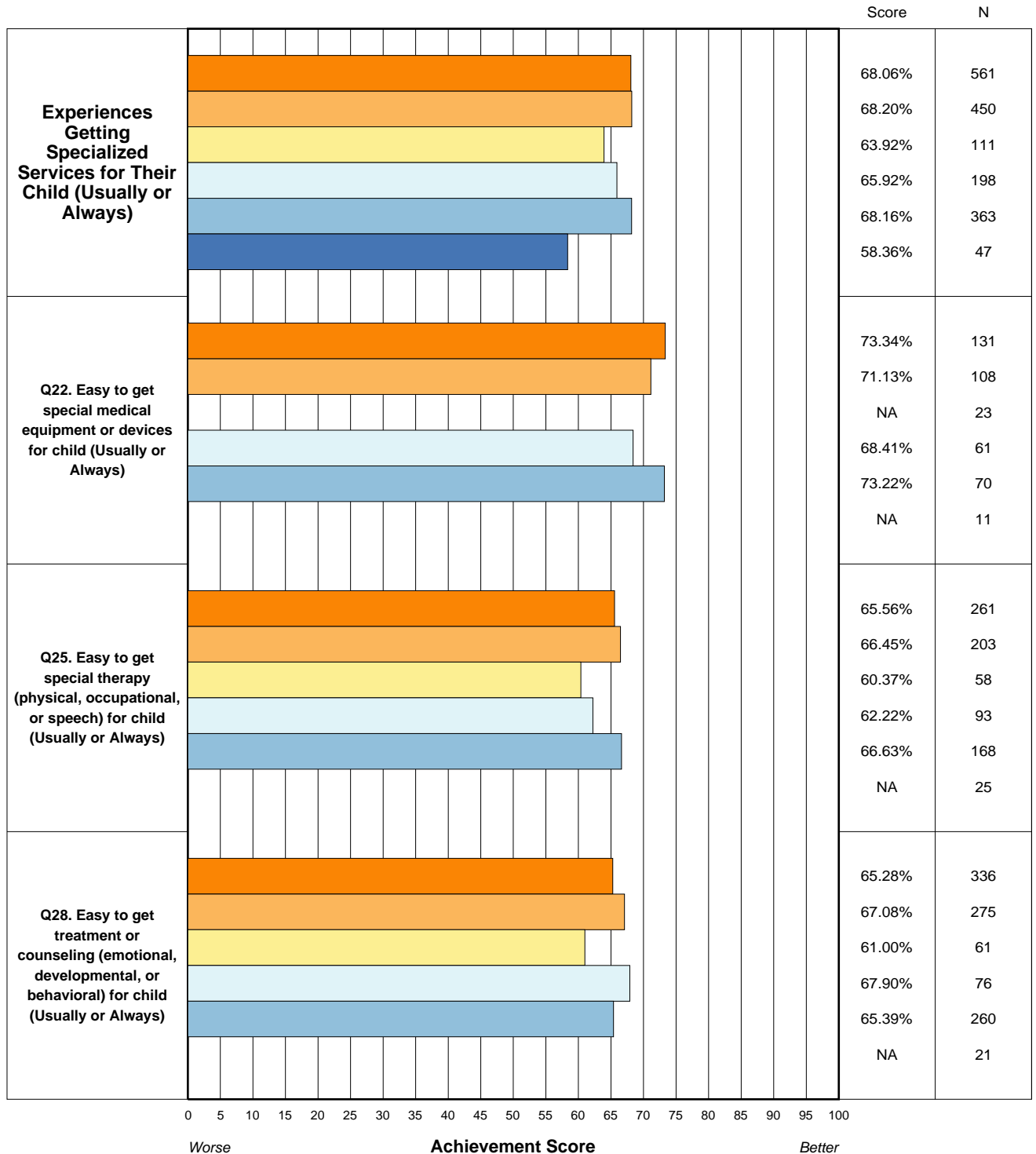
CCC Composites



Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ United
■ CHP
■ CC - Positive

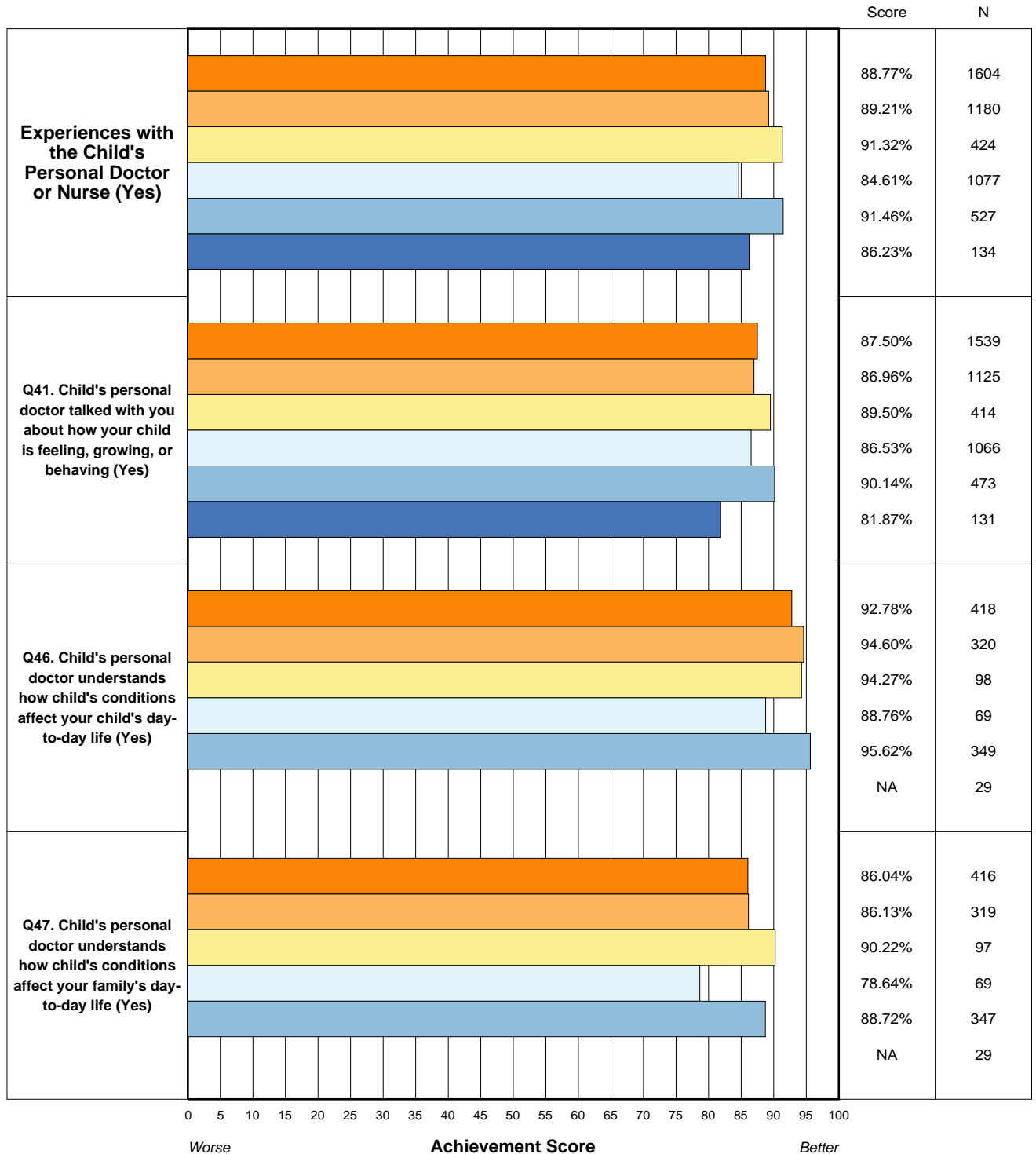
Experiences Getting Specialized Services for Their Child



NA Results suppressed for fewer than 30 cases.
 🏠 Statistically significantly better/worse than Statewide.



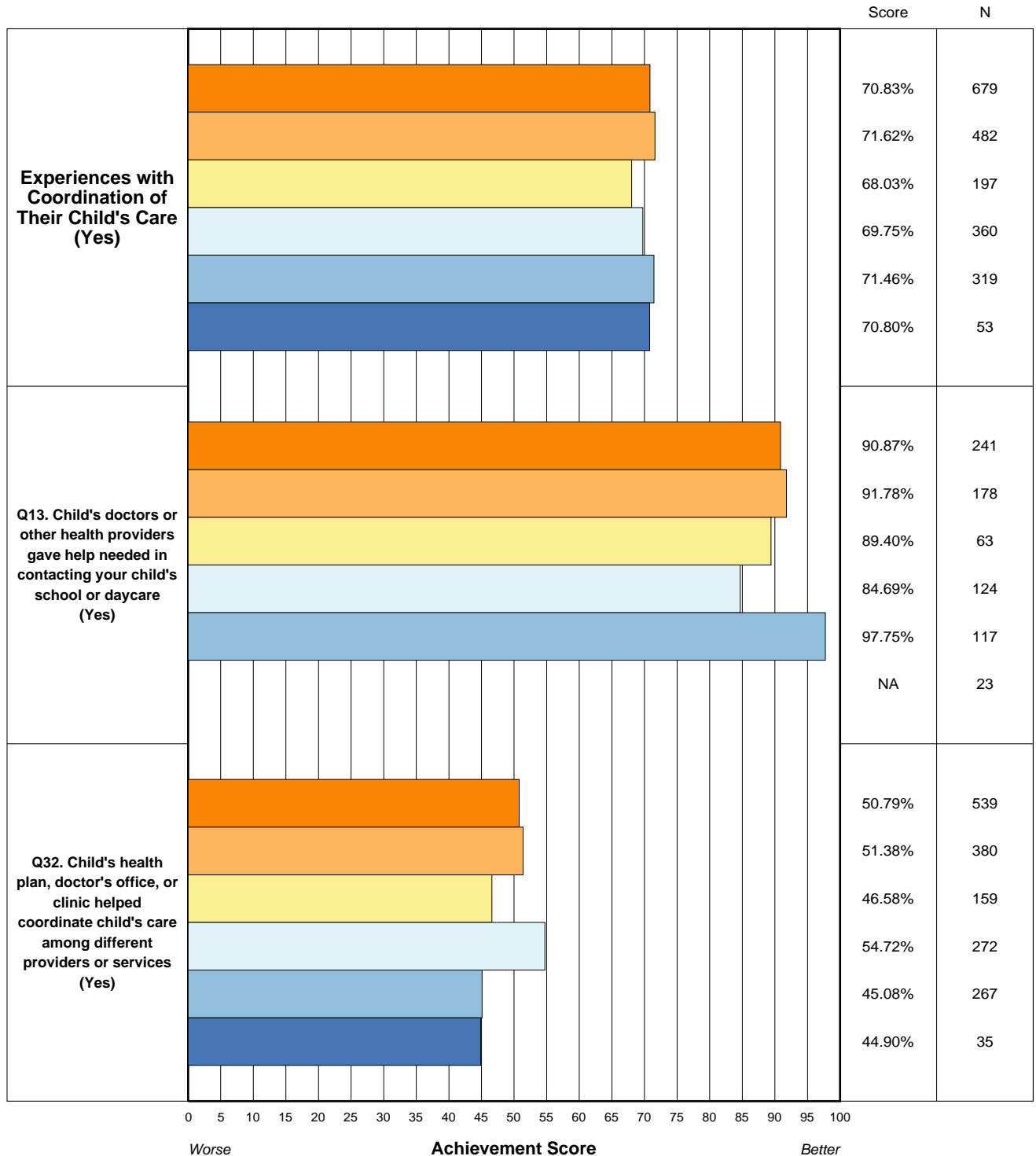
Experiences with the Child's Personal Doctor or Nurse



NA Results suppressed for fewer than 30 cases.
 📌 Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ United
■ CHP
 ■ CC - Positive

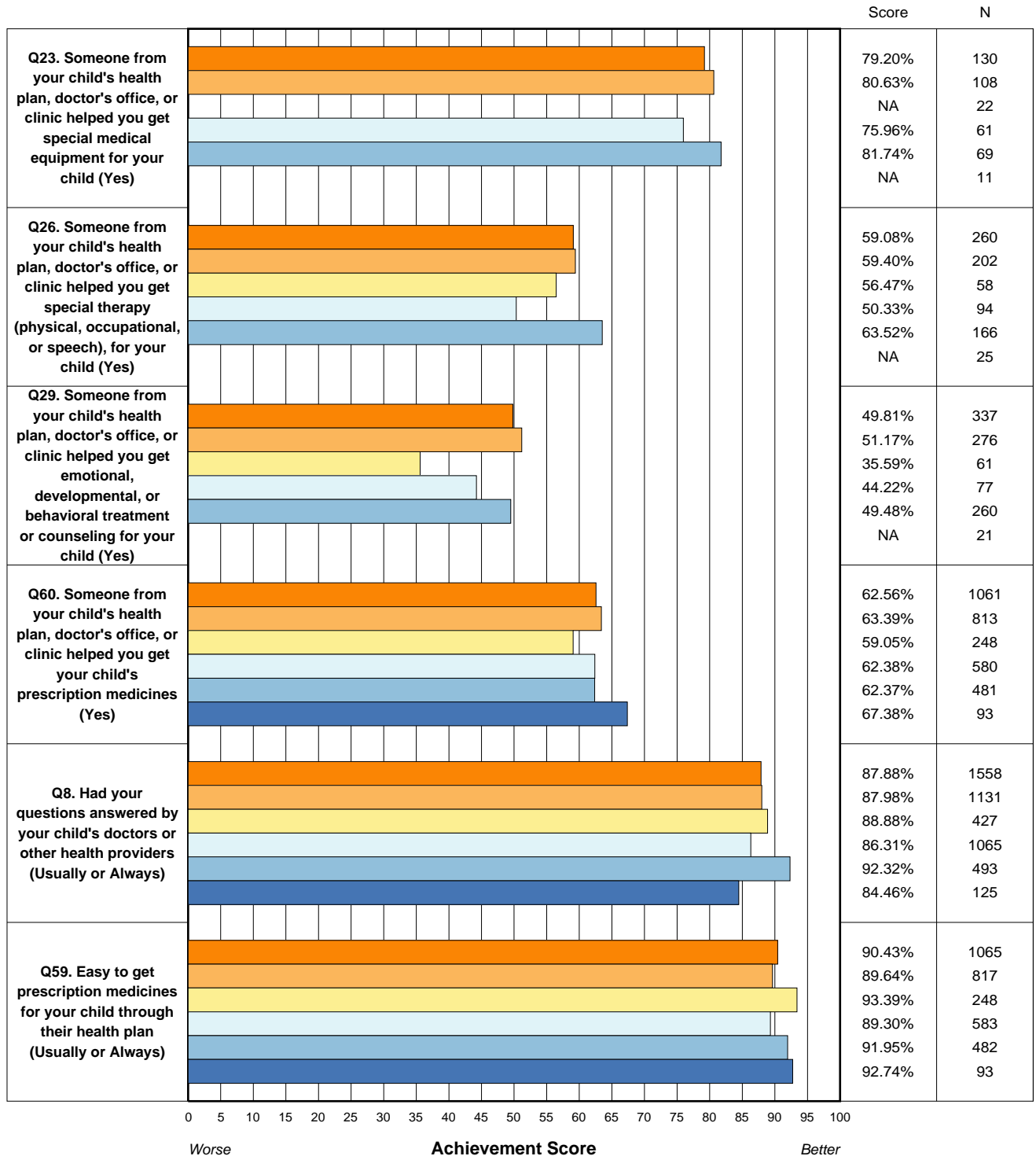
Experiences with Coordination of Their Child's Care



NA Results suppressed for fewer than 30 cases.
 📌 Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ United
■ CHP
 ■ CC - Positive

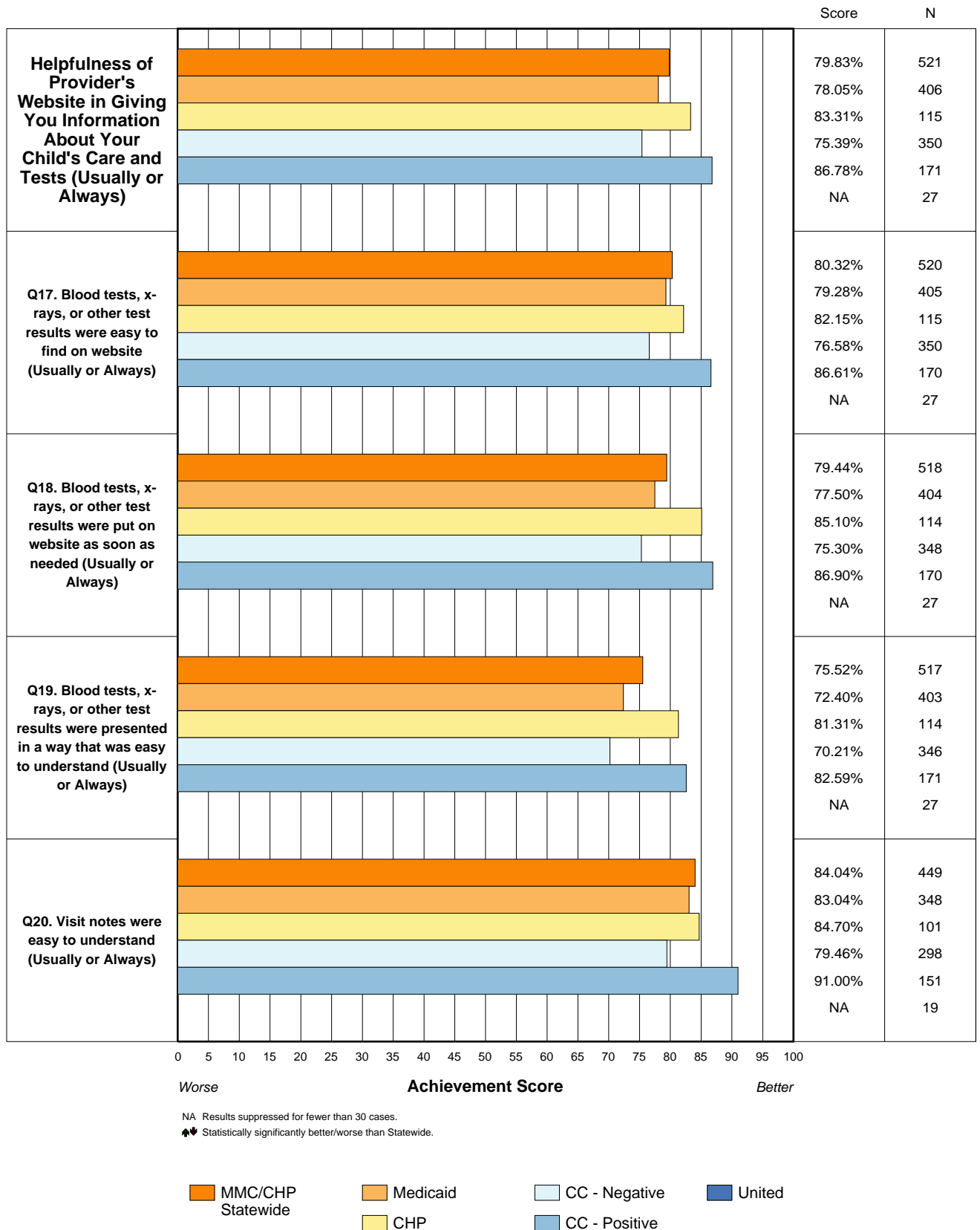
CCC Single Items



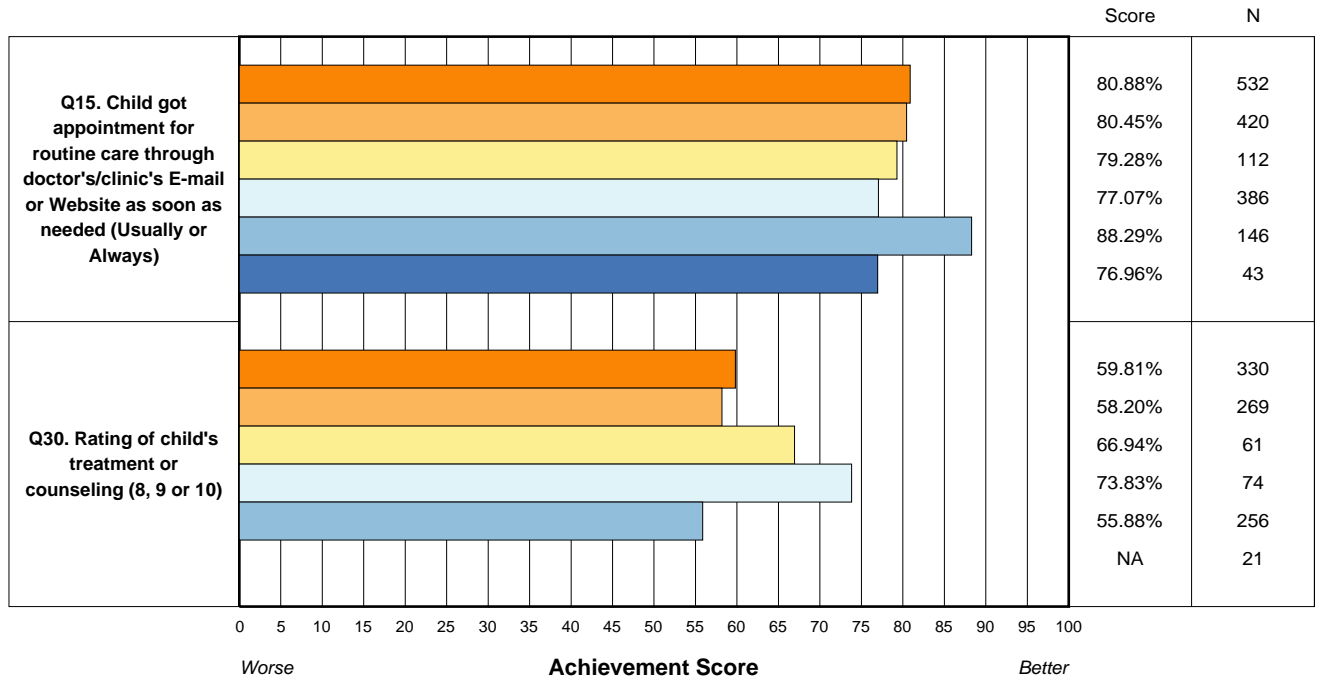
NA Results suppressed for fewer than 30 cases.
 📌 Statistically significantly better/worse than Statewide.

■ MMC/CHP Statewide
 ■ Medicaid
 ■ CC - Negative
 ■ United
■ CHP
 ■ CC - Positive

Helpfulness of Provider's Website in Giving You Information About Your Child's Care and Tests



Supplemental Single Items



NA Results suppressed for fewer than 30 cases.
 📌 Statistically significantly better/worse than Statewide.



UnitedHealthcare Community Plan

The Correlation Analysis section is helpful in understanding how results in various questions relate to the four standard ratings (personal doctor, specialist seen most often, all health care, and health plan) for respondents. This allows for evaluation of which questions are most strongly linked to the rating and what the current achievement score is. The section can be used for a quick view of how composite questions correlate across ratings.

The correlation analyses are presented two ways. There is a table summarizing correlations of the top ten highly correlated standard composite questions to the four rating questions ranked by the highest correlation between the question and rating. This allows a visual picture of clustering of composites across ratings. Each question in a composite is represented with the individual question number, composite name, achievement score, and the correlation value.

Example:

If Getting Needed Care and How Well Doctors Communicate have higher correlations across the ratings, you can see how these aspects are important to parents/caretakers and influence how satisfied they are with their child's providers, health care, and health plan. Likewise, composites clustered toward the bottom may indicate areas of lower importance to the parents/caretakers. The visual also allows you to see areas where you can improve. If you are performing poorly in Getting Needed Care, and it is important to the parent's/caretaker's satisfaction with care, this could be a compelling reason to focus on improving this area. It also lets you see how different questions within a composite correlate individually.

The correlation summary table is followed by four tables presenting more detailed data on composite questions for each individual rating. The questions are written out and you can see the proportion of responses for each response option. This lets you see where an opportunity for improvement may lie. For example, if a question correlates highly with ratings and has higher proportions of "Sometimes" and "Never", improving the processes may move respondents up to "Always" which will improve not only that composite, but the other rating questions.

Correlation Summary

Corr. Rank	Rating of child's personal doctor			Rating of specialist child talked to most often			Rating of all child's health care			Rating of child's health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q36 Communication	92%	0.65	Q20 Helpfulness of Provider's Website	87%	0.65	Q36 Communication	92%	0.51	Q53 Customer Service	79%	0.57
2	Q37 Communication	98%	0.56	Q49 Getting Needed Care	65%	0.48	Q10 Getting Needed Care	87%	0.51	Q54 Customer Service	95%	0.54
3	Q35 Communication	93%	0.51	Q6 Getting Care Quickly	78%	0.46	Q49 Getting Needed Care	65%	0.45	Q49 Getting Needed Care	65%	0.34
4	Q40 Communication	88%	0.45	Q35 Communication	93%	0.43	Q19 Helpfulness of Provider's Website	63%	0.44	Q10 Getting Needed Care	87%	0.30
5	Q10 Getting Needed Care	87%	0.31	Q10 Getting Needed Care	87%	0.41	Q18 Helpfulness of Provider's Website	58% ▼	0.43	Q6 Getting Care Quickly	78%	0.25
6	Q6 Getting Care Quickly	78%	0.24	Q40 Communication	88%	0.40	Q53 Customer Service	79%	0.38	Q35 Communication	93%	0.21
7	Q54 Customer Service	95%	0.17	Q54 Customer Service	95%	0.36	Q37 Communication	98%	0.37	Q19 Helpfulness of Provider's Website	63%	0.16
8	Q20 Helpfulness of Provider's Website	87%	0.16	Q53 Customer Service	79%	0.29	Q35 Communication	93%	0.35	Q17 Helpfulness of Provider's Website	64%	0.15
9	Q19 Helpfulness of Provider's Website	63%	0.12	Q36 Communication	92%	0.28	Q40 Communication	88%	0.33	Q36 Communication	92%	0.14
10	Q49 Getting Needed Care	65%	0.08	Q37 Communication	98%	0.26	Q6 Getting Care Quickly	78%	0.32	Q37 Communication	98%	0.14

▲ ▼ Statistically significantly better/worse than Statewide.

Rating of child's personal doctor

Corr. Rank	Question	Correlation w/ Rating of child's personal doctor	Achievement Score	Always	Usually	Sometimes	Never
1	Q36. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.65	92%	77%	16%	8%	0%
2	Q37. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.56	98%	88%	10%	2%	0%
3	Q35. 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?	0.51	93%	74%	19%	6%	1%
4	Q40. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.45	88%	68%	20%	8%	4%
5	Q10. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.31	87%	56%	31%	13%	0%
6	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?	0.24	78%	57%	21%	18%	4%
7	Q54. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.17	95%	62%	32%	6%	0%
8	Q20. If there were visit notes put on the website, were the visit notes easy to understand?	0.16	87%	53%	32%	16%	0%
9	Q19. How often were your child's blood tests, x-rays, or other test results on the website easy to understand?	0.12	63%	41%	19%	26%	15%
10	Q49. In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?	0.08	65%	44%	21%	23%	12%

▲▼ Statistically significantly better/worse than Statewide.

Rating of specialist child talked to most often

Corr. Rank	Question	Correlation w/ Rating of specialist child talked to most often	Achievement Score	Always	Usually	Sometimes	Never
1	Q20. If there were visit notes put on the website, were the visit notes easy to understand?	0.65	87%	53%	32%	16%	0%
2	Q49. In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?	0.48	65%	44%	21%	23%	12%
3	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?	0.46	78%	57%	21%	18%	4%
4	Q35. 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?	0.43	93%	74%	19%	6%	1%
5	Q10. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.41	87%	56%	31%	13%	0%
6	Q40. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.40	88%	68%	20%	8%	4%
7	Q54. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.36	95%	62%	32%	6%	0%
8	Q53. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.29	79%	43%	36%	21%	0%
9	Q36. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.28	92%	77%	16%	8%	0%
10	Q37. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.26	98%	88%	10%	2%	0%

▲ ▼ Statistically significantly better/worse than Statewide.

Rating of all child's health care

Corr. Rank	Question	Correlation w/ Rating of all child's health care	Achievement Score	Always	Usually	Sometimes	Never
1	Q36. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.51	92%	77%	16%	8%	0%
2	Q10. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.51	87%	56%	31%	13%	0%
3	Q49. In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?	0.45	65%	44%	21%	23%	12%
4	Q19. How often were your child's blood tests, x-rays, or other test results on the website easy to understand?	0.44	63%	41%	19%	26%	15%
5	Q18. How often were your child's blood tests, x-rays, or other test results put on the website as soon as needed?	0.43	58% ▼	33%	22%	30%	15%
6	Q53. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.38	79%	43%	36%	21%	0%
7	Q37. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.37	98%	88%	10%	2%	0%
8	Q35. 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?	0.35	93%	74%	19%	6%	1%
9	Q40. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.33	88%	68%	20%	8%	4%
10	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?	0.32	78%	57%	21%	18%	4%

▲▼ Statistically significantly better/worse than Statewide.

Rating of child's health plan

Corr. Rank	Question	Correlation w/ Rating of child's health plan	Achievement Score	Always	Usually	Sometimes	Never
1	Q53. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.57	79%	43%	36%	21%	0%
2	Q54. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.54	95%	62%	32%	6%	0%
3	Q49. In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?	0.34	65%	44%	21%	23%	12%
4	Q10. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.30	87%	56%	31%	13%	0%
5	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?	0.25	78%	57%	21%	18%	4%
6	Q35. 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?	0.21	93%	74%	19%	6%	1%
7	Q19. How often were your child's blood tests, x-rays, or other test results on the website easy to understand?	0.16	63%	41%	19%	26%	15%
8	Q17. How often was it easy to find your child's blood tests, x-rays, or other test results on the website?	0.15	64%	37%	26%	26%	11%
9	Q36. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.14	92%	77%	16%	8%	0%
10	Q37. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.14	98%	88%	10%	2%	0%

▲▼ Statistically significantly better/worse than Statewide.

Responses by Question

This section presents each question and the distribution for each available response option. For each question that has responses determined to be positive or negative, there is a colored rectangle indicating achievement (green rectangle) or room for improvement (red rectangle). The rectangles are based on the response category and are not indicative of areas the plan needs to improve necessarily. When applicable, each question is presented with the composite name, the achievement score, the correlation value and trend information. In this section, a t-test is used to determine significant differences across time where 2024 scores are compared to 2022 scores when applicable. A significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed next to the appropriate achievement score change. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted.

Q1. Our records show that your child is now in [Health Plan Name]. Is that right?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	2,342	100.0%	1,763	100.0%	579	100.0%	1,721	100.0%	621	100.0%	201	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	2,342	100.0%	1,763	100.0%	579	100.0%	1,721	100.0%	621	100.0%	201	100.0%
Not Answered	31		26		5		23		8		3	

Your Child's Health Care in the Last 6 Months

Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	627	26.7%	445	25.1%	182	31.5%	394	22.8%	233	37.5%	45	22.3%
No	1,723	73.3%	1,327	74.9%	396	68.5%	1,334	77.2%	389	62.5%	157	77.7%
Total	2,350	100.0%	1,772	100.0%	578	100.0%	1,728	100.0%	622	100.0%	202	100.0%
Not Answered	23		17		6		16		7		2	

Your Child's Health Care in the Last 6 Months (continued)

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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	4	0.7%	3	0.7%	1	0.6%	2	0.5%	2	0.9%	0	0.0%
Sometimes	47	7.8%	34	7.9%	13	7.4%	33	8.8%	14	6.1%	3	7.0%
Usually	111	18.4%	84	19.6%	27	15.4%	63	16.8%	48	21.0%	8	18.6%
Always	442	73.2%	308	71.8%	134	76.6%	277	73.9%	165	72.1%	32	74.4%
Total	604	100.0%	429	100.0%	175	100.0%	375	100.0%	229	100.0%	43	100.0%
Not Answered	23		16		7		19		4		2	
Reporting Category												
Getting Care Quickly												
Achievement Score (Case mix adjusted)	91.19%		90.73%		92.16%		89.54%		93.74%		91.69%	
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	+3.1		+2.6		+1.3		+1.9		+2.6		+5.1	
Correlation with rating of health plan	0.302		0.306		0.293		0.237		0.403		0.100	

Q5. In the last 6 months, did you make any in-person, phone, or video appointments for a check-up or routine care for your child?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,689	72.2%	1,251	71.0%	438	75.9%	1,175	68.3%	514	83.0%	130	63.7%
No	651	27.8%	512	29.0%	139	24.1%	546	31.7%	105	17.0%	74	36.3%
Total	2,340	100.0%	1,763	100.0%	577	100.0%	1,721	100.0%	619	100.0%	204	100.0%
Not Answered	33		26		7		23		10		0	

Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	20	1.2%	15	1.3%	5	1.2%	13	1.2%	7	1.4%	5	4.0%
Sometimes	304	19.0%	243	20.4%	61	14.8%	221	19.9%	83	17.0%	22	17.7%
Usually	356	22.2%	280	23.5%	76	18.4%	228	20.5%	128	26.2%	26	21.0%
Always	921	57.5%	651	54.8%	270	65.5%	650	58.5%	271	55.4%	71	57.3%
Total	1,601	100.0%	1,189	100.0%	412	100.0%	1,112	100.0%	489	100.0%	124	100.0%
Not Answered	88		62		26		63		25		6	
Reporting Category												
Getting Care Quickly												
Achievement Score (Case mix adjusted)	79.52%		78.16%		83.98%		77.55%		84.39%		78.12%	
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	+0.0		-0.1		+0.8		+0.8		-2.3		+1.6	
Correlation with rating of health plan	0.222		0.215		0.240		0.207		0.256		0.254	

■ Response scored as: ■ Achievement ■ Room for improvement

Your Child's Health Care in the Last 6 Months (continued)

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she get health care in person, by phone, or by video?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
None	744	31.8%	602	34.1%	142	24.6%	629	36.6%	115	18.5%	68	34.0%
1 time	579	24.7%	413	23.4%	166	28.7%	445	25.9%	134	21.5%	55	27.5%
2 times	478	20.4%	352	20.0%	126	21.8%	346	20.1%	132	21.2%	35	17.5%
3 times	234	10.0%	172	9.8%	62	10.7%	149	8.7%	85	13.7%	21	10.5%
4 times	137	5.9%	99	5.6%	38	6.6%	82	4.8%	55	8.8%	7	3.5%
5 to 9 times	128	5.5%	91	5.2%	37	6.4%	59	3.4%	69	11.1%	13	6.5%
10 or more times	41	1.8%	34	1.9%	7	1.2%	9	0.5%	32	5.1%	1	0.5%
Total	2,341	100.0%	1,763	100.0%	578	100.0%	1,719	100.0%	622	100.0%	200	100.0%
Not Answered	32		26		6		25		7		4	

Q8. In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	33	2.1%	24	2.1%	9	2.1%	24	2.3%	9	1.8%	4	3.2%
Sometimes	153	9.8%	116	10.3%	37	8.7%	116	10.9%	37	7.5%	15	12.0%
Usually	323	20.7%	242	21.4%	81	19.0%	211	19.8%	112	22.7%	23	18.4%
Always	1,049	67.3%	749	66.2%	300	70.3%	714	67.0%	335	68.0%	83	66.4%
Total	1,558	100.0%	1,131	100.0%	427	100.0%	1,065	100.0%	493	100.0%	125	100.0%
Not Answered	39		30		9		25		14		7	
Reporting Category	CCC Single Items											
Achievement Score (Case mix adjusted)	87.88%		87.98%		88.88%		86.31%		92.32%		84.46%	
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	+0.8		+1.6		-1.3		+0.7		+0.7		-1.0	

Response scored as: ■ Achievement ■ Room for improvement

Your Child's Health Care in the Last 6 Months (continued)

Q9. 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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
■ Worst health care possible	1	0.1%	0	0.0%	1	0.2%	1	0.1%	0	0.0%	0	0.0%
■ 1	2	0.1%	2	0.2%	0	0.0%	1	0.1%	1	0.2%	0	0.0%
■ 2	1	0.1%	1	0.1%	0	0.0%	1	0.1%	0	0.0%	0	0.0%
■ 3	6	0.4%	5	0.4%	1	0.2%	2	0.2%	4	0.8%	1	0.8%
■ 4	11	0.7%	10	0.9%	1	0.2%	5	0.5%	6	1.2%	1	0.8%
■ 5	41	2.6%	27	2.4%	14	3.3%	23	2.2%	18	3.7%	6	4.8%
■ 6	48	3.1%	42	3.7%	6	1.4%	33	3.1%	15	3.1%	3	2.4%
■ 7	106	6.8%	80	7.1%	26	6.1%	70	6.6%	36	7.3%	6	4.8%
■ 8	306	19.7%	209	18.5%	97	22.7%	222	20.8%	84	17.1%	19	15.2%
■ 9	324	20.8%	228	20.2%	96	22.4%	198	18.6%	126	25.7%	19	15.2%
■ Best health care possible	711	45.7%	525	46.5%	186	43.5%	510	47.8%	201	40.9%	70	56.0%
Total	1,557	100.0%	1,129	100.0%	428	100.0%	1,066	100.0%	491	100.0%	125	100.0%
Not Answered	40		32		8		24		16		7	

Reporting Category	Ratings					
Achievement Score (Case mix adjusted)	86.26%	85.79%	87.74%	86.34%	86.32%	85.82%
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	+0.2	+0.6	-1.6	+0.2	-0.1	+1.2
Correlation with rating of health plan	0.510	0.523	0.474	0.478	0.561	0.431

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

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
■ Never	8	0.5%	8	0.7%	0	0.0%	8	0.8%	0	0.0%	0	0.0%
■ Sometimes	147	9.4%	118	10.4%	29	6.8%	98	9.2%	49	9.9%	16	13.0%
■ Usually	483	31.0%	359	31.7%	124	29.1%	311	29.2%	172	34.9%	38	30.9%
■ Always	919	59.0%	646	57.1%	273	64.1%	647	60.8%	272	55.2%	69	56.1%
Total	1,557	100.0%	1,131	100.0%	426	100.0%	1,064	100.0%	493	100.0%	123	100.0%
Not Answered	40		30		10		26		14		9	

Reporting Category	Getting Needed Care					
Achievement Score (Case mix adjusted)	89.72%	88.90%	92.50%	88.76%	92.31%	86.55%
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	+0.6	+1.0	-1.0	-0.3	+2.3	+2.7
Correlation with rating of health plan	0.363	0.383	0.301	0.360	0.368	0.300

■ Response scored as: ■ Achievement ■ Room for improvement

Your Child's Health Care in the Last 6 Months (continued)

Q11. Is your child now enrolled in any kind of school or daycare?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,830	78.0%	1,351	76.4%	479	82.7%	1,292	74.8%	538	86.8%	164	80.4%
No	517	22.0%	417	23.6%	100	17.3%	435	25.2%	82	13.2%	40	19.6%
Total	2,347	100.0%	1,768	100.0%	579	100.0%	1,727	100.0%	620	100.0%	204	100.0%
Not Answered	26		21		5		17		9		0	

Q12. 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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	244	14.3%	181	14.3%	63	14.1%	125	10.4%	119	23.3%	23	15.0%
No	1,467	85.7%	1,082	85.7%	385	85.9%	1,076	89.6%	391	76.7%	130	85.0%
Total	1,711	100.0%	1,263	100.0%	448	100.0%	1,201	100.0%	510	100.0%	153	100.0%
Not Answered	119		88		31		91		28		11	

Q13. 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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
■ Yes	220	91.3%	163	91.6%	57	90.5%	109	87.9%	111	94.9%	22	95.7%
■ No	21	8.7%	15	8.4%	6	9.5%	15	12.1%	6	5.1%	1	4.3%
Total	241	100.0%	178	100.0%	63	100.0%	124	100.0%	117	100.0%	23	100.0%
Not Answered	3		3		0		1		2		0	
Reporting Category	Experiences with Coordination of Their Child's Care											
Achievement Score (Case mix adjusted)	90.87%	91.78%	89.40%	84.69%	97.75%	NA						
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	-1.4	-1.9	-0.2	-7.5	+4.5	NA						

NA: Results suppressed for fewer than 30 cases.

■ **Response scored as:** ■ Achievement ■ Room for improvement

Doctor or Clinic Email and Website in the Last 6 Months

Q14. In the last 6 months, did you make any appointments for a check-up or routine care for your child through a doctor's or clinic's E-mail or Website?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	557	23.7%	442	25.0%	115	19.9%	406	23.5%	151	24.4%	45	22.3%
No	1,790	76.3%	1,326	75.0%	464	80.1%	1,323	76.5%	467	75.6%	157	77.7%
Total	2,347	100.0%	1,768	100.0%	579	100.0%	1,729	100.0%	618	100.0%	202	100.0%
Not Answered	26		21		5		15		11		2	

Q15. In the last 6 months, when you made an appointment for a check-up or routine care for your child through a doctor's or clinic's E-mail or Website, how often did you get an appointment as soon as your child needed?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	18	3.4%	12	2.9%	6	5.4%	12	3.1%	6	4.1%	2	4.7%
Sometimes	88	16.5%	72	17.1%	16	14.3%	71	18.4%	17	11.6%	8	18.6%
Usually	135	25.4%	113	26.9%	22	19.6%	91	23.6%	44	30.1%	12	27.9%
Always	291	54.7%	223	53.1%	68	60.7%	212	54.9%	79	54.1%	21	48.8%
Total	532	100.0%	420	100.0%	112	100.0%	386	100.0%	146	100.0%	43	100.0%
Not Answered	25		22		3		20		5		2	
Reporting Category	Supplemental Single Items											
Achievement Score (Case mix adjusted)	80.88%		80.45%		79.28%		77.07%		88.29%		76.96%	
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	+1.9		+3.0		-1.0		-0.2		+8.6		-10.8	

Q16. In the last 6 months, did you access your child's blood tests, x-rays, or other test results through a doctor's or clinic's website?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	536	22.8%	419	23.7%	117	20.2%	363	21.0%	173	27.8%	27	13.5%
No	1,813	77.2%	1,351	76.3%	462	79.8%	1,364	79.0%	449	72.2%	173	86.5%
Total	2,349	100.0%	1,770	100.0%	579	100.0%	1,727	100.0%	622	100.0%	200	100.0%
Not Answered	24		19		5		17		7		4	

■ Response scored as: ■ Achievement ■ Room for improvement

Doctor or Clinic Email and Website in the Last 6 Months (continued)

Q17. How often was it easy to find your child's blood tests, x-rays, or other test results on the website?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	35	6.7%	29	7.2%	6	5.2%	28	8.0%	7	4.1%	3	11.1%
Sometimes	67	12.9%	54	13.3%	13	11.3%	47	13.4%	20	11.8%	7	25.9%
Usually	124	23.8%	96	23.7%	28	24.3%	76	21.7%	48	28.2%	7	25.9%
Always	294	56.5%	226	55.8%	68	59.1%	199	56.9%	95	55.9%	10	37.0%
Total	520	100.0%	405	100.0%	115	100.0%	350	100.0%	170	100.0%	27	100.0%
Not Answered	16		14		2		13		3		0	
Reporting Category												
Helpfulness of Provider's Website												
Achievement Score (Case mix adjusted)	80.32%		79.28%		82.15%		76.58%		86.61%		NA	
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	+3.9		+4.7		+6.8		+5.7		+2.0		NA	

Q18. How often were your child's blood tests, x-rays, or other test results put on the website as soon as needed?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	44	8.5%	38	9.4%	6	5.3%	35	10.1%	9	5.3%	4	14.8%
Sometimes	62	12.0%	52	12.9%	10	8.8%	44	12.6%	18	10.6%	8	29.6%
Usually	137	26.4%	108	26.7%	29	25.4%	89	25.6%	48	28.2%	6	22.2%
Always	275	53.1%	206	51.0%	69	60.5%	180	51.7%	95	55.9%	9	33.3%
Total	518	100.0%	404	100.0%	114	100.0%	348	100.0%	170	100.0%	27	100.0%
Not Answered	18		15		3		15		3		0	
Reporting Category												
Helpfulness of Provider's Website												
Achievement Score (Case mix adjusted)	79.44%		77.50%		85.10%		75.30%		86.90%		NA	
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	+4.7		+5.2		+7.0		+7.2 ▲		-0.5		NA	

NA: Results suppressed for fewer than 30 cases.

Response scored as: ■ Achievement ■ Room for improvement

Doctor or Clinic Email and Website in the Last 6 Months (continued)

Q19. How often were your child's blood tests, x-rays, or other test results on the website easy to understand?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	48	9.3%	43	10.7%	5	4.4%	38	11.0%	10	5.8%	4	14.8%
Sometimes	81	15.7%	69	17.1%	12	10.5%	58	16.8%	23	13.5%	7	25.9%
Usually	150	29.0%	110	27.3%	40	35.1%	86	24.9%	64	37.4%	5	18.5%
Always	238	46.0%	181	44.9%	57	50.0%	164	47.4%	74	43.3%	11	40.7%
Total	517	100.0%	403	100.0%	114	100.0%	346	100.0%	171	100.0%	27	100.0%
Not Answered	19		16		3		17		2		0	
Reporting Category												
Helpfulness of Provider's Website												
Achievement Score (Case mix adjusted)	75.52%		72.40%		81.31%		70.21%		82.59%		NA	
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	-1.0		-0.7		+2.0		-2.6		+4.0		NA	

Q20. If there were visit notes put on the website, were the visit notes easy to understand?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	19	4.2%	18	5.2%	1	1.0%	19	6.4%	0	0.0%	0	0.0%
Sometimes	56	12.5%	45	12.9%	11	10.9%	37	12.4%	19	12.6%	3	15.8%
Usually	130	29.0%	101	29.0%	29	28.7%	78	26.2%	52	34.4%	6	31.6%
Always	244	54.3%	184	52.9%	60	59.4%	164	55.0%	80	53.0%	10	52.6%
No notes available	69		56		13		50		19		8	
Total	449	100.0%	348	100.0%	101	100.0%	298	100.0%	151	100.0%	19	100.0%
Not Answered	18		15		3		15		3		0	
Reporting Category												
Helpfulness of Provider's Website												
Achievement Score (Case mix adjusted)	84.04%		83.04%		84.70%		79.46%		91.00%		NA	
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	+8.5 ▲		+7.8 ▲		+11.2 ▲		+9.0 ▲		+6.6		NA	

Specialized Services

Q21. 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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	134	5.7%	110	6.3%	24	4.2%	64	3.7%	70	11.3%	12	6.0%
No	2,198	94.3%	1,647	93.7%	551	95.8%	1,650	96.3%	548	88.7%	189	94.0%
Total	2,332	100.0%	1,757	100.0%	575	100.0%	1,714	100.0%	618	100.0%	201	100.0%
Not Answered	41		32		9		30		11		3	

NA: Results suppressed for fewer than 30 cases.

■ **Response scored as:** ■ Achievement ■ Room for improvement

Specialized Services (continued)

Q22. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	14	10.7%	10	9.3%	4	17.4%	7	11.5%	7	10.0%	3	27.3%
Sometimes	24	18.3%	21	19.4%	3	13.0%	9	14.8%	15	21.4%	3	27.3%
Usually	29	22.1%	24	22.2%	5	21.7%	13	21.3%	16	22.9%	1	9.1%
Always	64	48.9%	53	49.1%	11	47.8%	32	52.5%	32	45.7%	4	36.4%
Total	131	100.0%	108	100.0%	23	100.0%	61	100.0%	70	100.0%	11	100.0%
Not Answered	3		2		1		3		0		1	
Reporting Category Experiences Getting Specialized Services for Their Child												
Achievement Score (Case mix adjusted)	73.34%		71.13%		NA		68.41%		73.22%		NA	
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	-8.6		-9.8		NA		-8.7		-7.6		NA	

Q23. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	101	77.7%	86	79.6%	15	68.2%	46	75.4%	55	79.7%	9	81.8%
No	29	22.3%	22	20.4%	7	31.8%	15	24.6%	14	20.3%	2	18.2%
Total	130	100.0%	108	100.0%	22	100.0%	61	100.0%	69	100.0%	11	100.0%
Not Answered	4		2		2		3		1		1	
Reporting Category CCC Single Items												
Achievement Score (Case mix adjusted)	79.20%		80.63%		NA		75.96%		81.74%		NA	
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	-2.4		-3.0		NA		-3.7		-6.7		NA	

Q24. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	268	11.5%	210	11.9%	58	10.1%	97	5.6%	171	27.7%	25	12.4%
No	2,071	88.5%	1,553	88.1%	518	89.9%	1,624	94.4%	447	72.3%	176	87.6%
Total	2,339	100.0%	1,763	100.0%	576	100.0%	1,721	100.0%	618	100.0%	201	100.0%
Not Answered	34		26		8		23		11		3	

NA: Results suppressed for fewer than 30 cases.

■ **Response scored as:** ■ Achievement ■ Room for improvement

Specialized Services (continued)

Q25. In the last 6 months, how often was it easy to get this therapy for your child?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	40	15.3%	30	14.8%	10	17.2%	14	15.1%	26	15.5%	5	20.0%
Sometimes	49	18.8%	37	18.2%	12	20.7%	20	21.5%	29	17.3%	3	12.0%
Usually	70	26.8%	57	28.1%	13	22.4%	24	25.8%	46	27.4%	8	32.0%
Always	102	39.1%	79	38.9%	23	39.7%	35	37.6%	67	39.9%	9	36.0%
Total	261	100.0%	203	100.0%	58	100.0%	93	100.0%	168	100.0%	25	100.0%
Not Answered	7		7		0		4		3		0	
Reporting Category Experiences Getting Specialized Services for Their Child												
Achievement Score (Case mix adjusted)	65.56%		66.45%		60.37%		62.22%		66.63%		NA	
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	-2.4		-2.8		-6.6		-8.7		-0.8		NA	

Q26. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	154	59.2%	121	59.9%	33	56.9%	49	52.1%	105	63.3%	12	48.0%
No	106	40.8%	81	40.1%	25	43.1%	45	47.9%	61	36.7%	13	52.0%
Total	260	100.0%	202	100.0%	58	100.0%	94	100.0%	166	100.0%	25	100.0%
Not Answered	8		8		0		3		5		0	
Reporting Category CCC Single Items												
Achievement Score (Case mix adjusted)	59.08%		59.40%		56.47%		50.33%		63.52%		NA	
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	+9.8 ▲		+11.5 ▲		+1.5		+1.6		+14.4 ▲		NA	

Q27. 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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	341	14.5%	280	15.8%	61	10.6%	78	4.5%	263	42.2%	21	10.4%
No	2,006	85.5%	1,489	84.2%	517	89.4%	1,646	95.5%	360	57.8%	180	89.6%
Total	2,347	100.0%	1,769	100.0%	578	100.0%	1,724	100.0%	623	100.0%	201	100.0%
Not Answered	26		20		6		20		6		3	

NA: Results suppressed for fewer than 30 cases.

■ **Response scored as:** ■ Achievement ■ Room for improvement

Specialized Services (continued)

Q28. In the last 6 months, how often was it easy to get this treatment or counseling for your child?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	50	14.9%	38	13.8%	12	19.7%	9	11.8%	41	15.8%	3	14.3%
Sometimes	61	18.2%	49	17.8%	12	19.7%	13	17.1%	48	18.5%	3	14.3%
Usually	85	25.3%	70	25.5%	15	24.6%	16	21.1%	69	26.5%	8	38.1%
Always	140	41.7%	118	42.9%	22	36.1%	38	50.0%	102	39.2%	7	33.3%
Total	336	100.0%	275	100.0%	61	100.0%	76	100.0%	260	100.0%	21	100.0%
Not Answered	5		5		0		2		3		0	
Reporting Category Experiences Getting Specialized Services for Their Child												
Achievement Score (Case mix adjusted)	65.28%		67.08%		61.00%		67.90%		65.39%		NA	
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	+2.5		+6.0		-0.6		+11.1		+2.8		NA	

Q29. Did anyone from your child's health plan, doctor's office or clinic help you get this treatment or counseling for your child?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	166	49.3%	144	52.2%	22	36.1%	37	48.1%	129	49.6%	8	38.1%
No	171	50.7%	132	47.8%	39	63.9%	40	51.9%	131	50.4%	13	61.9%
Total	337	100.0%	276	100.0%	61	100.0%	77	100.0%	260	100.0%	21	100.0%
Not Answered	4		4		0		1		3		0	
Reporting Category CCC Single Items												
Achievement Score (Case mix adjusted)	49.81%		51.17%		35.59%		44.22%		49.48%		NA	
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	+3.8		+7.3		-14.1		+9.7		+1.1		NA	

NA: Results suppressed for fewer than 30 cases.

Response scored as: ■ Achievement ■ Room for improvement

Specialized Services (continued)

Q30. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your child's treatment or counseling in the last 6 months?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
■ Worst treatment possible	26	7.9%	18	6.7%	8	13.1%	4	5.4%	22	8.6%	2	9.5%
■ 1	6	1.8%	5	1.9%	1	1.6%	0	0.0%	6	2.3%	0	0.0%
■ 2	4	1.2%	3	1.1%	1	1.6%	0	0.0%	4	1.6%	0	0.0%
■ 3	7	2.1%	5	1.9%	2	3.3%	1	1.4%	6	2.3%	0	0.0%
■ 4	8	2.4%	7	2.6%	1	1.6%	1	1.4%	7	2.7%	1	4.8%
■ 5	27	8.2%	25	9.3%	2	3.3%	3	4.1%	24	9.4%	3	14.3%
■ 6	18	5.5%	14	5.2%	4	6.6%	5	6.8%	13	5.1%	2	9.5%
■ 7	34	10.3%	32	11.9%	2	3.3%	4	5.4%	30	11.7%	2	9.5%
■ 8	52	15.8%	38	14.1%	14	23.0%	13	17.6%	39	15.2%	2	9.5%
■ 9	50	15.2%	40	14.9%	10	16.4%	12	16.2%	38	14.8%	4	19.0%
■ Best treatment possible	98	29.7%	82	30.5%	16	26.2%	31	41.9%	67	26.2%	5	23.8%
Total	330	100.0%	269	100.0%	61	100.0%	74	100.0%	256	100.0%	21	100.0%
Not Answered	11		11		0		4		7		0	
Reporting Category	Supplemental Single Items											
Achievement Score (Case mix adjusted)	59.81%		58.20%		66.94%		73.83%		55.88%		NA	
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	+2.8		+1.4		+10.8		+18.6▲		-1.2		NA	

Q31. 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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	549	23.4%	388	22.0%	161	27.9%	279	16.2%	270	43.5%	35	17.2%
No	1,795	76.6%	1,379	78.0%	416	72.1%	1,445	83.8%	350	56.5%	168	82.8%
Total	2,344	100.0%	1,767	100.0%	577	100.0%	1,724	100.0%	620	100.0%	203	100.0%
Not Answered	29		22		7		20		9		1	

NA: Results suppressed for fewer than 30 cases.

■ **Response scored as:** ■ Achievement ■ Room for improvement

Specialized Services (continued)

Q32. 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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	271	50.3%	201	52.9%	70	44.0%	147	54.0%	124	46.4%	16	45.7%
No	268	49.7%	179	47.1%	89	56.0%	125	46.0%	143	53.6%	19	54.3%
Total	539	100.0%	380	100.0%	159	100.0%	272	100.0%	267	100.0%	35	100.0%
Not Answered	10		8		2		7		3		0	
Reporting Category												
Experiences with Coordination of Their Child's Care												
Achievement Score (Case mix adjusted)	50.79%		51.38%		46.58%		54.72%		45.08%		44.90%	
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	+0.8		+0.3		+1.8		+10.8▲		-10.7▼		-4.4	

Your Child's Personal Doctor

Q33. A personal doctor is the one your child would talk to if he or she needs a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,942	82.7%	1,441	81.6%	501	86.2%	1,378	79.9%	564	90.5%	170	84.2%
No	405	17.3%	325	18.4%	80	13.8%	346	20.1%	59	9.5%	32	15.8%
Total	2,347	100.0%	1,766	100.0%	581	100.0%	1,724	100.0%	623	100.0%	202	100.0%
Not Answered	26		23		3		20		6		2	

Q34. In the last 6 months, how many times did your child have an in-person, phone, or video visit with his or her personal doctor?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
None	341	18.0%	263	18.8%	78	15.8%	267	19.9%	74	13.4%	34	20.5%
1 time	774	40.9%	551	39.4%	223	45.2%	572	42.7%	202	36.6%	63	38.0%
2 times	420	22.2%	315	22.5%	105	21.3%	289	21.6%	131	23.7%	38	22.9%
3 times	191	10.1%	144	10.3%	47	9.5%	118	8.8%	73	13.2%	12	7.2%
4 times	91	4.8%	65	4.6%	26	5.3%	55	4.1%	36	6.5%	10	6.0%
5 to 9 times	63	3.3%	50	3.6%	13	2.6%	34	2.5%	29	5.3%	8	4.8%
10 or more times	12	0.6%	11	0.8%	1	0.2%	5	0.4%	7	1.3%	1	0.6%
Total	1,892	100.0%	1,399	100.0%	493	100.0%	1,340	100.0%	552	100.0%	166	100.0%
Not Answered	50		42		8		38		12		4	

■ Response scored as: ■ Achievement ■ Room for improvement

Your Child's Personal Doctor (continued)

Q35. 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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
■ Never	12	0.8%	9	0.8%	3	0.7%	10	0.9%	2	0.4%	1	0.8%
■ Sometimes	62	4.0%	51	4.5%	11	2.7%	41	3.8%	21	4.4%	8	6.1%
■ Usually	270	17.5%	207	18.3%	63	15.2%	183	17.1%	87	18.3%	25	18.9%
■ Always	1,200	77.7%	863	76.4%	337	81.4%	835	78.1%	365	76.8%	98	74.2%
Total	1,544	100.0%	1,130	100.0%	414	100.0%	1,069	100.0%	475	100.0%	132	100.0%
Not Answered	7		6		1		4		3		0	
Reporting Category												
						Communication						
Achievement Score (Case mix adjusted)	95.09%		94.85%		96.53%		94.89%		96.23%		93.25%	
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	+0.2		+0.5		-0.7		+0.2		+0.3		-1.4	
Correlation with rating of health plan	0.231		0.236		0.212		0.223		0.249		0.215	

Q36. In the last 6 months, how often did your child's personal doctor listen carefully to you?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
■ Never	6	0.4%	5	0.4%	1	0.2%	4	0.4%	2	0.4%	0	0.0%
■ Sometimes	71	4.6%	59	5.2%	12	2.9%	43	4.0%	28	5.9%	10	7.6%
■ Usually	244	15.8%	177	15.6%	67	16.2%	169	15.8%	75	15.8%	21	15.9%
■ Always	1,224	79.2%	890	78.7%	334	80.7%	853	79.8%	371	77.9%	101	76.5%
Total	1,545	100.0%	1,131	100.0%	414	100.0%	1,069	100.0%	476	100.0%	132	100.0%
Not Answered	6		5		1		4		2		0	
Reporting Category												
						Communication						
Achievement Score (Case mix adjusted)	95.02%		94.20%		97.29%		95.37%		94.31%		92.24%	
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	-0.2		-0.3		-0.4		+0.5		-2.0		-2.9	
Correlation with rating of health plan	0.246		0.264		0.186		0.231		0.268		0.144	

■ Response scored as: ■ Achievement ■ Room for improvement

Your Child's Personal Doctor (continued)

Q37. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	6	0.4%	5	0.4%	1	0.2%	2	0.2%	4	0.8%	0	0.0%
Sometimes	42	2.7%	34	3.0%	8	1.9%	25	2.3%	17	3.6%	3	2.3%
Usually	198	12.8%	150	13.3%	48	11.6%	147	13.8%	51	10.7%	13	9.8%
Always	1,299	84.1%	942	83.3%	357	86.2%	894	83.7%	405	84.9%	116	87.9%
Total	1,545	100.0%	1,131	100.0%	414	100.0%	1,068	100.0%	477	100.0%	132	100.0%
Not Answered	6		5		1		5		1		0	
Reporting Category												
						Communication						
Achievement Score (Case mix adjusted)	96.87%		96.40%		98.14%		97.23%		96.09%		97.71%	
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	+0.2		+0.2		+0.2		+0.6		-0.5		+1.7	
Correlation with rating of health plan	0.241		0.259		0.181		0.251		0.222		0.142	

Q38. Is your child able to talk with doctors about his or her health care?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,069	69.3%	758	67.2%	311	74.9%	718	67.2%	351	74.1%	86	65.2%
No	474	30.7%	370	32.8%	104	25.1%	351	32.8%	123	25.9%	46	34.8%
Total	1,543	100.0%	1,128	100.0%	415	100.0%	1,069	100.0%	474	100.0%	132	100.0%
Not Answered	8		8		0		4		4		0	

Q39. 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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	3	0.3%	3	0.4%	0	0.0%	1	0.1%	2	0.6%	0	0.0%
Sometimes	45	4.2%	35	4.7%	10	3.2%	29	4.1%	16	4.6%	3	3.5%
Usually	218	20.6%	160	21.3%	58	18.8%	156	21.9%	62	17.9%	12	14.1%
Always	793	74.9%	552	73.6%	241	78.0%	526	73.9%	267	76.9%	70	82.4%
Total	1,059	100.0%	750	100.0%	309	100.0%	712	100.0%	347	100.0%	85	100.0%
Not Answered	10		8		2		6		4		1	
Reporting Category												
						Single Items						
Achievement Score (Case mix adjusted)	95.25%		94.88%		96.95%		95.83%		94.82%		96.08%	
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	+0.1		-0.3		+1.6		+1.1		-1.5		+0.9	

■ Response scored as: ■ Achievement ■ Room for improvement

Your Child's Personal Doctor (continued)

Q40. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	41	2.7%	38	3.4%	3	0.7%	30	2.8%	11	2.3%	5	3.8%
Sometimes	140	9.1%	115	10.2%	25	6.0%	101	9.5%	39	8.2%	11	8.3%
Usually	338	21.9%	244	21.7%	94	22.7%	227	21.3%	111	23.3%	26	19.7%
Always	1,022	66.3%	730	64.8%	292	70.5%	707	66.4%	315	66.2%	90	68.2%
Total	1,541	100.0%	1,127	100.0%	414	100.0%	1,065	100.0%	476	100.0%	132	100.0%
Not Answered	10		9		1		8		2		0	
Reporting Category												
						Communication						
Achievement Score (Case mix adjusted)	87.81%		87.17%		91.56%		87.85%		89.51%		87.91%	
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	-2.1		-1.9		-2.2		-1.5		-2.7		-4.3	
Correlation with rating of health plan	0.217		0.232		0.163		0.210		0.238		0.050	

Q41. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,350	87.7%	983	87.4%	367	88.6%	929	87.1%	421	89.0%	107	81.7%
No	189	12.3%	142	12.6%	47	11.4%	137	12.9%	52	11.0%	24	18.3%
Total	1,539	100.0%	1,125	100.0%	414	100.0%	1,066	100.0%	473	100.0%	131	100.0%
Not Answered	12		11		1		7		5		1	
Reporting Category												
						Experiences with the Child's Personal Doctor or Nurse						
Achievement Score (Case mix adjusted)	87.50%		86.96%		89.50%		86.53%		90.14%		81.87%	
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	-0.4		+0.0		-1.7		-0.3		-0.6		-9.0 ▼	

Q42. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	709	46.1%	515	45.7%	194	47.0%	399	37.4%	310	65.5%	59	45.4%
No	830	53.9%	611	54.3%	219	53.0%	667	62.6%	163	34.5%	71	54.6%
Total	1,539	100.0%	1,126	100.0%	413	100.0%	1,066	100.0%	473	100.0%	130	100.0%
Not Answered	12		10		2		7		5		2	

■ Response scored as: ■ Achievement ■ Room for improvement

Your Child's Personal Doctor (continued)

Q43. 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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	41	5.9%	31	6.1%	10	5.3%	23	5.9%	18	5.9%	5	8.5%
Sometimes	105	15.0%	79	15.5%	26	13.7%	60	15.3%	45	14.7%	14	23.7%
Usually	189	27.0%	129	25.3%	60	31.6%	99	25.3%	90	29.3%	16	27.1%
Always	364	52.1%	270	53.0%	94	49.5%	210	53.6%	154	50.2%	24	40.7%
Total	699	100.0%	509	100.0%	190	100.0%	392	100.0%	307	100.0%	59	100.0%
Not Answered	10		6		4		7		3		0	
Reporting Category												
						Single Items						
Achievement Score (Case mix adjusted)	78.72%		78.03%		82.96%		78.74%		80.19%		66.88%	
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	-2.3		-2.4		-1.0		-1.6		-2.6		-10.4	

Q44. 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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Worst personal doctor possible	3	0.2%	2	0.1%	1	0.2%	2	0.1%	1	0.2%	0	0.0%
1	3	0.2%	1	0.1%	2	0.4%	3	0.2%	0	0.0%	0	0.0%
2	4	0.2%	4	0.3%	0	0.0%	1	0.1%	3	0.5%	0	0.0%
3	6	0.3%	6	0.4%	0	0.0%	3	0.2%	3	0.5%	2	1.2%
4	12	0.6%	8	0.6%	4	0.8%	6	0.4%	6	1.1%	1	0.6%
5	35	1.9%	27	1.9%	8	1.6%	24	1.8%	11	2.0%	5	3.0%
6	37	2.0%	30	2.1%	7	1.4%	24	1.8%	13	2.4%	2	1.2%
7	108	5.7%	91	6.5%	17	3.5%	77	5.8%	31	5.6%	9	5.4%
8	273	14.5%	194	13.9%	79	16.1%	207	15.5%	66	12.0%	20	12.0%
9	332	17.6%	223	16.0%	109	22.2%	231	17.3%	101	18.3%	23	13.9%
Best personal doctor possible	1,076	57.0%	812	58.1%	264	53.8%	760	56.8%	316	57.4%	104	62.7%
Total	1,889	100.0%	1,398	100.0%	491	100.0%	1,338	100.0%	551	100.0%	166	100.0%
Not Answered	53		43		10		40		13		4	
Reporting Category												
						Ratings						
Achievement Score (Case mix adjusted)	89.01%		88.07%		92.28%		88.83%		89.99%		88.26%	
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	-0.4		-1.0		+1.3		+0.0		-1.4		-0.5	
Correlation with rating of health plan	0.433		0.445		0.395		0.420		0.457		0.288	

Response scored as: ■ Achievement ■ Room for improvement

Your Child's Personal Doctor (continued)

Q45. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	420	22.3%	322	23.0%	98	20.0%	69	5.2%	351	63.7%	29	17.5%
No	1,467	77.7%	1,075	77.0%	392	80.0%	1,267	94.8%	200	36.3%	137	82.5%
Total	1,887	100.0%	1,397	100.0%	490	100.0%	1,336	100.0%	551	100.0%	166	100.0%
Not Answered	55		44		11		42		13		4	

Q46. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
■ Yes	395	94.5%	303	94.7%	92	93.9%	61	88.4%	334	95.7%	27	93.1%
■ No	23	5.5%	17	5.3%	6	6.1%	8	11.6%	15	4.3%	2	6.9%
Total	418	100.0%	320	100.0%	98	100.0%	69	100.0%	349	100.0%	29	100.0%
Not Answered	2		2		0		0		2		0	
Reporting Category Experiences with the Child's Personal Doctor or Nurse												
Achievement Score (Case mix adjusted)	92.78%	94.60%	94.27%	88.76%	95.62%	NA						
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	+1.5	+5.5 ▲	-1.7	-2.4	+5.0 ▲	NA						

Q47. 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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
■ Yes	362	87.0%	276	86.5%	86	88.7%	53	76.8%	309	89.0%	24	82.8%
■ No	54	13.0%	43	13.5%	11	11.3%	16	23.2%	38	11.0%	5	17.2%
Total	416	100.0%	319	100.0%	97	100.0%	69	100.0%	347	100.0%	29	100.0%
Not Answered	4		3		1		0		4		0	
Reporting Category Experiences with the Child's Personal Doctor or Nurse												
Achievement Score (Case mix adjusted)	86.04%	86.13%	90.22%	78.64%	88.72%	NA						
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	-1.0	+0.8	-1.5	-11.0	+2.5	NA						

NA: Results suppressed for fewer than 30 cases.

■ Response scored as: ■ Achievement ■ Room for improvement

Getting Health Care From Specialists

Q48. 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 with a specialist?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	595	25.3%	430	24.2%	165	28.4%	291	16.8%	304	48.6%	43	21.2%
No	1,761	74.7%	1,345	75.8%	416	71.6%	1,440	83.2%	321	51.4%	160	78.8%
Total	2,356	100.0%	1,775	100.0%	581	100.0%	1,731	100.0%	625	100.0%	203	100.0%
Not Answered	17		14		3		13		4		1	

Q49. In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	25	4.2%	22	5.2%	3	1.8%	13	4.5%	12	4.0%	5	11.6%
Sometimes	135	22.9%	97	22.8%	38	23.3%	70	24.4%	65	21.5%	10	23.3%
Usually	151	25.6%	108	25.4%	43	26.4%	68	23.7%	83	27.5%	9	20.9%
Always	278	47.2%	199	46.7%	79	48.5%	136	47.4%	142	47.0%	19	44.2%
Total	589	100.0%	426	100.0%	163	100.0%	287	100.0%	302	100.0%	43	100.0%
Not Answered	6		4		2		4		2		0	

Reporting Category	Getting Needed Care					
Achievement Score (Case mix adjusted)	71.71%	71.96%	75.87%	69.62%	76.21%	65.42%
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	-3.3	-3.8	+3.0	-1.8	-2.9	-10.4
Correlation with rating of health plan	0.279	0.315	0.175	0.311	0.258	0.336

Q50. How many specialists has your child talked to in the last 6 months?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
None	35	5.9%	25	5.9%	10	6.1%	21	7.3%	14	4.6%	1	2.5%
1 specialist	353	59.9%	252	59.4%	101	61.2%	206	71.8%	147	48.7%	28	70.0%
2	129	21.9%	99	23.3%	30	18.2%	44	15.3%	85	28.1%	7	17.5%
3	46	7.8%	30	7.1%	16	9.7%	12	4.2%	34	11.3%	3	7.5%
4	13	2.2%	9	2.1%	4	2.4%	2	0.7%	11	3.6%	1	2.5%
5 or more specialists	13	2.2%	9	2.1%	4	2.4%	2	0.7%	11	3.6%	0	0.0%
Total	589	100.0%	424	100.0%	165	100.0%	287	100.0%	302	100.0%	40	100.0%
Not Answered	6		6		0		4		2		3	

Response scored as: ■ Achievement ■ Room for improvement

Getting Health Care From Specialists (continued)

Q51. We want to know your rating of the specialist your child talked to 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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
■ Worst specialist possible	1	0.2%	1	0.3%	0	0.0%	0	0.0%	1	0.4%	0	0.0%
■ 1	1	0.2%	1	0.3%	0	0.0%	0	0.0%	1	0.4%	0	0.0%
■ 2	1	0.2%	1	0.3%	0	0.0%	1	0.4%	0	0.0%	0	0.0%
■ 3	4	0.7%	3	0.8%	1	0.7%	1	0.4%	3	1.1%	0	0.0%
■ 4	8	1.5%	5	1.3%	3	2.0%	4	1.5%	4	1.4%	2	5.1%
■ 5	12	2.2%	8	2.0%	4	2.6%	6	2.3%	6	2.1%	2	5.1%
■ 6	25	4.6%	18	4.6%	7	4.6%	9	3.4%	16	5.6%	1	2.6%
■ 7	37	6.8%	28	7.1%	9	5.9%	21	8.0%	16	5.6%	5	12.8%
■ 8	89	16.2%	61	15.4%	28	18.3%	41	15.6%	48	16.8%	6	15.4%
■ 9	99	18.1%	69	17.5%	30	19.6%	47	17.9%	52	18.2%	6	15.4%
■ Best specialist possible	271	49.5%	200	50.6%	71	46.4%	133	50.6%	138	48.4%	17	43.6%
Total	548	100.0%	395	100.0%	153	100.0%	263	100.0%	285	100.0%	39	100.0%
Not Answered	6		4		2		3		3		0	
Reporting Category	Ratings											
Achievement Score (Case mix adjusted)	84.03%		83.18%		85.59%		81.31%		86.11%		75.30%	
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	+2.6		+0.9		+5.2		+2.8		+0.9		+2.4	
Correlation with rating of health plan	0.413		0.401		0.448		0.319		0.484		0.379	

Your Child's Health Plan

Q52. In the last 6 months, did you get information or help from customer service at your child's health plan?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	676	28.7%	499	28.1%	177	30.5%	481	27.8%	195	31.2%	54	26.6%
No	1,682	71.3%	1,278	71.9%	404	69.5%	1,252	72.2%	430	68.8%	149	73.4%
Total	2,358	100.0%	1,777	100.0%	581	100.0%	1,733	100.0%	625	100.0%	203	100.0%
Not Answered	15		12		3		11		4		1	

■ Response scored as: ■ Achievement ■ Room for improvement

Your Child's Health Plan (continued)

Q53. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	20	3.0%	13	2.6%	7	4.0%	15	3.1%	5	2.6%	0	0.0%
Sometimes	105	15.7%	83	16.8%	22	12.5%	77	16.1%	28	14.6%	11	20.8%
Usually	220	32.9%	162	32.9%	58	33.0%	154	32.3%	66	34.4%	19	35.8%
Always	324	48.4%	235	47.7%	89	50.6%	231	48.4%	93	48.4%	23	43.4%
Total	669	100.0%	493	100.0%	176	100.0%	477	100.0%	192	100.0%	53	100.0%
Not Answered	7		6		1		4		3		1	
Reporting Category												
						Customer Service						
Achievement Score (Case mix adjusted)	81.39%		80.29%		84.21%		80.43%		83.51%		79.34%	
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	+1.0		+0.4		+6.1		+2.5		+0.1		-3.8	
Correlation with rating of health plan	0.437		0.405		0.524		0.421		0.485		0.570	

Q54. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	8	1.2%	7	1.4%	1	0.6%	5	1.1%	3	1.6%	0	0.0%
Sometimes	41	6.1%	28	5.7%	13	7.4%	31	6.5%	10	5.2%	3	5.7%
Usually	166	24.9%	126	25.6%	40	22.7%	124	26.1%	42	21.9%	17	32.1%
Always	453	67.8%	331	67.3%	122	69.3%	316	66.4%	137	71.4%	33	62.3%
Total	668	100.0%	492	100.0%	176	100.0%	476	100.0%	192	100.0%	53	100.0%
Not Answered	8		7		1		5		3		1	
Reporting Category												
						Customer Service						
Achievement Score (Case mix adjusted)	92.51%		92.79%		92.59%		92.71%		92.80%		94.55%	
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	+0.8		+0.6		+3.6		+2.5		-2.1		+1.6	
Correlation with rating of health plan	0.403		0.376		0.477		0.361		0.500		0.541	

Q55. In the last 6 months, did your child's health plan give you any forms to fill out?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	378	16.1%	289	16.4%	89	15.4%	264	15.3%	114	18.4%	25	12.4%
No	1,965	83.9%	1,476	83.6%	489	84.6%	1,459	84.7%	506	81.6%	177	87.6%
Total	2,343	100.0%	1,765	100.0%	578	100.0%	1,723	100.0%	620	100.0%	202	100.0%
Not Answered	30		24		6		21		9		2	

■ Response scored as: ■ Achievement ■ Room for improvement

Your Child's Health Plan (continued)

Q56. In the last 6 months, how often were the forms from your child's health plan easy to fill out? [NOTE: Response of 'Always' padded with Q55 = 'No', based on NCQA scoring guidelines.]

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	12	0.5%	7	0.4%	5	0.9%	6	0.3%	6	1.0%	0	0.0%
Sometimes	73	3.1%	59	3.4%	14	2.4%	55	3.2%	18	2.9%	4	2.0%
Usually	133	5.7%	102	5.8%	31	5.4%	90	5.2%	43	7.0%	10	5.0%
Always	2,116	90.7%	1,591	90.4%	525	91.3%	1,567	91.2%	549	89.1%	188	93.1%
Total	2,334	100.0%	1,759	100.0%	575	100.0%	1,718	100.0%	616	100.0%	202	100.0%
Not Answered	9		6		3		5		4		0	
Reporting Category												
						Single Items						
Achievement Score (Case mix adjusted)	96.32%		96.32%		96.73%		96.57%		96.02%		98.04%	
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	-0.6		-0.9		+0.6		-0.8		+0.4		+0.7	

Q57. 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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Worst health plan possible	8	0.3%	4	0.2%	4	0.7%	5	0.3%	3	0.5%	1	0.5%
1	4	0.2%	4	0.2%	0	0.0%	3	0.2%	1	0.2%	1	0.5%
2	13	0.6%	8	0.5%	5	0.9%	5	0.3%	8	1.3%	0	0.0%
3	9	0.4%	8	0.5%	1	0.2%	7	0.4%	2	0.3%	1	0.5%
4	20	0.9%	17	1.0%	3	0.5%	13	0.8%	7	1.1%	0	0.0%
5	101	4.3%	80	4.6%	21	3.6%	64	3.7%	37	6.0%	15	7.5%
6	77	3.3%	55	3.1%	22	3.8%	54	3.1%	23	3.7%	15	7.5%
7	212	9.1%	166	9.5%	46	8.0%	160	9.3%	52	8.4%	25	12.4%
8	424	18.2%	320	18.2%	104	18.0%	315	18.4%	109	17.7%	34	16.9%
9	438	18.8%	324	18.5%	114	19.8%	313	18.3%	125	20.3%	31	15.4%
Best health plan possible	1,026	44.0%	769	43.8%	257	44.5%	776	45.2%	250	40.5%	78	38.8%
Total	2,332	100.0%	1,755	100.0%	577	100.0%	1,715	100.0%	617	100.0%	201	100.0%
Not Answered	41		34		7		29		12		3	
Reporting Category												
						Ratings						
Achievement Score (Case mix adjusted)	80.82%		79.98%		83.25%		80.44%		81.76%		70.48%	
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	+0.0		-1.2		+3.7		-0.4		+1.0		-0.3	

■ Response scored as: ■ Achievement ■ Room for improvement

Prescription Medicines

Q58. In the last 6 months, did you get or refill any prescription medicines for your child?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,077	45.7%	829	46.7%	248	42.8%	591	34.1%	486	77.8%	94	46.5%
No	1,280	54.3%	948	53.3%	332	57.2%	1,141	65.9%	139	22.2%	108	53.5%
Total	2,357	100.0%	1,777	100.0%	580	100.0%	1,732	100.0%	625	100.0%	202	100.0%
Not Answered	16		12		4		12		4		2	

Q59. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Never	11	1.0%	7	0.9%	4	1.6%	6	1.0%	5	1.0%	0	0.0%
Sometimes	92	8.6%	75	9.2%	17	6.9%	52	8.9%	40	8.3%	6	6.5%
Usually	258	24.2%	196	24.0%	62	25.0%	132	22.6%	126	26.1%	24	25.8%
Always	704	66.1%	539	66.0%	165	66.5%	393	67.4%	311	64.5%	63	67.7%
Total	1,065	100.0%	817	100.0%	248	100.0%	583	100.0%	482	100.0%	93	100.0%
Not Answered	12		12		0		8		4		1	
Reporting Category												
CCC Single Items												
Achievement Score (Case mix adjusted)	90.43%		89.64%		93.39%		89.30%		91.95%		92.74%	
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	+2.0		+1.9		+1.7		+1.7		+1.8		+0.6	

Q60. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	664	62.6%	523	64.3%	141	56.9%	372	64.1%	292	60.7%	63	67.7%
No	397	37.4%	290	35.7%	107	43.1%	208	35.9%	189	39.3%	30	32.3%
Total	1,061	100.0%	813	100.0%	248	100.0%	580	100.0%	481	100.0%	93	100.0%
Not Answered	16		16		0		11		5		1	
Reporting Category												
CCC Single Items												
Achievement Score (Case mix adjusted)	62.56%		63.39%		59.05%		62.38%		62.37%		67.38%	
2024 vs. 2022: +/- Change (▲▼ Stat. sig.)	-2.4		-1.6		-5.6		-1.2		-4.6		+0.7	

Response scored as: ■ Achievement ■ Room for improvement

About Your Child and You

Q61. In general, how would you rate your child's overall health?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Excellent	1,033	43.8%	770	43.4%	263	45.1%	877	50.6%	156	25.0%	88	43.8%
Very Good	830	35.2%	619	34.9%	211	36.2%	596	34.4%	234	37.6%	76	37.8%
Good	417	17.7%	323	18.2%	94	16.1%	245	14.1%	172	27.6%	30	14.9%
Fair	66	2.8%	53	3.0%	13	2.2%	14	0.8%	52	8.3%	6	3.0%
Poor	11	0.5%	9	0.5%	2	0.3%	2	0.1%	9	1.4%	1	0.5%
Total	2,357	100.0%	1,774	100.0%	583	100.0%	1,734	100.0%	623	100.0%	201	100.0%
Not Answered	16		15		1		10		6		3	

Q62. In general, how would you rate your child's overall mental or emotional health?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Excellent	1,074	45.5%	803	45.2%	271	46.6%	947	54.6%	127	20.4%	105	51.7%
Very Good	677	28.7%	485	27.3%	192	33.0%	519	29.9%	158	25.3%	48	23.6%
Good	424	18.0%	334	18.8%	90	15.5%	232	13.4%	192	30.8%	38	18.7%
Fair	156	6.6%	131	7.4%	25	4.3%	32	1.8%	124	19.9%	12	5.9%
Poor	27	1.1%	24	1.4%	3	0.5%	4	0.2%	23	3.7%	0	0.0%
Total	2,358	100.0%	1,777	100.0%	581	100.0%	1,734	100.0%	624	100.0%	203	100.0%
Not Answered	15		12		3		10		5		1	

Q63. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	583	24.8%	446	25.2%	137	23.7%	136	7.9%	447	71.3%	45	22.3%
No	1,768	75.2%	1,326	74.8%	442	76.3%	1,588	92.1%	180	28.7%	157	77.7%
Total	2,351	100.0%	1,772	100.0%	579	100.0%	1,724	100.0%	627	100.0%	202	100.0%
Not Answered	22		17		5		20		2		2	

Q64. Is this because of any medical, behavioral, or other health condition?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	472	81.8%	356	80.7%	116	85.3%	49	37.4%	423	94.8%	41	91.1%
No	105	18.2%	85	19.3%	20	14.7%	82	62.6%	23	5.2%	4	8.9%
Total	577	100.0%	441	100.0%	136	100.0%	131	100.0%	446	100.0%	45	100.0%
Not Answered	6		5		1		5		1		0	

About Your Child and You (continued)

Q65. Is this a condition that has lasted or is expected to last for at least 12 months?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	419	90.1%	322	91.5%	97	85.8%	0	0.0%	419	99.1%	38	95.0%
No	46	9.9%	30	8.5%	16	14.2%	42	100.0%	4	0.9%	2	5.0%
Total	465	100.0%	352	100.0%	113	100.0%	42	100.0%	423	100.0%	40	100.0%
Not Answered	7		4		3		7		0		1	

Q66. 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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	360	15.3%	290	16.4%	70	12.1%	51	3.0%	309	49.3%	21	10.4%
No	1,988	84.7%	1,479	83.6%	509	87.9%	1,670	97.0%	318	50.7%	180	89.6%
Total	2,348	100.0%	1,769	100.0%	579	100.0%	1,721	100.0%	627	100.0%	201	100.0%
Not Answered	25		20		5		23		2		3	

Q67. Is this because of any medical, behavioral, or other health condition?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	302	85.3%	245	86.0%	57	82.6%	8	17.0%	294	95.8%	18	85.7%
No	52	14.7%	40	14.0%	12	17.4%	39	83.0%	13	4.2%	3	14.3%
Total	354	100.0%	285	100.0%	69	100.0%	47	100.0%	307	100.0%	21	100.0%
Not Answered	6		5		1		4		2		0	

Q68. Is this a condition that has lasted or is expected to last for at least 12 months?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	288	96.0%	235	96.3%	53	94.6%	0	0.0%	288	98.6%	17	94.4%
No	12	4.0%	9	3.7%	3	5.4%	8	100.0%	4	1.4%	1	5.6%
Total	300	100.0%	244	100.0%	56	100.0%	8	100.0%	292	100.0%	18	100.0%
Not Answered	2		1		1		0		2		0	

About Your Child and You (continued)

Q69. 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?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	248	10.6%	217	12.3%	31	5.4%	49	2.8%	199	31.9%	23	11.4%
No	2,097	89.4%	1,550	87.7%	547	94.6%	1,672	97.2%	425	68.1%	178	88.6%
Total	2,345	100.0%	1,767	100.0%	578	100.0%	1,721	100.0%	624	100.0%	201	100.0%
Not Answered	28		22		6		23		5		3	

Q70. Is this because of any medical, behavioral, or other health condition?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	192	80.3%	166	79.8%	26	83.9%	7	16.7%	185	93.9%	16	72.7%
No	47	19.7%	42	20.2%	5	16.1%	35	83.3%	12	6.1%	6	27.3%
Total	239	100.0%	208	100.0%	31	100.0%	42	100.0%	197	100.0%	22	100.0%
Not Answered	9		9		0		7		2		1	

Q71. Is this a condition that has lasted or is expected to last for at least 12 months?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	178	94.7%	155	95.7%	23	88.5%	0	0.0%	178	97.8%	15	93.8%
No	10	5.3%	7	4.3%	3	11.5%	6	100.0%	4	2.2%	1	6.3%
Total	188	100.0%	162	100.0%	26	100.0%	6	100.0%	182	100.0%	16	100.0%
Not Answered	4		4		0		1		3		0	

Q72. Does your child need or get special therapy, such as physical, occupational, or speech therapy?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	347	14.8%	277	15.6%	70	12.1%	101	5.8%	246	39.4%	30	14.9%
No	2,005	85.2%	1,496	84.4%	509	87.9%	1,627	94.2%	378	60.6%	171	85.1%
Total	2,352	100.0%	1,773	100.0%	579	100.0%	1,728	100.0%	624	100.0%	201	100.0%
Not Answered	21		16		5		16		5		3	

About Your Child and You (continued)**Q73. Is this because of any medical, behavioral, or other health condition?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	223	65.8%	188	69.9%	35	50.0%	10	10.5%	213	87.3%	19	67.9%
No	116	34.2%	81	30.1%	35	50.0%	85	89.5%	31	12.7%	9	32.1%
Total	339	100.0%	269	100.0%	70	100.0%	95	100.0%	244	100.0%	28	100.0%
Not Answered	8		8		0		6		2		2	

Q74. Is this a condition that has lasted or is expected to last for at least 12 months?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	208	93.7%	179	95.7%	29	82.9%	0	0.0%	208	98.1%	18	94.7%
No	14	6.3%	8	4.3%	6	17.1%	10	100.0%	4	1.9%	1	5.3%
Total	222	100.0%	187	100.0%	35	100.0%	10	100.0%	212	100.0%	19	100.0%
Not Answered	1		1		0		0		1		0	

Q75. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	380	16.2%	322	18.2%	58	10.0%	38	2.2%	342	54.5%	29	14.5%
No	1,972	83.8%	1,451	81.8%	521	90.0%	1,687	97.8%	285	45.5%	171	85.5%
Total	2,352	100.0%	1,773	100.0%	579	100.0%	1,725	100.0%	627	100.0%	200	100.0%
Not Answered	21		16		5		19		2		4	

Q76. Has this problem lasted or is it expected to last for at least 12 months?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	334	91.3%	285	91.9%	49	87.5%	0	0.0%	334	98.8%	27	93.1%
No	32	8.7%	25	8.1%	7	12.5%	28	100.0%	4	1.2%	2	6.9%
Total	366	100.0%	310	100.0%	56	100.0%	28	100.0%	338	100.0%	29	100.0%
Not Answered	14		12		2		10		4		0	

About Your Child and You (continued)**NQ77. What is your child's age?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Less than 1 year old	37	1.6%	33	1.9%	4	0.7%	33	1.9%	4	0.6%	3	1.5%
1 to 2 years old	227	9.7%	197	11.1%	30	5.1%	197	11.4%	30	4.8%	12	5.9%
3 to 4 years old	226	9.6%	158	8.9%	68	11.7%	181	10.5%	45	7.2%	14	6.9%
5 to 7 years old	339	14.4%	249	14.1%	90	15.4%	263	15.2%	76	12.1%	34	16.7%
8 to 10 years old	415	17.7%	311	17.6%	104	17.8%	308	17.9%	107	17.1%	37	18.2%
11 to 13 years old	433	18.4%	324	18.3%	109	18.7%	301	17.4%	132	21.1%	39	19.2%
14 to 18 years old	674	28.7%	496	28.1%	178	30.5%	442	25.6%	232	37.1%	64	31.5%
Total	2,351	100.0%	1,768	100.0%	583	100.0%	1,725	100.0%	626	100.0%	203	100.0%
Not Answered	22		21		1		19		3		1	

Q78. What gender is your child?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Male	1,219	51.8%	906	51.2%	313	53.6%	869	50.3%	350	56.0%	101	49.8%
Female	1,128	47.9%	860	48.6%	268	45.9%	859	49.7%	269	43.0%	102	50.2%
Genderqueer, Gender Non-Binary, Transgender, or Other	7	0.3%	4	0.2%	3	0.5%	1	0.1%	6	1.0%	0	0.0%
Total	2,354	100.0%	1,770	100.0%	584	100.0%	1,729	100.0%	625	100.0%	203	100.0%
Not Answered	19		19		0		15		4		1	

Q79. Is your child of Hispanic or Latino origin or descent?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes, Hispanic or Latino	688	29.4%	524	29.8%	164	28.1%	521	30.3%	167	26.7%	32	15.8%
No, Not Hispanic or Latino	1,656	70.6%	1,237	70.2%	419	71.9%	1,198	69.7%	458	73.3%	171	84.2%
Total	2,344	100.0%	1,761	100.0%	583	100.0%	1,719	100.0%	625	100.0%	203	100.0%
Not Answered	29		28		1		25		4		1	

About Your Child and You (continued)**Q80. What is your child's race? Mark one or more.**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
White	1,218	52.9%	863	49.8%	355	62.4%	844	50.0%	374	61.0%	117	58.8%
Black or African-American	425	18.5%	354	20.4%	71	12.5%	298	17.7%	127	20.7%	26	13.1%
American Indian or Alaska Native	52	2.3%	41	2.4%	11	1.9%	41	2.4%	11	1.8%	2	1.0%
Other	537	23.3%	426	24.6%	111	19.5%	430	25.5%	107	17.5%	42	21.1%
Chinese	120	5.2%	89	5.1%	31	5.4%	100	5.9%	20	3.3%	24	12.1%
Japanese	9	0.4%	1	0.1%	8	1.4%	8	0.5%	1	0.2%	0	0.0%
Filipino	18	0.8%	8	0.5%	10	1.8%	16	0.9%	2	0.3%	1	0.5%
Korean	15	0.7%	10	0.6%	5	0.9%	15	0.9%	0	0.0%	1	0.5%
Vietnamese	13	0.6%	11	0.6%	2	0.4%	11	0.7%	2	0.3%	0	0.0%
Asian Indian	31	1.3%	23	1.3%	8	1.4%	25	1.5%	6	1.0%	2	1.0%
Laotian	2	0.1%	1	0.1%	1	0.2%	2	0.1%	0	0.0%	0	0.0%
Cambodian	1	0.0%	1	0.1%	0	0.0%	0	0.0%	1	0.2%	0	0.0%
Bangladeshi	44	1.9%	42	2.4%	2	0.4%	40	2.4%	4	0.7%	1	0.5%
Hmong	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Indonesian	3	0.1%	2	0.1%	1	0.2%	2	0.1%	1	0.2%	0	0.0%
Malaysian	2	0.1%	1	0.1%	1	0.2%	2	0.1%	0	0.0%	0	0.0%
Pakistani	31	1.3%	28	1.6%	3	0.5%	26	1.5%	5	0.8%	5	2.5%
Sri Lankan	4	0.2%	3	0.2%	1	0.2%	3	0.2%	1	0.2%	0	0.0%
Taiwanese	3	0.1%	1	0.1%	2	0.4%	2	0.1%	1	0.2%	1	0.5%
Nepalese	17	0.7%	13	0.8%	4	0.7%	16	0.9%	1	0.2%	2	1.0%
Burmese	32	1.4%	22	1.3%	10	1.8%	29	1.7%	3	0.5%	2	1.0%
Thai	9	0.4%	6	0.3%	3	0.5%	6	0.4%	3	0.5%	0	0.0%
Hawaiian	4	0.2%	3	0.2%	1	0.2%	2	0.1%	2	0.3%	0	0.0%
Guamanian/Chamorro	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Samoan	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Fijian	2	0.1%	2	0.1%	0	0.0%	1	0.1%	1	0.2%	0	0.0%
Tongan	1	0.0%	0	0.0%	1	0.2%	1	0.1%	0	0.0%	0	0.0%
Total	2,301	100.0%	1,732	100.0%	569	100.0%	1,688	100.0%	613	100.0%	199	100.0%
Not Answered	72		57		15		56		16		5	

About Your Child and You (continued)**Q81. What is your age?**

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Under 18	257	11.0%	212	12.0%	45	7.7%	188	10.9%	69	11.1%	20	10.0%
18 to 24	63	2.7%	58	3.3%	5	0.9%	54	3.1%	9	1.4%	9	4.5%
25 to 34	434	18.5%	317	18.0%	117	20.1%	341	19.8%	93	14.9%	35	17.4%
35 to 44	920	39.2%	685	38.9%	235	40.4%	690	40.1%	230	36.9%	82	40.8%
45 to 54	472	20.1%	332	18.8%	140	24.1%	328	19.1%	144	23.1%	40	19.9%
55 to 64	146	6.2%	110	6.2%	36	6.2%	90	5.2%	56	9.0%	11	5.5%
65 to 74	43	1.8%	40	2.3%	3	0.5%	26	1.5%	17	2.7%	4	2.0%
75 or older	9	0.4%	9	0.5%	0	0.0%	3	0.2%	6	1.0%	0	0.0%
Total	2,344	100.0%	1,763	100.0%	581	100.0%	1,720	100.0%	624	100.0%	201	100.0%
Not Answered	29		26		3		24		5		3	

Q82. What is your current gender identity?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Male	518	22.1%	377	21.4%	141	24.2%	405	23.5%	113	18.1%	46	22.9%
Female	1,826	77.9%	1,385	78.6%	441	75.8%	1,316	76.5%	510	81.7%	155	77.1%
Genderqueer, Gender Non-Binary, Transgender, or Other	1	0.0%	1	0.1%	0	0.0%	0	0.0%	1	0.2%	0	0.0%
Total	2,345	100.0%	1,763	100.0%	582	100.0%	1,721	100.0%	624	100.0%	201	100.0%
Not Answered	28		26		2		23		5		3	

Q83. What is the highest grade or level of school that you have completed?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
8th grade or less	246	10.6%	205	11.8%	41	7.1%	194	11.4%	52	8.4%	16	8.0%
Some high school, but did not graduate	249	10.7%	206	11.8%	43	7.4%	189	11.1%	60	9.6%	27	13.4%
High school graduate or GED	637	27.4%	529	30.4%	108	18.7%	469	27.6%	168	27.0%	64	31.8%
Some college or 2-year degree	609	26.2%	447	25.7%	162	28.0%	427	25.1%	182	29.3%	51	25.4%
4-year college graduate	321	13.8%	217	12.5%	104	18.0%	237	13.9%	84	13.5%	26	12.9%
More than 4-year college degree	259	11.2%	138	7.9%	121	20.9%	183	10.8%	76	12.2%	17	8.5%
Total	2,321	100.0%	1,742	100.0%	579	100.0%	1,699	100.0%	622	100.0%	201	100.0%
Not Answered	52		47		5		45		7		3	

About Your Child and You (continued)

Q84. How are you related to the child?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Mother or father	2,200	94.6%	1,623	93.1%	577	99.0%	1,638	95.3%	562	92.4%	186	93.9%
Grandparent	73	3.1%	72	4.1%	1	0.2%	47	2.7%	26	4.3%	2	1.0%
Aunt or uncle	6	0.3%	5	0.3%	1	0.2%	4	0.2%	2	0.3%	1	0.5%
Older brother or sister	6	0.3%	6	0.3%	0	0.0%	5	0.3%	1	0.2%	1	0.5%
Other relative	2	0.1%	2	0.1%	0	0.0%	2	0.1%	0	0.0%	2	1.0%
Legal guardian	35	1.5%	31	1.8%	4	0.7%	19	1.1%	16	2.6%	6	3.0%
Someone else	4	0.2%	4	0.2%	0	0.0%	3	0.2%	1	0.2%	0	0.0%
Total	2,326	100.0%	1,743	100.0%	583	100.0%	1,718	100.0%	608	100.0%	198	100.0%
Not Answered	47		46		1		26		21		6	

Q85. How well do you speak English?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Very well	1,466	62.2%	1,061	59.8%	405	69.3%	998	57.7%	468	74.8%	127	63.2%
Well	373	15.8%	311	17.5%	62	10.6%	296	17.1%	77	12.3%	39	19.4%
Not well	353	15.0%	290	16.4%	63	10.8%	294	17.0%	59	9.4%	25	12.4%
Not at all	165	7.0%	111	6.3%	54	9.2%	143	8.3%	22	3.5%	10	5.0%
Total	2,357	100.0%	1,773	100.0%	584	100.0%	1,731	100.0%	626	100.0%	201	100.0%
Not Answered	16		16		0		13		3		3	

Q86. Do you speak a language other than English at home?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1,173	50.2%	928	52.7%	245	42.6%	956	55.9%	217	34.8%	124	62.6%
No	1,162	49.8%	832	47.3%	330	57.4%	755	44.1%	407	65.2%	74	37.4%
Total	2,335	100.0%	1,760	100.0%	575	100.0%	1,711	100.0%	624	100.0%	198	100.0%
Not Answered	38		29		9		33		5		6	

About Your Child and You (continued)

Q87. What is this language spoken at home?

	MMC/CHP Statewide		Medicaid		CHP		CC - Negative		CC - Positive		United	
	N	%	N	%	N	%	N	%	N	%	N	%
Spanish	532	51.5%	411	50.7%	121	54.0%	415	49.6%	117	59.4%	25	22.9%
Other	502	48.5%	399	49.3%	103	46.0%	422	50.4%	80	40.6%	84	77.1%
Total	1,034	100.0%	810	100.0%	224	100.0%	837	100.0%	197	100.0%	109	100.0%
Not Answered	139		118		21		119		20		15	



All information that would let someone identify you or your family will be kept private. The New York State Department of Health and the research staff will not share your personal information with anyone without your OK. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits your child receives.

Your responses to this survey are completely confidential. Once you complete the survey, place it in the envelope that was provided, seal the envelope, and return the envelope to DataStat.

You may notice a barcode number on the front of this survey. This number is ONLY used to let us know if you returned your survey so we don't send you reminders.

If you want to know more about this study, please call 1-877-455-3394.

SURVEY INSTRUCTIONS

- Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.

Correct Mark



Incorrect Marks



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

● Yes → Go to Question 1
○ No

START HERE

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 [Health Plan Name]. Is that right?

○ Yes → Go to Question 3
○ 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 from a clinic, emergency room, or doctor's office. This includes care your child got in person, by phone, or by video. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.

3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away?
 - Yes
 - No → *Go to Question 5*

4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?
 - Never
 - Sometimes
 - Usually
 - Always

5. In the last 6 months, did you make any in-person, phone, or video appointments for a check-up or routine care for your child?
 - Yes
 - No → *Go to Question 7*

6. In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?
 - Never
 - Sometimes
 - Usually
 - 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 get health care in person, by phone, or by video?
 - None → *Go to Question 11*
 - 1 time
 - 2
 - 3
 - 4
 - 5 to 9
 - 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?
 - Never
 - Sometimes
 - Usually
 - 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?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
0	1	2	3	4	5	6	7	8	9	10
Worst					Best					
Health Care					Health Care					
Possible					Possible					

10. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?
 - Never
 - Sometimes
 - Usually
 - Always

11. Is your child now enrolled in any kind of school or daycare?
 - Yes
 - 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?
 - Yes
 - 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?
 - Yes
 - No



**DOCTOR OR CLINIC EMAIL AND WEBSITE
IN THE LAST 6 MONTHS**

14. In the last 6 months, did you make any appointments for a check-up or routine care for your child through a doctor's or clinic's E-mail or Website?
- Yes
 - No → *Go to Question 16*
15. In the last 6 months, when you made an appointment for a check-up or routine care for your child through a doctor's or clinic's E-mail or Website, how often did you get an appointment as soon as your child needed?
- Never
 - Sometimes
 - Usually
 - Always
16. In the last 6 months, did you access your child's blood tests, x-rays, or other test results through a doctor's or clinic's website?
- Yes
 - No → *Go to Question 21*
17. How often was it easy to find your child's blood tests, x-rays, or other test results on the website?
- Never
 - Sometimes
 - Usually
 - Always
18. How often were your child's blood tests, x-rays, or other test results put on the website as soon as needed?
- Never
 - Sometimes
 - Usually
 - Always
19. How often were your child's blood tests, x-rays, or other test results on the website easy to understand?
- Never
 - Sometimes
 - Usually
 - Always

20. If there were visit notes put on the website, were the visit notes easy to understand?
- No notes available
 - Never
 - Sometimes
 - Usually
 - Always

SPECIALIZED SERVICES

21. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?
- Yes
 - No → *Go to Question 24*
22. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?
- Never
 - Sometimes
 - Usually
 - Always
23. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?
- Yes
 - No
24. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?
- Yes
 - No → *Go to Question 27*
25. In the last 6 months, how often was it easy to get this therapy for your child?
- Never
 - Sometimes
 - Usually
 - Always
26. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?
- Yes
 - No



39. 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?
- Never
 - Sometimes
 - Usually
 - Always
40. In the last 6 months, how often did your child's personal doctor spend enough time with your child?
- Never
 - Sometimes
 - Usually
 - Always
41. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?
- Yes
 - No
42. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?
- Yes
 - No → *Go to Question 44*
43. 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?
- Never
 - Sometimes
 - Usually
 - Always
44. 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?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
0	1	2	3	4	5	6	7	8	9	10
Worst							Best			
Personal Doctor						Personal Doctor				
Possible						Possible				

45. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?
- Yes
 - No → *Go to Question 48*
46. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?
- Yes
 - No
47. Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?
- Yes
 - No

GETTING HEALTH CARE FROM SPECIALISTS

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

48. 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 with a specialist?
- Yes
 - No → *Go to Question 52*
49. In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?
- Never
 - Sometimes
 - Usually
 - Always
50. How many specialists has your child talked to in the last 6 months?
- None → *Go to Question 52*
 - 1 specialist
 - 2
 - 3
 - 4
 - 5 or more specialists



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

- Yes
- No → Go to Question 66

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

- Yes
- No → Go to Question 66

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

- Yes
- No

66. 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?

- Yes
- No → Go to Question 69

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

- Yes
- No → Go to Question 69

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

- Yes
- No

69. 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?

- Yes
- No → Go to Question 72

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

- Yes
- No → Go to Question 72

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

- Yes
- No

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

- Yes
- No → Go to Question 75

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

- Yes
- No → Go to Question 75

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

- Yes
- No

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

- Yes
- No → Go to Question 77

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

- Yes
- No

77. What is your child's age?

- Less than 1 year old

YEARS OLD (write in)

78. What gender is your child?

- Male
- Female
- Genderqueer, Gender Non-Binary, Transgender, or Other

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

- Yes, Hispanic or Latino
- No, not Hispanic or Latino



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

- White
- Black or African-American
- American Indian or Alaska Native
- Other

Asian

- Chinese
- Japanese
- Filipino
- Korean
- Vietnamese
- Asian Indian
- Laotian
- Cambodian
- Bangladeshi
- Hmong
- Indonesian
- Malaysian
- Pakistani
- Sri Lankan
- Taiwanese
- Nepalese
- Burmese
- Thai

Native Hawaiian/Pacific Islander

- Hawaiian
- Guamanian/Chamorro
- Samoan
- Fijian
- Tongan

81. What is your age?

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

82. What is your current gender identity?

- Male
- Female
- Genderqueer, Gender Non-Binary, Transgender, or Other

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

- 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

84. How are you related to the child?

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

85. How well do you speak English?

- Very well
- Well
- Not well
- Not at all

86. Do you speak a language other than English at home?

- Yes → **Go to Question 87**
- No → **Thank you. Please return the completed survey in the postage-paid envelope.**

87. What is this language spoken at home?

- Spanish
- Some other language (please specify)

Thanks again for taking the time to complete this survey! Your answers are greatly appreciated.

When you are done, please use the enclosed prepaid envelope to mail the survey to:

**DataStat
3975 Research Park Drive
Ann Arbor, MI 48108**

