



**Oregon Health Plan Report of Results for  
Trillium Community Health Plan (Adult Population)  
2021 CAHPS® 5.1H Medicaid Member Experience Survey**

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## INTRODUCTION

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

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

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

The survey measures member satisfaction with the experience of care and gives a general indication of how well the health plan meets members' expectations. Surveyed members are asked to rate various aspects of the health plan based on their experience with the plan during the previous 6 months. In addition, the survey collects data on Effectiveness of Care measures, including influenza vaccinations and smoking cessation measures.

## WHAT'S NEW IN 2021

### 2021 SURVEY FIELDING UPDATES

#### SURVEY INSTRUMENTS

In response to significant changes in consumer behavior during the past year and the accompanying shift in care delivery toward telemedicine, NCQA updated the CAHPS Health Plan Survey to version 5.1H. Several questions were reworded to include any care received “in person, by phone, or by video” during the past six months. References to “seeing a provider” or “visiting a doctor’s office or clinic” were removed or replaced with more inclusive language to reflect this expanded array of care settings. To date, NCQA has not issued trending guidelines for the revised questionnaires. OHA adopted these changes for the surveys administered to OHP members.

OHA also implemented additional survey items for the Adult Medicaid version of the survey instrument only to further understand the care experience with telemedicine and the impact of the COVID-19 pandemic.

The race/ethnicity survey items were also relocated to the end of both survey instrument versions and an additional survey item was introduced to identify a member’s primary racial or ethnic identity.

#### CHILDREN WITH CHRONIC CONDITIONS REPORTING

In order to align with NCQA reporting of CCC results, all children identified as having a chronic condition, as defined by the member’s responses to the CCC survey-based screening tool (i.e., Questions Q55 – Q68 in the child survey instrument). A child member is identified as having a chronic condition if all questions for at least one specific health consequence are answered “Yes.”

The general population data set and CCC population data set are not mutually exclusive groups. For example, if a child member is selected for the CAHPS child survey sample and is identified as having a chronic condition based on responses to the CCC survey-screening tool, the member is included in general population and CCC population results.

## IMPACT OF COVID-19 ON OHA REPORTING

Citing concerns about the impact of COVID-19 on CAHPS data collection and response rates, as well as the potential for response bias because members were asked to reflect on their health care experiences over the past year while simultaneously living through a pandemic, **NCQA issued a general recommendation against using the 2020 benchmarks for improvement scoring and year-over-year trending. In this context, your organization's 2021 survey results and any comparisons to prior-year performance benchmarks should be interpreted with caution.**

## UPDATES TO THE 2021 OHA CAHPS SURVEY RESULTS REPORT

CSS has made several updates to the 2021 CAHPS Results Reports:

- The *Member Profile and Analysis of Plan Ratings by Member Segment* section has been updated for revised primary race survey item.
- The *CSS Key Driver Model* has been updated using CSS's Book-of-Business data collected over the past two years.
- An updated *Health Plan Quality Improvement Resource Guide* is included.

## EXECUTIVE SUMMARY

CSS administered the Adult Medicaid version of the 2021 CAHPS Health Plan Survey for the Oregon Health Authority on behalf of Trillium Community Health Plan, hereafter referred to as Trillium between January 7 and April 7, 2021.

The final survey sample for Trillium included 1,150 members. During the survey fielding period, 264 sample members completed the survey. After final survey eligibility criteria were applied, the resulting NCQA response rate was 23.38 percent.

This was the second survey administration cycle taking place during the COVID-19 pandemic. In response to significant changes in consumer behavior during the pandemic and the accompanying shift in care delivery toward telemedicine, NCQA expanded the CAHPS questionnaires to include any care received “in person, by phone, or by video.” While NCQA has not provided trending guidelines for the revised questionnaires, in June of 2020 NCQA recommended against using its 2020 CAHPS national benchmarks for improvement scoring and year-over-year trending<sup>1</sup>. **In this context, your organization’s 2021 survey results and any comparisons to prior-year performance benchmarks should be interpreted with caution.**

This Executive Summary focuses on key CAHPS performance metrics, including year-over-year changes in results and comparisons to relevant state Oregon Health Plan benchmarks. Also identified are top organizational priorities for quality improvement based on CSS’s *Key Driver Analysis*.

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<sup>1</sup> For more information, see [www.ncqa.org/covid/](http://www.ncqa.org/covid/)

## RESULTS ON KEY SURVEY MEASURES

### STATISTICALLY SIGNIFICANT IMPROVEMENTS OR DECLINES COMPARED TO 2020

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

### STATISTICALLY SIGNIFICANT DIFFERENCES FROM STATE OREGON HEALTH PLAN

Reportable Rate ABOVE Benchmark	Reportable Rate BELOW Benchmark
2021 State OHP	
None	None

## TOP PRIORITIES FOR QUALITY IMPROVEMENT

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

Top Priorities for Quality Improvement
1. Improving health plan provider network (highly-rated personal doctors)
2. Improving member access to care (ease of getting needed care, tests, or treatment)
3. Improving health plan provider network (highly-rated specialists)
4. Improving the ability of the health plan customer service to provide necessary information or help

All results reported in this section are based on the rates of members answering 8, 9 or 10 for the overall rating questions and *Usually* or *Always* for all other CAHPS measures.

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

## SURVEY RESULTS AT A GLANCE

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

EXHIBIT 1. 2021 TRILLIUM ADULT MEDICAID OHA CAHPS SURVEY: RESULTS AT A GLANCE

CAHPS 5.0H Survey Measures		Global Proportions and Question Summary Rates			Valid Responses			2021 State OHP
		2019	2020	2021	2019	2020	2021	
Overall Ratings (% 8, 9, or 10)	Q8. Rating of All Health Care	65.29%	72.97%	<b>71.43%</b>	170	185	<b>154</b>	72.57%
	Q18. Rating of Personal Doctor	71.96% ▲	73.96%	<b>80.90%</b>	189	192	<b>178</b>	79.98%
	Q22. Rating of Specialist Seen Most Often	78.50%	80.18%	<b>78.65%</b>	107	111	<b>89</b>	80.81%
	Q28. Rating of Health Plan	71.84%	65.53%	<b>66.67%</b>	206	235	<b>222</b>	71.88%
Getting Needed Care (% Always or Usually)	<b>Getting Needed Care Composite</b>	76.62%	79.68%	<b>79.58%</b>	141	153	<b>125</b>	81.46%
	Q9. Easy to get needed care	83.33%	82.70%	<b>80.89%</b>	168	185	<b>157</b>	84.03%
	Q20. Easy to see specialists	69.91%	76.67%	<b>78.26%</b>	113	120	<b>92</b>	78.89%
Getting Care Quickly (% Always or Usually)	<b>Getting Care Quickly Composite</b>	78.19%	81.55%	<b>75.73%</b>	124	134	<b>105</b>	81.62%
	Q4. Got urgent care as soon as needed	79.27%	84.31%	<b>75.76%</b>	82	102	<b>66</b>	83.42%
	Q6. Got routine care as soon as needed	77.11%	78.79%	<b>75.69%</b>	166	165	<b>144</b>	79.82%
How Well Doctors Communicate* (% Always or Usually)	<b>How Well Doctors Communicate Composite</b>	86.66%	87.42%	<b>90.96%</b>	148	149	<b>138</b>	91.76%
	Q12. Doctor explained things	85.81%	89.86%	<b>92.03%</b>	148	148	<b>138</b>	92.85%
	Q13. Doctor listened carefully	84.46% ▲	87.25%	<b>92.09%</b>	148	149	<b>139</b>	91.98%
	Q14. Doctor showed respect	89.19%	87.33%	<b>92.03%</b>	148	150	<b>138</b>	92.69%
	Q15. Doctor spent enough time	87.16%	85.23%	<b>87.68%</b>	148	149	<b>138</b>	89.54%
Customer Service (% Always or Usually)	<b>Customer Service Composite</b>	87.14%	85.26%	<b>87.47%</b>	70	102	<b>88</b>	88.12%
	Q24. Provided needed information/help	75.71%	78.43%	<b>80.68%</b>	70	102	<b>88</b>	81.95%
	Q25. Treated with courtesy/respect	98.57%	92.08%	<b>94.25%</b>	70	101	<b>87</b>	94.29%
	Q17. Coordination of Care (% Always or Usually)	74.44%	76.04%	<b>77.38%</b>	90	96	<b>84</b>	83.66%
Effectiveness of Care Measures	Advising Smokers and Tobacco Users to Quit	66.67%	81.43% ▼	<b>57.53%</b>	75	70	<b>73</b>	65.86%
	Discussing Cessation Medications	38.16%	54.93%	<b>39.73%</b>	76	71	<b>73</b>	49.26%
	Discussing Cessation Strategies	33.33%	47.14%	<b>37.50%</b>	75	70	<b>72</b>	43.27%
	Flu Vaccinations for Adults	40.10%	44.19%	<b>37.31%</b>	207	215	<b>193</b>	37.37%

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

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

## ABOUT THIS REPORT

The key features of this 2021 CAHPS report, prepared by CSS for Trillium, are highlighted below.

- Survey results presented in this report were calculated following the NCQA guidelines published in *HEDIS 2021, Volume 3: Specifications for Survey Measures* unless otherwise noted. Summary Results are reported regardless of whether the denominator threshold is met, however, any summary measure where the denominator is less than 30 is marked as “Low n”.
- Throughout the report, the 2021 Trillium survey results are compared to the 2021 State OHP. The 2021 State OHP is calculated by pooling Adult Medicaid survey responses across CCOs surveyed by the Oregon Health Authority.
- *Executive Summary* provides a high-level overview of survey findings. This section highlights the areas where Trillium performs significantly above or below the state Oregon Health Plan benchmarks. If prior-year survey results are available, any statistically significant improvements or declines on key survey measures are also noted. Top organizational priorities for quality improvement based on CSS’s *Key Driver Analysis* are identified.
- *Summary of Survey Results* presents the 2021 Trillium survey scores on key measures, including question summary rates, global proportions, and changes in rates and global proportion scores from the previous year (if applicable); and comparisons to relevant state Oregon Health Plan benchmarks. Statistically significant differences in scores are noted.
- *Detailed Performance Charts* are provided for the rating questions, composite measures, and individual survey items representing the various CAHPS domains of care. The 2021 Trillium QSRs and global proportions are compared to the 2021 State OHP on all measures. Where available, a three-year trend in scores is also shown.
- A one-page summary of the *Effectiveness of Care* measures includes comparisons to prior-year results (if available) as well as to the 2021 State OHP rates. All rates are calculated according to the NCQA guidelines, but are presented regardless of their eligibility for NCQA reporting.
- *Member Profile and Analysis of Ratings by Member Segment* compares the 2021 Trillium respondent profile to the relevant state Oregon Health Plan distribution(s) of demographic characteristics and utilization variables. Variation in *Rating of Health Plan* measure by member segment is examined.

- *Key Driver Analysis* identifies key member experience touch points that appear to drive the overall *Rating of Health Plan*. The *CSS Key Driver Model* quantifies the contribution of each key driver to the overall member assessment of the plan. The 2021 Trillium results on each key driver are compared to the highest score among all the Adult CCOs contributing to the 2021 State OHP, yielding a measure of available room for improvement in each area. The result is then weighted by the key driver's contribution to the overall *Rating of Health Plan* score. Opportunities for improvement are prioritized based on the expected improvement in the Trillium *Rating of Health Plan* score due to improved performance on the key driver measure. A separate section of the report provides some helpful resources for health plan quality improvement.
- The *Appendix* includes:
  - Score calculation guidelines and methodology
  - A glossary of terms
  - A copy of the survey instrument
  - Detailed cross-tabulations of survey responses for every survey question, with additional tables summarizing performance on key survey measures

## SURVEY METHODOLOGY

### SURVEY PROTOCOL AND TIMELINE

CSS administered the Adult Medicaid version of the 2021 CAHPS Health Plan Survey for the Oregon Health Authority on behalf of Trillium using a mixed methodology of internet, mail, and telephone. The Oregon Health Authority's mixed methodology consisted of the following milestones:

- A prenotification letter with an invitation to complete the survey online, which was mailed on January 7;
- An initial questionnaire with cover letter, which was mailed on January 13;
- A replacement questionnaire with cover letter, which was mailed on February 11;
- A telephone follow-up phase targeting non-respondents, with up to four telephone follow-up attempts spaced at different times of the day and on different days of the week, which started on March 8; and
- Close of data collection on April 7, 2021.

### SURVEY MATERIALS

The survey instruments (both English and Spanish) used for Trillium are provided in the Appendix. CSS designed the survey following instructions from OHA and the NCQA specifications detailed in *HEDIS 2021, Volume 3: Specifications for Survey Measures and Quality Assurance Plan for HEDIS 2021 Survey Measures*. The materials referred to Oregon Health Plan and included the Oregon Health Authority logo on all the mailing materials.

Each survey package included a postage-paid business reply envelope. Besides the core CAHPS questions, the survey included 44 additional questions added by OHA. These included questions on mobility impairment, cultural competency, access to dental care, telemedicine, COVID-19 and REALD demographics. All mailings included a duplex English and Spanish cover letter. Members received either an English or Spanish survey based on language information provided by Oregon Health Authority. Members had the option to request the survey in the other language using a telephone request line.

The website URL and a personal web ID was listed in the prenotification letter and second survey package cover letter to complete the survey online.

## SAMPLE SELECTION

CSS followed Oregon Health Authority's instructions to generate the survey sample for Trillium. For the Adult Medicaid survey, sample-eligible members were defined as plan members who were 18 years old or older as of December 31, 2020; were currently enrolled; Sample-eligible members were defined as plan members who were 18 years old or older as of November 30, 2020; were currently enrolled; had been continuously enrolled for six months (with no more than one enrollment break of 45 days or less); and whose primary coverage was through Medicaid.

Prior to sampling, CSS carefully inspected the member file(s) and noted any errors or irregularities found (such as incomplete contact information or subscriber numbers). Once the quality assurance process had been completed, CSS processed member addresses through the USPS National Change of Address (NCOA) service to ensure that the mailing addresses were up to date. The final sample was generated following the NCQA systematic sampling methodology, with no more than one member per household selected to receive the survey. The exception to this rule was any CCO that failed to meet the desired sample size in which case more than one member per household could be selected. CSS assigned each sampled member a unique identification number, which was used to track their progress throughout the data collection process.

The Oregon Health Authority chose to oversample for targeted race and ethnicity groups to ensure these groups were appropriately represented in the state sample. Data for those sample members only appear in the State OHP results and not the individual CCO results. Therefore, the final combined survey sample for Trillium included 1,150 members.

## DATA CAPTURE

Returned mail questionnaires were recorded using either manual data entry or optical scanning. Responses recorded via manual data entry were keyed by two independent data entry operators, and any discrepancies between the two response records were flagged and reconciled by a supervisor. Individual responses on surveys recorded via optical scanning were sent to data entry operators if the scanning technology was unable to identify the specific response option selected with a predefined degree of certainty. Responses from online questionnaires were stored on CSS internal servers.

Computer Assisted Telephone Interviewing (CATI) technology was used to electronically capture survey responses obtained during telephone interviews. Members were able to complete the survey in either English or Spanish. CATI supervisors maintained quality control by monitoring the telephone interviews and response capture by interviewers in real time and auditing recorded interviews. At least 10 percent of the interviews were monitored by supervisors.

Due to the multiple outreach attempts, multiple survey responses could be received from the same sample member. In those cases, only one survey response (the most complete survey) was included in the final analysis dataset.

## MEMBER DISPOSITIONS AND RESPONSE RATE

During the survey fielding period, 264 sample members completed the survey. After final survey eligibility criteria were applied, the resulting NCQA response rate was 23.38 percent. Additional detail on sample member status at the end of data collection (dispositions) is provided in Exhibit 2.

EXHIBIT 2. 2021 TRILLIUM ADULT MEDICAID OHA CAHPS SURVEY: SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

Disposition	Total		2021 State OHP
	Number	% Initial Sample	
<b>Initial Sample</b>	1,150	100.00%	---
<b>Disposition</b>			
Complete and Eligible - Mail	171	14.87%	16.36%
Complete and Eligible - Phone	75	6.52%	6.19%
Complete and Eligible - Internet	18	1.57%	1.77%
Complete and Eligible - Total	264	22.96%	24.32%
Does not meet Eligible Population criteria	13	1.13%	1.37%
Incomplete (but Eligible)	24	2.09%	2.04%
Ineligible	8	0.70%	0.14%
- Language barrier	0	0.00%	0.05%
- Mentally or physically incapacitated	6	0.52%	0.74%
- Deceased	2	0.17%	0.18%
Refusal	68	5.91%	5.19%
Nonresponse after maximum attempts	767	66.70%	65.48%
Added to Do Not Call (DNC) list	6	0.52%	0.63%
<b>Response Rate*</b>		<b>23.38%</b>	<b>24.91%</b>

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

## SATISFACTION WITH THE EXPERIENCE OF CARE

### PATIENT EXPERIENCE OF CARE MEASURES

#### GLOBAL RATINGS

CAHPS Health Plan Survey (version 5.1H) includes four global rating questions that utilize the scale of 0 to 10, representing the lowest and highest possible rating. Results are reported as the proportion of members selecting one of the top three ratings (8, 9, or 10).

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

#### CAHPS COMPOSITES

NCQA calculates results for several CAHPS composite measures. CAHPS composites combine results from related survey questions into a single measure to summarize health plan performance in the areas listed below.

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

- **Getting Care Quickly** combines responses to two survey questions that address timely availability of both urgent and check-up/routine care. The questions use a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. Results are based on the proportion of members selecting *Usually* or *Always* in response to the following questions:
  - *In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?*
  - *In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?*
  
- **How Well Doctors Communicate** combines responses to four survey questions that address physician communication. The questions use a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members answering the following questions as *Usually* or *Always*:
  - *In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?*
  - *In the last 6 months, how often did your personal doctor listen carefully to you?*
  - *In the last 6 months, how often did your personal doctor show respect for what you had to say?*
  - *In the last 6 months, how often did your personal doctor spend enough time with you?*
  
- **Customer Service** combines responses to two survey questions that ask about member experience with the health plan’s customer service. The questions use a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members selecting *Usually* or *Always* in response to the following questions:
  - *In the last 6 months, how often did your health plan’s customer service staff give you the information or help you needed?*
  - *In the last 6 months, how often did your health plan’s customer service staff treat you with courtesy and respect?*
  
- **Coordination of Care** is based on a single survey question, which uses a *Never, Sometimes, Usually, or Always* scale (with *Always* being the most favorable response). Results are based on the proportion of members selecting *Usually* or *Always* in response to the question below:
  - *In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?*

## CALCULATION AND REPORTING OF RESULTS

### QUESTION SUMMARY RATES AND COMPOSITE GLOBAL PROPORTIONS

**Question Summary Rates** express the proportion of respondents selecting the desired response option(s) on a survey question. Examples include percent selecting *Usually* or *Always* or percent rating 9 or 10.

**Composite Global Proportions** express the proportion of respondents selecting the desired response option(s) from a predefined set of two or more related questions on the survey. The proportions are calculated by first determining the relevant proportion on each survey question contributing to the composite and then averaging these proportions across all questions in the composite.

Throughout the report, all question summary rates and composite global proportions are rounded to two decimal places for display purposes (e.g., 0.23456 is displayed as 23.46%). However, all calculations involving rates and proportions, including statistical significance testing, are carried out prior to rounding. For more details on the calculations please refer to *HEDIS 2021, Volume 3: Specifications for Survey Measures* or consult Appendix A.

### DENOMINATOR THRESHOLD

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

### COMPARISONS TO BENCHMARKS AND PRIOR-YEAR RESULTS

Throughout the report, the 2021 Trillium results are compared to the 2021 State OHP as well as to the highest and lowest performing CCO. The 2021 State OHP is calculated by pooling Adult Medicaid survey responses across CCOs surveyed by the Oregon Health Authority.

If available, prior-year survey results are provided for comparison and year-to-year changes in results are tested for statistical significance. All the statistical tests are carried out at the 95% confidence level (i.e., there is a 95% probability that the observed difference is not due to chance).

## SUMMARY OF SURVEY RESULTS

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

### EXHIBIT 3. 2021 TRILLIUM ADULT MEDICAID OHA CAHPS SURVEY: PATIENT EXPERIENCE MEASURES

CAHPS 5.0H Survey Measures*	2021 Rate	Difference** between 2021 Rate and...		
		2020 Rate	2019 Rate	2021 State OHP
<b>Ratings</b>				
Rating of Personal Doctor	80.90%	6.94%	8.94% ▲	0.92%
Rating of Specialist Seen Most Often	78.65%	-1.53%	0.15%	-2.16%
Rating of All Health Care	71.43%	-1.54%	6.13%	-1.14%
Rating of Health Plan	66.67%	1.13%	-5.18%	-5.22%
<b>Composite Measures</b>				
Getting Needed Care	79.58%	-0.11%	2.95%	-1.88%
Getting Care Quickly	75.73%	-5.82%	-2.46%	-5.89%
How Well Doctors Communicate	90.96%	3.54%	4.30%	-0.81%
Customer Service	87.47%	2.21%	0.32%	-0.65%
<b>Additional Content Areas</b>				
Coordination of Care	77.38%	1.34%	2.94%	-6.28%

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

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

## DETAILED PERFORMANCE CHARTS

Detailed charts are provided for CAHPS composite global proportions and question summary rates. The charts have the following features:

### TREND IN RESULTS

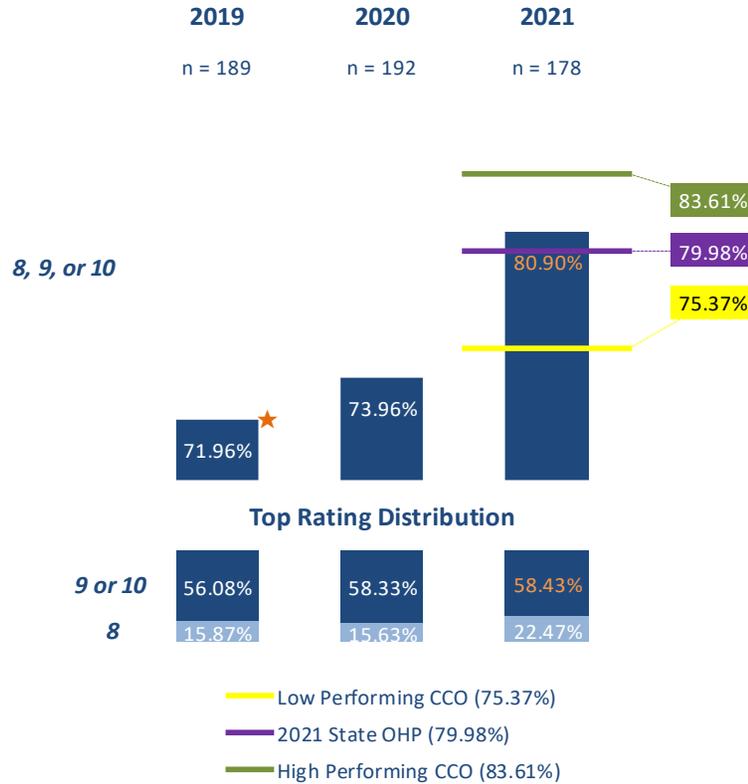
- Survey scores are trended over three consecutive years of data collection, if available. A result may not be available if the survey was not administered in a given year, if the measure is new, or if the measure is not deemed appropriate for trending. In such cases, “no data” appears in place of the score.
- Where appropriate, changes in the distribution of favorable ratings over time are shown in the *Top Rating Distribution* panel of the chart (i.e., percent responding 8 vs. percent responding 9 or 10, or percent responding *Usually* vs. percent responding *Always*).
- The number of valid responses (*n*) appears above each bar. If the number of responses is less than 30, “Low *n*” appears next to the value of *n*, indicating that the result does not meet the denominator threshold. CSS calculates all rates regardless of this threshold.
- Statistical comparisons are conducted between the current-year and each of the prior-year rates, if available. Differences in rates are tested for statistical significance at the 95% confidence level. Statistically significant differences are indicated with a ★ symbol next to the comparison score. For example, ★ appearing next to the 2020 rate denotes a statistically significant difference between the 2021 and 2020 rates.

### COMPARISONS TO BENCHMARKS

- The horizontal lines displayed on the charts correspond to the 2021 State OHP as well as to the highest and lowest performing CCO. If the 2021 score is significantly different from any of these benchmark scores at the 95% confidence level, ★ appears next to the relevant score.

# Rating of Personal Doctor

Percent Responding 8, 9, or 10



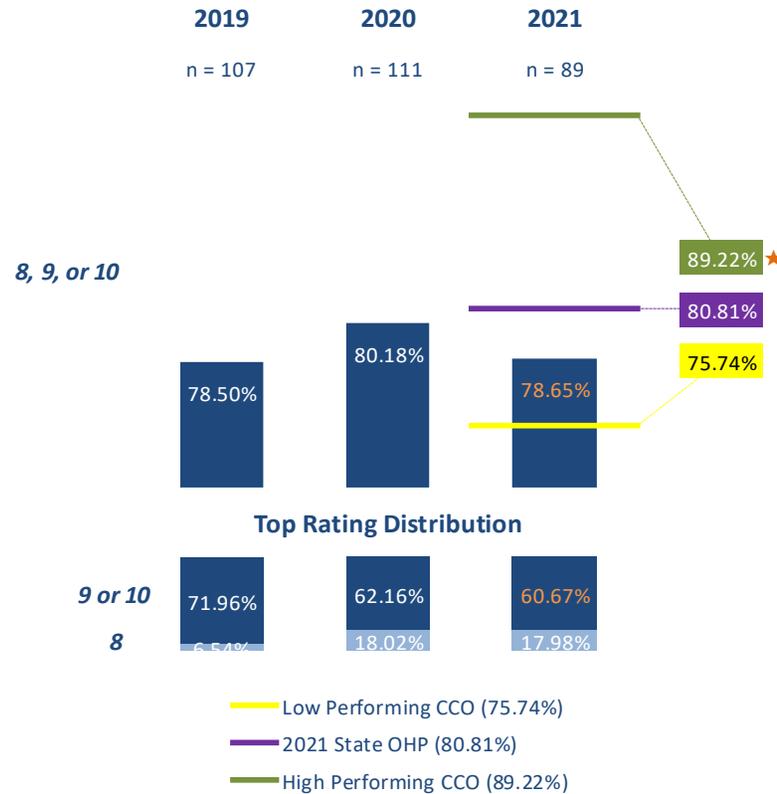
31730

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

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

# Rating of Specialist Seen Most Often

Percent Responding 8, 9, or 10



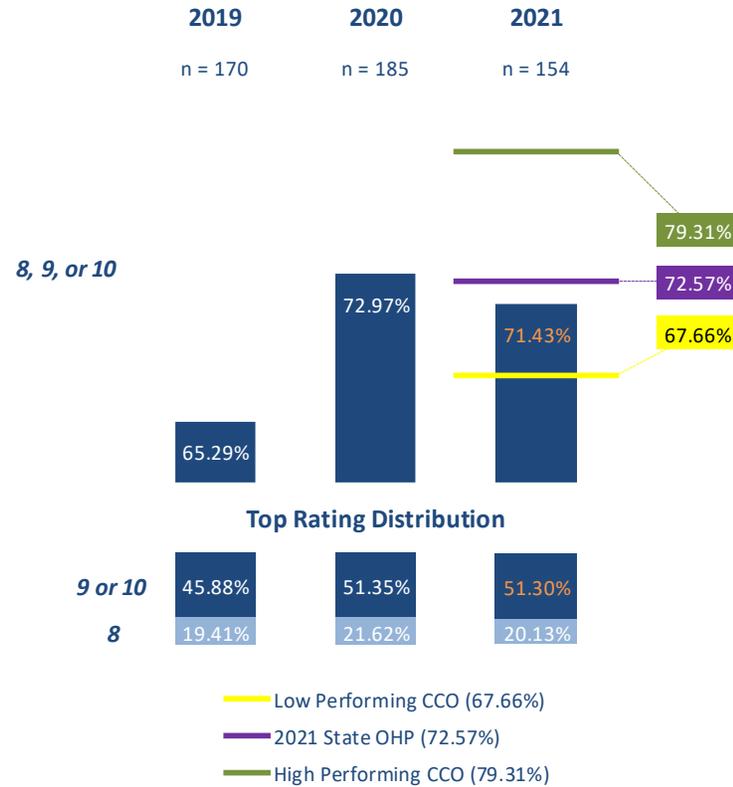
31730

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

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

# Rating of All Health Care

Percent Responding 8, 9, or 10



31730

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

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

# Rating of Health Plan

Percent Responding 8, 9, or 10



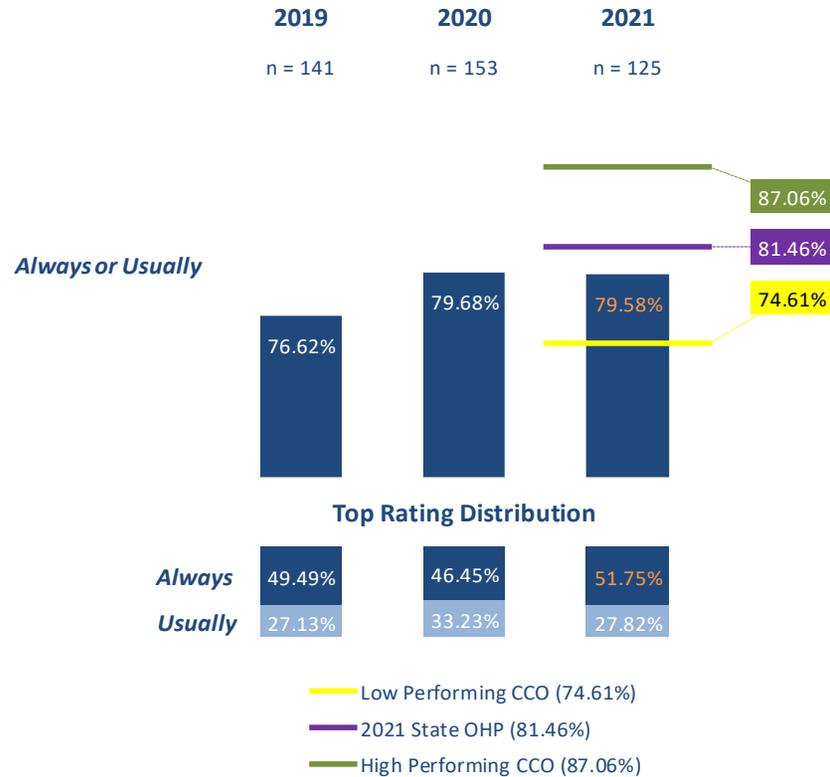
31730

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

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

# Getting Needed Care (Composite)

Percent Responding Always or Usually



31730

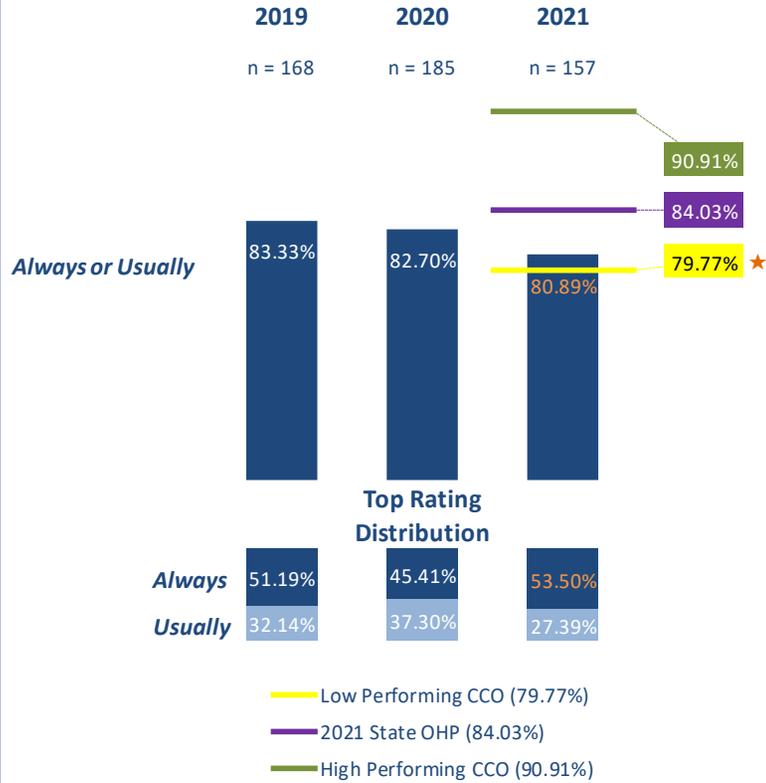
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

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

# Getting Needed Care (Contributing Items)

Percent Responding Always or Usually

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



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



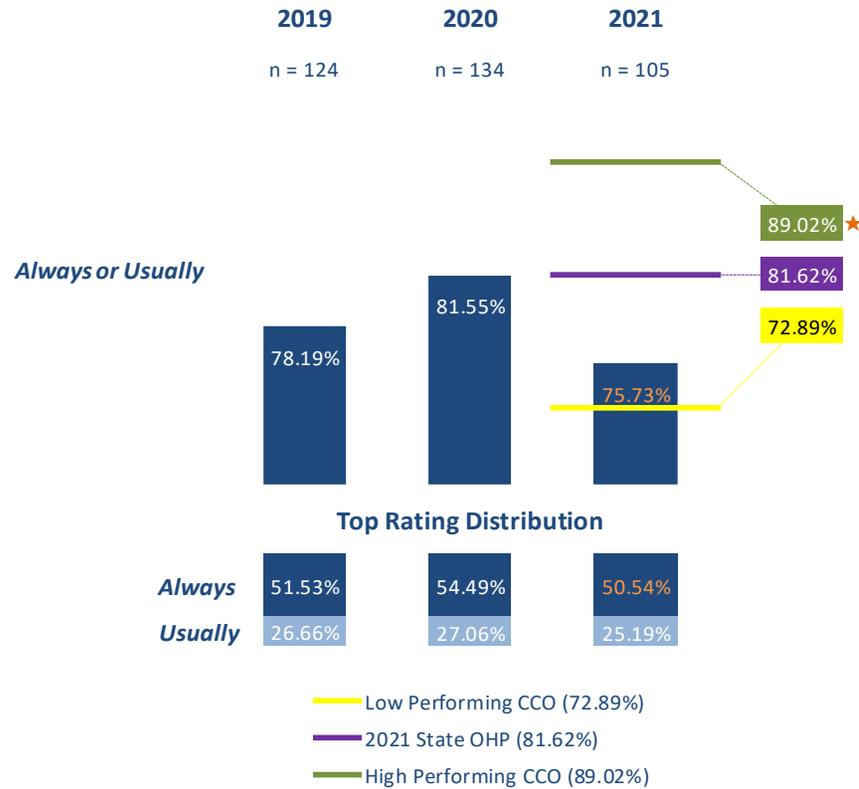
31730

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

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

# Getting Care Quickly (Composite)

Percent Responding Always or Usually



31730

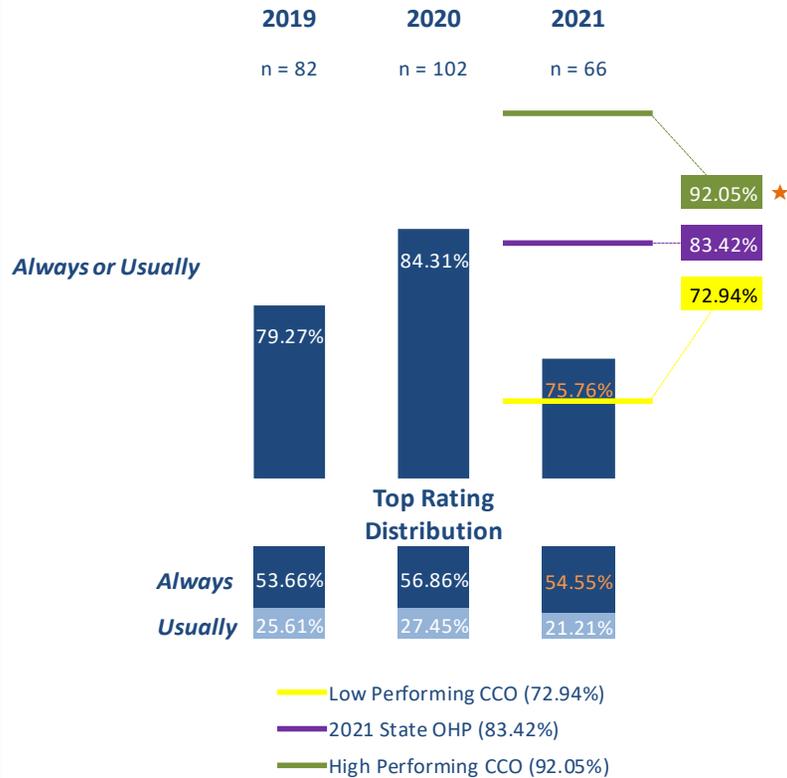
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

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

# Getting Care Quickly (Contributing Items)

Percent Responding Always or Usually

Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?



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



31730

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

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

# How Well Doctors Communicate (Composite)

Percent Responding Always or Usually



31730

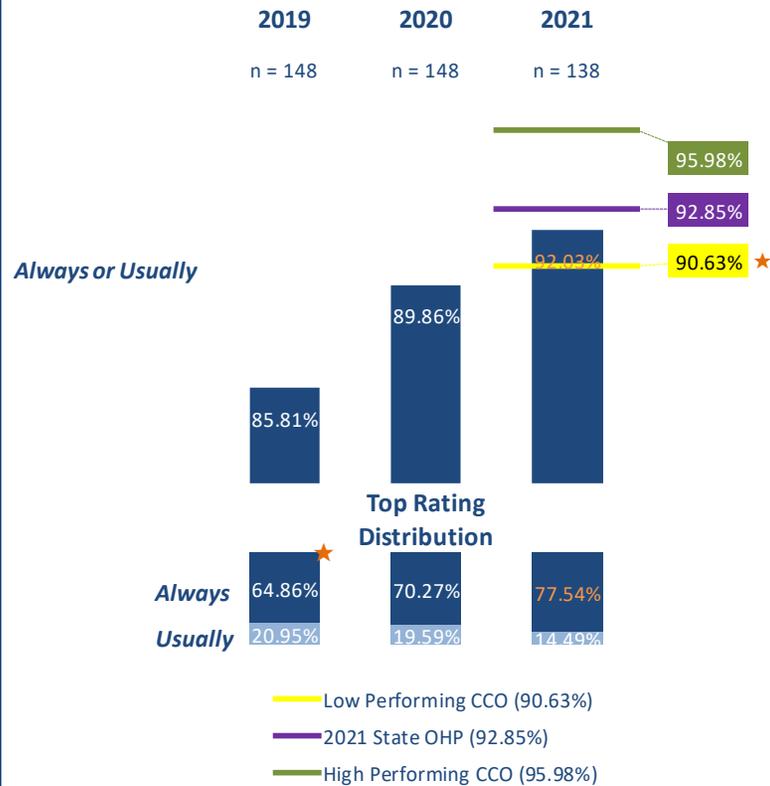
Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

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

# How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

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



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



31730

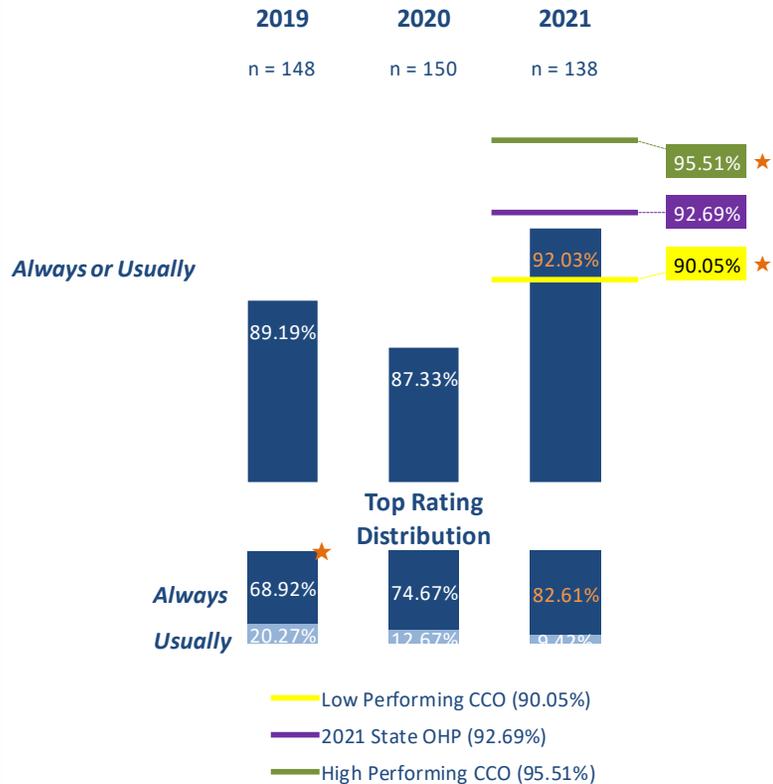
Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison rate (prior-year, or national rate) are marked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

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

# How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

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



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



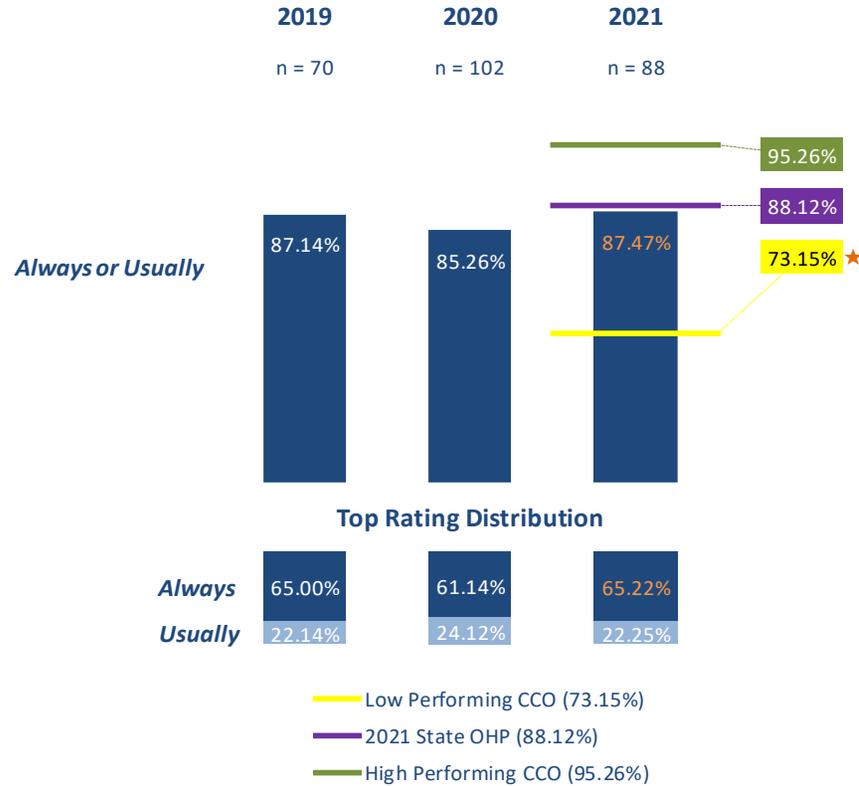
31730

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

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

# Customer Service (Composite)

Percent Responding Always or Usually



31730

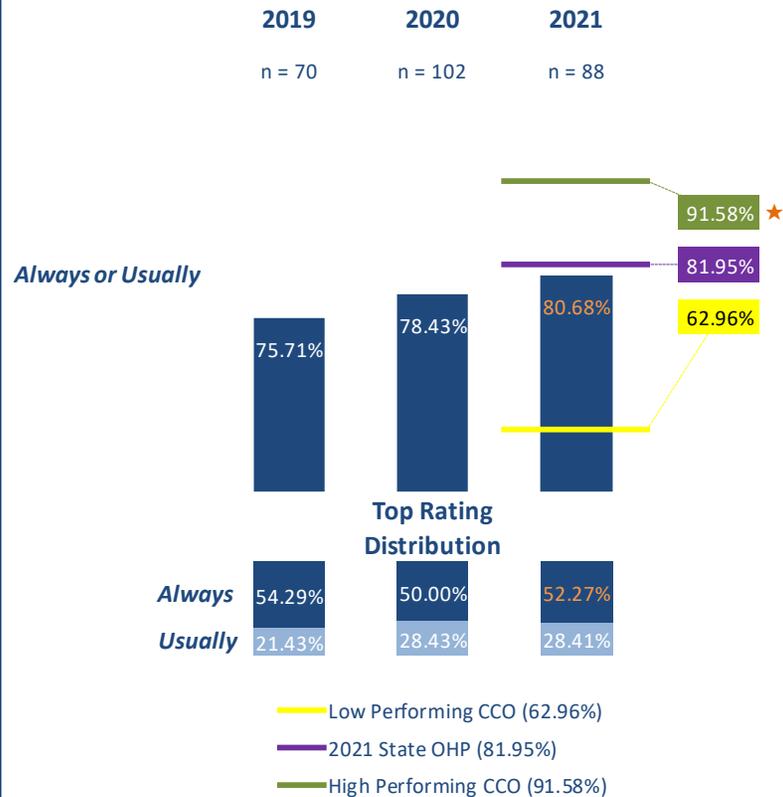
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

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

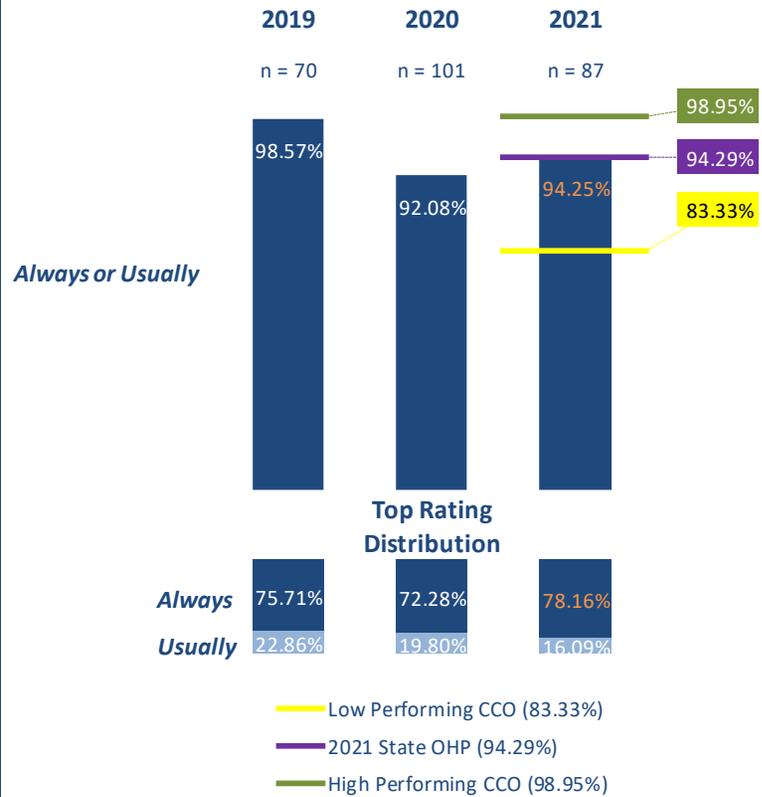
# Customer Service (Contributing Items)

Percent Responding Always or Usually

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



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



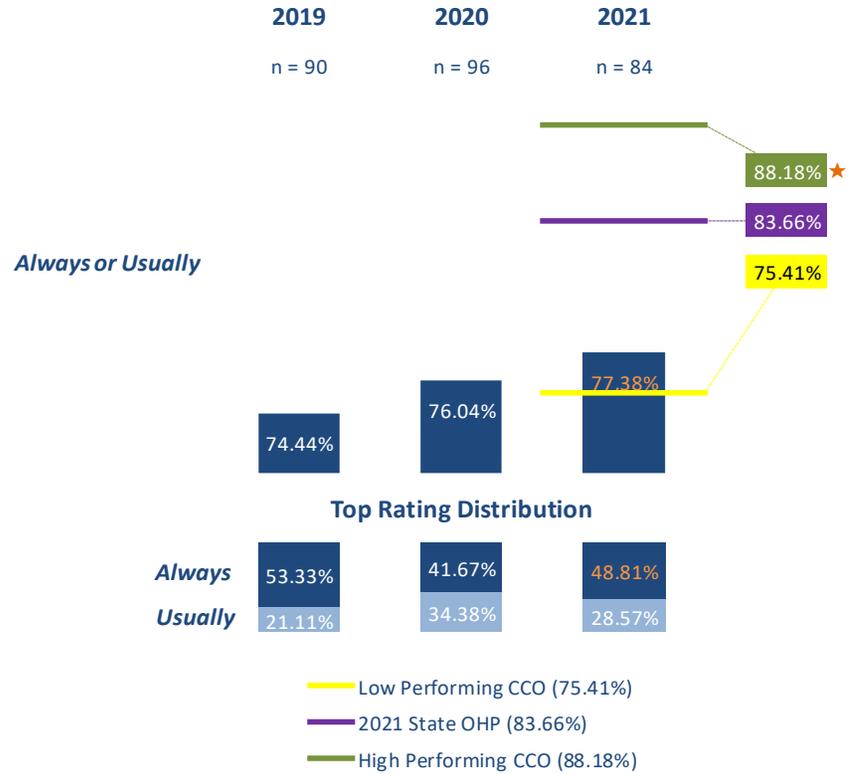
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Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and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

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

# Coordination of Care (Single Item)

Percent Responding Always or Usually



31730

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

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

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

Percent Responding Always or Usually

Q27. In the last 6 months, how often were the forms from your health plan easy to fill out? (Note: Respondents who did not have to fill out any forms from the health plan are counted as answering "Always".)



31730

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

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

## EFFECTIVENESS OF CARE

The *Effectiveness of Care* domain applies to adult health plan members only and includes the following measures: *Flu Vaccinations for Adults Ages 18–64 (FVA)* and *Medical Assistance with Smoking and Tobacco Use Cessation (MSC)*. The *MSC* measure is based on two years of data collection and is calculated using the NCQA rolling average methodology. The *FVA* measure is a single-year rate. A brief description of each measure, as it appears in *HEDIS 2021, Volume 3: Specifications for Survey Measures, Section 2: Effectiveness of Care*, is reproduced below. Please refer to *Volume 3* for additional information on the measures, including rolling average calculation methodology and NCQA reporting rules.

### EFFECTIVENESS OF CARE MEASURES

#### FLU VACCINATIONS FOR ADULTS AGES 18–64 (FVA)

*Flu Vaccinations for Adults* represents the percentage of members 18–64 years of age who received a flu vaccination between July 1 of the measurement year and the date when the survey was completed.

#### MEDICAL ASSISTANCE WITH SMOKING AND TOBACCO USE CESSATION (MSC)

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

- *Advising Smokers and Tobacco Users to Quit* – a rolling average rate represents the percentage of current smokers or tobacco users who received advice to quit during the measurement year.
- *Discussing Cessation Medications* – a rolling average rate represents the percentage of current smokers or tobacco users who discussed or were recommended cessation medications during the measurement year.
- *Discussing Cessation Strategies* – a rolling average rate represents the percentage of current smokers or tobacco users who discussed or were provided cessation methods or strategies during the measurement year.

### EFFECTIVENESS OF CARE RESULTS

Exhibit 4 provides a summary of Trillium results on HEDIS *Effectiveness of Care* measures. Comparisons to prior-year rates (if available) as well as to the 2021 State OHP rates with statistical significance tests are included.

EXHIBIT 4. 2021 TRILLIUM ADULT MEDICAID OHA CAHPS SURVEY: EFFECTIVENESS OF CARE MEASURES

Effectiveness of Care Measures*	2021 Rate	Difference** between 2021 Rate and...	
		2020 Rate	2021 State OHP
<b>Flu Vaccinations for Adults (FVA)</b>			
Flu Vaccinations for Adults	37.31%	-6.88%	-0.06%
<b>Medical Assistance with Smoking and Tobacco Use Cessation (MSC)</b>			
Advising Smokers and Tobacco Users to Quit	57.53%	-23.89% ▼	-8.32%
Discussing Cessation Medications	39.73%	-15.20%	-9.53%
Discussing Cessation Strategies	37.50%	-9.64%	-5.77%

31730

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

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

## MEMBER PROFILE AND ANALYSIS OF RATINGS BY MEMBER SEGMENT

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

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

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

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

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

The charts on the following pages compare the Trillium membership profile to the relevant state Oregon Health Plan benchmark distribution on demographic characteristics and utilization patterns. The pie chart in the upper half of each panel contrasts the distribution of the Trillium membership on a given member attribute (e.g., gender, education level, number of doctor visits, etc.) with the 2021 state Oregon Health Plan distribution on the same attribute. The bar chart in the lower half of each panel shows how the overall rating of the plan varies by member segment.

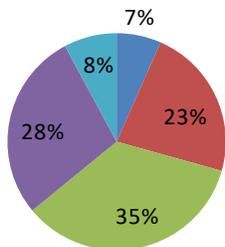
## HEALTH STATUS AND DEMOGRAPHICS

The following characteristics are profiled in this section:

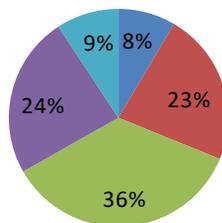
- Respondent's self-reported health status
- Respondent's self-reported mental or emotional health status
- Respondent's age
- Respondent's current gender identity
- Respondent's education level
- Respondent's primary racial or ethnic identity

Q31. In general, how would you rate your overall health?

Your Organization

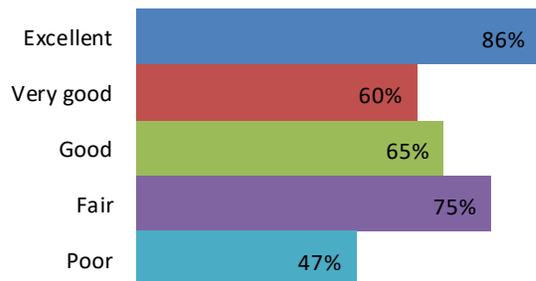


State OHP\*



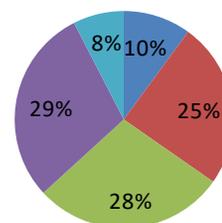
■ Excellent ■ Very good ■ Good ■ Fair ■ Poor

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q31\*\*

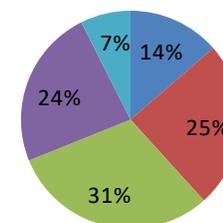


Q32. In general, how would you rate your overall mental or emotional health?

Your Organization

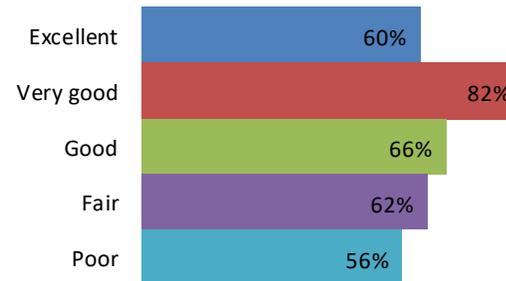


State OHP\*



■ Excellent ■ Very good ■ Good ■ Fair ■ Poor

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q32\*\*



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

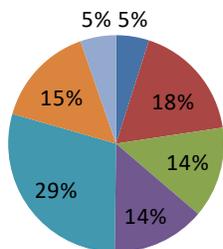
31730

\* Represents the combined distribution of responses to this question for all plans included in the 2021 State OHP.

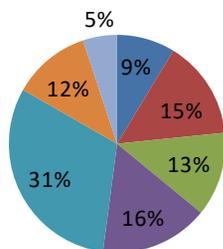
\*\* Includes members who answered the question and provided a valid response to Q28 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q28 or if no one rated the plan as 8, 9, or 10.

Q38. What is your age?

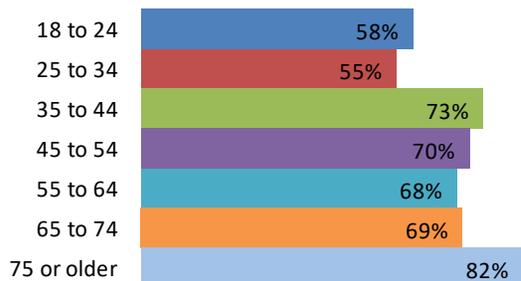
Your Organization



State OHP\*

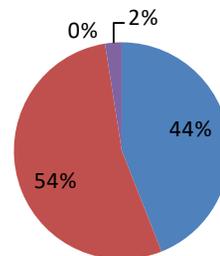


Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q38\*\*

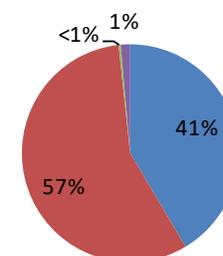


Q40. What is your current gender identity?

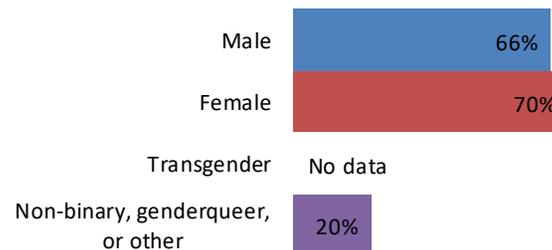
Your Organization



State OHP\*



Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q40\*\*



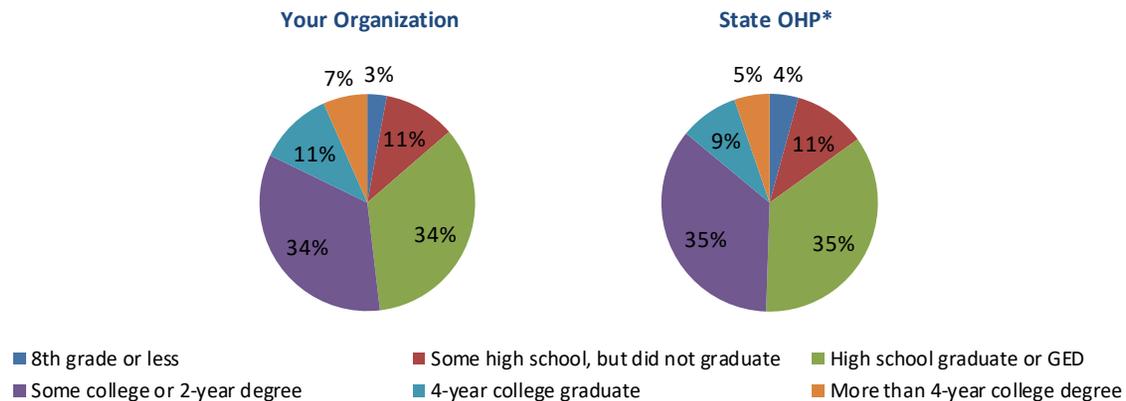
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

31730

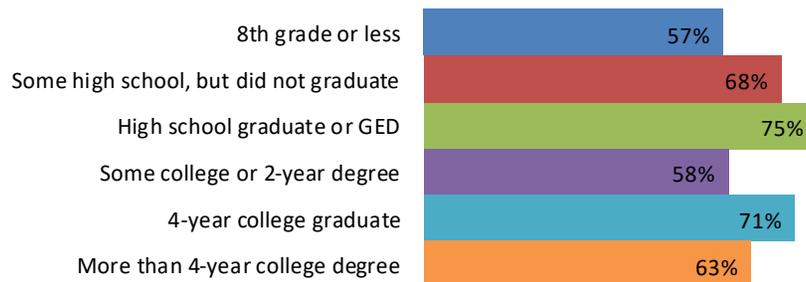
\* Represents the combined distribution of responses to this question for all plans included in the 2021 State OHP.

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

Q41. What is the highest grade or level of school that you have completed?



Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q41\*\*



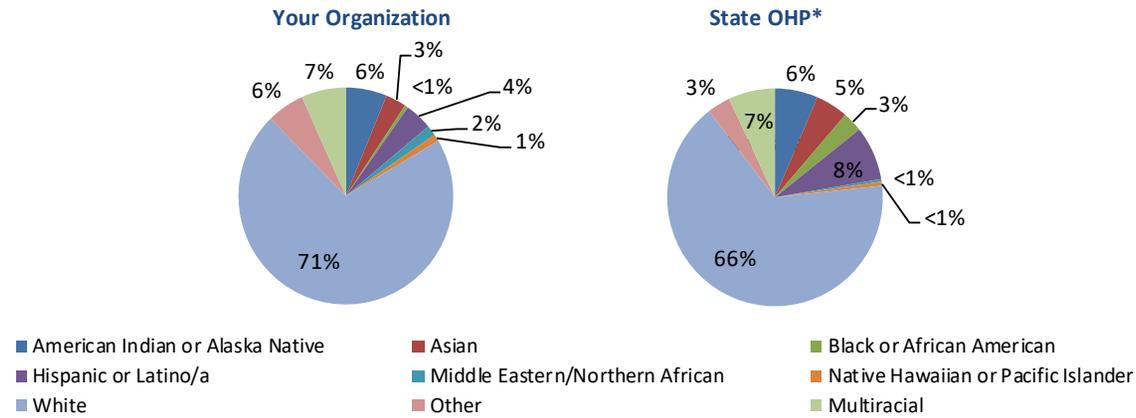
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

31730

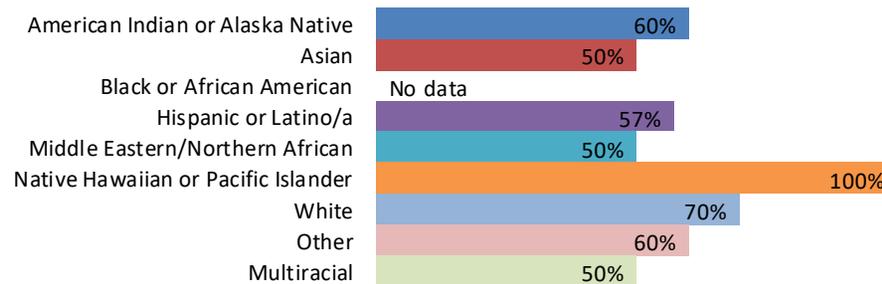
\* Represents the combined distribution of responses to this question for all plans included in the 2021 State OHP.

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

Q56. If you selected more than one racial or ethnic identity above, please CIRCLE the ONE that best represents your racial or ethnic identity. If you have more than one primary racial or ethnic identity, please check here.



Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q56\*\*



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

31730

\* Represents the combined distribution of responses to this question for all plans included in the 2021 State OHP.

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

## USE OF SERVICES

The following utilization measures are included in this section:

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

<p>Q3. In the last 6 months, did you have an illness, injury, or condition that needed care right away? (% Yes)</p>	<p>Q5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care? (% Yes)</p>	<p>Q10. A personal doctor is the one you would talk to if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor? (% Yes)</p>
<p>Your Organization      State OHP*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q3 (Yes/No)**</p> <p>Yes 72% No 65%</p>	<p>Your Organization      State OHP*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q5 (Yes/No)**</p> <p>Yes 71% No 59%</p>	<p>Your Organization      State OHP*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q10 (Yes/No)**</p> <p>Yes 70% No 63%</p>
<p>Q16. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor? (% Yes)</p>	<p>Q19. In the last 6 months, did you make any appointments with a specialist? (% Yes)</p>	<p>Q28i. A regular dentist is one you would go to for check-ups and cleanings or when you have a cavity or tooth pain. Do you have a regular dentist? (% Yes)</p>
<p>Your Organization      State OHP*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q16 (Yes/No)**</p> <p>Yes 75% No 61%</p>	<p>Your Organization      State OHP*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q19 (Yes/No)**</p> <p>Yes 70% No 66%</p>	<p>Your Organization      State OHP*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q28i (Yes/No)**</p> <p>Yes 69% No 65%</p>

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

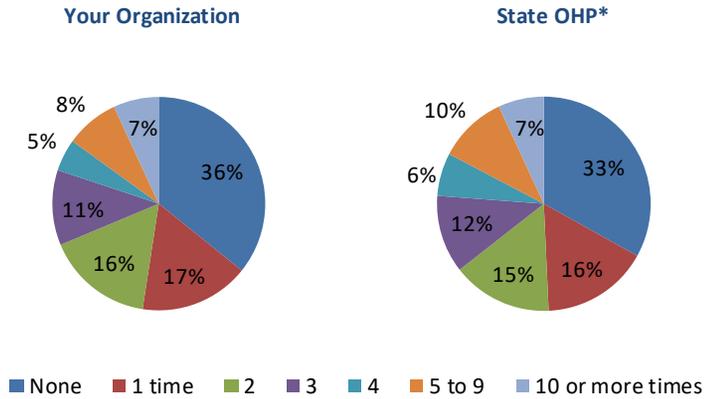
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\* Represents the combined distribution of responses to this question for all plans included in the 2021 State OHP.

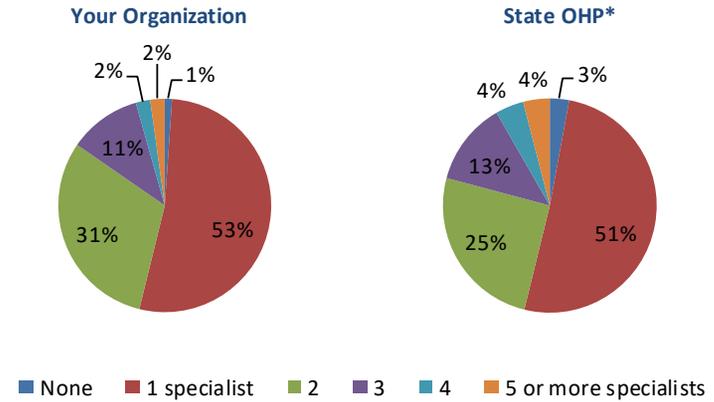
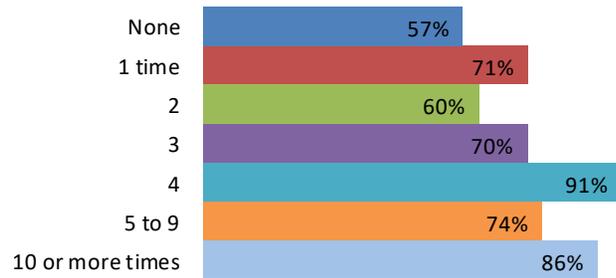
\*\* Includes members who answered the question and provided a valid response to Q28 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q28 or if no one rated the plan as 8, 9, or 10.

Q7. In the last 6 months, not counting the times you went to an emergency room, how many times did you get health care for yourself in person, by phone, or by video

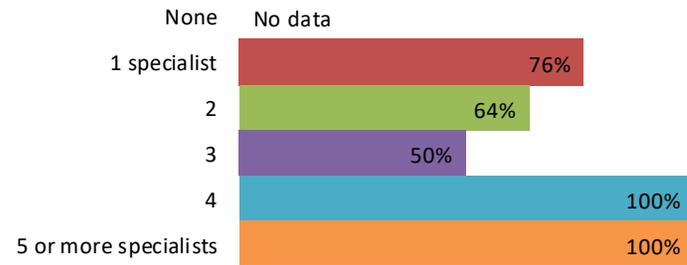
Q21. How many specialists have you talked to in the last 6 months? (Note: the question applies only to those respondents who had appointments with specialists.)



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



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



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

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\* Represents the combined distribution of responses to this question for all plans included in the 2021 State OHP.

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

## KEY DRIVER ANALYSIS

### OBJECTIVES

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

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

### TECHNICAL APPROACH

#### INDUSTRY VIEW

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

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

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

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

## IMPACT OF COVID-19 ON KEY DRIVER MODEL DEVELOPMENT AND RESULTS

Historically, CSS has relied on publicly available CAHPS survey data for insight into sources of variation in consumer ratings of health plans. Because NCQA did not release CAHPS results on individual health plans last year, CSS used its own Book-of-Business data collected during the past two survey cycles (2020 and 2021) as a substitute for the industry-wide dataset. Since the onset of the COVID-19 pandemic, countless factors have contributed to the evolution of the U.S. healthcare system, drastically influencing member experience and reshaping the performance measurement environment. The past two years have seen wide regional variation in infection rates, stay-at-home orders, mask mandates, and vaccine availability; systemic shifts in consumer and provider behavior; and changes in member interactions and experiences with the healthcare system. Variation in survey vendor practices in response to the pandemic as well as health plan decisions regarding survey protocols have further complicated the task of performance measurement. Importantly, the CAHPS survey instrument itself has been modified between 2020 and 2021 to account for the increased adoption of telemedicine tools during the pandemic. Since we do not have a way of quantifying these factors at the member or health plan level, our analysis of the key drivers of member experience is inherently limited.

The 2021 CSS *Key Driver Model* was developed using our 2020–2021 Book-of-Business plan-level dataset of Medicaid CAHPS survey results. The dataset comprised all Medicaid plans surveyed by CSS in 2020 and 2021, for a total of 277 observations. CSS performed regression analysis of health plan ratings to identify sources of variation in overall scores across the industry spectrum, using individual health plans as units of analysis. Regression analysis expresses mathematically the relationship between plan attributes (predictors) and the global *Rating of Health Plan* score, controlling for interdependencies among the predictors and other factors that may influence ratings (e.g., member demographics, utilization patterns, etc.). Predictors were chosen carefully to yield a model that is both meaningful and actionable from the health plan's point of view.

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

## INDUSTRY KEY DRIVER MODEL

The table below lists four key drivers of Medicaid member experience in order of importance, from highest to lowest, based on their relative contribution to the *Rating of Health Plan* score. These variables have statistically significant coefficients in the regression model ( $p$ -value < 0.05). Performance on these variables, together with the control variables, explains 72 percent of the industry variation in Medicaid health plan ratings. Note that this ordering reflects *only* the strength of the overall relationship between each key driver and the health plan score at the industry level. It does not consider how Trillium is currently performing on these measures. Improvement targets identified specifically for Trillium, which consider both the strength of the key driver and the current level of performance in the area, are presented graphically in the next section.

Medicaid member ratings of the plan are strongly related to members' ability to get the care they need when they need it (Q9). Being able to obtain needed information from customer service (Q24) and access to highly rated providers (Q18 and Q22) are all significant drivers of member experience.

Key Driver	Interpretation
Q18. Rating of Personal Doctor (percent 9 or 10)	The higher the proportion of members rating their personal doctor as 9 or 10, the higher the overall plan score
Q9. Ease of getting needed care, tests, or treatment (percent <i>Usually or Always</i> )	The higher the proportion of plan members reporting that the necessary care, tests, or treatment were easy to get, the higher the overall plan score
Q22. Rating of Specialist Seen Most Often (percent 9 or 10)	The higher the proportion of members rating their specialist as 9 or 10, the higher the overall plan score
Q24. Health plan customer service provided needed information or help (percent <i>Usually or Always</i> )	The higher the proportion of members who were able to get the information or help they needed from customer service, the higher the overall plan score

## OPPORTUNITIES FOR PLAN QUALITY IMPROVEMENT

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

The middle panel of the chart compares how Trillium is performing compared to the *best practice* score on each key driver. CSS defined the best practice score as the highest score among all the Adult CCOs contributing to the 2021 State OHP. Room for improvement, represented by the green arrows on the chart, is the difference between the current level of Trillium performance and the best practice score.

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

EXHIBIT 5. 2021 TRILLIUM ADULT MEDICAID OHA CAHPS SURVEY : KEY AREAS AND PRIORITIES FOR IMPROVEMENT

Current Key Driver Performance		Room for Improvement on Key Driver		Overall Improvement Opportunity
2021 Rate		Percentage Point Difference Between Current Key Driver Score and the <b>Best Practice Score*</b>		Expected Percentage Point <b>Improvement</b> in <b>Rating of Health Plan</b> score (percent 9 or 10) if Key Driver Performs at Best Practice Level
Q18. Rating of Personal Doctor (percent 9 or 10)	<b>58.43%</b>	+10.77%	 <b>69.20%</b>	 <b>+4.47%</b>
Q9. Ease of getting needed care, tests, or treatment (percent <i>Usually</i> or <i>Always</i> )	<b>80.89%</b>	+10.02%	 <b>90.91%</b>	 <b>+2.51%</b>
Q22. Rating of Specialist Seen Most Often (percent 9 or 10)	<b>60.67%</b>	+13.90%	 <b>74.58%</b>	 <b>+1.83%</b>
Q24. Customer service provided information or help (percent <i>Usually</i> or <i>Always</i> )	<b>80.68%</b>	+10.90%	 <b>91.58%</b>	 <b>+1.29%</b>

\*Best score on the key driver measure among all plans included in the 2021 State OHP.

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## HEALTH PLAN QUALITY IMPROVEMENT RESOURCES FOR KEY DRIVERS

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

### IMPROVING MEMBER ACCESS TO CARE

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

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

- *Alternative Access Centers* – This brief ([www.rwjf.org/content/dam/farm/reports/issue\\_briefs/2015/rwjf419415](http://www.rwjf.org/content/dam/farm/reports/issue_briefs/2015/rwjf419415)) from the Robert Wood Johnson Foundation highlights the growing capacity of retail clinics and telemedicine to meet patient medical needs, particularly in rural and underserved communities and for patients with acute but non-serious conditions who need care quickly. Providing patients with alternative venues to access health care, rather than the traditional doctor’s office or hospital, lowers barriers to care ([www.ncbi.nlm.nih.gov/pmc/articles/PMC4795318/](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC4795318/)).
- *Telehealth Solutions to Pandemic-Related Issues* – The COVID-19 Pandemic has accelerated the usage and acceptance of telehealth by providers and patients alike. This article ([www.thelancet.com/journals/langlo/article/PIIS2214-109X\(20\)30362-4/fulltext](http://www.thelancet.com/journals/langlo/article/PIIS2214-109X(20)30362-4/fulltext)) details opportunities to expand telehealth beyond the pandemic. Telehealth can also be implemented to solve deferral of care issues brought about by the pandemic ([publichealth.jmir.org/2020/3/e21607?utm\\_source=TrendMD&utm\\_medium=cpc&utm\\_campaign=JMIR\\_TrendMD\\_1](http://publichealth.jmir.org/2020/3/e21607?utm_source=TrendMD&utm_medium=cpc&utm_campaign=JMIR_TrendMD_1)).

#### IMPROVING HEALTH PLAN PROVIDER NETWORK

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

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

- *Improve Referral Communication* – The coordination of care between primary and specialist providers can be a challenge and may affect patient perceptions of their specialist care. Improving the coordination of care and case management can increase patient satisfaction with their specialist. For examples of interventions that improve care coordination efficiency and quality, see [www.ahrq.gov/innovations/index.html](http://www.ahrq.gov/innovations/index.html).

## IMPROVING CUSTOMER SERVICE AND HEALTH PLAN-RELATED INFORMATION

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

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

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

## APPENDIX

## CALCULATION GUIDELINES FOR RATING AND COMPOSITE GLOBAL PROPORTIONS

NCQA's *HEDIS 2021, Volume 3: Specifications for Survey Measures* contains detailed guidelines for calculating survey results. These guidelines include:

- Criteria for including a survey in the results calculation. A questionnaire must have the final disposition code of *Complete and Valid Survey* to be included in the calculation of plan-level scores.
- Rules for handling appropriately answered questions (i.e., questions that comply with survey skip-pattern instructions).
- Rules for handling inappropriately answered questions (e.g., unanswered questions, multiple-mark questions, questions that should have been skipped, and questions within a skip pattern of an inappropriately answered or skipped gate item).
- Denominator reporting thresholds. Health plans must achieve a denominator of at least 100 responses to obtain a reportable result. If the denominator for a particular survey result calculation is less than 100, NCQA assigns a measure result of "NA".
- Rules for calculating denominators for questions and composites. The denominator for a question is equal to the total number of responses to that question. The denominator for a composite is the average number of responses across all questions in the composite.
- Rules for handling changes in submission entity (i.e., if a health plan changes how it reports CAHPS results from one year to the next.)

## COMPOSITE GLOBAL PROPORTIONS

Global Proportions are *average* proportions of respondents who gave the plan a favorable rating on each question in a composite. The steps involved in calculating the composite global proportion are:

### Step 1

For each question in a composite, determine the proportion of respondents selecting the reported response option(s).

### Step 2

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

Example:

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

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

## GLOSSARY OF TERMS

Attributes	Areas of health plan performance and member experience assessed with the CAHPS survey
Benchmark	A reference score (e.g., the State Oregon Health Plan, the CSS Average, the highest or lowest performing CCO, or the CCO's own prior-year rate) against which performance on the measure is assessed. See <i>Comparisons to Benchmarks and Prior-Year Results</i> .
CAHPS Surveys	Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a series of surveys designed to collect consumer feedback on their health care experiences. The CAHPS 5.1H Health Plan Survey asks members to report on their experiences with access to appointments and care through their health plan, communication with doctors available through the plan, and customer service. The Commercial plan version asks about member experiences in the previous twelve months, whereas the Medicaid version refers to the previous six months. The Medicaid version is available for adults and children; the Commercial version is for adults only. The Adult survey is intended for respondents who are 18 and older; the Child survey asks parents or guardians about the experiences of children 17 and younger. Health plans report survey results as part of HEDIS data collection. NCQA uses survey results to create national benchmarks for care and to report health plan performance to consumers. Health plans might also collect CAHPS survey data for internal quality improvement purposes.
Composite Measures	Composite measures combine results from related survey questions into a single score to summarize health plan performance in a specific area of care or service. The set of applicable composites varies slightly by survey version.
Confidence Level	A confidence level is associated with tests of statistical significance of observed differences in survey scores. It is expressed as a percentage and represents how often the observed difference (e.g., between the plan's current-year rate and the relevant benchmark rate) is real and not simply due to chance. A 95% confidence level associated with a statistical test means that if repeated samples were surveyed, in 95 out of 100 samples the observed measure score would be truly different from the comparison score.
Correlation	A degree of association between two variables, or attributes, typically measured by the <i>Pearson correlation coefficient</i> . The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all.
Denominator ( <i>n</i> , or Usable Responses)	Number of valid (appropriately answered) responses available to calculate a measure result. Examples of inappropriately answered questions include ambiguously marked answers, multiple marks when a single answer choice is expected, and responses that violate survey skip patterns. The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite. If the denominator is less than 30 responses, a measure result of "Low n" was assigned.
Disposition	The final status given to a member record in the survey sample at the end of the study (e.g., completed survey, refusal, non-response, etc.)

Eligible Population	<p>Members who are eligible to participate in the survey based on the following NCQA criteria:</p> <ul style="list-style-type: none"> <li>- Current enrollment (as of the date the sample frame is generated). Some members may no longer be enrolled by the time they complete the survey. They become ineligible and will be excluded from survey results based on their responses to the first two questions on the survey, which confirm membership.</li> <li>- Continuous enrollment (twelve months for Commercial and six months for Medicaid, with no more than one enrollment break of 45 days or less);</li> <li>- Member age (18 years old or older for the Adult survey and 17 years old or younger for the Child survey as of December 31 of the measurement year);</li> <li>- Primary coverage (through Medicaid or a commercial product line for Medicaid and Commercial surveys, respectively).</li> </ul>
Global proportions	<p>Applies to composite measures. The proportion of respondents selecting the favorable response(s) (e.g., <i>Usually or Always</i>) averaged across the questions that make up the composite.</p>
HEDIS	<p>The Healthcare Effectiveness Data and Information Set (HEDIS) is a set of performance measures in the managed care industry, developed and maintained by NCQA. HEDIS was designed to allow consumers to compare health plan performance to other plans and to national or regional benchmarks as well as to track year-to-year performance. HEDIS is one component of NCQA's accreditation process, although some plans submit HEDIS data without seeking accreditation. CAHPS measures are a subset of HEDIS.</p>
Key Drivers	<p>Key Drivers are plan attributes that have been shown to be closely related to members' overall assessment of the plan. Performance on these attributes predicts how the plan is rated overall and, viewed from the industry perspective, helps to distinguish high-rated plans from poorly performing plans.</p>
NCQA	<p>The National Committee for Quality Assurance (NCQA) is an independent non-profit organization that works to improve health care quality through the administration of evidence-based standards, measures, programs, and accreditation. NCQA manages voluntary accreditation programs for individual physicians, health plans, and medical groups. Health plans seek accreditation and measure performance through the administration and submission of the Healthcare Effectiveness Data and Information Set (HEDIS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey.</p>
Question Summary Rate	<p>Question Summary Rates express the proportion of respondents selecting the response option(s) of interest (typically representing the most favorable outcome(s) from a given question on the survey). Many survey items use a <i>Never, Sometimes, Usually, or Always</i> response scale, with <i>Always</i> being the most favorable outcome. Results are typically reported as the proportion of members selecting <i>Usually or Always</i>.</p>

Response Rate

Survey response rate is calculated by NCQA using the following formula:

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

Sample size

OHA's methodology used a sample size of 1,125 for Adult Medicaid samples, 925 for Child Medicaid samples, and 575 for Child Medicaid with Chronic Conditions samples.

Statistically Significant Difference

When survey results are calculated based on sample data and compared to a benchmark score (e.g., the NCQA National Average rate, the CSS Book-of-Business average, or the plan's own prior-year rate), the question is whether the observed difference is real or due to chance. A difference is said to be statistically significant at a given confidence level (e.g., 95%) if it has a 95% chance of being true.

Trending

Comparison of survey results over time

Usable Responses (n)

See *Denominator*

Valid Response

Any acceptable response to a survey question (i.e., falling within a predefined set) that follows the NCQA skip pattern rules and data cleaning guidelines.

## SURVEY INSTRUMENT

## Survey Instructions

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

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

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

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

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

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

1. Our records show that you are now in Oregon Health Plan. Is that right?

- <sub>1</sub> Yes → **If Yes, Go to Question 3**  
<sub>2</sub> No

2. What is the name of your health plan?  
(Please print)

---

## Your Health Care in the Last 6 Months

These questions ask about your own health care from a clinic, emergency room, or doctor's office. This includes care you got in person, by phone, or by video. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

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

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

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

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

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

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

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

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

7. In the last 6 months, not counting the times you went to an emergency room, how many times did you get health care for yourself in person, by phone, or by video?

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

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

- |                            |                          |                          |                          |                          |                          |                          |                           |                          |                          |                          |
|----------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|--------------------------|
| 0                          | 1                        | 2                        | 3                        | 4                        | 5                        | 6                        | 7                         | 8                        | 9                        | 10                       |
| <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Worst health care possible |                          |                          |                          |                          |                          |                          | Best health care possible |                          |                          |                          |

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

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

## Your Personal Doctor

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

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

11. In the last 6 months, how many times did you have an in person, phone, or video visit with your personal doctor about your health?

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- |                                |                          |                          |                          |                          |                               |                          |                          |                          |                          |                          |
|--------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0                              | 1                        | 2                        | 3                        | 4                        | 5                             | 6                        | 7                        | 8                        | 9                        | 10                       |
| <input type="checkbox"/>       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Worst personal doctor possible |                          |                          |                          |                          | Best personal doctor possible |                          |                          |                          |                          |                          |

### Getting Health Care from Specialists

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

19. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments with a specialist?

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

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

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

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

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

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

- |                           |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |
|---------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0                         | 1                        | 2                        | 3                        | 4                        | 5                        | 6                        | 7                        | 8                        | 9                        | 10                       |                          |
| <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                          |
| Worst specialist possible |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          | Best specialist possible |

## Your Health Plan

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

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

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

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

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

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

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

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

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

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

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

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

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

28a. In the last 6 months, did you have a health problem for which you needed special medical equipment, such as a cane, a wheelchair, or oxygen equipment?

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

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

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

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

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

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

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

## Additional Questions

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

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

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

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

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

28g. In the last 6 months, how often did a doctor or other health provider use a condescending, sarcastic or rude tone or manner with you?

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

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

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

## Access to Dental Care

28i. A regular dentist is one you would go to for check-ups and cleanings or when you have a cavity or tooth pain. Do you have a regular dentist?

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

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

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

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

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

28l. If you tried to get an appointment for yourself with a dentist who specializes in a particular type of dental care (such as root canals or gum disease) in the last 6 months, how often did you get an appointment as soon as you wanted?

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

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

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

28n. Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist?

- |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0                        | 1                        | 2                        | 3                        | 4                        | 5                        | 6                        | 7                        | 8                        | 9                        | 10                       |
| <input type="checkbox"/> |
| Extremely difficult      |                          |                          |                          |                          |                          |                          |                          | Extremely easy           |                          |                          |

## Healthcare Visits by Phone or Video

These questions ask about your own health care you got by phone or by video only.

29a. In the last 6 months, did you have a healthcare visit by phone or video?

- <sub>1</sub> Yes
- <sub>2</sub> No → **If No, Go to Question 30a**

29b. What type of device did you use for a healthcare visit by phone or video?

(Please check ALL that apply.)

- <sub>A</sub> Personal computer with video
- <sub>B</sub> Smartphone or tablet with video
- <sub>C</sub> Telephone without video
- <sub>D</sub> Other

29c. In the last 6 months, how often were you concerned about privacy during a healthcare visit by phone or video?

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

29d. How easy or difficult has it been to use technology during a healthcare visit by phone or video?

- <sub>1</sub> Very easy
- <sub>2</sub> Easy
- <sub>3</sub> Difficult
- <sub>4</sub> Very difficult

29e. In the last 6 months, was the quality of care you received during phone or video visits better or worse than the care you receive during in-person visits?

- <sub>1</sub> Much worse
- <sub>2</sub> Slightly worse
- <sub>3</sub> About the same
- <sub>4</sub> Slightly better
- <sub>5</sub> Much better

## COVID-19

The following questions ask about the impact of the COVID-19 pandemic on your care.

30a. In the last 6 months, did you try to get a COVID-19 test?

- <sub>1</sub> Yes
- <sub>3</sub> No → ***If No, Go to Question 30d***

30b. In the last 6 months, were you able to get a COVID-19 test?

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

30c. In the last 6 months, how easy or difficult was it for you to get a COVID-19 test?

- <sub>1</sub> Very easy
- <sub>2</sub> Easy
- <sub>3</sub> Difficult
- <sub>4</sub> Very difficult

30d. In the last 6 months, how often did you delay getting physical health care because of COVID-19?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always
- <sub>5</sub> I did not need physical health care in the last 6 months

30e. In the last 6 months, how often did you delay getting dental care because of COVID-19?

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

30f. In the last 6 months, how often did you delay getting mental health care because of COVID-19?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always
- <sub>5</sub> I did not need mental health care in the last 6 months

## About You

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

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

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

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

33. Have you had either a flu shot or flu spray in the nose since July 1, 2020?

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

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

- <sub>1</sub> Every day
- <sub>2</sub> Some days
- <sub>3</sub> Not at all → ***If Not at All, Go to Question 38***
- <sub>4</sub> Don't know → ***If Don't know, Go to Question 38***

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

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

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

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

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

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

38. What is your age?

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

39. What was your biological sex at birth?

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

40. What is your current gender identity?

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

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

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

42. How well do you speak English?

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

43. What language do you mainly speak at home?

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

---

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

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

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

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

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

---

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

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

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

---

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

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

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

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

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

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

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

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

51. Do you have difficulty dressing or bathing?

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

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

<sub>1</sub> Yes

<sub>2</sub> No

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

<sub>1</sub> Yes

<sub>2</sub> No

## Race and Ethnicity

54. How do you identify your race, ethnicity, tribal affiliation, country of origin, or ancestry?  
*(Please print)*

---

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

American Indian or Alaska Native

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

Asian

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

Black or African American

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

Hispanic or Latino/a

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

Middle Eastern/Northern African

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

Native Hawaiian or Pacific Islander

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

White

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

Other Categories

- <sub>AI</sub> Other

56. If you selected more than one racial or ethnic identity above, please CIRCLE the ONE that best represents your racial or ethnic identity. If you have more than one primary racial or ethnic identity please check here:

## Thank You

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

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

Please do not include any other correspondence.

## CROSS-TABULATIONS OF SURVEY RESPONSES

## Trillium Community Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

### Satisfaction With the Experience of Care

Survey Measures*	Global Proportions			
	2021 State OHP	Plan Rate		
		2021	2020	2019
<b>Ratings</b>				
Rating of Personal Doctor	79.98%	<b>80.90%</b>	73.96%	71.96%
Rating of Specialist	80.81%	<b>78.65%</b>	80.18%	78.50%
Rating of All Health Care	72.57%	<b>71.43%</b>	72.97%	65.29%
Rating of Health Plan	71.88%	<b>66.67%</b>	65.53%	71.84%
<b>Composites</b>				
Getting Needed Care	81.46%	<b>79.58%</b>	79.68%	76.62%
Getting Care Quickly	81.62%	<b>75.73%</b>	81.55%	78.19%
How Well Doctors Communicate	91.76%	<b>90.96%</b>	87.42%	86.66%
Customer Service	88.12%	<b>87.47%</b>	85.26%	87.14%
<b>Additional Content Areas</b>				
Coordination of Care	83.66%	<b>77.38%</b>	76.04%	74.44%

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

## Trillium Community Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

### Effectiveness of Care

		2021 Rate (Single Year)	2020 Rate (Single Year)
<b>Flu Vaccinations for Adults Ages 18-64 (FVA)</b>			
<i>Base: All eligible respondents flagged by the plan as being age 18 to 64 as of July 1 of the measurement year</i>			
Flu Vaccinations for Adults	Received a flu vaccination	72	95
	Usable responses	193	215
	FVA Rate	37.3%	44.2%
<b>Medical Assistance with Smoking and Tobacco Use Cessation (MSC)</b>			
<i>Base: All eligible respondents who smoke or use tobacco</i>			
Advising Smokers and Tobacco Users to Quit	Advised to quit	42	57
	Usable responses	73	70
	MSC Rate	57.5%	81.4%
Discussing Cessation Medications	Discussed medications	29	39
	Usable responses	73	71
	MSC Rate	39.7%	54.9%
Discussing Cessation Strategies	Discussed strategies	27	33
	Usable responses	72	70
	MSC Rate	37.5%	47.1%

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

**Question 3**

In the last 6 months, did you have an illness, injury, or condition that **needed care right away**?

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaskan Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern, Northem African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,678	255	259	238	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	110	5	5	6	0	5	0	0	2	3	3	2	0	0	0	0	0	0	0	0	1	0	0	1	4	1	3	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,568	250	254	232	106	124	6	55	65	118	113	80	43	12	6	1	8	3	2	138	10	13	71	83	83	87	118	36	
	97.6%	98.0%	98.1%	97.5%	100.0%	96.1%	100.0%	100.0%	97.0%	97.5%	97.4%	97.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	98.8%	95.4%	98.9%	97.5%	97.3%	
Yes	1,598	68	104	86	29	31	2	15	14	33	25	25	12	3	1	0	1	2	1	40	2	2	12	21	28	10	37	18	
	35.0%	27.2%	40.9%	37.1%	27.4%	25.0%	33.3%	27.3%	21.5%	28.0%	22.1%	31.3%	27.9%	25.0%	16.7%	0.0%	12.5%	66.7%	50.0%	29.0%	20.0%	15.4%	16.9%	25.3%	33.7%	11.5%	31.4%	50.0%	
No	2,970	182	150	146	77	93	4	40	51	85	88	55	31	9	5	1	7	1	1	98	8	11	59	62	55	77	81	18	
	65.0%	72.8%	59.1%	62.9%	72.6%	75.0%	66.7%	72.7%	78.5%	72.0%	77.9%	68.8%	72.1%	75.0%	83.3%	100.0%	87.5%	33.3%	50.0%	71.0%	80.0%	84.6%	83.1%	74.7%	66.3%	88.5%	68.6%	50.0%	
Significantly different from column:*		A,C,D																				Y		W	AA,AB	AB,Z	AA,Z		

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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**Question 4**

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

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

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)								Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)				
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northem African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,598	<b>68</b>	104	86	29	31	2	15	14	33	25	25	12	3	1	0	1	2	1	40	2	2	12	21	28	10	37	18	
Number missing or multiple answer	54	<b>2</b>	2	4	1	0	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0	1	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,544	<b>66</b>	102	82	28	31	2	15	14	32	25	24	12	3	1	0	1	2	1	39	2	2	12	20	28	9	36	18	
	96.6%	<b>97.1%</b>	98.1%	95.3%	96.6%	100.0%	100.0%	100.0%	100.0%	97.0%	100.0%	96.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	97.5%	---	100.0%	100.0%	95.2%	100.0%	90.0%	97.3%	100.0%	
Never	48	<b>2</b>	6	2	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0	2	0	0	
	3.1%	<b>3.0%</b>	5.9%	2.4%	0.0%	3.2%	0.0%	0.0%	0.0%	3.1%	0.0%	4.2%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	5.0%	0.0%	22.2%	0.0%	0.0%	
Sometimes	208	<b>14</b>	10	15	4	8	1	5	1	7	5	6	2	0	0	0	0	0	8	1	1	1	5	7	2	11	1		
	13.5%	<b>21.2%</b>	9.8%	18.3%	14.3%	25.8%	50.0%	33.3%	7.1%	21.9%	20.0%	25.0%	16.7%	0.0%	0.0%	---	0.0%	0.0%	0.0%	20.5%	50.0%	50.0%	8.3%	25.0%	25.0%	22.2%	30.6%	5.6%	
Usually	400	<b>14</b>	28	21	6	8	0	4	2	8	3	7	4	1	1	0	0	0	1	8	0	1	2	4	7	0	8	5	
	25.9%	<b>21.2%</b>	27.5%	25.6%	21.4%	25.8%	0.0%	26.7%	14.3%	25.0%	12.0%	29.2%	33.3%	33.3%	100.0%	---	0.0%	0.0%	100.0%	20.5%	0.0%	50.0%	16.7%	20.0%	25.0%	0.0%	22.2%	27.8%	
Always	888	<b>36</b>	58	44	18	14	1	6	11	16	17	10	6	2	0	0	1	2	0	22	1	0	9	10	14	5	17	12	
	57.5%	<b>54.5%</b>	56.9%	53.7%	64.3%	45.2%	50.0%	40.0%	78.6%	50.0%	68.0%	41.7%	50.0%	66.7%	0.0%	---	100.0%	100.0%	0.0%	56.4%	50.0%	0.0%	75.0%	50.0%	50.0%	55.6%	47.2%	66.7%	
Significantly different from column:*								I	H																				
Usually or Always	1,288	<b>50</b>	86	65	24	22	1	10	13	24	20	17	10	3	1	0	1	2	1	30	1	1	11	14	21	5	25	17	
	83.4%	<b>75.8%</b>	84.3%	79.3%	85.7%	71.0%	50.0%	66.7%	92.9%	75.0%	80.0%	70.8%	83.3%	100.0%	100.0%	---	100.0%	100.0%	100.0%	76.9%	50.0%	50.0%	91.7%	70.0%	75.0%	55.6%	69.4%	94.4%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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**Question 5**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northwestern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,678	255	259	238	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	63	2	4	4	0	2	0	0	1	1	0	1	1	0	0	0	0	0	0	1	0	0	2	0	0	1	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,615	253	255	234	106	127	6	55	66	120	116	81	42	12	6	1	8	3	2	137	11	13	71	82	87	87	120	37	
	98.7%	99.2%	98.5%	98.3%	100.0%	98.4%	100.0%	100.0%	98.5%	99.2%	100.0%	98.8%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.3%	---	100.0%	100.0%	97.6%	100.0%	98.9%	99.2%	100.0%	
Yes	2,827	146	174	169	54	83	2	32	40	68	61	48	29	7	1	1	6	2	1	81	6	8	40	49	50	8	98	33	
	61.3%	57.7%	68.2%	72.2%	50.9%	65.4%	33.3%	58.2%	60.6%	56.7%	52.6%	59.3%	69.0%	58.3%	16.7%	100.0%	75.0%	66.7%	50.0%	59.1%	54.5%	61.5%	56.3%	59.8%	57.5%	9.2%	81.7%	89.2%	
No	1,788	107	81	65	52	44	4	23	26	52	55	33	13	5	5	0	2	1	1	56	5	5	31	33	37	79	22	4	
	38.7%	42.3%	31.8%	27.8%	49.1%	34.6%	66.7%	41.8%	39.4%	43.3%	47.4%	40.7%	31.0%	41.7%	83.3%	0.0%	25.0%	33.3%	50.0%	40.9%	45.5%	38.5%	43.7%	40.2%	42.5%	90.8%	18.3%	10.8%	
Significantly different from column:*		C,D			F	E																				AA,AB	Z	Z	

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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**Question 6**

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

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

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)								Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northwestern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,827	146	174	169	54	83	2	32	40	68	61	48	29	7	1	1	6	2	1	81	6	8	40	49	50	8	98	33
Number missing or multiple answer	77	2	9	3	0	2	0	0	2	0	1	0	1	0	0	0	0	0	2	0	0	0	1	1	0	1	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,750	144	165	166	54	81	2	32	38	68	60	48	28	7	1	1	6	2	1	79	6	8	40	48	49	8	97	32
	97.3%	98.6%	94.8%	98.2%	100.0%	97.6%	100.0%	100.0%	95.0%	100.0%	98.4%	100.0%	96.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.5%	---	100.0%	100.0%	98.0%	98.0%	100.0%	99.0%	97.0%
Never	92	6	9	5	1	4	0	0	0	5	2	3	0	0	0	0	0	0	0	5	0	0	0	2	3	1	4	0
	3.3%	4.2%	5.5%	3.0%	1.9%	4.9%	0.0%	0.0%	0.0%	7.4%	3.3%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	4.2%	6.1%	12.5%	4.1%	0.0%
Sometimes	463	29	26	33	12	15	0	8	6	13	12	12	3	2	0	0	1	0	0	14	1	3	6	9	12	3	22	4
	16.8%	20.1%	15.8%	19.9%	22.2%	18.5%	0.0%	25.0%	15.8%	19.1%	20.0%	25.0%	10.7%	28.6%	0.0%	0.0%	16.7%	0.0%	0.0%	17.7%	16.7%	37.5%	15.0%	18.8%	24.5%	37.5%	22.7%	12.5%
Usually	732	42	44	46	16	23	2	12	12	17	14	17	9	1	1	0	2	1	1	23	3	3	10	14	16	2	29	10
	26.6%	29.2%	26.7%	27.7%	29.6%	28.4%	100.0%	37.5%	31.6%	25.0%	23.3%	35.4%	32.1%	14.3%	100.0%	0.0%	33.3%	50.0%	100.0%	29.1%	50.0%	37.5%	25.0%	29.2%	32.7%	25.0%	29.9%	31.3%
Always	1,463	67	86	82	25	39	0	12	20	33	32	16	16	4	0	1	3	1	0	37	2	2	24	23	18	2	42	18
	53.2%	46.5%	52.1%	49.4%	46.3%	48.1%	0.0%	37.5%	52.6%	48.5%	53.3%	33.3%	57.1%	57.1%	0.0%	100.0%	50.0%	50.0%	0.0%	46.8%	33.3%	25.0%	60.0%	47.9%	36.7%	25.0%	43.3%	56.3%
Significantly different from column:*											L	K,M	L										Y		W			
Usually or Always	2,195	109	130	128	41	62	2	24	32	50	46	33	25	5	1	1	5	2	1	60	5	5	34	37	34	4	71	28
	79.8%	75.7%	78.8%	77.1%	75.9%	76.5%	100.0%	75.0%	84.2%	73.5%	76.7%	68.8%	89.3%	71.4%	100.0%	100.0%	83.3%	100.0%	100.0%	75.9%	83.3%	62.5%	85.0%	77.1%	69.4%	50.0%	73.2%	87.5%
Significantly different from column:*											M	L																

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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**Question 7**

In the last 6 months, not counting the times you went to an emergency room, how many times did you get health care for yourself in person, by phone, or by video

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northem African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,678	<b>255</b>	259	238	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	147	<b>9</b>	7	10	4	2	0	0	1	6	5	1	0	0	0	0	0	0	0	3	1	0	1	3	3	0	0	0	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,531	<b>246</b>	252	228	102	127	6	55	66	115	111	81	43	12	6	1	8	3	2	135	10	13	70	81	84	88	121	37	
	96.9%	<b>96.5%</b>	97.3%	95.8%	96.2%	98.4%	100.0%	100.0%	98.5%	95.0%	95.7%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	---	100.0%	98.6%	96.4%	96.6%	100.0%	100.0%	100.0%	
None	1,499	<b>88</b>	63	58	43	36	3	20	22	41	45	29	9	5	5	0	2	0	1	44	4	6	31	24	28	88	0	0	
	33.1%	<b>35.8%</b>	25.0%	25.4%	42.2%	28.3%	50.0%	36.4%	33.3%	35.7%	40.5%	35.8%	20.9%	41.7%	83.3%	0.0%	25.0%	0.0%	50.0%	32.6%	40.0%	46.2%	44.3%	29.6%	33.3%	100.0%	0.0%	0.0%	
1 time	734	<b>41</b>	54	47	20	19	1	5	13	22	16	13	11	1	0	1	0	1	0	28	0	2	13	14	13	0	41	0	
	16.2%	<b>16.7%</b>	21.4%	20.6%	19.6%	15.0%	16.7%	9.1%	19.7%	19.1%	14.4%	16.0%	25.6%	8.3%	0.0%	100.0%	0.0%	0.0%	14.8%	20.7%	0.0%	15.4%	18.6%	17.3%	15.5%	0.0%	33.9%	0.0%	
2	687	<b>40</b>	55	41	14	25	0	9	14	16	21	9	8	3	0	0	4	0	1	20	2	1	9	19	11	0	40	0	
	15.2%	<b>16.3%</b>	21.8%	18.0%	13.7%	19.7%	0.0%	16.4%	21.2%	13.9%	18.9%	11.1%	18.6%	25.0%	0.0%	0.0%	50.0%	0.0%	50.0%	14.8%	20.0%	7.7%	12.9%	23.5%	13.1%	0.0%	33.1%	0.0%	
3	532	<b>28</b>	20	23	6	21	1	6	6	16	10	11	7	1	0	0	1	1	0	17	1	2	4	13	11	0	28	0	
	11.7%	<b>11.4%</b>	7.9%	10.1%	5.9%	16.5%	16.7%	10.9%	9.1%	13.9%	9.0%	13.6%	16.3%	8.3%	0.0%	0.0%	12.5%	33.3%	0.0%	12.6%	10.0%	15.4%	5.7%	16.0%	13.1%	0.0%	23.1%	0.0%	
4	294	<b>12</b>	17	16	6	4	1	5	2	4	6	5	0	0	0	0	0	0	0	7	2	0	1	3	7	0	12	0	
	6.5%	<b>4.9%</b>	6.7%	7.0%	5.9%	3.1%	16.7%	9.1%	3.0%	3.5%	5.4%	6.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.2%	20.0%	0.0%	1.4%	3.7%	8.3%	0.0%	9.9%	0.0%	
5 to 9	472	<b>20</b>	27	28	10	9	0	8	4	7	7	7	5	1	1	0	1	1	0	10	0	0	8	5	5	0	20	0	
	10.4%	<b>8.1%</b>	10.7%	12.3%	9.8%	7.1%	0.0%	14.5%	6.1%	6.1%	6.3%	8.6%	11.6%	8.3%	16.7%	0.0%	12.5%	33.3%	0.0%	7.4%	0.0%	0.0%	11.4%	6.2%	6.0%	0.0%	0.0%	54.1%	
10 or more times	313	<b>17</b>	16	15	3	13	0	2	5	9	6	7	3	1	0	0	0	0	0	9	1	2	4	3	9	0	0	17	
	6.9%	<b>6.9%</b>	6.3%	6.6%	2.9%	10.2%	0.0%	3.6%	7.6%	7.8%	5.4%	8.6%	7.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	10.0%	15.4%	5.7%	3.7%	10.7%	0.0%	0.0%	45.9%	
5 or more times	785	<b>37</b>	43	43	13	22	0	10	9	16	13	14	8	2	1	0	1	1	0	19	1	2	12	8	14	0	0	37	
	17.3%	<b>15.0%</b>	17.1%	18.9%	12.7%	17.3%	0.0%	18.2%	13.6%	13.9%	11.7%	17.3%	18.6%	16.7%	16.7%	0.0%	12.5%	33.3%	0.0%	14.1%	10.0%	15.4%	17.1%	9.9%	16.7%	0.0%	0.0%	100.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 8**

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

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

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)								Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)				
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/North African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,032	158	189	170	59	91	3	35	44	74	66	52	34	7	1	1	6	3	1	91	6	7	39	57	56	0	121	37	
Number missing or multiple answer	57	4	4	0	0	3	0	1	0	2	1	2	0	1	0	0	0	0	0	0	0	0	0	1	1	0	3	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,975	154	185	170	59	88	3	34	44	72	65	50	34	6	1	1	6	3	1	91	6	7	39	56	55	0	118	36	
	98.1%	97.5%	97.9%	100.0%	100.0%	96.7%	100.0%	97.1%	100.0%	97.3%	98.5%	96.2%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.2%	98.2%	---	97.5%	97.3%	
0 Worst health care possible	11	2	5	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	2	0
	0.4%	1.3%	2.7%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	1.4%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	1.8%	---	1.7%	0.0%	
1	20	4	2	1	1	2	1	1	2	1	2	1	1	0	0	0	0	0	0	2	0	1	0	0	4	0	2	2	
	0.7%	2.6%	1.1%	0.6%	1.7%	2.3%	33.3%	2.9%	4.5%	1.4%	3.1%	2.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	14.3%	0.0%	0.0%	7.3%	---	1.7%	5.6%	
2	28	1	1	2	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	1	0	
	0.9%	0.6%	0.5%	1.2%	0.0%	1.1%	0.0%	0.0%	0.0%	1.4%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	1.8%	---	0.8%	0.0%	
3	39	0	4	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	1.3%	0.0%	2.2%	3.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	
4	60	1	6	5	0	1	0	0	1	0	0	0	1	0	0	0	0	0	0	1	0	0	1	0	0	0	1	0	
	2.0%	0.6%	3.2%	2.9%	0.0%	1.1%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	1.8%	0.0%	---	0.8%	0.0%	
5	145	9	5	14	6	3	0	4	1	4	2	5	2	0	0	0	1	0	3	1	1	3	3	3	3	0	7	2	
	4.9%	5.8%	2.7%	8.2%	10.2%	3.4%	0.0%	11.8%	2.3%	5.6%	3.1%	10.0%	5.9%	0.0%	0.0%	0.0%	33.3%	0.0%	3.3%	16.7%	14.3%	7.7%	5.4%	5.5%	---	5.9%	5.6%		
6	152	5	9	10	2	2	1	2	2	1	2	3	0	0	0	0	0	0	0	3	0	1	4	0	0	4	1		
	5.1%	3.2%	4.9%	5.9%	3.4%	2.3%	33.3%	5.9%	4.5%	1.4%	3.1%	6.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%	14.3%	2.6%	7.1%	0.0%	---	3.4%	2.8%	
7	361	22	18	21	8	13	0	5	6	10	10	7	4	1	0	0	2	1	0	11	1	2	4	7	10	0	21	1	
	12.1%	14.3%	9.7%	12.4%	13.6%	14.8%	0.0%	14.7%	13.6%	13.9%	15.4%	14.0%	11.8%	16.7%	0.0%	0.0%	33.3%	33.3%	0.0%	12.1%	16.7%	28.6%	10.3%	12.5%	18.2%	---	17.8%	2.8%	
8	644	31	40	33	16	14	0	9	11	10	15	11	4	2	0	0	1	1	1	17	1	0	8	13	9	0	23	8	
	21.6%	20.1%	21.6%	19.4%	27.1%	15.9%	0.0%	26.5%	25.0%	13.9%	23.1%	22.0%	11.8%	33.3%	0.0%	0.0%	16.7%	33.3%	100.0%	18.7%	16.7%	0.0%	20.5%	23.2%	16.4%	---	19.5%	22.2%	
9	508	38	44	29	10	27	1	8	9	21	11	13	13	0	1	0	2	0	0	28	1	7	16	15	0	30	8		
	17.1%	24.7%	23.8%	17.1%	16.9%	30.7%	33.3%	23.5%	20.5%	29.2%	16.9%	26.0%	38.2%	0.0%	100.0%	0.0%	33.3%	0.0%	0.0%	30.8%	16.7%	14.3%	17.9%	28.6%	27.3%	---	25.4%	22.2%	
10 Best health care possible	1,007	41	51	49	16	24	0	5	12	23	21	10	9	3	0	1	1	0	0	24	2	1	16	12	12	0	27	14	
	33.8%	26.6%	27.6%	28.8%	27.1%	27.3%	0.0%	14.7%	27.3%	31.9%	32.3%	20.0%	26.5%	50.0%	0.0%	100.0%	16.7%	0.0%	26.4%	33.3%	14.3%	41.0%	21.4%	21.8%	---	22.9%	38.9%		

NA - There is no "no experience" category for this question.

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 8**

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

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

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northwestern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,032	158	189	170	59	91	3	35	44	74	66	52	34	7	1	1	6	3	1	91	6	7	39	57	56	0	121	37	
Number missing or multiple answer	57	4	4	0	0	3	0	1	0	2	1	2	0	1	0	0	0	0	0	0	0	0	0	1	1	0	3	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,975	154	185	170	59	88	3	34	44	72	65	50	34	6	1	1	6	3	1	91	6	7	39	56	55	0	118	36	
	98.1%	97.5%	97.9%	100.0%	100.0%	96.7%	100.0%	97.1%	100.0%	97.3%	98.5%	96.2%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	98.2%	98.2%	---	97.5%	97.3%
0 to 4	158	8	18	14	1	5	1	1	3	3	4	1	2	0	0	0	0	0	0	5	0	1	0	1	6	0	6	2	
	5.3%	5.2%	9.7%	8.2%	1.7%	5.7%	33.3%	2.9%	6.8%	4.2%	6.2%	2.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.5%	0.0%	14.3%	0.0%	1.8%	10.9%	---	5.1%	5.6%	
5	145	9	5	14	6	3	0	4	1	4	2	5	2	0	0	0	0	1	0	3	1	1	3	3	3	0	7	2	
	4.9%	5.8%	2.7%	8.2%	10.2%	3.4%	0.0%	11.8%	2.3%	5.6%	3.1%	10.0%	5.9%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	3.3%	16.7%	14.3%	7.7%	5.4%	5.5%	---	5.9%	5.6%	
6 or 7	513	27	27	31	10	15	1	7	8	11	12	10	4	1	0	0	2	1	0	14	1	3	5	11	10	0	25	2	
	17.2%	17.5%	14.6%	18.2%	16.9%	17.0%	33.3%	20.6%	18.2%	15.3%	18.5%	20.0%	11.8%	16.7%	0.0%	0.0%	33.3%	33.3%	0.0%	15.4%	16.7%	42.9%	12.8%	19.6%	18.2%	---	21.2%	5.6%	
8 to 10	2,159	110	135	111	42	65	1	22	32	54	47	34	26	5	1	1	4	1	1	69	4	2	31	41	36	0	80	30	
	72.6%	71.4%	73.0%	65.3%	71.2%	73.9%	33.3%	64.7%	72.7%	75.0%	72.3%	68.0%	76.5%	83.3%	100.0%	100.0%	66.7%	33.3%	100.0%	75.8%	66.7%	28.6%	79.5%	73.2%	65.5%	---	67.8%	83.3%	
Significantly different from column:*																													
0 to 6	455	22	32	38	9	10	2	7	6	8	8	9	4	0	0	0	0	1	0	11	1	3	4	8	9	0	17	5	
	15.3%	14.3%	17.3%	22.4%	15.3%	11.4%	66.7%	20.6%	13.6%	11.1%	12.3%	18.0%	11.8%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	12.1%	16.7%	42.9%	10.3%	14.3%	16.4%	---	14.4%	13.9%	
7 to 8	1,005	53	58	54	24	27	0	14	17	20	25	18	8	3	0	0	3	2	1	28	2	2	12	20	19	0	44	9	
	33.8%	34.4%	31.4%	31.8%	40.7%	30.7%	0.0%	41.2%	38.6%	27.8%	38.5%	36.0%	23.5%	50.0%	0.0%	0.0%	50.0%	66.7%	100.0%	30.8%	33.3%	28.6%	30.8%	35.7%	34.5%	---	37.3%	25.0%	
9 to 10	1,515	79	95	78	26	51	1	13	21	44	32	23	22	3	1	1	3	0	0	52	3	2	23	28	27	0	57	22	
	50.9%	51.3%	51.4%	45.9%	44.1%	58.0%	33.3%	38.2%	47.7%	61.1%	49.2%	46.0%	64.7%	50.0%	100.0%	100.0%	50.0%	0.0%	0.0%	57.1%	50.0%	28.6%	59.0%	50.0%	49.1%	---	48.3%	61.1%	
Significantly different from column:*								J		H																			

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 9**

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

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

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)								Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northwestern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	3,032	158	189	170	59	91	3	35	44	74	66	52	34	7	1	1	6	3	1	91	6	7	39	57	56	0	121	37
Number missing or multiple answer	39	1	4	2	0	1	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,993	157	185	168	59	90	3	34	44	74	66	51	34	6	1	1	6	3	1	91	6	7	39	57	56	0	121	36
	98.7%	99.4%	97.9%	98.8%	100.0%	98.9%	100.0%	97.1%	100.0%	100.0%	100.0%	98.1%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	---	100.0%	97.3%
Never	65	3	6	5	1	2	0	0	0	3	2	1	0	0	0	0	0	0	0	2	0	1	0	0	3	0	2	1
	2.2%	1.9%	3.2%	3.0%	1.7%	2.2%	0.0%	0.0%	0.0%	4.1%	3.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	14.3%	0.0%	0.0%	5.4%	---	1.7%	2.8%
Sometimes	413	27	26	23	10	15	1	5	9	12	7	13	6	0	0	0	0	0	0	15	1	3	4	6	16	0	22	5
	13.8%	17.2%	14.1%	13.7%	16.9%	16.7%	33.3%	14.7%	20.5%	16.2%	10.6%	25.5%	17.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.5%	16.7%	42.9%	10.3%	10.5%	28.6%	---	18.2%	13.9%
Usually	983	43	69	54	15	26	1	10	9	23	17	12	12	0	1	0	2	2	0	28	3	1	8	17	17	0	34	9
	32.8%	27.4%	37.3%	32.1%	25.4%	28.9%	33.3%	29.4%	20.5%	31.1%	25.8%	23.5%	35.3%	0.0%	100.0%	0.0%	33.3%	66.7%	0.0%	30.8%	50.0%	14.3%	20.5%	29.8%	30.4%	---	28.1%	25.0%
Always	1,532	84	84	86	33	47	1	19	26	36	40	25	16	6	0	1	4	1	1	46	2	2	27	34	20	0	63	21
	51.2%	53.5%	45.4%	51.2%	55.9%	52.2%	33.3%	55.9%	59.1%	48.6%	60.6%	49.0%	47.1%	100.0%	0.0%	100.0%	66.7%	33.3%	100.0%	50.5%	33.3%	28.6%	69.2%	59.6%	35.7%	---	52.1%	58.3%
Significantly different from column:*																						Y	Y	W,X				
Usually or Always	2,515	127	153	140	48	73	2	29	35	59	57	37	28	6	1	1	6	3	1	74	5	3	35	51	37	0	97	30
	84.0%	80.9%	82.7%	83.3%	81.4%	81.1%	66.7%	85.3%	79.5%	79.7%	86.4%	72.5%	82.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	81.3%	83.3%	42.9%	89.7%	89.5%	66.1%	---	80.2%	83.3%
Significantly different from column:*																						Y	Y	W,X				

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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**Question 10**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northem African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,678	255	259	238	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	59	5	4	4	1	3	1	2	2	1	2	3	0	1	0	0	1	0	0	0	2	1	1	0	3	3	1	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,619	250	255	234	105	126	5	53	65	120	114	79	43	11	6	1	7	3	2	138	9	12	70	84	84	85	120	36	
	98.7%	98.0%	98.5%	98.3%	99.1%	97.7%	83.3%	96.4%	97.0%	99.2%	98.3%	96.3%	100.0%	91.7%	100.0%	100.0%	87.5%	100.0%	100.0%	100.0%	---	92.3%	98.6%	100.0%	96.6%	96.6%	99.2%	97.3%	
Yes	3,815	189	203	200	81	94	3	37	49	94	84	57	37	9	3	1	6	3	1	102	8	10	51	65	64	43	106	31	
	82.6%	75.6%	79.6%	85.5%	77.1%	74.6%	60.0%	69.8%	75.4%	78.3%	73.7%	72.2%	86.0%	81.8%	50.0%	100.0%	85.7%	100.0%	50.0%	73.9%	88.9%	83.3%	72.9%	77.4%	76.2%	50.6%	88.3%	86.1%	
No	804	61	52	34	24	32	2	16	16	26	30	22	6	2	3	0	1	0	1	36	1	2	19	19	20	42	14	5	
	17.4%	24.4%	20.4%	14.5%	22.9%	25.4%	40.0%	30.2%	24.6%	21.7%	26.3%	27.8%	14.0%	18.2%	50.0%	0.0%	14.3%	0.0%	50.0%	26.1%	11.1%	16.7%	27.1%	22.6%	23.8%	49.4%	11.7%	13.9%	
Significantly different from column:*		A,D																								AA,AB	Z	Z	

NA - There is no "no experience" category for this question.

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**Trillium Community Health Plan**

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**Question 11**

In the last 6 months, how many times did you have an in person, phone, or video visit with your personal doctor about your health?

Base: All respondents who have a personal doctor (Q10)

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/North African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,815	<b>189</b>	203	200	81	94	3	37	49	94	84	57	37	9	3	1	6	3	1	102	8	10	51	65	64	43	106	31	
Number missing or multiple answer	134	<b>6</b>	9	4	1	3	0	0	2	2	3	0	1	0	0	0	0	0	3	0	0	0	2	2	1	1	1		
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		
Usable responses	3,681	<b>183</b>	194	196	80	91	3	37	47	92	81	57	36	9	3	1	6	3	1	99	8	10	51	63	62	42	105	30	
	96.5%	<b>96.8%</b>	95.6%	98.0%	98.8%	96.8%	100.0%	100.0%	95.9%	97.9%	96.4%	100.0%	97.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%	---	100.0%	100.0%	96.9%	96.9%	97.7%	99.1%	96.8%	
None	957	<b>44</b>	42	48	21	18	3	13	12	18	22	15	6	3	2	0	1	2	0	22	2	2	17	14	12	29	14	1	
	26.0%	<b>24.0%</b>	21.6%	24.5%	26.3%	19.8%	100.0%	35.1%	25.5%	19.6%	27.2%	26.3%	16.7%	33.3%	66.7%	0.0%	16.7%	66.7%	0.0%	22.2%	25.0%	20.0%	33.3%	22.2%	19.4%	69.0%	13.3%	3.3%	
1 time	1,006	<b>51</b>	51	60	20	27	0	8	14	26	19	14	14	2	0	1	2	0	31	0	3	17	16	15	8	39	2		
	27.3%	<b>27.9%</b>	26.3%	30.6%	25.0%	29.7%	0.0%	21.6%	29.8%	28.3%	23.5%	24.6%	38.9%	22.2%	0.0%	100.0%	33.3%	0.0%	31.3%	0.0%	30.0%	33.3%	25.4%	24.2%	19.0%	37.1%	6.7%		
2	735	<b>44</b>	50	36	18	26	0	8	12	24	19	11	13	3	1	0	2	0	1	24	3	3	12	20	12	3	32	7	
	20.0%	<b>24.0%</b>	25.8%	18.4%	22.5%	28.6%	0.0%	21.6%	25.5%	26.1%	23.5%	19.3%	36.1%	33.3%	33.3%	0.0%	33.3%	0.0%	100.0%	24.2%	37.5%	30.0%	23.5%	31.7%	19.4%	7.1%	30.5%	23.3%	
3	436	<b>26</b>	27	26	12	12	0	5	4	15	10	11	3	1	0	0	1	0	0	14	0	2	2	7	15	2	15	7	
	11.8%	<b>14.2%</b>	13.9%	13.3%	15.0%	13.2%	0.0%	13.5%	8.5%	16.3%	12.3%	19.3%	8.3%	11.1%	0.0%	0.0%	16.7%	0.0%	0.0%	14.1%	0.0%	20.0%	3.9%	11.1%	24.2%	4.8%	14.3%	23.3%	
4	203	<b>6</b>	11	10	4	2	0	2	0	4	3	3	0	0	0	0	0	1	0	2	2	0	0	4	2	0	3	3	
	5.5%	<b>3.3%</b>	5.7%	5.1%	5.0%	2.2%	0.0%	5.4%	0.0%	4.3%	3.7%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	2.0%	25.0%	0.0%	0.0%	6.3%	3.2%	0.0%	2.9%	10.0%	
5 to 9	262	<b>6</b>	12	9	3	2	0	1	1	3	4	1	0	0	0	0	0	0	0	3	0	0	1	2	2	0	1	5	
	7.1%	<b>3.3%</b>	6.2%	4.6%	3.8%	2.2%	0.0%	2.7%	2.1%	3.3%	4.9%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	2.0%	3.2%	3.2%	0.0%	1.0%	16.7%		
10 or more times	82	<b>6</b>	1	7	2	4	0	0	4	2	4	2	0	0	0	0	0	0	0	3	1	0	2	0	4	0	1	5	
	2.2%	<b>3.3%</b>	0.5%	3.6%	2.5%	4.4%	0.0%	0.0%	8.5%	2.2%	4.9%	3.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	12.5%	0.0%	3.9%	0.0%	6.5%	0.0%	1.0%	16.7%		
5 or more times	344	<b>12</b>	13	16	5	6	0	1	5	5	8	3	0	0	0	0	0	0	0	6	1	0	3	2	6	0	2	10	
	9.3%	<b>6.6%</b>	6.7%	8.2%	6.3%	6.6%	0.0%	2.7%	10.6%	5.4%	9.9%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.1%	12.5%	0.0%	5.9%	3.2%	9.7%	0.0%	1.9%	33.3%		

Significantly different from column:\*

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 12**

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northwestern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	2,724	139	152	148	59	73	0	24	35	74	59	42	30	6	1	1	5	1	1	77	6	8	34	49	50	13	91	29	
Number missing or multiple answer	12	1	4	0	0	1	0	0	1	0	0	0	1	0	0	0	0	0	1	0	0	0	1	0	0	0	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,712	138	148	148	59	72	0	24	34	74	59	42	29	6	1	1	5	1	1	76	6	8	34	48	50	13	90	29	
	99.6%	99.3%	97.4%	100.0%	100.0%	98.6%	---	100.0%	97.1%	100.0%	100.0%	100.0%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%	98.7%	---	100.0%	100.0%	98.0%	100.0%	100.0%	98.9%	100.0%		
Never	47	4	4	3	4	0	0	0	2	2	4	0	0	0	0	0	0	0	0	1	0	0	0	2	2	0	4	0	
	1.7%	2.9%	2.7%	2.0%	6.8%	0.0%	---	0.0%	5.9%	2.7%	6.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	4.2%	4.0%	0.0%	4.4%	0.0%		
Sometimes	147	7	11	18	2	5	0	1	3	3	4	1	2	0	0	0	0	0	0	4	0	2	2	3	2	3	4	0	
	5.4%	5.1%	7.4%	12.2%	3.4%	6.9%	---	4.2%	8.8%	4.1%	6.8%	2.4%	6.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	25.0%	5.9%	6.3%	4.0%	23.1%	4.4%	0.0%	
Usually	529	20	29	31	8	11	0	3	5	11	8	9	2	1	0	0	3	0	0	10	0	1	4	6	9	1	16	2	
	19.5%	14.5%	19.6%	20.9%	13.6%	15.3%	---	12.5%	14.7%	14.9%	13.6%	21.4%	6.9%	16.7%	0.0%	0.0%	60.0%	0.0%	0.0%	13.2%	0.0%	12.5%	11.8%	12.5%	18.0%	7.7%	17.8%	6.9%	
Always	1,989	107	104	96	45	56	0	20	24	58	43	32	25	5	1	1	2	1	1	61	6	5	28	37	37	9	66	27	
	73.3%	77.5%	70.3%	64.9%	76.3%	77.8%	---	83.3%	70.6%	78.4%	72.9%	76.2%	86.2%	83.3%	100.0%	100.0%	40.0%	100.0%	100.0%	80.3%	100.0%	62.5%	82.4%	77.1%	74.0%	69.2%	73.3%	93.1%	
Significantly different from column:*		D																								AB	AA		
Usually or Always	2,518	127	133	127	53	67	0	23	29	69	51	41	27	6	1	1	5	1	1	71	6	6	32	43	46	10	82	29	
	92.8%	92.0%	89.9%	85.8%	89.8%	93.1%	---	95.8%	85.3%	93.2%	86.4%	97.6%	93.1%	100.0%	100.0%	100.0%	100.0%	100.0%	93.4%	100.0%	75.0%	94.1%	89.6%	92.0%	76.9%	91.1%	100.0%		
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

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

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**Question 13**

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northem African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,724	139	152	148	59	73	0	24	35	74	59	42	30	6	1	1	5	1	1	77	6	8	34	49	50	13	91	29	
Number missing or multiple answer	19	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,705	139	149	148	59	73	0	24	35	74	59	42	30	6	1	1	5	1	1	77	6	8	34	49	50	13	91	29	
	99.3%	100.0%	98.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Never	51	3	7	3	3	0	0	0	2	1	2	0	1	0	0	0	0	0	0	1	0	1	0	2	1	0	3	0	
	1.9%	2.2%	4.7%	2.0%	5.1%	0.0%	---	0.0%	5.7%	1.4%	3.4%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	12.5%	0.0%	4.1%	2.0%	0.0%	3.3%	0.0%	
Sometimes	166	8	12	20	3	5	0	1	4	3	4	2	2	0	0	0	0	0	0	5	0	0	2	3	3	2	5	1	
	6.1%	5.8%	8.1%	13.5%	5.1%	6.8%	---	4.2%	11.4%	4.1%	6.8%	4.8%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.5%	0.0%	0.0%	5.9%	6.1%	6.0%	15.4%	5.5%	3.4%	
Usually	484	30	28	25	15	13	0	6	6	16	13	12	3	0	0	1	3	1	1	15	1	2	4	11	13	1	22	6	
	17.9%	21.6%	18.8%	16.9%	25.4%	17.8%	---	25.0%	17.1%	21.6%	22.0%	28.6%	10.0%	0.0%	0.0%	100.0%	60.0%	100.0%	19.5%	16.7%	25.0%	11.8%	22.4%	26.0%	7.7%	24.2%	20.7%		
Always	2,004	98	102	100	38	55	0	17	23	54	40	28	24	6	1	0	2	0	0	56	5	5	28	33	33	10	61	22	
	74.1%	70.5%	68.5%	67.6%	64.4%	75.3%	---	70.8%	65.7%	73.0%	67.8%	66.7%	80.0%	100.0%	100.0%	0.0%	40.0%	0.0%	0.0%	72.7%	83.3%	62.5%	82.4%	67.3%	66.0%	76.9%	67.0%	75.9%	
Significantly different from column:*																													
Usually or Always	2,488	128	130	125	53	68	0	23	29	70	53	40	27	6	1	1	5	1	1	71	6	7	32	44	46	11	83	28	
	92.0%	92.1%	87.2%	84.5%	89.8%	93.2%	---	95.8%	82.9%	94.6%	89.8%	95.2%	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	92.2%	100.0%	87.5%	94.1%	89.8%	92.0%	84.6%	91.2%	96.6%		
Significantly different from column:*		D																											

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 14**

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northwestern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,724	<b>139</b>	152	148	59	73	0	24	35	74	59	42	30	6	1	1	5	1	1	77	6	8	34	49	50	13	91	29	
Number missing or multiple answer	17	<b>1</b>	2	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	1	0	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,707	<b>138</b>	150	148	58	73	0	24	34	74	58	42	30	6	1	1	5	1	1	76	6	8	34	48	50	13	90	29	
	99.4%	<b>99.3%</b>	98.7%	100.0%	98.3%	100.0%	---	100.0%	97.1%	100.0%	98.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.7%	---	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%	98.9%	100.0%	
Never	41	<b>1</b>	4	4	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	
	1.5%	<b>0.7%</b>	2.7%	2.7%	1.7%	0.0%	---	0.0%	0.0%	1.4%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	1.1%	0.0%		
Sometimes	157	<b>10</b>	15	12	4	6	0	0	6	4	4	2	4	0	0	0	0	0	7	1	1	2	4	4	4	1	7	1	
	5.8%	<b>7.2%</b>	10.0%	8.1%	6.9%	8.2%	---	0.0%	17.6%	5.4%	6.9%	4.8%	13.3%	0.0%	0.0%	0.0%	0.0%	0.0%	9.2%	16.7%	12.5%	5.9%	8.3%	8.0%	7.7%	7.8%	3.4%		
Usually	356	<b>13</b>	19	30	8	4	0	3	3	6	5	6	1	0	0	0	1	0	6	0	2	3	4	5	1	10	1		
	13.2%	<b>9.4%</b>	12.7%	20.3%	13.8%	5.5%	---	12.5%	8.8%	8.1%	8.6%	14.3%	3.3%	0.0%	0.0%	0.0%	20.0%	0.0%	7.9%	0.0%	25.0%	8.8%	8.3%	10.0%	7.7%	11.1%	3.4%		
Always	2,153	<b>114</b>	112	102	45	63	0	21	25	63	48	34	25	6	1	1	4	1	0	63	5	5	29	40	40	11	72	27	
	79.5%	<b>82.6%</b>	74.7%	68.9%	77.6%	86.3%	---	87.5%	73.5%	85.1%	82.8%	81.0%	83.3%	100.0%	100.0%	100.0%	80.0%	100.0%	82.9%	83.3%	62.5%	85.3%	83.3%	80.0%	84.6%	80.0%	93.1%		
Significantly different from column:*		<b>D</b>																											
Usually or Always	2,509	<b>127</b>	131	132	53	67	0	24	28	69	53	40	26	6	1	1	5	1	1	69	5	7	32	44	45	12	82	28	
	92.7%	<b>92.0%</b>	87.3%	89.2%	91.4%	91.8%	---	100.0%	82.4%	93.2%	91.4%	95.2%	86.7%	100.0%	100.0%	100.0%	100.0%	100.0%	90.8%	83.3%	87.5%	94.1%	91.7%	90.0%	92.3%	91.1%	96.6%		
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 15**

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northwestern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,724	<b>139</b>	152	148	59	73	0	24	35	74	59	42	30	6	1	1	5	1	1	77	6	8	34	49	50	13	91	29	
Number missing or multiple answer	19	<b>1</b>	3	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,705	<b>138</b>	149	148	58	73	0	24	34	74	58	42	30	6	1	1	5	1	1	76	6	8	34	48	50	13	90	29	
	99.3%	<b>99.3%</b>	98.0%	100.0%	98.3%	100.0%	---	100.0%	97.1%	100.0%	98.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.7%	---	100.0%	100.0%	98.0%	100.0%	100.0%	98.9%	100.0%	
Never	75	<b>7</b>	7	4	4	3	0	1	3	3	4	1	2	0	0	0	0	0	0	2	0	1	1	2	4	1	5	1	
	2.8%	<b>5.1%</b>	4.7%	2.7%	6.9%	4.1%	---	4.2%	8.8%	4.1%	6.9%	2.4%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	12.5%	2.9%	4.2%	8.0%	7.7%	5.6%	3.4%	
Sometimes	208	<b>10</b>	15	15	2	7	0	2	3	4	4	2	3	0	0	0	0	0	0	7	0	1	3	2	4	1	6	2	
	7.7%	<b>7.2%</b>	10.1%	10.1%	3.4%	9.6%	---	8.3%	8.8%	5.4%	6.9%	4.8%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.2%	0.0%	12.5%	8.8%	4.2%	8.0%	7.7%	6.7%	6.9%	
Usually	567	<b>27</b>	26	40	13	13	0	4	5	17	11	9	6	1	0	0	2	0	0	18	2	1	6	11	9	1	20	4	
	21.0%	<b>19.6%</b>	17.4%	27.0%	22.4%	17.8%	---	16.7%	14.7%	23.0%	19.0%	21.4%	20.0%	16.7%	0.0%	0.0%	40.0%	0.0%	0.0%	23.3%	33.3%	12.5%	17.6%	22.9%	18.0%	7.7%	22.2%	13.8%	
Always	1,855	<b>94</b>	101	89	39	50	0	17	23	50	39	30	19	5	1	1	3	1	1	49	4	5	24	33	33	10	59	22	
	68.6%	<b>68.1%</b>	67.8%	60.1%	67.2%	68.5%	---	70.8%	67.6%	67.6%	67.2%	71.4%	63.3%	83.3%	100.0%	100.0%	60.0%	100.0%	100.0%	64.5%	66.7%	62.5%	70.6%	68.8%	66.0%	76.9%	65.6%	75.9%	
Significantly different from column:*																													
Usually or Always	2,422	<b>121</b>	127	129	52	63	0	21	28	67	50	39	25	6	1	1	5	1	1	67	6	6	30	44	42	11	79	26	
	89.5%	<b>87.7%</b>	85.2%	87.2%	89.7%	86.3%	---	87.5%	82.4%	90.5%	86.2%	92.9%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	88.2%	100.0%	75.0%	88.2%	91.7%	84.0%	84.6%	87.8%	89.7%		
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 16**

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q10 & Q11)

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northwestern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	2,724	<b>139</b>	152	148	59	73	0	24	35	74	59	42	30	6	1	1	5	1	1	77	6	8	34	49	50	13	91	29	
Number missing or multiple answer	20	<b>2</b>	2	2	2	0	0	0	2	0	2	0	0	0	0	0	0	0	1	1	0	1	1	0	0	0	1	1	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,704	<b>137</b>	150	146	57	73	0	24	33	74	57	42	30	6	1	1	5	1	1	76	5	8	33	48	50	13	90	28	
	99.3%	<b>98.6%</b>	98.7%	98.6%	96.6%	100.0%	---	100.0%	94.3%	100.0%	96.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.7%	---	100.0%	97.1%	98.0%	100.0%	100.0%	98.9%	96.6%		
Yes	1,731	<b>84</b>	98	93	32	47	0	13	22	45	34	26	19	6	1	0	4	0	0	44	3	3	20	28	32	5	50	26	
	64.0%	<b>61.3%</b>	65.3%	63.7%	56.1%	64.4%	---	54.2%	66.7%	60.8%	59.6%	61.9%	63.3%	100.0%	100.0%	0.0%	80.0%	0.0%	0.0%	57.9%	60.0%	37.5%	60.6%	58.3%	64.0%	38.5%	55.6%	92.9%	
No	973	<b>53</b>	52	53	25	26	0	11	11	29	23	16	11	0	0	1	1	1	1	32	2	5	13	20	18	8	40	2	
	36.0%	<b>38.7%</b>	34.7%	36.3%	43.9%	35.6%	---	45.8%	33.3%	39.2%	40.4%	38.1%	36.7%	0.0%	0.0%	100.0%	20.0%	100.0%	42.1%	40.0%	62.5%	39.4%	41.7%	36.0%	61.5%	44.4%	7.1%		
Significantly different from column:*																													
NA - There is no "no experience" category for this question.																													

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

**Question 17**

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

Base: All respondents who have a personal doctor, visited their personal doctor, and got care from another health provider besides their personal doctor (Q10, Q11, & Q16)

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northwestern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	1,731	84	98	93	32	47	0	13	22	45	34	26	19	6	1	0	0	44	3	3	20	28	32	5	50	26			
Number missing or multiple answer	30	0	2	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA			
Usable responses	1,701	84	96	90	32	47	0	13	22	45	34	26	19	6	1	0	44	3	3	20	28	32	5	50	26				
	98.3%	100.0%	98.0%	96.8%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
Never	76	5	8	4	2	3	0	0	3	2	1	2	2	0	0	0	0	2	0	1	0	3	2	2	2	1			
	4.5%	6.0%	8.3%	4.4%	6.3%	6.4%	---	0.0%	13.6%	4.4%	2.9%	7.7%	10.5%	0.0%	0.0%	---	0.0%	---	---	4.5%	0.0%	33.3%	0.0%	10.7%	6.3%	40.0%			
Sometimes	202	14	15	19	3	9	0	3	4	5	6	3	3	1	0	0	7	0	1	3	5	4	0	9	5				
	11.9%	16.7%	15.6%	21.1%	9.4%	19.1%	---	23.1%	18.2%	11.1%	17.6%	11.5%	15.8%	16.7%	0.0%	---	0.0%	---	---	15.9%	0.0%	33.3%	15.0%	17.9%	12.5%	0.0%			
Usually	491	24	33	19	10	12	0	2	5	16	5	13	4	1	0	1	15	1	1	5	5	13	0	15	6				
	28.9%	28.6%	34.4%	21.1%	31.3%	25.5%	---	15.4%	22.7%	35.6%	14.7%	50.0%	21.1%	16.7%	0.0%	---	25.0%	---	---	34.1%	33.3%	33.3%	25.0%	17.9%	40.6%				
Always	932	41	40	48	17	23	0	8	10	22	22	8	10	4	1	0	20	2	0	12	15	13	3	24	14				
	54.8%	48.8%	41.7%	53.3%	53.1%	48.9%	---	61.5%	45.5%	48.9%	64.7%	30.8%	52.6%	66.7%	100.0%	---	75.0%	---	---	45.5%	66.7%	0.0%	60.0%	53.6%	40.6%				
Significantly different from column:*											L	K																	
Usually or Always	1,423	65	73	67	27	35	0	10	15	38	27	21	14	5	1	0	4	0	35	3	1	17	20	26	3	39			
	83.7%	77.4%	76.0%	74.4%	84.4%	74.5%	---	76.9%	68.2%	84.4%	79.4%	80.8%	73.7%	83.3%	100.0%	---	100.0%	---	---	79.5%	100.0%	33.3%	85.0%	71.4%	81.3%	60.0%			
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 18**

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

Base: All respondents who have a personal doctor (Q10)

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/North African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,815	189	203	200	81	94	3	37	49	94	84	57	37	9	3	1	6	3	1	102	8	10	51	65	64	43	106	31	
Number missing or multiple answer	154	11	11	11	2	6	0	2	3	3	2	4	2	0	0	0	0	0	0	4	1	0	5	2	1	4	5	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	3,661	178	192	189	79	88	3	35	46	91	82	53	35	9	3	1	6	2	1	98	7	10	46	63	63	39	101	30	
	96.0%	94.2%	94.6%	94.5%	97.5%	93.6%	100.0%	94.6%	93.9%	96.8%	97.6%	93.0%	94.6%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%	96.1%	---	100.0%	90.2%	96.9%	98.4%	90.7%	95.3%	96.8%	
0 Worst personal doctor possible	30	2	3	2	2	0	0	0	2	0	2	0	0	0	0	0	0	0	0	1	0	0	0	1	1	0	2	0	
	0.8%	1.1%	1.6%	1.1%	2.5%	0.0%	0.0%	0.0%	4.3%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%	1.6%	1.6%	0.0%	2.0%	0.0%		
1	15	1	1	0	0	1	0	0	1	0	0	0	1	0	0	0	0	0	0	1	0	0	1	0	0	0	1	0	
	0.4%	0.6%	0.5%	0.0%	0.0%	1.1%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%	1.6%	0.0%	0.0%	1.0%	0.0%		
2	34	2	4	2	0	2	0	0	1	1	1	0	1	0	0	0	0	0	0	2	0	0	0	0	2	0	1	1	
	0.9%	1.1%	2.1%	1.1%	0.0%	2.3%	0.0%	0.0%	2.2%	1.1%	1.2%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	3.2%	0.0%	1.0%	3.3%	
3	48	0	6	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	1.3%	0.0%	3.1%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
4	43	0	2	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	1.2%	0.0%	1.0%	5.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
5	162	6	10	16	3	2	1	2	2	2	4	1	1	0	0	0	0	0	0	3	0	1	2	1	3	2	4	0	
	4.4%	3.4%	5.2%	8.5%	3.8%	2.3%	33.3%	5.7%	4.3%	2.2%	4.9%	1.9%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	10.0%	4.3%	1.6%	4.8%	5.1%	4.0%	0.0%		
6	120	7	7	6	4	2	0	1	3	2	2	2	2	0	0	0	1	0	0	3	0	1	1	3	2	3	4	0	
	3.3%	3.9%	3.6%	3.2%	5.1%	2.3%	0.0%	2.9%	6.5%	2.2%	2.4%	3.8%	5.7%	0.0%	0.0%	0.0%	16.7%	0.0%	3.1%	0.0%	10.0%	2.2%	4.8%	3.2%	7.7%	4.0%	0.0%		
7	281	16	17	13	9	6	1	5	4	7	6	6	4	0	1	0	0	1	0	11	1	1	6	5	5	6	8	1	
	7.7%	9.0%	8.9%	6.9%	11.4%	6.8%	33.3%	14.3%	8.7%	7.7%	7.3%	11.3%	11.4%	0.0%	33.3%	0.0%	0.0%	0.0%	50.0%	11.2%	14.3%	10.0%	13.0%	7.9%	7.9%	15.4%	7.9%	3.3%	
8	615	40	30	30	21	16	0	11	10	18	19	14	5	4	1	1	1	1	1	16	1	4	8	15	16	15	20	3	
	16.8%	22.5%	15.6%	15.9%	26.6%	18.2%	0.0%	31.4%	21.7%	19.8%	23.2%	26.4%	14.3%	44.4%	33.3%	100.0%	16.7%	50.0%	100.0%	16.3%	14.3%	40.0%	17.4%	23.8%	25.4%	38.5%	19.8%	10.0%	
9	647	31	31	38	11	17	1	4	6	19	10	10	8	0	0	2	0	0	0	19	1	0	6	10	13	3	19	8	
	17.7%	17.4%	16.1%	20.1%	13.9%	19.3%	33.3%	11.4%	13.0%	20.9%	12.2%	18.9%	12.2%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	19.4%	14.3%	0.0%	13.0%	15.9%	20.6%	7.7%	18.8%	26.7%	
10 Best personal doctor possible	1,666	73	81	68	29	42	0	12	17	42	38	20	13	5	1	0	2	0	0	42	4	3	23	27	21	10	42	17	
	45.5%	41.0%	42.2%	36.0%	36.7%	47.7%	0.0%	34.3%	37.0%	46.2%	46.3%	37.7%	37.1%	55.6%	33.3%	0.0%	33.3%	0.0%	42.9%	57.1%	30.0%	50.0%	42.9%	33.3%	25.6%	41.6%	56.7%		

NA - There is no "no experience" category for this question.

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

**Question 18**

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

Base: All respondents who have a personal doctor (Q10)

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northwestern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,815	<b>189</b>	203	200	81	94	3	37	49	94	84	57	37	9	3	1	6	3	1	102	8	10	51	65	64	43	106	31	
Number missing or multiple answer	154	<b>11</b>	11	11	2	6	0	2	3	3	2	4	2	0	0	0	0	0	0	4	1	0	5	2	1	4	5		
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	3,661	<b>178</b>	192	189	79	88	3	35	46	91	82	53	35	9	3	1	6	2	1	98	7	10	46	63	63	39	101	30	
	96.0%	<b>94.2%</b>	94.6%	94.5%	97.5%	93.6%	100.0%	94.6%	93.9%	96.8%	97.6%	93.0%	94.6%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%	96.1%	---	100.0%	90.2%	96.9%	98.4%	90.7%	95.3%	96.8%	
0 to 4	170	<b>5</b>	16	18	2	3	0	0	4	1	3	0	2	0	0	0	0	0	0	4	0	0	0	2	3	0	4	1	
	4.6%	<b>2.8%</b>	8.3%	9.5%	2.5%	3.4%	0.0%	0.0%	8.7%	1.1%	3.7%	0.0%	5.7%	0.0%	0.0%	0.0%	0.0%	0.0%	4.1%	0.0%	0.0%	0.0%	3.2%	4.8%	0.0%	4.0%	3.3%		
5	162	<b>6</b>	10	16	3	2	1	2	2	2	4	1	1	0	0	0	0	0	0	3	0	1	2	1	3	2	4	0	
	4.4%	<b>3.4%</b>	5.2%	8.5%	3.8%	2.3%	33.3%	5.7%	4.3%	2.2%	4.9%	1.9%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	10.0%	4.3%	1.6%	4.8%	5.1%	4.0%	0.0%		
6 or 7	401	<b>23</b>	24	19	13	8	1	6	7	9	8	8	6	0	1	0	1	1	0	14	1	2	7	8	7	9	12	1	
	11.0%	<b>12.9%</b>	12.5%	10.1%	16.5%	9.1%	33.3%	17.1%	15.2%	9.9%	9.8%	15.1%	17.1%	0.0%	33.3%	0.0%	16.7%	50.0%	0.0%	14.3%	14.3%	20.0%	15.2%	12.7%	11.1%	23.1%	11.9%	3.3%	
8 to 10	2,928	<b>144</b>	142	136	61	75	1	27	33	79	67	44	26	9	2	1	5	1	1	77	6	7	37	52	50	28	81	28	
	80.0%	<b>80.9%</b>	74.0%	72.0%	77.2%	85.2%	33.3%	77.1%	71.7%	86.8%	81.7%	83.0%	74.3%	100.0%	66.7%	100.0%	83.3%	50.0%	100.0%	78.6%	85.7%	70.0%	80.4%	82.5%	79.4%	71.8%	80.2%	93.3%	
Significantly different from column:*		<b>D</b>						<b>J</b>	<b>I</b>																	<b>AB</b>		<b>Z</b>	
0 to 6	452	<b>18</b>	33	40	9	7	1	3	9	5	9	3	5	0	0	0	1	0	0	10	0	2	3	6	8	5	12	1	
	12.3%	<b>10.1%</b>	17.2%	21.2%	11.4%	8.0%	33.3%	8.6%	19.6%	5.5%	11.0%	5.7%	14.3%	0.0%	0.0%	0.0%	16.7%	0.0%	10.2%	0.0%	20.0%	6.5%	9.5%	12.7%	12.8%	11.9%	3.3%		
7 to 8	896	<b>56</b>	47	43	30	22	1	16	14	25	25	20	9	4	2	1	1	2	1	27	2	5	14	20	21	21	28	4	
	24.5%	<b>31.5%</b>	24.5%	22.8%	38.0%	25.0%	33.3%	45.7%	30.4%	27.5%	30.5%	37.7%	25.7%	44.4%	66.7%	100.0%	16.7%	100.0%	100.0%	27.6%	28.6%	50.0%	30.4%	31.7%	33.3%	53.8%	27.7%	13.3%	
9 to 10	2,313	<b>104</b>	112	106	40	59	1	16	23	61	48	30	21	5	1	0	4	0	0	61	5	3	29	37	34	13	61	25	
	63.2%	<b>58.4%</b>	58.3%	56.1%	50.6%	67.0%	33.3%	45.7%	50.0%	67.0%	58.5%	56.6%	60.0%	55.6%	33.3%	0.0%	66.7%	0.0%	0.0%	62.2%	71.4%	30.0%	63.0%	58.7%	54.0%	33.3%	60.4%	83.3%	
Significantly different from column:*					<b>F</b>	<b>E</b>		<b>J</b>		<b>H</b>																<b>AA,AB</b>	<b>AB,Z</b>	<b>AA,Z</b>	

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 19**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/North African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	4,678	255	259	238	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	35	3	1	0	0	3	0	2	0	1	2	1	0	1	0	0	1	0	0	0	0	2	0	0	1	0	2		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,643	252	258	238	106	126	6	53	67	120	114	81	43	11	6	1	7	3	2	138	11	13	69	84	87	87	121	35	
	99.3%	98.8%	99.6%	100.0%	100.0%	97.7%	100.0%	96.4%	100.0%	99.2%	98.3%	98.8%	100.0%	91.7%	100.0%	100.0%	87.5%	100.0%	100.0%	100.0%	100.0%	---	100.0%	97.2%	100.0%	100.0%	98.9%	100.0%	94.6%
Yes	1,960	92	121	114	33	52	2	16	21	51	30	34	23	2	1	0	1	2	0	59	4	3	24	27	37	8	56	23	
	42.2%	36.5%	46.9%	47.9%	31.1%	41.3%	33.3%	30.2%	31.3%	42.5%	26.3%	42.0%	53.5%	18.2%	16.7%	0.0%	14.3%	66.7%	0.0%	42.8%	36.4%	23.1%	34.8%	32.1%	42.5%	9.2%	46.3%	65.7%	
No	2,683	160	137	124	73	74	4	37	46	69	84	47	20	9	5	1	6	1	2	79	7	10	45	57	50	79	65	12	
	57.8%	63.5%	53.1%	52.1%	68.9%	58.7%	66.7%	69.8%	68.7%	57.5%	73.7%	58.0%	46.5%	81.8%	83.3%	100.0%	85.7%	33.3%	100.0%	57.2%	63.6%	76.9%	65.2%	67.9%	57.5%	90.8%	53.7%	34.3%	
Significantly different from column:*		C,D									L,M	K	K													AA,AB	AB,Z	AA,Z	

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 20**

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

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

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northwestern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	1,960	92	121	114	33	52	2	16	21	51	30	34	23	2	1	0	1	2	0	59	4	3	24	27	37	8	56	23	
Number missing or multiple answer	51	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,909	92	120	113	33	52	2	16	21	51	30	34	23	2	1	0	1	2	0	59	4	3	24	27	37	8	56	23	
	97.4%	100.0%	99.2%	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Never	105	7	10	5	1	6	0	1	3	3	1	2	4	0	0	0	0	0	4	0	1	1	5	1	1	1	6	0	
	5.5%	7.6%	8.3%	4.4%	3.0%	11.5%	0.0%	6.3%	14.3%	5.9%	3.3%	5.9%	17.4%	0.0%	0.0%	---	0.0%	0.0%	---	6.8%	0.0%	33.3%	4.2%	18.5%	2.7%	12.5%	10.7%	0.0%	
Sometimes	298	13	18	29	7	5	0	4	2	6	3	7	2	0	0	0	0	0	7	0	1	2	3	7	0	10	3		
	15.6%	14.1%	15.0%	25.7%	21.2%	9.6%	0.0%	25.0%	9.5%	11.8%	10.0%	20.6%	8.7%	0.0%	0.0%	---	0.0%	0.0%	---	11.9%	0.0%	33.3%	8.3%	11.1%	18.9%	0.0%	17.9%	13.0%	
Usually	585	26	35	25	8	15	2	3	6	16	8	8	9	0	1	0	0	0	17	2	0	8	3	14	1	16	8		
	30.6%	28.3%	29.2%	22.1%	24.2%	28.8%	100.0%	18.8%	28.6%	31.4%	26.7%	23.5%	39.1%	0.0%	100.0%	---	0.0%	0.0%	---	28.8%	50.0%	0.0%	33.3%	11.1%	37.8%	12.5%	28.6%	34.8%	
Always	921	46	57	54	17	26	0	8	10	26	18	17	8	2	0	0	1	2	0	31	2	1	13	16	15	6	24	12	
	48.2%	50.0%	47.5%	47.8%	51.5%	50.0%	0.0%	50.0%	47.6%	51.0%	60.0%	50.0%	34.8%	100.0%	0.0%	---	100.0%	100.0%	---	52.5%	50.0%	33.3%	54.2%	59.3%	40.5%	75.0%	42.9%	52.2%	
Significantly different from column:*																													
Usually or Always	1,506	72	92	79	25	41	2	11	16	42	26	25	17	2	1	0	1	2	0	48	4	1	21	19	29	7	40	20	
	78.9%	78.3%	76.7%	69.9%	75.8%	78.8%	100.0%	68.8%	76.2%	82.4%	86.7%	73.5%	73.9%	100.0%	100.0%	---	100.0%	100.0%	---	81.4%	100.0%	33.3%	87.5%	70.4%	78.4%	87.5%	71.4%	87.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

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

Trillium Community Health Plan

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

Question 21

How many specialists have you talked to in the last 6 months?

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

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/North African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,960	92	121	114	33	52	2	16	21	51	30	34	23	2	1	0	1	2	0	59	4	3	24	27	37	8	56	23	
Number missing or multiple answer	71	1	0	2	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,889	91	121	112	33	51	2	16	21	50	29	34	23	2	1	0	1	2	0	59	4	3	24	26	37	8	56	22	
	96.4%	98.9%	100.0%	98.2%	100.0%	98.1%	100.0%	100.0%	100.0%	98.0%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.3%	100.0%	100.0%	100.0%	95.7%		
None	55	1	9	4	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	
	2.9%	1.1%	7.4%	3.6%	0.0%	2.0%	0.0%	0.0%	0.0%	2.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%	0.0%	1.8%	0.0%	
1 specialist	962	48	49	60	14	31	2	8	11	29	17	18	12	1	1	0	0	1	0	34	2	1	14	16	18	6	31	9	
	50.9%	52.7%	40.5%	53.6%	42.4%	60.8%	100.0%	50.0%	52.4%	58.0%	58.6%	52.9%	52.2%	50.0%	100.0%	0.0%	0.0%	50.0%	0.0%	57.6%	50.0%	33.3%	58.3%	61.5%	48.6%	75.0%	55.4%	40.9%	
2	478	28	35	24	12	14	0	6	7	13	6	10	10	1	0	0	1	1	0	16	2	1	8	8	10	2	17	7	
	25.3%	30.8%	28.9%	21.4%	36.4%	27.5%	0.0%	37.5%	33.3%	26.0%	20.7%	29.4%	43.5%	50.0%	0.0%	0.0%	100.0%	50.0%	0.0%	27.1%	50.0%	33.3%	33.3%	30.8%	27.0%	25.0%	30.4%	31.8%	
3	237	10	17	13	6	4	0	2	2	6	5	4	1	0	0	0	0	0	0	7	0	1	1	2	7	0	6	3	
	12.5%	11.0%	14.0%	11.6%	18.2%	7.8%	0.0%	12.5%	9.5%	12.0%	17.2%	11.8%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.9%	0.0%	33.3%	4.2%	7.7%	18.9%	0.0%	10.7%	13.6%	
4	81	2	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	
	4.3%	2.2%	3.3%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.8%	4.5%	
5 or more specialists	76	2	7	7	1	1	0	0	1	1	0	2	0	0	0	0	0	0	0	2	0	0	1	0	1	0	0	2	
	4.0%	2.2%	5.8%	6.3%	3.0%	2.0%	0.0%	0.0%	4.8%	2.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%	4.2%	0.0%	2.7%	0.0%	0.0%	9.1%		
3 or more specialists	394	14	28	24	7	5	0	2	3	7	5	6	1	0	0	0	0	0	0	9	0	1	2	2	8	0	7	6	
	20.9%	15.4%	23.1%	21.4%	21.2%	9.8%	0.0%	12.5%	14.3%	14.0%	17.2%	17.6%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	15.3%	0.0%	33.3%	8.3%	7.7%	21.6%	0.0%	12.5%	27.3%		
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 22**

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

Base: All respondents who saw a specialist (Q19 & Q21)

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/North African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,834	90	112	108	33	50	2	16	21	49	28	34	23	2	1	0	1	2	0	59	4	3	24	26	36	8	55	22	
Number missing or multiple answer	36	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,798	89	111	107	33	50	2	16	21	49	28	34	23	2	1	0	1	2	0	59	4	3	24	26	36	8	54	22	
	98.0%	98.9%	99.1%	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	98.2%	100.0%	
0 Worst specialist possible	8	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.4%	0.0%	0.9%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
1	9	2	2	0	1	1	1	2	0	0	1	0	1	0	0	0	0	0	0	2	0	0	1	0	1	0	2	0	
	0.5%	2.2%	1.8%	0.0%	0.0%	2.0%	50.0%	12.5%	0.0%	0.0%	3.6%	0.0%	4.3%	0.0%	0.0%	---	0.0%	0.0%	---	3.4%	0.0%	0.0%	4.2%	0.0%	2.8%	0.0%	3.7%	0.0%	
2	16	2	1	1	0	2	0	0	1	1	1	0	1	0	0	0	0	0	0	2	0	0	0	0	2	0	1	1	
	0.9%	2.2%	0.9%	0.9%	0.0%	4.0%	0.0%	0.0%	4.8%	2.0%	3.6%	0.0%	4.3%	0.0%	0.0%	---	0.0%	0.0%	---	3.4%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	1.9%	4.5%	
3	14	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.8%	0.0%	0.9%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
4	30	2	1	2	0	2	0	0	1	1	0	1	1	0	0	0	0	0	0	1	0	0	2	0	1	1	0	0	
	1.7%	2.2%	0.9%	1.9%	0.0%	4.0%	0.0%	0.0%	4.8%	2.0%	0.0%	2.9%	4.3%	0.0%	0.0%	---	0.0%	0.0%	---	1.7%	0.0%	0.0%	0.0%	7.7%	0.0%	12.5%	1.9%	0.0%	
5	71	3	4	6	0	2	1	1	1	1	0	2	1	0	0	0	0	0	0	0	1	0	1	0	2	1	2	0	
	3.9%	3.4%	3.6%	5.6%	0.0%	4.0%	50.0%	6.3%	4.8%	2.0%	0.0%	5.9%	4.3%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	25.0%	0.0%	4.2%	0.0%	5.6%	12.5%	3.7%	0.0%	
6	57	4	4	2	3	1	0	1	1	2	2	2	0	1	0	0	0	0	0	2	0	1	1	0	3	1	3	0	
	3.2%	4.5%	3.6%	1.9%	9.1%	2.0%	0.0%	6.3%	4.8%	4.1%	7.1%	5.9%	0.0%	50.0%	0.0%	---	0.0%	0.0%	---	3.4%	0.0%	33.3%	4.2%	0.0%	8.3%	12.5%	5.6%	0.0%	
7	140	6	8	9	3	3	0	0	3	3	2	2	2	0	0	0	0	0	0	4	1	0	3	0	3	1	4	0	
	7.8%	6.7%	7.2%	8.4%	9.1%	6.0%	0.0%	0.0%	14.3%	6.1%	7.1%	5.9%	8.7%	0.0%	0.0%	---	0.0%	0.0%	---	6.8%	25.0%	0.0%	12.5%	0.0%	8.3%	12.5%	7.4%	0.0%	
8	310	16	20	7	9	6	0	2	4	2	4	8	3	0	0	0	0	1	0	10	0	1	2	9	4	1	11	3	
	17.2%	18.0%	18.0%	6.5%	27.3%	12.0%	0.0%	12.5%	19.0%	18.4%	14.3%	23.5%	13.0%	0.0%	0.0%	---	0.0%	50.0%	---	16.9%	0.0%	33.3%	8.3%	34.6%	11.1%	12.5%	20.4%	13.6%	
9	359	17	18	30	7	10	0	5	2	10	4	7	6	0	0	0	1	1	0	11	1	0	6	6	5	1	13	3	
	20.0%	19.1%	16.2%	28.0%	21.2%	20.0%	0.0%	31.3%	9.5%	20.4%	14.3%	20.6%	26.1%	0.0%	0.0%	---	100.0%	50.0%	---	18.6%	25.0%	0.0%	25.0%	23.1%	13.9%	12.5%	24.1%	13.6%	
10 Best specialist possible	784	37	51	47	11	23	0	5	8	22	14	12	8	1	1	0	0	0	0	27	1	1	10	9	16	2	17	15	
	43.6%	41.6%	45.9%	43.9%	33.3%	46.0%	0.0%	31.3%	38.1%	44.9%	50.0%	35.3%	34.8%	50.0%	100.0%	---	0.0%	0.0%	---	45.8%	25.0%	33.3%	41.7%	34.6%	44.4%	25.0%	31.5%	68.2%	

NA - There is no "no experience" category for this question.

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 22**

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

Base: All respondents who saw a specialist (Q19 & Q21)

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northem African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	1,834	<b>90</b>	112	108	33	50	2	16	21	49	28	34	23	2	1	0	0	1	2	0	59	4	3	24	26	36	8	55	22
Number missing or multiple answer	36	<b>1</b>	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,798	<b>89</b>	111	107	33	50	2	16	21	49	28	34	23	2	1	0	0	1	2	0	59	4	3	24	26	36	8	54	22
	98.0%	<b>98.9%</b>	99.1%	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
0 to 4	77	<b>6</b>	6	6	0	5	1	2	2	2	2	1	3	0	0	0	0	0	0	5	0	0	1	2	3	1	4	1	
	4.3%	<b>6.7%</b>	5.4%	5.6%	0.0%	10.0%	50.0%	12.5%	9.5%	4.1%	7.1%	2.9%	13.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.5%	0.0%	0.0%	4.2%	7.7%	8.3%	12.5%	7.4%	4.5%	
5	71	<b>3</b>	4	6	0	2	1	1	1	1	0	2	1	0	0	0	0	0	0	0	0	1	0	1	0	2	1	2	0
	3.9%	<b>3.4%</b>	3.6%	5.6%	0.0%	4.0%	50.0%	6.3%	4.8%	2.0%	0.0%	5.9%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	5.6%	12.5%	3.7%	0.0%	
6 or 7	197	<b>10</b>	12	11	6	4	0	1	4	5	4	4	2	1	0	0	0	0	0	6	1	1	4	0	6	2	7	0	
	11.0%	<b>11.2%</b>	10.8%	10.3%	18.2%	8.0%	0.0%	6.3%	19.0%	10.2%	14.3%	11.8%	8.7%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.2%	25.0%	33.3%	16.7%	0.0%	16.7%	25.0%	13.0%	0.0%	
8 to 10	1,453	<b>70</b>	89	84	27	39	0	12	14	41	22	27	17	1	1	0	1	2	0	48	2	2	18	24	25	4	41	21	
	80.8%	<b>78.7%</b>	80.2%	78.5%	81.8%	78.0%	0.0%	75.0%	66.7%	83.7%	78.6%	79.4%	73.9%	50.0%	100.0%	0.0%	0.0%	100.0%	100.0%	81.4%	50.0%	66.7%	75.0%	92.3%	69.4%	50.0%	75.9%	95.5%	
Significantly different from column:*																							Y	X					
0 to 6	205	<b>13</b>	14	14	3	8	2	4	4	5	4	5	4	1	0	0	0	0	0	7	1	1	3	2	8	3	9	1	
	11.4%	<b>14.6%</b>	12.6%	13.1%	9.1%	16.0%	100.0%	25.0%	19.0%	10.2%	14.3%	14.7%	17.4%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.9%	25.0%	33.3%	12.5%	7.7%	22.2%	37.5%	16.7%	4.5%	
7 to 8	450	<b>22</b>	28	16	12	9	0	2	7	12	6	10	5	0	0	0	1	0	0	14	1	1	5	9	7	2	15	3	
	25.0%	<b>24.7%</b>	25.2%	15.0%	36.4%	18.0%	0.0%	12.5%	33.3%	24.5%	21.4%	29.4%	21.7%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	23.7%	25.0%	33.3%	20.8%	34.6%	19.4%	25.0%	27.8%	13.6%	
9 to 10	1,143	<b>54</b>	69	77	18	33	0	10	10	32	18	19	14	1	1	0	1	1	0	38	2	1	16	15	21	3	30	18	
	63.6%	<b>60.7%</b>	62.2%	72.0%	54.5%	66.0%	0.0%	62.5%	47.6%	65.3%	64.3%	55.9%	60.9%	50.0%	100.0%	0.0%	0.0%	100.0%	50.0%	64.4%	50.0%	33.3%	66.7%	57.7%	58.3%	37.5%	55.6%	81.8%	
Significantly different from column:*																											AB	AA	

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 23**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northem African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	4,678	<b>255</b>	259	238	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	123	<b>10</b>	6	2	3	5	0	1	0	7	5	1	2	0	0	0	0	0	0	4	1	0	3	5	1	5	0		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,555	<b>245</b>	253	236	103	124	6	54	67	114	111	81	41	12	6	1	8	3	2	134	10	13	71	81	82	87	116	37	
	97.4%	<b>96.1%</b>	97.7%	99.2%	97.2%	96.1%	100.0%	98.2%	100.0%	94.2%	95.7%	98.8%	95.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%	---	100.0%	100.0%	96.4%	94.3%	98.9%	95.9%	100.0%	
Yes	1,327	<b>90</b>	103	71	38	46	3	17	28	42	41	35	11	2	2	0	5	1	0	52	5	5	20	24	43	22	46	20	
	29.1%	<b>36.7%</b>	40.7%	30.1%	36.9%	37.1%	50.0%	31.5%	41.8%	36.8%	36.9%	43.2%	26.8%	16.7%	33.3%	0.0%	62.5%	33.3%	0.0%	38.8%	50.0%	38.5%	28.2%	29.6%	52.4%	25.3%	39.7%	54.1%	
No	3,228	<b>155</b>	150	165	65	78	3	37	39	72	70	46	30	10	4	1	3	2	2	82	5	8	51	57	39	65	70	17	
	70.9%	<b>63.3%</b>	59.3%	69.9%	63.1%	62.9%	50.0%	68.5%	58.2%	63.2%	63.1%	56.8%	73.2%	83.3%	66.7%	100.0%	37.5%	66.7%	100.0%	61.2%	50.0%	61.5%	71.8%	70.4%	47.6%	74.7%	60.3%	45.9%	
Significantly different from column:*		<b>A</b>																				Y	Y	W,X	AA,AB	Z	Z		

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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**Question 24**

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

Base: All respondents who tried to get information from the health plan's customer service (Q23)

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northwestern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	1,327	90	103	71	38	46	3	17	28	42	41	35	11	2	2	0	5	1	0	52	5	5	20	24	43	22	46	20	
Number missing or multiple answer	25	2	1	1	0	2	0	0	1	1	0	1	1	0	0	0	0	0	2	0	0	1	0	1	1	0	1		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,302	88	102	70	38	44	3	17	27	41	41	34	10	2	2	0	5	1	0	50	5	5	19	24	42	21	46	19	
	98.1%	97.8%	99.0%	98.6%	100.0%	95.7%	100.0%	100.0%	96.4%	97.6%	100.0%	97.1%	90.9%	100.0%	100.0%	---	100.0%	100.0%	---	96.2%	---	100.0%	95.0%	100.0%	97.7%	95.5%	100.0%	95.0%	
Never	31	1	4	1	0	1	0	0	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	1	0	0	
	2.4%	1.1%	3.9%	1.4%	0.0%	2.3%	0.0%	0.0%	0.0%	2.4%	2.4%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	2.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	2.2%	0.0%	
Sometimes	204	16	18	16	4	7	3	3	6	5	9	4	1	2	1	0	0	0	8	1	1	3	1	10	7	8	0	0	
	15.7%	18.2%	17.6%	22.9%	10.5%	15.9%	100.0%	17.6%	22.2%	12.2%	22.0%	11.8%	10.0%	100.0%	50.0%	---	0.0%	0.0%	---	16.0%	20.0%	20.0%	15.8%	4.2%	23.8%	33.3%	17.4%	0.0%	
Usually	345	25	29	15	13	12	0	6	9	10	12	10	3	0	0	0	3	0	14	2	2	3	9	13	4	15	6		
	26.5%	28.4%	28.4%	21.4%	34.2%	27.3%	0.0%	35.3%	33.3%	24.4%	29.3%	29.4%	30.0%	0.0%	0.0%	---	60.0%	0.0%	---	28.0%	40.0%	40.0%	15.8%	37.5%	31.0%	19.0%	32.6%	31.6%	
Always	722	46	51	38	21	24	0	8	12	25	19	20	6	0	1	0	2	1	0	27	2	2	13	14	18	10	22	13	
	55.5%	52.3%	50.0%	54.3%	55.3%	54.5%	0.0%	47.1%	44.4%	61.0%	46.3%	58.8%	60.0%	0.0%	50.0%	---	40.0%	100.0%	---	54.0%	40.0%	40.0%	68.4%	58.3%	42.9%	47.6%	47.8%	68.4%	
Significantly different from column:*																													
Usually or Always	1,067	71	80	53	34	36	0	14	21	35	31	30	9	0	1	0	5	1	0	41	4	4	16	23	31	14	37	19	
	82.0%	80.7%	78.4%	75.7%	89.5%	81.8%	0.0%	82.4%	77.8%	85.4%	75.6%	88.2%	90.0%	0.0%	50.0%	---	100.0%	100.0%	---	82.0%	80.0%	80.0%	84.2%	95.8%	73.8%	66.7%	80.4%	100.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 25**

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

Base: All respondents who tried to get information from the health plan's customer service (Q23)

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northwestern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,327	90	103	71	38	46	3	17	28	42	41	35	11	2	2	0	5	1	0	52	5	5	20	24	43	22	46	20	
Number missing or multiple answer	32	3	2	1	0	2	0	0	1	1	0	1	1	0	0	0	0	0	3	0	0	1	0	1	1	0	1		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,295	87	101	70	38	44	3	17	27	41	41	34	10	2	2	0	5	1	0	49	5	5	19	24	42	21	46	19	
	97.6%	96.7%	98.1%	98.6%	100.0%	95.7%	100.0%	96.4%	97.6%	100.0%	97.1%	90.9%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	94.2%	---	100.0%	95.0%	100.0%	97.7%	95.5%	100.0%	95.0%	
Never	15	2	2	1	1	0	1	0	2	0	1	1	0	0	0	0	0	0	0	2	0	0	1	0	1	2	0	0	
	1.2%	2.3%	2.0%	1.4%	2.6%	0.0%	33.3%	0.0%	7.4%	0.0%	2.4%	2.9%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	4.1%	0.0%	0.0%	5.3%	0.0%	2.4%	9.5%	0.0%	0.0%	
Sometimes	59	3	6	0	1	2	0	0	1	2	2	0	1	1	0	0	0	0	2	0	0	0	1	2	1	2	0		
	4.6%	3.4%	5.9%	0.0%	2.6%	4.5%	0.0%	0.0%	3.7%	4.9%	4.9%	0.0%	10.0%	50.0%	0.0%	---	0.0%	0.0%	---	4.1%	0.0%	0.0%	0.0%	4.2%	4.8%	4.8%	4.3%	0.0%	
Usually	227	14	20	16	6	8	0	2	7	5	8	3	3	0	1	0	0	0	11	0	0	3	2	9	3	8	3		
	17.5%	16.1%	19.8%	22.9%	15.8%	18.2%	0.0%	11.8%	25.9%	12.2%	19.5%	8.8%	30.0%	0.0%	50.0%	---	0.0%	0.0%	---	22.4%	0.0%	0.0%	15.8%	8.3%	21.4%	14.3%	17.4%	15.8%	
Always	994	68	73	53	30	34	2	15	17	34	30	30	6	1	1	0	5	1	0	34	5	5	15	21	30	15	36	16	
	76.8%	78.2%	72.3%	75.7%	78.9%	77.3%	66.7%	88.2%	63.0%	82.9%	73.2%	88.2%	60.0%	50.0%	50.0%	---	100.0%	100.0%	---	69.4%	100.0%	100.0%	78.9%	87.5%	71.4%	71.4%	78.3%	84.2%	
Significantly different from column:*																													
Usually or Always	1,221	82	93	69	36	42	2	17	24	39	38	33	9	1	2	0	5	1	0	45	5	5	18	23	39	18	44	19	
	94.3%	94.3%	92.1%	98.6%	94.7%	95.5%	66.7%	100.0%	88.9%	95.1%	92.7%	97.1%	90.0%	50.0%	100.0%	---	100.0%	100.0%	---	91.8%	100.0%	100.0%	94.7%	95.8%	92.9%	85.7%	95.7%	100.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 26**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northem African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	4,678	<b>255</b>	259	238	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	206	<b>9</b>	6	5	3	5	0	0	3	5	2	5	1	0	0	0	1	0	0	3	1	1	2	3	3	2	4	3	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,472	<b>246</b>	253	233	103	124	6	55	64	116	114	77	42	12	6	1	7	3	2	135	10	12	69	81	84	86	117	34	
	95.6%	<b>96.5%</b>	97.7%	97.9%	97.2%	96.1%	100.0%	100.0%	95.5%	95.9%	98.3%	93.9%	97.7%	100.0%	100.0%	100.0%	87.5%	100.0%	100.0%	97.8%	---	92.3%	97.2%	96.4%	96.6%	97.7%	96.7%	91.9%	
Yes	1,323	<b>71</b>	89	64	21	43	3	17	16	34	30	27	10	7	1	0	6	1	0	32	3	5	18	25	23	20	37	12	
	29.6%	<b>28.9%</b>	35.2%	27.5%	20.4%	34.7%	50.0%	30.9%	25.0%	29.3%	26.3%	35.1%	23.8%	58.3%	16.7%	0.0%	85.7%	33.3%	0.0%	23.7%	30.0%	41.7%	26.1%	30.9%	27.4%	23.3%	31.6%	35.3%	
No	3,149	<b>175</b>	164	169	82	81	3	38	48	82	84	50	32	5	5	1	1	2	2	103	7	7	51	56	61	66	80	22	
	70.4%	<b>71.1%</b>	64.8%	72.5%	79.6%	65.3%	50.0%	69.1%	75.0%	70.7%	73.7%	64.9%	76.2%	41.7%	83.3%	100.0%	14.3%	66.7%	100.0%	76.3%	70.0%	58.3%	73.9%	69.1%	72.6%	76.7%	68.4%	64.7%	
Significantly different from column:*					F	E																							

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

**Question 27**

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

Base: All respondents who received forms to fill out from the health plan (Q26)

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northwestern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,472	246	253	233	103	124	6	55	64	116	114	77	42	12	6	1	7	3	2	135	10	12	69	81	84	86	117	34	
Number missing or multiple answer	41	3	1	2	1	1	0	0	1	1	1	1	0	1	0	0	1	0	0	0	0	0	1	1	0	1	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,431	243	252	231	102	123	6	55	63	115	113	76	42	11	6	1	6	3	2	135	10	12	68	80	84	85	115	34	
	99.1%	98.8%	99.6%	99.1%	99.0%	99.2%	100.0%	100.0%	98.4%	99.1%	99.1%	98.7%	100.0%	91.7%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	---	100.0%	98.6%	98.8%	100.0%	98.8%	98.3%	100.0%	
Never	48	4	5	4	0	2	2	0	3	1	1	3	0	0	0	0	0	0	0	3	1	0	0	1	3	2	2	0	
	1.1%	1.6%	2.0%	1.7%	0.0%	1.6%	33.3%	0.0%	4.8%	0.9%	0.9%	3.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	10.0%	0.0%	0.0%	1.3%	3.6%	2.4%	1.7%	0.0%	
Sometimes	212	11	16	3	6	4	1	2	2	7	7	4	0	0	0	0	1	0	0	5	4	3	1	4	6	3	6	2	
	4.8%	4.5%	6.3%	1.3%	5.9%	3.3%	16.7%	3.6%	3.2%	6.1%	6.2%	5.3%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	3.7%	0.0%	25.0%	1.5%	5.0%	7.1%	3.5%	5.2%	5.9%	
Usually	452	21	33	29	7	13	0	7	4	9	7	8	5	2	1	0	0	0	0	11	1	1	7	3	9	6	10	5	
	10.2%	8.6%	13.1%	12.6%	6.9%	10.6%	0.0%	12.7%	6.3%	7.8%	6.2%	10.5%	11.9%	18.2%	16.7%	0.0%	0.0%	0.0%	0.0%	8.1%	10.0%	8.3%	10.3%	3.8%	10.7%	7.1%	8.7%	14.7%	
Always	3,719	207	198	195	89	104	3	46	54	98	98	61	37	9	5	1	5	3	2	116	8	8	60	72	66	74	97	27	
	83.9%	85.2%	78.6%	84.4%	87.3%	84.6%	50.0%	83.6%	85.7%	85.2%	86.7%	80.3%	88.1%	81.8%	83.3%	100.0%	83.3%	100.0%	100.0%	85.9%	80.0%	66.7%	88.2%	90.0%	78.6%	87.1%	84.3%	79.4%	
Significantly different from column:*																							Y	X					
Usually or Always	4,171	228	231	224	96	117	3	53	58	107	105	69	42	11	6	1	5	3	2	127	9	9	67	75	75	80	107	32	
	94.1%	93.8%	91.7%	97.0%	94.1%	95.1%	50.0%	96.4%	92.1%	93.0%	92.9%	90.8%	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	94.1%	90.0%	75.0%	98.5%	93.8%	89.3%	94.1%	93.0%	94.1%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

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

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

**Question 28**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)								Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)				
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/North African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,678	255	259	238	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	513	33	24	32	10	15	1	1	10	16	15	8	3	2	0	1	1	1	0	16	1	1	10	6	11	12	14	4	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,165	222	235	206	96	114	5	54	57	105	101	74	40	10	6	0	7	2	2	122	10	12	61	78	76	76	107	33	
	89.0%	87.1%	90.7%	86.6%	90.6%	88.4%	83.3%	98.2%	85.1%	86.8%	87.1%	90.2%	93.0%	83.3%	100.0%	0.0%	87.5%	66.7%	100.0%	88.4%	---	92.3%	85.9%	92.9%	87.4%	86.4%	88.4%	89.2%	
0 Worst health plan possible	29	3	2	1	0	3	0	0	1	2	1	1	1	0	0	0	0	0	0	2	0	1	0	0	3	0	1	2	
	0.7%	1.4%	0.9%	0.5%	0.0%	2.6%	0.0%	0.0%	1.8%	1.9%	1.0%	1.4%	2.5%	0.0%	0.0%	---	0.0%	0.0%	0.0%	1.6%	0.0%	8.3%	0.0%	0.0%	3.9%	0.0%	0.9%	6.1%	
1	20	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
2	39	2	1	3	0	2	0	1	0	1	1	1	0	1	0	0	0	0	0	1	0	0	0	0	1	0	1	1	
	0.9%	0.9%	0.4%	1.5%	0.0%	1.8%	0.0%	1.9%	0.0%	1.0%	1.0%	1.4%	0.0%	10.0%	0.0%	---	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.9%	3.0%	
3	40	3	4	3	2	1	0	1	2	0	1	1	1	0	0	0	0	1	0	2	0	0	1	2	0	1	1	1	
	1.0%	1.4%	1.7%	1.5%	2.1%	0.9%	0.0%	1.9%	3.5%	0.0%	1.0%	1.4%	2.5%	0.0%	0.0%	---	0.0%	50.0%	0.0%	1.6%	0.0%	0.0%	1.6%	2.6%	0.0%	1.3%	0.9%	3.0%	
4	64	4	7	2	3	0	0	2	0	1	1	2	0	0	0	0	0	0	0	1	0	2	1	2	0	3	1	0	
	1.5%	1.8%	3.0%	1.0%	3.1%	0.0%	0.0%	3.7%	0.0%	1.0%	1.0%	2.7%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.8%	0.0%	16.7%	1.6%	2.6%	0.0%	3.9%	0.9%	0.0%	
5	297	17	21	14	7	8	2	8	3	6	6	8	3	0	1	0	0	0	0	9	2	1	4	6	7	8	8	1	
	7.1%	7.7%	8.9%	6.8%	7.3%	7.0%	40.0%	14.8%	5.3%	5.7%	5.9%	10.8%	7.5%	0.0%	16.7%	---	0.0%	0.0%	0.0%	7.4%	20.0%	8.3%	6.6%	7.7%	9.2%	10.5%	7.5%	3.0%	
6	241	14	16	11	5	7	2	3	4	7	6	5	3	0	0	0	1	0	0	9	1	0	4	6	4	5	7	1	
	5.8%	6.3%	6.8%	5.3%	5.2%	6.1%	40.0%	5.6%	7.0%	6.7%	5.9%	6.8%	7.5%	0.0%	0.0%	---	14.3%	0.0%	0.0%	7.4%	10.0%	0.0%	6.6%	7.7%	5.3%	6.6%	6.5%	3.0%	
7	441	31	28	24	16	13	0	9	6	15	12	13	5	3	2	0	2	0	0	13	1	2	11	11	8	16	14	1	
	10.6%	14.0%	11.9%	11.7%	16.7%	11.4%	0.0%	16.7%	10.5%	14.3%	11.9%	17.6%	12.5%	30.0%	33.3%	---	28.6%	0.0%	0.0%	10.7%	10.0%	16.7%	18.0%	14.1%	10.5%	21.1%	13.1%	3.0%	
8	781	49	47	48	21	28	0	12	16	21	22	17	10	0	1	0	3	0	1	33	0	0	13	18	18	20	21	8	
	18.8%	22.1%	20.0%	23.3%	21.9%	24.6%	0.0%	22.2%	28.1%	20.0%	21.8%	23.0%	25.0%	0.0%	16.7%	---	42.9%	0.0%	50.0%	27.0%	0.0%	0.0%	21.3%	23.1%	23.7%	26.3%	19.6%	24.2%	
9	728	35	36	38	13	20	0	5	8	20	16	9	7	3	0	0	0	1	0	18	2	2	5	11	17	9	20	5	
	17.5%	15.8%	15.3%	18.4%	13.5%	17.5%	0.0%	9.3%	14.0%	19.0%	15.8%	12.2%	17.5%	30.0%	0.0%	---	0.0%	50.0%	0.0%	14.8%	20.0%	16.7%	8.2%	14.1%	22.4%	11.8%	18.7%	15.2%	
10 Best health plan possible	1,485	64	71	62	29	32	1	13	17	32	35	17	10	3	2	0	1	0	1	34	4	4	22	22	18	14	33	13	
	35.7%	28.8%	30.2%	30.1%	30.2%	28.1%	20.0%	24.1%	29.8%	30.5%	34.7%	23.0%	25.0%	30.0%	33.3%	---	14.3%	0.0%	50.0%	27.9%	40.0%	33.3%	36.1%	28.2%	23.7%	18.4%	30.8%	39.4%	

NA - There is no "no experience" category for this question.

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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**Question 28**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)								Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)				
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northwestern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,678	<b>255</b>	259	238	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	513	<b>33</b>	24	32	10	15	1	1	10	16	15	8	3	2	0	1	1	1	0	16	1	1	10	6	11	12	14	4	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,165	<b>222</b>	235	206	96	114	5	54	57	105	101	74	40	10	6	0	7	2	2	122	10	12	61	78	76	76	107	33	
	89.0%	<b>87.1%</b>	90.7%	86.6%	90.6%	88.4%	83.3%	98.2%	85.1%	86.8%	87.1%	90.2%	93.0%	83.3%	100.0%	0.0%	87.5%	66.7%	100.0%	88.4%	---	92.3%	85.9%	92.9%	87.4%	86.4%	88.4%	89.2%	
0 to 4	192	<b>12</b>	16	9	5	6	0	4	3	4	4	5	2	1	0	0	0	1	0	6	0	3	2	4	4	4	4	4	
	4.6%	<b>5.4%</b>	6.8%	4.4%	5.2%	5.3%	0.0%	7.4%	5.3%	3.8%	4.0%	6.8%	5.0%	10.0%	0.0%	---	0.0%	50.0%	0.0%	4.9%	0.0%	25.0%	3.3%	5.1%	5.3%	5.3%	3.7%	12.1%	
5	297	<b>17</b>	21	14	7	8	2	8	3	6	6	8	3	0	1	0	0	0	0	9	2	1	4	6	7	8	8	1	
	7.1%	<b>7.7%</b>	8.9%	6.8%	7.3%	7.0%	40.0%	14.8%	5.3%	5.7%	5.9%	10.8%	7.5%	0.0%	16.7%	---	0.0%	0.0%	0.0%	7.4%	20.0%	8.3%	6.6%	7.7%	9.2%	10.5%	7.5%	3.0%	
6 or 7	682	<b>45</b>	44	35	21	20	2	12	10	22	18	18	8	3	2	0	3	0	0	22	2	2	15	17	12	21	21	2	
	16.4%	<b>20.3%</b>	18.7%	17.0%	21.9%	17.5%	40.0%	22.2%	17.5%	21.0%	17.8%	24.3%	20.0%	30.0%	33.3%	---	42.9%	0.0%	0.0%	18.0%	20.0%	16.7%	24.6%	21.8%	15.8%	27.6%	19.6%	6.1%	
8 to 10	2,994	<b>148</b>	154	148	63	80	1	30	41	73	73	43	27	6	3	0	4	1	2	85	6	6	40	51	53	43	74	26	
	71.9%	<b>66.7%</b>	65.5%	71.8%	65.6%	70.2%	20.0%	55.6%	71.9%	69.5%	72.3%	58.1%	67.5%	60.0%	50.0%	---	57.1%	50.0%	100.0%	69.7%	60.0%	50.0%	65.6%	65.4%	69.7%	56.6%	69.2%	78.8%	
Significantly different from column:*																													
0 to 6	730	<b>43</b>	53	34	17	21	4	15	10	17	16	18	8	1	1	0	1	1	0	24	3	4	10	16	15	17	19	6	
	17.5%	<b>19.4%</b>	22.6%	16.5%	17.7%	18.4%	80.0%	27.8%	17.5%	16.2%	15.8%	24.3%	20.0%	10.0%	16.7%	---	14.3%	50.0%	0.0%	19.7%	30.0%	33.3%	16.4%	20.5%	19.7%	22.4%	17.8%	18.2%	
7 to 8	1,222	<b>80</b>	75	72	37	41	0	21	22	36	34	30	15	3	3	0	5	0	1	46	1	2	24	29	26	36	35	9	
	29.3%	<b>36.0%</b>	31.9%	35.0%	38.5%	36.0%	0.0%	38.9%	38.6%	34.3%	33.7%	40.5%	37.5%	30.0%	50.0%	---	71.4%	0.0%	50.0%	37.7%	10.0%	16.7%	39.3%	37.2%	34.2%	47.4%	32.7%	27.3%	
9 to 10	2,213	<b>99</b>	107	100	42	52	1	18	25	52	51	26	17	6	2	0	1	1	1	52	6	6	27	33	35	23	53	18	
	53.1%	<b>44.6%</b>	45.5%	48.5%	43.8%	45.6%	20.0%	33.3%	43.9%	49.5%	50.5%	35.1%	42.5%	60.0%	33.3%	---	14.3%	50.0%	50.0%	42.6%	60.0%	50.0%	44.3%	42.3%	46.1%	30.3%	49.5%	54.5%	
Significantly different from column:*		<b>A</b>									L	K															AA,AB	Z	Z

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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**Question 28a**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/North African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	4,678	<b>255</b>	259	238	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	214	<b>7</b>	10	8	2	4	0	1	0	5	4	2	0	0	0	0	0	0	0	4	0	0	4	1	1	4	2	1	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,464	<b>248</b>	249	230	104	125	6	54	67	116	112	80	43	12	6	1	8	3	2	134	11	13	67	83	86	84	119	36	
	95.4%	<b>97.3%</b>	96.1%	96.6%	98.1%	96.9%	100.0%	98.2%	100.0%	95.9%	96.6%	97.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%	---	100.0%	94.4%	98.8%	98.9%	95.5%	98.3%	97.3%	
Yes	676	<b>30</b>	42	35	12	16	1	2	8	19	9	14	6	1	0	0	0	0	0	16	1	2	3	8	18	4	16	9	
	15.1%	<b>12.1%</b>	16.9%	15.2%	11.5%	12.8%	16.7%	3.7%	11.9%	16.4%	8.0%	17.5%	14.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	11.9%	9.1%	15.4%	4.5%	9.6%	20.9%	4.8%	13.4%	25.0%	
No	3,788	<b>218</b>	207	195	92	109	5	52	59	97	103	66	37	11	6	1	8	3	2	118	10	11	64	75	68	80	103	27	
	84.9%	<b>87.9%</b>	83.1%	84.8%	88.5%	87.2%	83.3%	96.3%	88.1%	83.6%	92.0%	82.5%	86.0%	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%	88.1%	90.9%	84.6%	95.5%	90.4%	79.1%	95.2%	86.6%	75.0%	
Significantly different from column:*								J	H	L	K											Y	Y	W,X	AA	Z			

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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**Question 28b**

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

Base: All respondents who needed special equipment (Q28a)

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northwestern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	676	30	42	35	12	16	1	2	8	19	9	14	6	1	0	0	0	0	0	16	1	2	3	8	18	4	16	9	
Number missing or multiple answer	22	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	654	30	40	34	12	16	1	2	8	19	9	14	6	1	0	0	0	0	16	1	2	3	8	18	4	16	9		
	96.7%	100.0%	95.2%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Never	121	9	8	9	3	6	0	1	2	6	0	5	4	0	0	0	0	0	4	0	2	1	3	5	1	7	1		
	18.5%	30.0%	20.0%	26.5%	25.0%	37.5%	0.0%	50.0%	25.0%	31.6%	0.0%	35.7%	66.7%	0.0%	---	---	---	---	25.0%	0.0%	100.0%	33.3%	37.5%	27.8%	25.0%	43.8%	11.1%		
Sometimes	107	4	2	7	2	2	0	0	2	2	0	4	0	0	0	0	0	0	3	0	0	0	1	3	0	2	2		
	16.4%	13.3%	5.0%	20.6%	16.7%	12.5%	0.0%	0.0%	25.0%	10.5%	0.0%	28.6%	0.0%	0.0%	---	---	---	---	18.8%	0.0%	0.0%	0.0%	12.5%	16.7%	0.0%	12.5%	22.2%		
Usually	136	6	12	8	3	3	0	0	1	5	3	2	1	1	0	0	0	0	4	0	0	0	1	5	1	3	1		
	20.8%	20.0%	30.0%	23.5%	25.0%	18.8%	0.0%	0.0%	12.5%	26.3%	33.3%	14.3%	16.7%	100.0%	---	---	---	---	25.0%	0.0%	0.0%	0.0%	12.5%	27.8%	25.0%	18.8%	11.1%		
Always	290	11	18	10	4	5	1	1	3	6	6	3	1	0	0	0	0	0	5	1	0	2	3	5	2	4	5		
	44.3%	36.7%	45.0%	29.4%	33.3%	31.3%	100.0%	50.0%	37.5%	31.6%	66.7%	21.4%	16.7%	0.0%	---	---	---	---	31.3%	100.0%	0.0%	66.7%	37.5%	27.8%	50.0%	25.0%	55.6%		
Significantly different from column:*																													
Usually or Always	426	17	30	18	7	8	1	1	4	11	9	5	2	1	0	0	0	0	9	1	0	2	4	10	3	7	6		
	65.1%	56.7%	75.0%	52.9%	58.3%	50.0%	100.0%	50.0%	50.0%	57.9%	100.0%	35.7%	33.3%	100.0%	---	---	---	---	56.3%	100.0%	0.0%	66.7%	50.0%	55.6%	75.0%	43.8%	66.7%		
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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**Question 28c**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northwestern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,678	255	259	238	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	204	9	6	3	1	7	0	2	1	5	4	3	1	1	0	0	1	0	0	4	1	0	3	2	2	4	3	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,474	246	253	235	105	122	6	53	66	116	112	79	42	11	6	1	7	3	2	134	10	13	68	82	85	84	118	35	
	95.6%	96.5%	97.7%	98.7%	99.1%	94.6%	100.0%	96.4%	98.5%	95.9%	96.6%	96.3%	97.7%	91.7%	100.0%	100.0%	87.5%	100.0%	100.0%	97.1%	---	100.0%	95.8%	97.6%	97.7%	95.5%	97.5%	94.6%	
Yes	746	42	43	43	16	22	1	9	11	19	18	16	5	2	0	0	1	0	0	24	3	3	11	10	18	7	21	13	
	16.7%	17.1%	17.0%	18.3%	15.2%	18.0%	16.7%	17.0%	16.7%	16.4%	16.1%	20.3%	11.9%	18.2%	0.0%	0.0%	14.3%	0.0%	0.0%	17.9%	30.0%	23.1%	16.2%	12.2%	21.2%	8.3%	17.8%	37.1%	
No	3,728	204	210	192	89	100	5	44	55	97	94	63	37	9	6	1	6	3	2	110	7	10	57	72	67	77	97	22	
	83.3%	82.9%	83.0%	81.7%	84.8%	82.0%	83.3%	83.0%	83.3%	83.6%	83.9%	79.7%	88.1%	81.8%	100.0%	100.0%	85.7%	100.0%	100.0%	82.1%	70.0%	76.9%	83.8%	87.8%	78.8%	91.7%	82.2%	62.9%	
Significantly different from column:*																													
NA - There is no "no experience" category for this question.																													

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 28d**

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

Base: All respondents who needed special therapy (Q28c)

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/North African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	746	42	43	43	16	22	1	9	11	19	18	16	5	2	0	0	1	0	0	24	3	3	11	10	18	7	21	13	
Number missing or multiple answer	22	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	724	42	42	42	16	22	1	9	11	19	18	16	5	2	0	0	1	0	0	24	3	3	11	10	18	7	21	13	
	97.1%	100.0%	97.7%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Never	99	9	5	9	3	4	1	3	3	2	2	5	1	0	0	0	0	0	6	0	1	1	3	4	2	3	3		
	13.7%	21.4%	11.9%	21.4%	18.8%	18.2%	100.0%	33.3%	27.3%	10.5%	11.1%	31.3%	20.0%	0.0%	---	---	0.0%	---	---	25.0%	0.0%	33.3%	9.1%	30.0%	22.2%	28.6%	14.3%	23.1%	
Sometimes	107	5	12	6	2	3	0	1	1	3	3	2	0	0	0	0	0	0	4	0	1	1	0	4	0	4	1		
	14.8%	11.9%	28.6%	14.3%	12.5%	13.6%	0.0%	11.1%	9.1%	15.8%	16.7%	12.5%	0.0%	0.0%	---	---	0.0%	---	---	16.7%	0.0%	33.3%	9.1%	0.0%	22.2%	0.0%	19.0%	7.7%	
Usually	190	9	7	14	4	5	0	2	2	5	5	3	1	1	0	0	0	0	6	1	0	1	4	4	4	1	7	1	
	26.2%	21.4%	16.7%	33.3%	25.0%	22.7%	0.0%	22.2%	18.2%	26.3%	27.8%	18.8%	20.0%	50.0%	---	---	0.0%	---	---	25.0%	33.3%	0.0%	9.1%	40.0%	22.2%	14.3%	33.3%	7.7%	
Always	328	19	18	13	7	10	0	3	5	9	8	6	3	1	0	0	1	0	8	2	1	8	3	6	4	7	8		
	45.3%	45.2%	42.9%	31.0%	43.8%	45.5%	0.0%	33.3%	45.5%	47.4%	44.4%	37.5%	60.0%	50.0%	---	---	100.0%	---	---	33.3%	66.7%	33.3%	72.7%	30.0%	33.3%	57.1%	33.3%	61.5%	
Significantly different from column:*																						Y		W					
Usually or Always	518	28	25	27	11	15	0	5	7	14	13	9	4	2	0	0	1	0	14	3	1	9	7	10	5	14	9		
	71.5%	66.7%	59.5%	64.3%	68.8%	68.2%	0.0%	55.6%	63.6%	73.7%	72.2%	56.3%	80.0%	100.0%	---	---	100.0%	---	---	58.3%	100.0%	33.3%	81.8%	70.0%	55.6%	71.4%	66.7%	69.2%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

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**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 28e**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northwestern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,678	255	259	238	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	254	16	10	4	2	8	0	1	2	7	4	6	0	0	0	0	1	0	0	4	0	0	5	2	3	10	3	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,424	239	249	234	104	121	6	54	65	114	112	76	43	12	6	1	7	3	2	134	11	13	66	82	84	78	118	35	
	94.6%	93.7%	96.1%	98.3%	98.1%	93.8%	100.0%	98.2%	97.0%	94.2%	96.6%	92.7%	100.0%	100.0%	100.0%	100.0%	87.5%	100.0%	100.0%	97.1%	---	100.0%	93.0%	97.6%	96.6%	88.6%	97.5%	94.6%	
Never	3,487	189	189	169	79	99	4	47	49	88	89	56	37	10	5	1	4	3	2	111	9	9	59	64	60	67	87	29	
	78.8%	79.1%	75.9%	72.2%	76.0%	81.8%	66.7%	87.0%	75.4%	77.2%	79.5%	73.7%	86.0%	83.3%	83.3%	100.0%	57.1%	100.0%	100.0%	82.8%	81.8%	69.2%	89.4%	78.0%	71.4%	85.9%	73.7%	82.9%	
Sometimes	682	36	38	48	16	18	1	5	11	19	17	15	3	2	0	0	3	0	0	18	2	3	4	12	19	8	23	4	
	15.4%	15.1%	15.3%	20.5%	15.4%	14.9%	16.7%	9.3%	16.9%	16.7%	15.2%	19.7%	7.0%	16.7%	0.0%	0.0%	42.9%	0.0%	0.0%	13.4%	18.2%	23.1%	6.1%	14.6%	22.6%	10.3%	19.5%	11.4%	
Usually	145	8	14	7	5	2	1	2	3	3	4	3	1	0	1	0	0	0	0	3	0	0	3	1	4	1	4	2	
	3.3%	3.3%	5.6%	3.0%	4.8%	1.7%	16.7%	3.7%	4.6%	2.6%	3.6%	3.9%	2.3%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	4.5%	1.2%	4.8%	1.3%	3.4%	5.7%	
Always	110	6	8	10	4	2	0	0	2	4	2	2	2	0	0	0	0	0	0	2	0	1	0	5	1	2	4	0	
	2.5%	2.5%	3.2%	4.3%	3.8%	1.7%	0.0%	0.0%	3.1%	3.5%	1.8%	2.6%	4.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%	4.7%	0.0%	6.1%	1.2%	2.6%	3.4%	0.0%	
Significantly different from column:*																													
Never or Sometimes	4,169	225	227	217	95	117	5	52	60	107	106	71	40	12	5	1	7	3	2	129	11	12	63	76	79	75	110	33	
	94.2%	94.1%	91.2%	92.7%	91.3%	96.7%	83.3%	96.3%	92.3%	93.9%	94.6%	93.4%	93.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	96.3%	100.0%	92.3%	95.5%	92.7%	94.0%	96.2%	93.2%	94.3%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

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**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 28f**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northwestern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,678	255	259	238	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	246	13	11	6	1	6	0	1	2	4	3	4	0	0	0	0	0	0	0	3	0	0	3	1	3	8	3	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,432	242	248	232	105	123	6	54	65	117	113	78	43	12	6	1	8	3	2	135	11	13	68	83	84	80	118	35	
	94.7%	94.9%	95.8%	97.5%	99.1%	95.3%	100.0%	98.2%	97.0%	96.7%	97.4%	95.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	---	100.0%	95.8%	98.8%	96.6%	90.9%	97.5%	94.6%	
Never	3,736	196	203	184	84	102	3	45	51	95	95	59	35	11	5	1	7	3	1	110	9	8	64	64	63	68	91	29	
	84.3%	81.0%	81.9%	79.3%	80.0%	82.9%	50.0%	83.3%	78.5%	81.2%	84.1%	75.6%	81.4%	91.7%	83.3%	100.0%	87.5%	100.0%	50.0%	81.5%	81.5%	61.5%	94.1%	77.1%	75.0%	85.0%	77.1%	82.9%	
Sometimes	562	33	33	37	15	15	3	9	9	15	14	14	5	1	0	0	1	0	1	18	2	3	3	14	15	8	19	5	
	12.7%	13.6%	13.3%	15.9%	14.3%	12.2%	50.0%	16.7%	13.8%	12.8%	12.4%	17.9%	11.6%	8.3%	0.0%	0.0%	12.5%	0.0%	50.0%	13.3%	18.2%	23.1%	4.4%	16.9%	17.9%	10.0%	16.1%	14.3%	
Usually	81	9	11	7	5	3	0	0	5	3	2	3	3	0	1	0	0	0	0	3	0	2	1	3	4	2	6	1	
	1.8%	3.7%	4.4%	3.0%	4.8%	2.4%	0.0%	0.0%	7.7%	2.6%	1.8%	3.8%	7.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	15.4%	1.5%	3.6%	4.8%	2.5%	5.1%	2.9%	
Always	53	4	1	4	1	3	0	0	0	4	2	2	0	0	0	0	0	0	0	4	0	0	2	2	2	2	2	0	
	1.2%	1.7%	0.4%	1.7%	1.0%	2.4%	0.0%	0.0%	0.0%	3.4%	1.8%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	2.4%	2.4%	2.4%	2.5%	1.7%	0.0%	
Significantly different from column:*																													
Never or Sometimes	4,298	229	236	221	99	117	6	54	60	110	109	73	40	12	5	1	8	3	2	128	11	11	67	78	78	76	110	34	
	97.0%	94.6%	95.2%	95.3%	94.3%	95.1%	100.0%	100.0%	92.3%	94.0%	96.5%	93.6%	93.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	94.8%	100.0%	84.6%	98.5%	94.0%	92.9%	95.0%	93.2%	97.1%	
Significantly different from column:*		A																											

NA - There is no "no experience" category for this question.

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**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 28g**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)								Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)				
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northwestern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,678	255	259	238	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	215	14	8	7	1	6	0	1	3	3	4	3	0	0	0	0	0	0	0	3	0	0	3	1	3	9	3	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,463	241	251	231	105	123	6	54	64	118	112	79	43	12	6	1	8	3	2	135	11	13	68	83	84	79	118	35	
	95.4%	94.5%	96.9%	97.1%	99.1%	95.3%	100.0%	98.2%	95.5%	97.5%	96.6%	96.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	---	100.0%	95.8%	98.8%	96.6%	89.8%	97.5%	94.6%	
Never	3,972	215	214	190	93	113	4	53	53	105	105	67	38	12	6	1	8	3	2	121	8	9	66	73	71	71	103	34	
	89.0%	89.2%	85.3%	82.3%	88.6%	91.9%	66.7%	98.1%	82.8%	89.0%	93.8%	84.8%	88.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	89.6%	72.7%	69.2%	97.1%	88.0%	84.5%	89.9%	87.3%	97.1%	
Sometimes	378	19	29	34	10	5	2	1	8	9	6	8	3	0	0	0	0	0	0	9	3	2	2	5	11	6	11	0	
	8.5%	7.9%	11.6%	14.7%	9.5%	4.1%	33.3%	1.9%	12.5%	7.6%	5.4%	10.1%	7.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	27.3%	15.4%	2.9%	6.0%	13.1%	7.6%	9.3%	0.0%	
Usually	65	3	6	4	2	1	0	0	2	1	0	2	1	0	0	0	0	0	0	2	0	1	0	3	0	1	2	0	
	1.5%	1.2%	2.4%	1.7%	1.9%	0.8%	0.0%	0.0%	3.1%	0.8%	0.0%	2.5%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%	7.7%	0.0%	3.6%	0.0%	1.3%	1.7%	0.0%	
Always	48	4	2	3	0	4	0	0	1	3	1	2	1	0	0	0	0	0	0	3	0	1	0	2	2	1	2	1	
	1.1%	1.7%	0.8%	1.3%	0.0%	3.3%	0.0%	0.0%	1.6%	2.5%	0.9%	2.5%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	7.7%	0.0%	2.4%	2.4%	1.3%	1.7%	2.9%	
Significantly different from column:*																													
Never or Sometimes	4,350	234	243	224	103	118	6	54	61	114	111	75	41	12	6	1	8	3	2	130	11	11	68	78	82	77	114	34	
	97.5%	97.1%	96.8%	97.0%	98.1%	95.9%	100.0%	100.0%	95.3%	96.6%	99.1%	94.9%	95.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.3%	100.0%	84.6%	100.0%	94.0%	97.6%	97.5%	96.6%	97.1%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 28h**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northem African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,678	255	259	238	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	229	15	11	7	3	4	0	0	3	4	3	2	2	1	0	0	0	0	0	3	0	0	2	2	3	9	5	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,449	240	248	231	103	125	6	55	64	117	113	80	41	11	6	1	8	3	2	135	11	13	69	82	84	79	116	36	
	95.1%	94.1%	95.8%	97.1%	97.2%	96.9%	100.0%	100.0%	95.5%	96.7%	97.4%	97.6%	95.3%	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	---	100.0%	97.2%	97.6%	96.6%	89.8%	95.9%	97.3%	
Yes, definitely	3,196	166	173	152	74	86	1	38	40	85	81	50	30	10	4	1	6	1	2	94	5	6	49	60	53	48	82	29	
	71.8%	69.2%	69.8%	65.8%	71.8%	68.8%	16.7%	69.1%	62.5%	72.6%	71.7%	62.5%	73.2%	90.9%	66.7%	100.0%	75.0%	33.3%	100.0%	69.6%	45.5%	46.2%	71.0%	73.2%	63.1%	60.8%	70.7%	80.6%	
Yes, somewhat	959	51	52	66	22	27	2	12	16	23	23	22	6	1	2	0	2	2	0	27	5	3	16	17	18	19	26	5	
	21.6%	21.3%	21.0%	28.6%	21.4%	21.6%	33.3%	21.8%	25.0%	19.7%	20.4%	27.5%	14.6%	9.1%	33.3%	0.0%	25.0%	66.7%	0.0%	20.0%	45.5%	23.1%	23.2%	20.7%	21.4%	24.1%	22.4%	13.9%	
No	294	23	23	13	7	12	3	5	8	9	9	8	5	0	0	0	0	0	0	14	1	4	4	5	13	12	8	2	
	6.6%	9.6%	9.3%	5.6%	6.8%	9.6%	50.0%	9.1%	12.5%	7.7%	8.0%	10.0%	12.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.4%	9.1%	30.8%	5.8%	6.1%	15.5%	15.2%	6.9%	5.6%	
Yes, definitely or Yes, somewhat	4,155	217	225	218	96	113	3	50	56	108	104	72	36	11	6	1	8	3	2	121	10	9	65	77	71	67	108	34	
	93.4%	90.4%	90.7%	94.4%	93.2%	90.4%	50.0%	90.9%	87.5%	92.3%	92.0%	90.0%	87.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	89.6%	89.9%	69.2%	94.2%	93.9%	84.5%	84.8%	93.1%	94.4%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 28i**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northem African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,678	<b>255</b>	259	238	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	196	<b>13</b>	13	8	2	4	0	2	0	4	2	3	1	0	0	0	0	0	0	4	0	1	3	2	1	8	4	1	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,482	<b>242</b>	246	230	104	125	6	53	67	117	114	79	42	12	6	1	8	3	2	134	11	12	68	82	86	80	117	36	
	95.8%	<b>94.9%</b>	95.0%	96.6%	98.1%	96.9%	100.0%	96.4%	100.0%	96.7%	98.3%	96.3%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%	---	92.3%	95.8%	97.6%	98.9%	90.9%	96.7%	97.3%	
Yes	2,409	<b>125</b>	139	136	51	67	4	29	39	56	53	42	28	8	2	1	4	1	1	67	7	6	41	44	39	34	69	18	
	53.7%	<b>51.7%</b>	56.5%	59.1%	49.0%	53.6%	66.7%	54.7%	58.2%	47.9%	46.5%	53.2%	66.7%	66.7%	33.3%	100.0%	50.0%	33.3%	50.0%	50.0%	63.6%	50.0%	60.3%	53.7%	45.3%	42.5%	59.0%	50.0%	
No	2,073	<b>117</b>	107	94	53	58	2	24	28	61	61	37	14	4	4	0	4	2	1	67	4	6	27	38	47	46	48	18	
	46.3%	<b>48.3%</b>	43.5%	40.9%	51.0%	46.4%	33.3%	45.3%	41.8%	52.1%	53.5%	46.8%	33.3%	33.3%	66.7%	0.0%	50.0%	66.7%	50.0%	50.0%	36.4%	50.0%	39.7%	46.3%	54.7%	57.5%	41.0%	50.0%	
Significantly different from column:*											M	K														AA	Z		

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 28j**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/North African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,678	255	259	238	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	165	12	11	8	2	3	0	0	0	5	2	2	1	1	0	0	0	0	0	2	0	0	3	2	0	6	4	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,513	243	248	230	104	126	6	55	67	116	114	80	42	11	6	1	8	3	2	136	11	13	68	82	87	82	117	36	
	96.5%	95.3%	95.8%	96.6%	98.1%	97.7%	100.0%	100.0%	100.0%	95.9%	98.3%	97.6%	97.7%	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%	98.6%	---	100.0%	95.8%	97.6%	100.0%	93.2%	96.7%	97.3%	
Yes	1,485	72	107	99	36	33	2	18	24	29	33	23	15	2	0	0	2	1	2	42	4	2	28	21	22	15	44	11	
	32.9%	29.6%	43.1%	43.0%	34.6%	26.2%	33.3%	32.7%	35.8%	25.0%	28.9%	28.8%	35.7%	18.2%	0.0%	0.0%	25.0%	33.3%	100.0%	30.9%	36.4%	15.4%	41.2%	25.6%	25.3%	18.3%	37.6%	30.6%	
No	3,028	171	141	131	68	93	4	37	43	87	81	57	27	9	6	1	6	2	0	94	7	11	40	61	65	67	73	25	
	67.1%	70.4%	56.9%	57.0%	65.4%	73.8%	66.7%	67.3%	64.2%	75.0%	71.1%	71.3%	64.3%	81.8%	100.0%	100.0%	75.0%	66.7%	0.0%	69.1%	63.6%	84.6%	58.8%	74.4%	74.7%	81.7%	62.4%	69.4%	
Significantly different from column:*		C,D																				X,Y	W	W	AA	Z			

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 28k**

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

Base: All respondents who went to a dentist's office/clinic to get care (Q28)

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)								Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,485	72	107	99	36	33	2	18	24	29	33	23	15	2	0	0	2	1	2	42	4	2	28	21	22	15	44	11
Number missing or multiple answer	18	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,467	72	104	98	36	33	2	18	24	29	33	23	15	2	0	0	2	1	2	42	4	2	28	21	22	15	44	11
	98.8%	100.0%	97.2%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	26	2	0	0	1	1	0	0	1	1	2	0	0	0	0	0	0	1	0	0	0	0	0	1	1	0	2	0
	1.8%	2.8%	0.0%	0.0%	2.8%	3.0%	0.0%	0.0%	4.2%	3.4%	6.1%	0.0%	0.0%	0.0%	---	---	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	4.5%	0.0%	4.5%	0.0%
Sometimes	109	4	13	5	3	1	0	3	1	0	2	2	0	0	0	0	0	0	0	3	0	0	3	1	1	3	0	0
	7.4%	5.6%	12.5%	5.1%	8.3%	3.0%	0.0%	16.7%	4.2%	0.0%	6.1%	8.7%	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	14.3%	4.5%	6.7%	6.8%	0.0%
Usually	260	14	21	15	8	6	0	4	4	6	5	5	4	0	0	0	1	0	0	9	1	1	4	2	8	1	9	4
	17.7%	19.4%	20.2%	15.3%	22.2%	18.2%	0.0%	22.2%	16.7%	20.7%	15.2%	21.7%	26.7%	0.0%	---	---	50.0%	0.0%	0.0%	21.4%	25.0%	50.0%	14.3%	9.5%	36.4%	6.7%	20.5%	36.4%
Always	1,072	52	70	78	24	25	2	11	18	22	24	16	11	2	0	0	1	0	2	30	3	1	24	15	12	13	30	7
	73.1%	72.2%	67.3%	79.6%	66.7%	75.8%	100.0%	61.1%	75.0%	75.9%	72.7%	69.6%	73.3%	100.0%	---	---	50.0%	0.0%	100.0%	71.4%	75.0%	50.0%	85.7%	71.4%	54.5%	86.7%	68.2%	63.6%
Significantly different from column:*																						Y	W					
Usually or Always	1,332	66	91	93	32	31	2	15	22	28	29	21	15	2	0	0	2	0	2	39	4	2	28	17	20	14	39	11
	90.8%	91.7%	87.5%	94.9%	88.9%	93.9%	100.0%	83.3%	91.7%	96.6%	87.9%	91.3%	100.0%	100.0%	---	---	100.0%	0.0%	100.0%	92.9%	100.0%	100.0%	100.0%	81.0%	90.9%	93.3%	88.6%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 28I**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)								Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)				
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,678	255	259	238	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	361	32	16	11	7	16	0	2	3	18	10	10	2	4	0	0	1	0	0	14	0	1	9	5	9	15	11	5	
Number no experience	3,057	158	164	156	73	80	2	36	45	75	76	50	30	2	5	1	5	2	1	95	5	8	46	53	57	56	71	25	
Usable responses	1,260	65	79	71	26	33	4	17	19	28	30	22	11	6	1	0	2	1	1	29	6	4	16	26	21	17	39	7	
	26.9%	25.5%	30.5%	29.8%	24.5%	25.6%	66.7%	30.9%	28.4%	23.1%	25.9%	26.8%	25.6%	50.0%	16.7%	0.0%	25.0%	33.3%	50.0%	21.0%	---	30.8%	22.5%	31.0%	24.1%	19.3%	32.2%	18.9%	
Never	523	27	33	25	9	15	2	7	6	14	14	6	6	1	1	0	0	1	0	14	1	1	4	12	10	6	16	4	
	41.5%	41.5%	41.8%	35.2%	34.6%	45.5%	50.0%	41.2%	31.6%	50.0%	46.7%	27.3%	54.5%	16.7%	100.0%	---	0.0%	100.0%	0.0%	48.3%	16.7%	25.0%	25.0%	46.2%	47.6%	35.3%	41.0%	57.1%	
Sometimes	207	9	11	8	5	3	1	4	4	1	3	4	2	1	0	0	0	0	1	4	2	1	4	3	2	4	5	0	
	16.4%	13.8%	13.9%	11.3%	19.2%	9.1%	25.0%	23.5%	21.1%	3.6%	10.0%	18.2%	18.2%	16.7%	0.0%	---	0.0%	0.0%	100.0%	13.8%	33.3%	25.0%	25.0%	11.5%	9.5%	23.5%	12.8%	0.0%	
Usually	227	16	11	15	6	9	1	4	5	7	6	7	3	2	0	0	2	0	0	7	0	2	5	5	6	5	11	0	
	18.0%	24.6%	13.9%	21.1%	23.1%	27.3%	25.0%	23.5%	26.3%	25.0%	20.0%	31.8%	27.3%	33.3%	0.0%	---	100.0%	0.0%	0.0%	24.1%	0.0%	50.0%	31.3%	19.2%	28.6%	29.4%	28.2%	0.0%	
Always	303	13	24	23	6	6	0	2	4	6	7	5	0	2	0	0	0	0	0	4	3	0	3	6	3	2	7	3	
	24.0%	20.0%	30.4%	32.4%	23.1%	18.2%	0.0%	11.8%	21.1%	21.4%	23.3%	22.7%	0.0%	33.3%	0.0%	---	0.0%	0.0%	0.0%	13.8%	50.0%	0.0%	18.8%	23.1%	14.3%	11.8%	17.9%	42.9%	
Significantly different from column:*																													
Usually or Always	530	29	35	38	12	15	1	6	9	13	13	12	3	4	0	0	2	0	0	11	3	2	8	11	9	7	18	3	
	42.1%	44.6%	44.3%	53.5%	46.2%	45.5%	25.0%	35.3%	47.4%	46.4%	43.3%	54.5%	27.3%	66.7%	0.0%	---	100.0%	0.0%	0.0%	37.9%	50.0%	50.0%	50.0%	42.3%	42.9%	41.2%	46.2%	42.9%	
Significantly different from column:*																													

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 28m**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)								Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)				
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/North African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,678	255	259	238	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	328	29	13	12	7	12	1	3	3	14	9	8	2	4	0	0	1	1	0	12	0	0	7	7	6	13	12	3	
Number no experience	3,225	164	186	161	76	83	2	37	44	81	79	52	31	4	5	1	5	2	1	91	8	8	47	54	61	63	73	22	
Usable responses	1,125	62	60	65	23	34	3	15	20	26	28	22	10	4	1	0	2	0	1	35	3	5	17	23	20	12	36	12	
	24.0%	24.3%	23.2%	27.3%	21.7%	26.4%	50.0%	27.3%	29.9%	21.5%	24.1%	26.8%	23.3%	33.3%	16.7%	0.0%	25.0%	0.0%	50.0%	25.4%	---	38.5%	23.9%	27.4%	23.0%	13.6%	29.8%	32.4%	
Never	466	29	24	20	7	19	2	6	10	13	12	10	6	1	1	0	0	0	0	18	1	2	5	11	12	4	15	9	
	41.4%	46.8%	40.0%	30.8%	30.4%	55.9%	66.7%	40.0%	50.0%	50.0%	42.9%	45.5%	60.0%	25.0%	100.0%	---	0.0%	---	0.0%	51.4%	33.3%	40.0%	29.4%	47.8%	60.0%	33.3%	41.7%	75.0%	
Sometimes	186	12	8	6	5	6	1	4	4	4	3	7	2	0	0	2	0	0	6	1	2	2	6	4	1	10	1		
	16.5%	19.4%	13.3%	9.2%	21.7%	17.6%	33.3%	26.7%	20.0%	15.4%	10.7%	31.8%	20.0%	0.0%	0.0%	---	100.0%	---	0.0%	17.1%	33.3%	40.0%	11.8%	26.1%	20.0%	8.3%	27.8%	8.3%	
Usually	179	9	13	17	2	7	0	4	2	3	6	2	1	2	0	0	0	0	1	3	0	1	6	1	2	3	6	0	
	15.9%	14.5%	21.7%	26.2%	8.7%	20.6%	0.0%	26.7%	10.0%	11.5%	21.4%	9.1%	10.0%	50.0%	0.0%	---	0.0%	---	100.0%	8.6%	0.0%	20.0%	35.3%	4.3%	10.0%	25.0%	16.7%	0.0%	
Always	294	12	15	22	9	2	0	1	4	6	7	3	1	1	0	0	0	0	0	8	1	0	4	5	2	4	5	2	
	26.1%	19.4%	25.0%	33.8%	39.1%	5.9%	0.0%	6.7%	20.0%	23.1%	25.0%	13.6%	10.0%	25.0%	0.0%	---	0.0%	---	0.0%	22.9%	33.3%	0.0%	23.5%	21.7%	10.0%	33.3%	13.9%	16.7%	
Significantly different from column:*																													
Usually or Always	473	21	28	39	11	9	0	5	6	9	13	5	2	3	0	0	0	0	1	11	1	1	10	6	4	7	11	2	
	42.0%	33.9%	46.7%	60.0%	47.8%	26.5%	0.0%	33.3%	30.0%	34.6%	46.4%	22.7%	20.0%	75.0%	0.0%	---	0.0%	---	100.0%	31.4%	33.3%	20.0%	58.8%	26.1%	20.0%	58.3%	30.6%	16.7%	
Significantly different from column:*		D																					X,Y	W	W				

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 28n**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)								Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/North African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	4,678	255	259	238	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37
Number missing or multiple answer	819	46	45	36	11	26	0	3	7	27	18	13	6	2	1	0	0	1	0	20	1	0	12	13	12	16	23	5
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,859	209	214	202	95	103	6	52	60	94	98	69	37	10	5	1	8	2	2	118	10	13	59	71	75	72	98	32
	82.5%	82.0%	82.6%	84.9%	89.6%	79.8%	100.0%	94.5%	89.6%	77.7%	84.5%	84.1%	86.0%	83.3%	83.3%	100.0%	100.0%	66.7%	100.0%	85.5%	---	100.0%	83.1%	84.5%	86.2%	81.8%	81.0%	86.5%
0 Extremely difficult	305	17	20	17	5	9	1	3	5	8	5	8	2	1	1	0	1	0	0	9	0	1	2	5	8	3	8	5
	7.9%	8.1%	9.3%	8.4%	5.3%	8.7%	16.7%	5.8%	8.3%	8.5%	5.1%	11.6%	5.4%	10.0%	20.0%	0.0%	12.5%	0.0%	0.0%	7.6%	0.0%	7.7%	3.4%	7.0%	10.7%	4.2%	8.2%	15.6%
1	90	3	4	3	0	3	0	1	1	1	1	0	2	0	0	0	0	0	0	1	0	0	1	1	1	1	2	0
	2.3%	1.4%	1.9%	1.5%	0.0%	2.9%	0.0%	1.9%	1.7%	1.1%	1.0%	0.0%	5.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	1.7%	1.4%	1.3%	1.4%	2.0%	0.0%
2	111	3	3	5	2	1	0	1	1	1	2	1	0	0	0	0	0	0	0	2	1	0	2	1	1	1	2	0
	2.9%	1.4%	1.4%	2.5%	2.1%	1.0%	0.0%	1.9%	1.7%	1.1%	2.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%	10.0%	0.0%	0.0%	2.8%	1.3%	1.4%	2.0%	0.0%
3	141	8	7	7	3	3	2	3	4	1	3	3	2	0	0	0	0	0	0	6	1	1	2	2	4	2	4	2
	3.7%	3.8%	3.3%	3.5%	3.2%	2.9%	33.3%	5.8%	6.7%	1.1%	3.1%	4.3%	5.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.1%	10.0%	7.7%	3.4%	2.8%	5.3%	2.8%	4.1%	6.3%
4	123	6	5	9	3	3	0	2	0	4	2	4	0	0	0	0	1	1	0	4	0	0	4	2	2	2	3	1
	3.2%	2.9%	2.3%	4.5%	3.2%	2.9%	0.0%	3.8%	0.0%	4.3%	2.0%	5.8%	0.0%	0.0%	0.0%	12.5%	50.0%	0.0%	3.4%	0.0%	0.0%	0.0%	5.6%	2.7%	2.8%	3.1%	3.1%	
5	475	28	20	20	14	13	0	8	8	12	15	6	7	1	1	0	0	0	0	17	2	4	7	11	10	15	9	4
	12.3%	13.4%	9.3%	9.9%	14.7%	12.6%	0.0%	15.4%	13.3%	12.8%	15.3%	8.7%	18.9%	10.0%	20.0%	0.0%	0.0%	0.0%	0.0%	14.4%	20.0%	30.8%	11.9%	15.5%	13.3%	20.8%	9.2%	12.5%
6	187	10	13	9	4	6	0	3	3	4	5	4	1	1	0	0	0	0	0	5	1	1	2	3	5	3	7	0
	4.8%	4.8%	6.1%	4.5%	4.2%	5.8%	0.0%	5.8%	5.0%	4.3%	5.1%	5.8%	2.7%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	10.0%	7.7%	3.4%	4.2%	6.7%	4.2%	7.1%	0.0%
7	316	22	26	22	14	6	2	5	9	8	7	9	5	2	2	0	4	0	0	10	2	1	7	7	8	10	11	0
	8.2%	10.5%	12.1%	10.9%	14.7%	5.8%	33.3%	9.6%	15.0%	8.5%	7.1%	13.0%	13.5%	20.0%	40.0%	0.0%	50.0%	0.0%	0.0%	8.5%	20.0%	7.7%	11.9%	9.9%	10.7%	13.9%	11.2%	0.0%
8	447	24	13	25	11	13	0	7	5	12	14	4	6	3	1	1	0	0	0	18	0	1	10	4	10	9	12	3
	11.6%	11.5%	6.1%	12.4%	11.6%	12.6%	0.0%	13.5%	8.3%	12.8%	14.3%	5.8%	16.2%	30.0%	20.0%	100.0%	0.0%	0.0%	0.0%	15.3%	0.0%	7.7%	16.9%	5.6%	13.3%	12.5%	12.2%	9.4%
9	404	26	31	20	12	14	0	5	3	18	12	10	4	1	0	0	1	0	1	15	0	0	5	13	8	7	12	5
	10.5%	12.4%	14.5%	9.9%	12.6%	13.6%	0.0%	9.6%	5.0%	19.1%	12.2%	14.5%	10.8%	10.0%	0.0%	12.5%	0.0%	50.0%	12.7%	0.0%	0.0%	8.5%	18.3%	10.7%	9.7%	12.2%	15.6%	
10 Extremely easy	1,260	62	72	65	27	32	1	14	21	25	32	20	8	1	0	0	1	1	1	31	3	4	23	19	18	19	28	12
	32.7%	29.7%	33.6%	32.2%	28.4%	31.1%	16.7%	26.9%	35.0%	26.6%	32.7%	29.0%	21.6%	10.0%	0.0%	0.0%	12.5%	50.0%	50.0%	26.3%	30.0%	30.8%	39.0%	26.8%	24.0%	26.4%	28.6%	37.5%

NA - There is no "no experience" category for this question.

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 28n**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,678	255	259	238	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	819	46	45	36	11	26	0	3	7	27	18	13	6	2	1	0	0	1	0	20	1	0	12	13	12	16	23	5	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	3,859	209	214	202	95	103	6	52	60	94	98	69	37	10	5	1	8	2	2	118	10	13	59	71	75	72	98	32	
	82.5%	82.0%	82.6%	84.9%	89.6%	79.8%	100.0%	94.5%	89.6%	77.7%	84.5%	84.1%	86.0%	83.3%	83.3%	100.0%	100.0%	66.7%	100.0%	85.5%	---	100.0%	83.1%	84.5%	86.2%	81.8%	81.0%	86.5%	
0 to 4	770	37	39	41	13	19	3	10	11	15	13	16	6	1	1	0	2	1	0	22	2	2	5	14	16	9	19	8	
	20.0%	17.7%	18.2%	20.3%	13.7%	18.4%	50.0%	19.2%	18.3%	16.0%	13.3%	23.2%	16.2%	10.0%	20.0%	0.0%	25.0%	50.0%	0.0%	18.6%	20.0%	15.4%	8.5%	19.7%	21.3%	12.5%	19.4%	25.0%	
5	475	28	20	20	14	13	0	8	8	12	15	6	7	1	1	0	0	0	0	17	2	4	7	11	10	15	9	4	
	12.3%	13.4%	9.3%	9.9%	14.7%	12.6%	0.0%	15.4%	13.3%	12.8%	15.3%	8.7%	18.9%	10.0%	20.0%	0.0%	0.0%	0.0%	0.0%	14.4%	20.0%	30.8%	11.9%	15.5%	13.3%	20.8%	9.2%	12.5%	
6 or 7	503	32	39	31	18	12	2	8	12	12	12	13	6	3	2	0	4	0	0	15	3	2	9	10	13	13	18	0	
	13.0%	15.3%	18.2%	15.3%	18.9%	11.7%	33.3%	15.4%	20.0%	12.8%	12.2%	18.8%	16.2%	30.0%	40.0%	0.0%	50.0%	0.0%	0.0%	12.7%	30.0%	15.4%	15.3%	14.1%	17.3%	18.1%	18.4%	0.0%	
8 to 10	2,111	112	116	110	50	59	1	26	29	55	58	34	18	5	1	1	2	1	2	64	3	5	38	36	36	35	52	20	
	54.7%	53.6%	54.2%	54.5%	52.6%	57.3%	16.7%	50.0%	48.3%	58.5%	59.2%	49.3%	48.6%	50.0%	20.0%	100.0%	25.0%	50.0%	100.0%	54.2%	30.0%	38.5%	64.4%	50.7%	48.0%	48.6%	53.1%	62.5%	
Significantly different from column:*																													
0 to 6	1,432	75	72	70	31	38	3	21	22	31	33	26	14	3	2	0	2	1	0	44	5	7	14	28	31	27	35	12	
	37.1%	35.9%	33.6%	34.7%	32.6%	36.9%	50.0%	40.4%	36.7%	33.0%	33.7%	37.8%	37.8%	30.0%	40.0%	0.0%	25.0%	50.0%	0.0%	37.3%	50.0%	53.8%	23.7%	39.4%	41.3%	37.5%	35.7%	37.5%	
7 to 8	763	46	39	47	25	19	2	12	14	20	21	13	11	5	3	1	4	0	0	28	2	2	17	11	18	19	23	3	
	19.8%	22.0%	18.2%	23.3%	26.3%	18.4%	33.3%	23.1%	23.3%	21.3%	21.4%	18.8%	29.7%	50.0%	60.0%	100.0%	50.0%	0.0%	0.0%	23.7%	20.0%	15.4%	28.8%	15.5%	24.0%	26.4%	23.5%	9.4%	
9 to 10	1,664	88	103	85	39	46	1	19	24	43	44	30	12	2	0	0	2	1	2	46	3	4	28	32	26	26	40	17	
	43.1%	42.1%	48.1%	42.1%	41.1%	44.7%	16.7%	36.5%	40.0%	45.7%	44.9%	43.5%	32.4%	20.0%	0.0%	0.0%	25.0%	50.0%	100.0%	39.0%	30.0%	30.8%	47.5%	45.1%	34.7%	36.1%	40.8%	53.1%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 29a**

In the last 6 months, did you have a healthcare visit by phone or video?

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northwestern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	4,678	<b>255</b>	---	---	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	198	<b>16</b>	---	---	2	4	0	0	0	6	3	3	0	2	0	0	0	0	0	3	0	2	3	1	7	5	3		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		
Usable responses	4,480	<b>239</b>	---	---	104	125	6	55	67	115	113	79	43	10	6	1	8	3	2	135	11	13	69	81	86	81	116	34	
	95.8%	<b>93.7%</b>	---	---	98.1%	96.9%	100.0%	100.0%	100.0%	95.0%	97.4%	96.3%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	---	100.0%	97.2%	96.4%	98.9%	92.0%	95.9%	91.9%	
Yes	1,784	<b>94</b>	---	---	34	59	1	19	26	49	38	35	20	2	0	0	6	1	0	55	5	3	19	36	38	6	60	26	
	39.8%	<b>39.3%</b>	---	---	32.7%	47.2%	16.7%	34.5%	38.8%	42.6%	33.6%	44.3%	46.5%	20.0%	0.0%	0.0%	75.0%	33.3%	0.0%	40.7%	45.5%	23.1%	27.5%	44.4%	44.2%	7.4%	51.7%	76.5%	
No	2,696	<b>145</b>	---	---	70	66	5	36	41	66	75	44	23	8	6	1	2	2	2	80	6	10	50	45	48	75	56	8	
	60.2%	<b>60.7%</b>	---	---	67.3%	52.8%	83.3%	65.5%	61.2%	57.4%	66.4%	55.7%	53.5%	80.0%	100.0%	100.0%	25.0%	66.7%	100.0%	59.3%	54.5%	76.9%	72.5%	55.6%	55.8%	92.6%	48.3%	23.5%	
Significantly different from column:*					F	E																X,Y	W	W	AA,AB	AB,Z	AA,Z		

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 29b**

What type of device did you use for a healthcare visit by phone or video? (Please check ALL that apply.)

Base: All respondents who had a healthcare visit by phone or video in the last 6 months (Q29a)

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northwestern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,784	94	---	---	34	59	1	19	26	49	38	35	20	2	0	0	6	1	0	55	5	3	19	36	38	6	60	26	
Number missing or multiple answer	28	2	---	---	1	1	0	1	0	1	1	1	0	1	0	0	0	0	0	0	0	0	0	1	0	0	1	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,756	92	---	---	33	58	1	18	26	48	37	34	20	1	0	0	6	1	0	55	5	3	19	35	38	6	59	25	
	98.4%	97.9%	---	---	97.1%	98.3%	100.0%	94.7%	100.0%	98.0%	97.4%	97.1%	100.0%	50.0%	---	---	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	97.2%	100.0%	100.0%	98.3%	96.2%	
Personal computer with video	367	11	---	---	4	6	1	4	2	5	2	4	5	0	0	0	1	1	0	8	0	0	4	4	3	1	5	5	
	20.9%	12.0%	---	---	12.1%	10.3%	100.0%	22.2%	7.7%	10.4%	5.4%	11.8%	25.0%	0.0%	---	---	16.7%	100.0%	---	14.5%	0.0%	0.0%	21.1%	11.4%	7.9%	16.7%	8.5%	20.0%	
Smartphone or tablet with video	879	46	---	---	16	29	1	13	17	16	17	18	10	0	0	0	4	1	0	24	2	2	9	21	16	0	30	15	
	50.1%	50.0%	---	---	48.5%	50.0%	100.0%	72.2%	65.4%	33.3%	45.9%	52.9%	50.0%	0.0%	---	---	66.7%	100.0%	---	43.6%	40.0%	66.7%	47.4%	60.0%	42.1%	0.0%	50.8%	60.0%	
Telephone without video	860	43	---	---	18	25	0	3	11	29	20	16	7	0	0	0	2	0	0	27	4	2	6	15	22	5	27	9	
	49.0%	46.7%	---	---	54.5%	43.1%	0.0%	16.7%	42.3%	60.4%	54.1%	47.1%	35.0%	0.0%	---	---	33.3%	0.0%	---	49.1%	80.0%	66.7%	31.6%	42.9%	57.9%	83.3%	45.8%	36.0%	
Other	70	4	---	---	1	3	0	1	1	2	1	2	1	1	0	0	0	0	0	3	0	0	2	0	2	0	3	1	
	4.0%	4.3%	---	---	3.0%	5.2%	0.0%	5.6%	3.8%	4.2%	2.7%	5.9%	5.0%	100.0%	---	---	0.0%	0.0%	---	5.5%	0.0%	0.0%	10.5%	0.0%	5.3%	0.0%	5.1%	4.0%	

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 29c**

In the last 6 months, how often were you concerned about privacy during a healthcare visit by phone or video?

Base: All respondents who had a healthcare visit by phone or video in the last 6 months (Q29a)

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northwestern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,784	94	---	---	34	59	1	19	26	49	38	35	20	2	0	0	6	1	0	55	5	3	19	36	38	6	60	26	
Number missing or multiple answer	21	2	---	---	0	2	0	1	1	0	1	1	0	1	0	0	0	0	0	0	1	0	0	0	1	1	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,763	92	---	---	34	57	1	18	25	49	37	34	20	1	0	0	6	1	0	55	4	3	19	36	37	5	60	25	
	98.8%	97.9%	---	---	100.0%	96.6%	100.0%	94.7%	96.2%	100.0%	97.4%	97.1%	100.0%	50.0%	---	---	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	100.0%	97.4%	83.3%	100.0%	96.2%	
Never	1,450	81	---	---	27	54	0	16	19	46	34	28	18	1	0	0	6	0	0	50	3	1	16	33	32	5	54	21	
	82.2%	88.0%	---	---	79.4%	94.7%	0.0%	88.9%	76.0%	93.9%	91.9%	82.4%	90.0%	100.0%	---	---	100.0%	0.0%	---	90.9%	75.0%	33.3%	84.2%	91.7%	86.5%	100.0%	90.0%	84.0%	
Sometimes	189	8	---	---	5	2	1	1	5	2	2	4	2	0	0	0	0	0	5	1	1	3	2	3	2	3	0	5	
	10.7%	8.7%	---	---	14.7%	3.5%	100.0%	5.6%	20.0%	4.1%	5.4%	11.8%	10.0%	0.0%	---	---	0.0%	0.0%	---	9.1%	25.0%	33.3%	15.8%	5.6%	8.1%	0.0%	8.3%	8.0%	
Usually	47	0	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	2.7%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Always	77	3	---	---	2	1	0	1	1	1	1	2	0	0	0	0	0	1	0	0	0	1	0	1	2	0	1	2	
	4.4%	3.3%	---	---	5.9%	1.8%	0.0%	5.6%	4.0%	2.0%	2.7%	5.9%	0.0%	0.0%	---	---	0.0%	100.0%	---	0.0%	0.0%	33.3%	0.0%	2.8%	5.4%	0.0%	1.7%	8.0%	
Significantly different from column:*																													
Never or Sometimes	1,639	89	---	---	32	56	1	17	24	48	36	32	20	1	0	0	6	0	0	55	4	2	19	35	35	5	59	23	
	93.0%	96.7%	---	---	94.1%	98.2%	100.0%	94.4%	96.0%	98.0%	97.3%	94.1%	100.0%	100.0%	---	---	100.0%	0.0%	---	100.0%	100.0%	66.7%	100.0%	97.2%	94.6%	100.0%	98.3%	92.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 29d**

How easy or difficult has it been to use technology during a healthcare visit by phone or video?

Base: All respondents who had a healthcare visit by phone or video in the last 6 months (Q29a)

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northwestern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,784	94	---	---	34	59	1	19	26	49	38	35	20	2	0	0	6	1	0	55	5	3	19	36	38	6	60	26	
Number missing or multiple answer	37	3	---	---	1	2	0	1	0	2	2	1	0	1	0	0	0	0	0	1	0	0	0	2	0	1	1		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		
Usable responses	1,747	91	---	---	33	57	1	18	26	47	36	34	20	1	0	0	6	1	0	54	5	3	19	36	36	6	59	25	
	97.9%	96.8%	---	---	97.1%	96.6%	100.0%	94.7%	100.0%	95.9%	94.7%	97.1%	100.0%	50.0%	---	---	100.0%	100.0%	---	98.2%	---	100.0%	100.0%	100.0%	94.7%	100.0%	98.3%	96.2%	
Very easy	623	39	---	---	14	25	0	7	10	22	18	10	10	1	0	0	5	0	0	22	2	1	9	15	15	1	27	11	
	35.7%	42.9%	---	---	42.4%	43.9%	0.0%	38.9%	38.5%	46.8%	50.0%	29.4%	50.0%	100.0%	---	---	83.3%	0.0%	---	40.7%	40.0%	33.3%	47.4%	41.7%	41.7%	16.7%	45.8%	44.0%	
Easy	800	37	---	---	15	21	1	8	13	16	15	16	6	0	0	0	1	0	0	26	1	1	9	14	14	4	21	11	
	45.8%	40.7%	---	---	45.5%	36.8%	100.0%	44.4%	50.0%	34.0%	41.7%	47.1%	30.0%	0.0%	---	---	16.7%	0.0%	---	48.1%	20.0%	33.3%	47.4%	38.9%	38.9%	66.7%	35.6%	44.0%	
Difficult	244	9	---	---	3	6	0	3	1	5	3	3	3	0	0	0	0	1	0	3	2	0	1	5	3	1	6	2	
	14.0%	9.9%	---	---	9.1%	10.5%	0.0%	16.7%	3.8%	10.6%	8.3%	8.8%	15.0%	0.0%	---	---	0.0%	100.0%	---	5.6%	40.0%	0.0%	5.3%	13.9%	8.3%	16.7%	10.2%	8.0%	
Very difficult	80	6	---	---	1	5	0	0	2	4	0	5	1	0	0	0	0	0	0	3	0	1	0	2	4	0	5	1	
	4.6%	6.6%	---	---	3.0%	8.8%	0.0%	0.0%	7.7%	8.5%	0.0%	14.7%	5.0%	0.0%	---	---	0.0%	0.0%	---	5.6%	0.0%	33.3%	0.0%	5.6%	11.1%	0.0%	8.5%	4.0%	
Very easy or Easy	1,423	76	---	---	29	46	1	15	23	38	33	26	16	1	0	0	6	0	0	48	3	2	18	29	29	5	48	22	
	81.5%	83.5%	---	---	87.9%	80.7%	100.0%	83.3%	88.5%	80.9%	91.7%	76.5%	80.0%	100.0%	---	---	100.0%	0.0%	---	88.9%	60.0%	66.7%	94.7%	80.6%	80.6%	83.3%	81.4%	88.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 29e**

In the last 6 months, was the quality of care you received during phone or video visits better or worse than the care you receive during in-person visits?

Base: All respondents who had a healthcare visit by phone or video in the last 6 months (Q29a)

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/North African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,784	94	---	---	34	59	1	19	26	49	38	35	20	2	0	0	6	1	0	55	5	3	19	36	38	6	60	26	
Number missing or multiple answer	36	3	---	---	1	2	0	2	0	1	1	1	1	1	0	0	0	0	0	1	0	0	1	0	1	0	0	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,748	91	---	---	33	57	1	17	26	48	37	34	19	1	0	0	6	1	0	54	5	3	18	36	37	6	60	24	
	98.0%	96.8%	---	---	97.1%	96.6%	100.0%	89.5%	100.0%	98.0%	97.4%	97.1%	95.0%	50.0%	---	---	100.0%	100.0%	---	98.2%	---	100.0%	94.7%	100.0%	97.4%	100.0%	92.3%		
Much worse	93	6	---	---	2	4	0	0	3	3	0	5	1	0	0	0	0	0	0	3	0	2	0	4	2	0	5	1	
	5.3%	6.6%	---	---	6.1%	7.0%	0.0%	0.0%	11.5%	6.3%	0.0%	14.7%	5.3%	0.0%	---	---	0.0%	0.0%	---	5.6%	0.0%	66.7%	0.0%	11.1%	5.4%	0.0%	8.3%	4.2%	
Slightly worse	322	17	---	---	8	9	0	3	7	7	3	8	6	0	0	0	1	1	0	12	1	0	5	6	6	1	9	7	
	18.4%	18.7%	---	---	24.2%	15.8%	0.0%	17.6%	26.9%	14.6%	8.1%	23.5%	31.6%	0.0%	---	---	16.7%	100.0%	---	22.2%	20.0%	0.0%	27.8%	16.7%	16.2%	16.7%	15.0%	29.2%	
About the same	1,089	53	---	---	22	30	1	10	16	27	26	16	10	1	0	0	5	0	0	31	4	0	11	22	20	4	38	10	
	62.3%	58.2%	---	---	66.7%	52.6%	100.0%	58.8%	61.5%	56.3%	70.3%	47.1%	52.6%	100.0%	---	---	83.3%	0.0%	---	57.4%	80.0%	0.0%	61.1%	61.1%	54.1%	66.7%	63.3%	41.7%	
Slightly better	124	4	---	---	1	3	0	0	0	4	2	2	0	0	0	0	0	0	0	4	0	0	0	1	3	1	2	1	
	7.1%	4.4%	---	---	3.0%	5.3%	0.0%	0.0%	0.0%	8.3%	5.4%	5.9%	0.0%	0.0%	---	---	0.0%	0.0%	---	7.4%	0.0%	0.0%	0.0%	2.8%	8.1%	16.7%	3.3%	4.2%	
Much better	120	11	---	---	0	11	0	4	0	7	6	3	2	0	0	0	0	0	0	4	0	1	2	3	6	0	6	5	
	6.9%	12.1%	---	---	0.0%	19.3%	0.0%	23.5%	0.0%	14.6%	16.2%	8.8%	10.5%	0.0%	---	---	0.0%	0.0%	---	7.4%	0.0%	33.3%	11.1%	8.3%	16.2%	0.0%	10.0%	20.8%	
Slightly better or Much better	244	15	---	---	1	14	0	4	0	11	8	5	2	0	0	0	0	0	0	8	0	1	2	4	9	1	8	6	
	14.0%	16.5%	---	---	3.0%	24.6%	0.0%	23.5%	0.0%	22.9%	21.6%	14.7%	10.5%	0.0%	---	---	0.0%	0.0%	---	14.8%	0.0%	33.3%	11.1%	11.1%	24.3%	16.7%	13.3%	25.0%	
Significantly different from column:*					F	E																							

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 30a**

In the last 6 months, did you try to get a COVID-19 test?

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/North African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,678	255	---	---	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	220	19	---	---	2	6	0	0	3	5	4	4	0	1	0	0	0	0	0	3	0	0	3	4	1	9	4	4	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,458	236	---	---	104	123	6	55	64	116	112	78	43	11	6	1	8	3	2	135	11	13	68	80	86	79	117	33	
	95.3%	92.5%	---	---	98.1%	95.3%	100.0%	100.0%	95.5%	95.9%	96.6%	95.1%	100.0%	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	---	100.0%	95.8%	95.2%	98.9%	89.8%	96.7%	89.2%	
Yes	1,303	57	---	---	25	29	3	19	20	18	17	25	15	3	2	0	4	1	0	32	3	4	17	21	18	16	33	6	
	29.2%	24.2%	---	---	24.0%	23.6%	50.0%	34.5%	31.3%	15.5%	15.2%	32.1%	34.9%	27.3%	33.3%	0.0%	50.0%	33.3%	0.0%	23.7%	27.3%	30.8%	25.0%	26.3%	20.9%	20.3%	28.2%	18.2%	
No	3,155	179	---	---	79	94	3	36	44	98	95	53	28	8	4	1	4	2	2	103	8	9	51	59	68	63	84	27	
	70.8%	75.8%	---	---	76.0%	76.4%	50.0%	65.5%	68.8%	84.5%	84.8%	67.9%	65.1%	72.7%	66.7%	100.0%	50.0%	66.7%	100.0%	76.3%	72.7%	69.2%	75.0%	73.8%	79.1%	79.7%	71.8%	81.8%	
Significantly different from column:*								J	J	H,I	L,M	K	K																

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

**Question 30b**

In the last 6 months, were you able to get a COVID-19 test?

Base: All respondents who tried to get a COVID-19 test in the last 6 months (Q30a)

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)								Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)				
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northem African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	1,303	57	---	---	25	29	3	19	20	18	17	25	15	3	2	0	0	4	1	0	32	3	4	17	21	18	16	33	6
Number missing or multiple answer	9	0	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,294	57	---	---	25	29	3	19	20	18	17	25	15	3	2	0	0	4	1	0	32	3	4	17	21	18	16	33	6
	99.3%	100.0%	---	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	1,203	50	---	---	22	25	3	16	18	16	16	21	13	2	2	0	3	0	0	28	3	4	16	17	17	13	30	5	
	93.0%	87.7%	---	---	88.0%	86.2%	100.0%	84.2%	90.0%	88.9%	94.1%	84.0%	86.7%	66.7%	100.0%	---	75.0%	0.0%	---	87.5%	100.0%	100.0%	94.1%	81.0%	94.4%	81.3%	90.9%	83.3%	
No	91	7	---	---	3	4	0	3	2	2	1	4	2	1	0	0	1	1	0	4	0	0	1	4	1	3	3	1	
	7.0%	12.3%	---	---	12.0%	13.8%	0.0%	15.8%	10.0%	11.1%	5.9%	16.0%	13.3%	33.3%	0.0%	---	25.0%	100.0%	---	12.5%	0.0%	0.0%	5.9%	19.0%	5.6%	18.8%	9.1%	16.7%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 30c**

In the last 6 months, how easy or difficult was it for you to get a COVID-19 test?

Base: All respondents who tried to get a COVID-19 test in the last 6 months (Q30a)

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northwestern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,303	57	---	---	25	29	3	19	20	18	17	25	15	3	2	0	4	1	0	32	3	4	17	21	18	16	33	6	
Number missing or multiple answer	24	0	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		
Usable responses	1,279	57	---	---	25	29	3	19	20	18	17	25	15	3	2	0	4	1	0	32	3	4	17	21	18	16	33	6	
	98.2%	100.0%	---	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Very easy	654	27	---	---	9	17	1	7	9	11	11	10	6	1	0	0	1	0	18	0	2	8	8	11	5	18	3		
	51.1%	47.4%	---	---	36.0%	58.6%	33.3%	36.8%	45.0%	61.1%	64.7%	40.0%	40.0%	33.3%	0.0%	---	25.0%	0.0%	---	56.3%	0.0%	50.0%	47.1%	38.1%	61.1%	31.3%	54.5%	50.0%	
Easy	463	21	---	---	13	7	1	8	8	5	4	10	7	1	2	0	2	0	11	2	1	7	8	6	7	11	2		
	36.2%	36.8%	---	---	52.0%	24.1%	33.3%	42.1%	40.0%	27.8%	23.5%	40.0%	46.7%	33.3%	100.0%	---	50.0%	0.0%	---	34.4%	66.7%	25.0%	41.2%	38.1%	33.3%	43.8%	33.3%	33.3%	
Difficult	102	4	---	---	1	2	1	2	2	0	1	2	1	0	0	0	1	0	0	0	1	1	1	2	1	2	2	0	
	8.0%	7.0%	---	---	4.0%	6.9%	33.3%	10.5%	10.0%	0.0%	5.9%	8.0%	6.7%	0.0%	0.0%	---	25.0%	0.0%	---	0.0%	33.3%	25.0%	5.9%	9.5%	5.6%	12.5%	6.1%	0.0%	
Very difficult	60	5	---	---	2	3	0	2	1	2	1	3	1	1	0	0	0	1	0	3	0	0	1	3	0	2	1		
	4.7%	8.8%	---	---	8.0%	10.3%	0.0%	10.5%	5.0%	11.1%	5.9%	12.0%	6.7%	33.3%	0.0%	---	0.0%	100.0%	---	9.4%	0.0%	0.0%	5.9%	14.3%	0.0%	12.5%	6.1%	16.7%	
Very easy or Easy	1,117	48	---	---	22	24	2	15	17	16	15	20	13	2	2	0	3	0	29	2	3	15	16	17	12	29	5		
	87.3%	84.2%	---	---	88.0%	82.8%	66.7%	78.9%	85.0%	88.9%	88.2%	80.0%	86.7%	66.7%	100.0%	---	75.0%	0.0%	---	90.6%	66.7%	75.0%	88.2%	76.2%	94.4%	75.0%	87.9%	83.3%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 30d**

In the last 6 months, how often did you delay getting physical health care because of COVID-19?

Base: All respondents who tried to get a COVID-19 test in the last 6 months (Q30a)

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,678	255	---	---	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	273	22	---	---	5	5	1	1	2	8	5	5	0	0	0	0	0	0	0	7	1	1	2	3	6	9	8	2	
Number no experience	1,118	71	---	---	39	29	2	21	24	26	41	19	11	2	3	0	1	2	1	34	5	3	28	25	18	45	17	6	
Usable responses	3,287	162	---	---	62	95	3	33	41	87	70	58	32	10	3	1	7	1	1	97	5	9	41	56	63	34	96	29	
	70.3%	63.5%	---	---	58.5%	73.6%	50.0%	60.0%	61.2%	71.9%	60.3%	70.7%	74.4%	83.3%	50.0%	100.0%	87.5%	33.3%	50.0%	70.3%	---	69.2%	57.7%	66.7%	72.4%	38.6%	79.3%	78.4%	
Never	1,757	80	---	---	28	50	0	13	19	47	45	18	15	8	1	1	1	0	1	48	4	2	21	28	30	12	46	20	
	53.5%	49.4%	---	---	45.2%	52.6%	0.0%	39.4%	46.3%	54.0%	64.3%	31.0%	46.9%	80.0%	33.3%	100.0%	14.3%	0.0%	100.0%	49.5%	80.0%	22.2%	51.2%	50.0%	47.6%	35.3%	47.9%	69.0%	
Sometimes	822	45	---	---	24	20	1	11	12	22	15	22	8	0	1	0	5	0	0	28	1	3	12	16	17	9	29	7	
	25.0%	27.8%	---	---	38.7%	21.1%	33.3%	33.3%	29.3%	25.3%	21.4%	37.9%	25.0%	0.0%	33.3%	0.0%	71.4%	0.0%	0.0%	28.9%	20.0%	33.3%	29.3%	28.6%	27.0%	26.5%	30.2%	24.1%	
Usually	358	14	---	---	6	8	0	5	2	7	6	5	3	0	1	0	1	1	0	6	0	1	4	6	4	5	8	0	
	10.9%	8.6%	---	---	9.7%	8.4%	0.0%	15.2%	4.9%	8.0%	8.6%	8.6%	9.4%	0.0%	33.3%	0.0%	14.3%	100.0%	0.0%	6.2%	0.0%	11.1%	9.8%	10.7%	6.3%	14.7%	8.3%	0.0%	
Always	350	23	---	---	4	17	2	4	8	11	4	13	6	2	0	0	0	0	0	15	0	3	4	6	12	8	13	2	
	10.6%	14.2%	---	---	6.5%	17.9%	66.7%	12.1%	19.5%	12.6%	5.7%	22.4%	18.8%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	15.5%	0.0%	33.3%	9.8%	10.7%	19.0%	23.5%	13.5%	6.9%	
Significantly different from column:*					F	E					L	K																	
Usually or Always	708	37	---	---	10	25	2	9	10	18	10	18	9	2	1	0	1	1	0	21	0	4	8	12	16	13	21	2	
	21.5%	22.8%	---	---	16.1%	26.3%	66.7%	27.3%	24.4%	20.7%	14.3%	31.0%	28.1%	20.0%	33.3%	0.0%	14.3%	100.0%	0.0%	21.6%	0.0%	44.4%	19.5%	21.4%	25.4%	38.2%	21.9%	6.9%	
Significantly different from column:*											L	K														AB		Z	

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

**Question 30e**

In the last 6 months, how often did you delay getting dental care because of COVID-19?

Base: All respondents who tried to get a COVID-19 test in the last 6 months (Q30a)

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)								Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/North African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	4,678	255	---	---	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37
Number missing or multiple answer	298	17	---	---	1	3	1	0	2	3	4	1	0	1	0	0	0	0	0	4	0	2	0	3	8	4	3	
Number no experience	1,566	91	---	---	41	47	2	19	23	49	50	29	12	2	4	0	3	1	0	50	5	4	20	36	35	41	34	11
Usable responses	2,814	147	---	---	64	79	3	36	42	69	62	52	31	9	2	1	5	2	2	84	6	9	49	48	49	39	83	23
	60.2%	57.6%	---	---	60.4%	61.2%	50.0%	65.5%	62.7%	57.0%	53.4%	63.4%	72.1%	75.0%	33.3%	100.0%	62.5%	66.7%	100.0%	60.9%	---	69.2%	69.0%	57.1%	56.3%	44.3%	68.6%	62.2%
Never	1,462	76	---	---	41	34	0	16	22	38	40	20	15	7	1	1	1	0	2	42	3	3	30	23	23	20	38	17
	52.0%	51.7%	---	---	64.1%	43.0%	0.0%	44.4%	52.4%	55.1%	64.5%	38.5%	48.4%	77.8%	50.0%	100.0%	20.0%	0.0%	100.0%	50.0%	50.0%	61.2%	47.9%	46.9%	51.3%	45.8%	73.9%	
Sometimes	444	25	---	---	12	12	1	6	7	12	10	10	5	0	0	0	1	1	0	14	2	3	9	7	9	8	15	1
	15.8%	17.0%	---	---	18.8%	15.2%	33.3%	16.7%	16.7%	17.4%	16.1%	19.2%	16.1%	0.0%	0.0%	0.0%	20.0%	50.0%	0.0%	16.7%	33.3%	33.3%	18.4%	14.6%	18.4%	20.5%	18.1%	4.3%
Usually	280	15	---	---	3	11	1	5	6	4	3	5	7	0	1	0	1	1	0	8	0	2	6	6	3	4	11	0
	10.0%	10.2%	---	---	4.7%	13.9%	33.3%	13.9%	14.3%	5.8%	4.8%	9.6%	22.6%	0.0%	50.0%	0.0%	20.0%	50.0%	0.0%	9.5%	0.0%	22.2%	12.2%	12.5%	6.1%	10.3%	13.3%	0.0%
Always	628	31	---	---	8	22	1	9	7	15	9	17	4	2	0	0	2	0	0	20	1	1	4	12	14	7	19	5
	22.3%	21.1%	---	---	12.5%	27.8%	33.3%	25.0%	16.7%	21.7%	14.5%	32.7%	12.9%	22.2%	0.0%	0.0%	40.0%	0.0%	0.0%	23.8%	16.7%	11.1%	8.2%	25.0%	28.6%	17.9%	22.9%	21.7%
Significantly different from column:*					F	E					L	K,M	L									X,Y	W	W				
Usually or Always	908	46	---	---	11	33	2	14	13	19	12	22	11	2	1	0	3	1	0	28	1	3	10	18	17	11	30	5
	32.3%	31.3%	---	---	17.2%	41.8%	66.7%	38.9%	31.0%	27.5%	19.4%	42.3%	35.5%	22.2%	50.0%	0.0%	60.0%	50.0%	0.0%	33.3%	16.7%	33.3%	20.4%	37.5%	34.7%	28.2%	36.1%	21.7%
Significantly different from column:*					F	E					L	K																

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 30f**

In the last 6 months, how often did you delay getting mental health care because of COVID-19?

Base: All respondents who tried to get a COVID-19 test in the last 6 months (Q30a)

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)								Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)				
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northwestern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,678	255	---	---	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	291	22	---	---	4	5	1	1	4	5	7	2	1	0	0	0	0	0	0	6	0	1	2	2	6	10	8	2	
Number no experience	2,305	115	---	---	54	59	1	22	27	66	55	40	19	3	5	0	1	2	1	70	4	4	36	43	36	52	53	7	
Usable responses	2,082	118	---	---	48	65	4	32	36	50	54	40	23	8	1	1	7	1	1	62	7	8	33	39	45	26	60	28	
	44.5%	46.3%	---	---	45.3%	50.4%	66.7%	58.2%	53.7%	41.3%	46.6%	48.8%	53.5%	66.7%	16.7%	100.0%	87.5%	33.3%	50.0%	44.9%	---	61.5%	46.5%	46.4%	51.7%	29.5%	49.6%	75.7%	
Never	1,460	86	---	---	34	48	3	24	21	41	43	24	18	7	0	1	4	0	1	50	5	4	28	26	32	15	47	22	
	70.1%	72.9%	---	---	70.8%	73.8%	75.0%	75.0%	58.3%	82.0%	79.6%	60.0%	78.3%	87.5%	0.0%	100.0%	57.1%	0.0%	100.0%	80.6%	71.4%	50.0%	84.8%	66.7%	71.1%	57.7%	78.3%	78.6%	
Sometimes	279	13	---	---	6	7	0	1	7	5	3	8	2	0	0	0	1	0	0	4	1	1	3	6	4	3	6	2	
	13.4%	11.0%	---	---	12.5%	10.8%	0.0%	3.1%	19.4%	10.0%	5.6%	20.0%	8.7%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	6.5%	14.3%	12.5%	9.1%	15.4%	8.9%	11.5%	10.0%	7.1%	
Usually	115	6	---	---	4	2	0	2	4	0	2	3	1	0	1	0	2	0	0	3	0	0	1	4	1	2	3	1	
	5.5%	5.1%	---	---	8.3%	3.1%	0.0%	6.3%	11.1%	0.0%	3.7%	7.5%	4.3%	0.0%	100.0%	0.0%	28.6%	0.0%	0.0%	4.8%	0.0%	0.0%	3.0%	10.3%	2.2%	7.7%	5.0%	3.6%	
Always	228	13	---	---	4	8	1	5	4	4	6	5	2	1	0	0	0	1	0	5	1	3	1	3	8	6	4	3	
	11.0%	11.0%	---	---	8.3%	12.3%	25.0%	15.6%	11.1%	8.0%	11.1%	12.5%	8.7%	12.5%	0.0%	0.0%	0.0%	100.0%	0.0%	8.1%	14.3%	37.5%	3.0%	7.7%	17.8%	23.1%	6.7%	10.7%	
Significantly different from column:*																													
Usually or Always	343	19	---	---	8	10	1	7	8	4	8	8	3	1	1	0	2	1	0	8	1	3	2	7	9	8	7	4	
	16.5%	16.1%	---	---	16.7%	15.4%	25.0%	21.9%	22.2%	8.0%	14.8%	20.0%	13.0%	12.5%	100.0%	0.0%	28.6%	100.0%	0.0%	12.9%	14.3%	37.5%	6.1%	17.9%	20.0%	30.8%	11.7%	14.3%	
Significantly different from column:*																													

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 31**

In general, how would you rate your overall health?

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northwestern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,678	255	259	238	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	223	13	12	6	0	1	0	1	0	0	1	1	0	1	0	0	0	0	0	1	0	0	0	0	0	5	3	3	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,455	242	247	232	106	128	6	54	67	121	116	81	43	11	6	1	8	3	2	137	11	13	71	84	87	83	118	34	
	95.2%	94.9%	95.4%	97.5%	100.0%	99.2%	100.0%	98.2%	100.0%	100.0%	100.0%	98.8%	100.0%	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.3%	---	100.0%	100.0%	100.0%	100.0%	94.3%	97.5%	91.9%	
Poor	411	19	20	19	8	9	1	1	5	13	10	7	1	1	0	0	0	0	0	11	1	1	0	0	19	4	9	3	
	9.2%	7.9%	8.1%	8.2%	7.5%	7.0%	16.7%	1.9%	7.5%	10.7%	8.6%	8.6%	2.3%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	8.0%	9.1%	7.7%	0.0%	0.0%	21.8%	4.8%	7.6%	8.8%	
Fair	1,069	68	66	53	28	37	3	7	19	42	35	23	9	3	1	1	0	0	45	2	6	0	0	68	24	33	11		
	24.0%	28.1%	26.7%	22.8%	26.4%	28.9%	50.0%	13.0%	28.4%	34.7%	30.2%	28.4%	20.9%	27.3%	16.7%	100.0%	0.0%	0.0%	0.0%	32.8%	18.2%	46.2%	0.0%	0.0%	78.2%	28.9%	28.0%	32.4%	
Good	1,586	84	80	79	39	42	2	21	23	40	41	31	12	4	3	0	5	2	1	42	5	2	0	84	0	24	49	8	
	35.6%	34.7%	32.4%	34.1%	36.8%	32.8%	33.3%	38.9%	34.3%	33.1%	35.3%	38.3%	27.9%	36.4%	50.0%	0.0%	62.5%	66.7%	50.0%	30.7%	45.5%	15.4%	0.0%	100.0%	0.0%	28.9%	41.5%	23.5%	
Very good	1,011	55	55	62	26	29	0	19	17	19	23	16	16	3	1	0	2	1	0	31	3	3	55	0	0	25	24	5	
	22.7%	22.7%	22.3%	26.7%	24.5%	22.7%	0.0%	35.2%	25.4%	15.7%	19.8%	19.8%	37.2%	27.3%	16.7%	0.0%	25.0%	33.3%	0.0%	22.6%	27.3%	23.1%	77.5%	0.0%	0.0%	30.1%	20.3%	14.7%	
Excellent	378	16	26	19	5	11	0	6	3	7	7	4	5	0	1	0	1	0	1	8	0	1	16	0	0	6	3	7	
	8.5%	6.6%	10.5%	8.2%	4.7%	8.6%	0.0%	11.1%	4.5%	5.8%	6.0%	4.9%	11.6%	0.0%	16.7%	0.0%	12.5%	0.0%	50.0%	5.8%	0.0%	7.7%	22.5%	0.0%	0.0%	7.2%	2.5%	20.6%	
Significantly different from column:*																							X,Y	W	W				
Excellent, Very good, or Good	2,975	155	161	160	70	82	2	46	43	66	71	51	33	7	5	0	8	3	2	81	8	6	71	84	0	55	76	20	
	66.8%	64.0%	65.2%	69.0%	66.0%	64.1%	33.3%	85.2%	64.2%	54.5%	61.2%	63.0%	76.7%	63.6%	83.3%	0.0%	100.0%	100.0%	100.0%	59.1%	72.7%	46.2%	100.0%	100.0%	0.0%	66.3%	64.4%	58.8%	
Significantly different from column:*								L,J	H	H												Y	Y	W,X					

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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**Question 32**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)								Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northem African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	4,678	255	259	238	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37
Number missing or multiple answer	232	16	11	5	0	2	1	1	2	1	2	1	1	1	0	0	0	0	0	3	0	0	2	1	1	8	3	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,446	239	248	233	106	127	5	54	65	120	114	81	42	11	6	1	8	3	2	135	11	13	71	82	86	80	118	34
	95.0%	93.7%	95.8%	97.9%	100.0%	98.4%	83.3%	98.2%	97.0%	99.2%	98.3%	98.8%	97.7%	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	---	100.0%	100.0%	97.6%	98.9%	90.9%	97.5%	91.9%
Poor	330	18	22	18	6	8	3	3	5	10	7	7	3	0	0	0	1	0	0	12	0	1	1	5	12	4	10	2
	7.4%	7.5%	8.9%	7.7%	5.7%	6.3%	60.0%	5.6%	7.7%	8.3%	6.1%	8.6%	7.1%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	8.9%	0.0%	7.7%	1.4%	6.1%	14.0%	12.5%	5.0%	8.5%
Fair	1,054	70	67	57	30	38	2	17	19	34	32	26	12	1	1	0	2	0	0	43	4	7	8	21	41	24	34	9
	23.7%	29.3%	27.0%	24.5%	28.3%	29.9%	40.0%	31.5%	29.2%	28.3%	28.1%	32.1%	28.6%	9.1%	16.7%	0.0%	25.0%	0.0%	0.0%	31.9%	36.4%	53.8%	11.3%	25.6%	47.7%	30.0%	28.8%	26.5%
Good	1,358	68	58	61	29	39	0	15	19	34	32	26	10	5	2	1	2	2	0	34	5	4	15	29	24	20	37	10
	30.5%	28.5%	23.4%	26.2%	27.4%	30.7%	0.0%	27.8%	29.2%	28.3%	28.1%	32.1%	23.8%	45.5%	33.3%	100.0%	25.0%	66.7%	0.0%	25.2%	45.5%	30.8%	21.1%	35.4%	27.9%	25.0%	31.4%	29.4%
Very good	1,099	59	62	61	26	33	0	15	16	28	30	17	11	5	2	0	3	1	2	34	1	0	28	22	9	21	30	7
	24.7%	24.7%	25.0%	26.2%	24.5%	26.0%	0.0%	27.8%	24.6%	23.3%	26.3%	21.0%	26.2%	45.5%	33.3%	0.0%	37.5%	33.3%	100.0%	25.2%	9.1%	0.0%	39.4%	26.8%	10.5%	26.3%	25.4%	20.6%
Excellent	605	24	39	36	15	9	0	4	6	14	13	5	6	0	1	0	0	0	0	12	1	1	19	5	0	11	7	6
	13.6%	10.0%	15.7%	15.5%	14.2%	7.1%	0.0%	7.4%	9.2%	11.7%	11.4%	6.2%	14.3%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	8.9%	9.1%	7.7%	26.8%	6.1%	0.0%	13.8%	5.9%	17.6%
Significantly different from column:*																							X,Y	W	W			
Excellent, Very good, or Good	3,062	151	159	158	70	81	0	34	41	76	75	48	27	10	5	1	5	3	2	80	7	5	62	56	33	52	74	23
	68.9%	63.2%	64.1%	67.8%	66.0%	63.8%	0.0%	63.0%	63.1%	63.3%	65.8%	59.3%	64.3%	90.9%	83.3%	100.0%	62.5%	100.0%	100.0%	59.3%	63.6%	38.5%	87.3%	68.3%	38.4%	65.0%	62.7%	67.6%
Significantly different from column:*																							X,Y	W,Y	W,X			

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 33**

Have you had either a flu shot or flu spray in the nose since July 1, 2020?

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

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)								Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northwestern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	3,977	209	233	213	91	101	6	55	67	78	96	65	38	11	6	0	7	3	2	110	11	10	59	75	65	69	102	34
Number missing or multiple answer	163	12	8	5	2	1	0	1	1	1	2	1	0	0	0	0	0	0	0	1	0	0	2	0	1	4	3	4
Number no experience	89	4	10	1	3	1	0	2	1	1	2	1	1	0	1	0	0	0	0	1	0	2	1	3	0	2	2	0
Usable responses	3,725	193	215	207	86	99	6	52	65	76	92	63	37	11	5	0	7	3	2	108	11	8	56	72	64	63	97	30
	93.7%	92.3%	92.3%	97.2%	94.5%	98.0%	100.0%	94.5%	97.0%	97.4%	95.8%	96.9%	97.4%	100.0%	83.3%	---	100.0%	100.0%	100.0%	98.2%	---	80.0%	94.9%	96.0%	98.5%	91.3%	95.1%	88.2%
Yes	1,392	72	95	83	37	34	1	14	23	35	35	19	18	4	2	0	3	0	1	48	2	1	23	24	25	14	46	11
	37.4%	37.3%	44.2%	40.1%	43.0%	34.3%	16.7%	26.9%	35.4%	46.1%	38.0%	30.2%	48.6%	36.4%	40.0%	---	42.9%	0.0%	50.0%	44.4%	18.2%	12.5%	41.1%	33.3%	39.1%	22.2%	47.4%	36.7%
No	2,333	121	120	124	49	65	5	38	42	41	57	44	19	7	3	0	4	3	1	60	9	7	33	48	39	49	51	19
	62.6%	62.7%	55.8%	59.9%	57.0%	65.7%	83.3%	73.1%	64.6%	53.9%	62.0%	69.8%	51.4%	63.6%	60.0%	---	57.1%	100.0%	50.0%	55.6%	81.8%	87.5%	58.9%	66.7%	60.9%	77.8%	52.6%	63.3%
Significantly different from column:*								J		H																AA	Z	

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

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 34**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northwestern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	4,678	255	259	238	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	203	14	13	6	0	2	0	0	0	2	1	1	0	1	0	0	0	0	0	1	0	1	1	1	5	3	4		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,475	241	246	232	106	127	6	55	67	119	115	81	43	11	6	1	8	3	2	137	11	12	71	83	86	83	118	33	
	95.7%	94.5%	95.0%	97.5%	100.0%	98.4%	100.0%	100.0%	100.0%	98.3%	99.1%	98.8%	100.0%	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.3%	---	92.3%	100.0%	98.8%	98.9%	94.3%	97.5%	89.2%	
Every day	793	49	47	51	22	25	1	4	17	28	32	14	1	2	2	0	1	0	0	28	3	2	6	20	23	21	23	3	
	17.7%	20.3%	19.1%	22.0%	20.8%	19.7%	16.7%	7.3%	25.4%	23.5%	27.8%	17.3%	2.3%	18.2%	33.3%	0.0%	12.5%	0.0%	0.0%	20.4%	27.3%	16.7%	8.5%	24.1%	26.7%	25.3%	19.5%	9.1%	
Some days	382	25	25	26	11	13	1	7	5	13	13	10	2	2	0	0	0	1	0	13	0	3	7	9	9	10	14	1	
	8.5%	10.4%	10.2%	11.2%	10.4%	10.2%	16.7%	12.7%	7.5%	10.9%	11.3%	12.3%	4.7%	18.2%	0.0%	0.0%	0.0%	33.3%	0.0%	9.5%	0.0%	25.0%	9.9%	10.8%	10.5%	12.0%	11.9%	3.0%	
Not at all	3,270	165	173	155	73	87	4	44	44	77	70	55	40	7	4	1	7	2	2	95	8	7	57	54	53	52	79	29	
	73.1%	68.5%	70.3%	66.8%	68.9%	68.5%	66.7%	80.0%	65.7%	64.7%	60.9%	67.9%	93.0%	63.6%	66.7%	100.0%	87.5%	66.7%	100.0%	69.3%	72.7%	58.3%	80.3%	65.1%	61.6%	62.7%	66.9%	87.9%	
Don't know	30	2	1	0	0	2	0	0	1	1	0	2	0	0	0	0	0	0	0	1	0	0	1	0	1	0	2	0	
	0.7%	0.8%	0.4%	0.0%	0.0%	1.6%	0.0%	0.0%	1.5%	0.8%	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	1.4%	0.0%	1.2%	0.0%	1.7%	0.0%	
Every day or Some days	1,175	74	72	77	33	38	2	11	22	41	45	24	3	4	2	0	1	1	0	41	3	5	13	29	32	31	37	4	
	26.3%	30.7%	29.3%	33.2%	31.1%	29.9%	33.3%	20.0%	32.8%	34.5%	39.1%	29.6%	7.0%	36.4%	33.3%	0.0%	12.5%	33.3%	0.0%	29.9%	27.3%	41.7%	18.3%	34.9%	37.2%	37.3%	31.4%	12.1%	
Significantly different from column:*											M	M	K,L										X,Y	W	W	AB	AB	AA,Z	

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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**Question 35**

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

Base: All respondents who smoke cigarettes or use tobacco (Q34)

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northem African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,175	74	72	77	33	38	2	11	22	41	45	24	3	4	2	0	1	1	0	41	3	5	13	29	32	31	37	4	
Number missing or multiple answer	21	1	2	2	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,154	73	70	75	33	37	2	11	22	40	44	24	3	4	2	0	1	1	0	41	3	5	13	28	32	31	37	3	
	98.2%	98.6%	97.2%	97.4%	100.0%	97.4%	100.0%	100.0%	100.0%	97.6%	97.8%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	96.6%	100.0%	100.0%	100.0%	75.0%	
Never	394	31	13	25	14	16	1	10	10	11	17	12	2	4	2	0	0	1	0	14	1	3	8	13	10	17	12	2	
	34.1%	42.5%	18.6%	33.3%	42.4%	43.2%	50.0%	90.9%	45.5%	27.5%	38.6%	50.0%	66.7%	100.0%	100.0%	---	0.0%	100.0%	---	34.1%	33.3%	60.0%	61.5%	46.4%	31.3%	54.8%	32.4%	66.7%	
Sometimes	262	18	19	13	12	6	0	1	4	13	11	6	1	0	0	0	0	0	12	0	1	3	7	8	8	9	0		
	22.7%	24.7%	27.1%	17.3%	36.4%	16.2%	0.0%	9.1%	18.2%	32.5%	25.0%	25.0%	33.3%	0.0%	0.0%	---	0.0%	0.0%	---	29.3%	0.0%	20.0%	23.1%	25.0%	25.0%	25.8%	24.3%	0.0%	
Usually	166	8	14	14	3	5	0	0	1	7	6	2	0	0	0	0	0	0	7	1	0	1	2	5	3	4	1		
	14.4%	11.0%	20.0%	18.7%	9.1%	13.5%	0.0%	0.0%	4.5%	17.5%	13.6%	8.3%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	17.1%	33.3%	0.0%	7.7%	7.1%	15.6%	9.7%	10.8%	33.3%	
Always	332	16	24	23	4	10	1	0	7	9	10	4	0	0	0	0	1	0	8	1	1	1	6	9	3	12	0		
	28.8%	21.9%	34.3%	30.7%	12.1%	27.0%	50.0%	0.0%	31.8%	22.5%	22.7%	16.7%	0.0%	0.0%	0.0%	---	100.0%	0.0%	---	19.5%	33.3%	20.0%	7.7%	21.4%	28.1%	9.7%	32.4%	0.0%	
Significantly different from column:*																													
Sometimes, Usually, or Always	760	42	57	50	19	21	1	1	12	29	27	12	1	0	0	0	1	0	27	2	2	5	15	22	14	25	1		
	65.9%	57.5%	81.4%	66.7%	57.6%	56.8%	50.0%	9.1%	54.5%	72.5%	61.4%	50.0%	33.3%	0.0%	0.0%	---	100.0%	0.0%	---	65.9%	66.7%	40.0%	38.5%	53.6%	68.8%	45.2%	67.6%	33.3%	
Significantly different from column:*		C																											

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

**Question 36**

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

Base: All respondents who smoke cigarettes or use tobacco (Q34)

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)								Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northem African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,175	74	72	77	33	38	2	11	22	41	45	24	3	4	2	0	1	1	0	41	3	5	13	29	32	31	37	4
Number missing or multiple answer	30	1	1	1	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,145	73	71	76	33	37	2	11	22	40	44	24	3	4	2	0	1	1	0	41	3	5	13	28	32	31	37	3
	97.4%	98.6%	98.6%	98.7%	100.0%	97.4%	100.0%	100.0%	100.0%	97.6%	97.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.6%	100.0%	100.0%	100.0%	75.0%
Never	581	44	32	47	23	19	2	11	16	17	25	18	1	4	2	0	0	1	0	22	2	4	9	18	17	22	20	2
	50.7%	60.3%	45.1%	61.8%	69.7%	51.4%	100.0%	100.0%	72.7%	42.5%	56.8%	75.0%	33.3%	100.0%	100.0%	---	0.0%	100.0%	---	53.7%	66.7%	80.0%	69.2%	64.3%	53.1%	71.0%	54.1%	66.7%
Sometimes	238	13	18	7	5	8	0	0	3	10	9	3	1	0	0	0	0	0	8	0	0	1	4	8	3	8	1	
	20.8%	17.8%	25.4%	9.2%	15.2%	21.6%	0.0%	0.0%	13.6%	25.0%	20.5%	12.5%	33.3%	0.0%	0.0%	---	0.0%	0.0%	---	19.5%	0.0%	0.0%	7.7%	14.3%	25.0%	9.7%	21.6%	33.3%
Usually	126	8	9	11	3	5	0	0	2	6	6	1	1	0	0	0	0	0	6	0	1	3	3	2	4	4	0	
	11.0%	11.0%	12.7%	14.5%	9.1%	13.5%	0.0%	0.0%	9.1%	15.0%	13.6%	4.2%	33.3%	0.0%	0.0%	---	0.0%	0.0%	---	14.6%	0.0%	20.0%	23.1%	10.7%	6.3%	12.9%	10.8%	0.0%
Always	200	8	12	11	2	5	0	0	1	7	4	2	0	0	0	0	1	0	5	1	0	0	3	5	2	5	0	
	17.5%	11.0%	16.9%	14.5%	6.1%	13.5%	0.0%	0.0%	4.5%	17.5%	9.1%	8.3%	0.0%	0.0%	0.0%	---	100.0%	0.0%	---	12.2%	33.3%	0.0%	0.0%	10.7%	15.6%	6.5%	13.5%	0.0%
Significantly different from column:*																												
Sometimes, Usually, or Always	564	29	39	29	10	18	0	0	6	23	19	6	2	0	0	0	1	0	19	1	1	4	10	15	9	17	1	
	49.3%	39.7%	54.9%	38.2%	30.3%	48.6%	0.0%	0.0%	27.3%	57.5%	43.2%	25.0%	66.7%	0.0%	0.0%	---	100.0%	0.0%	---	46.3%	33.3%	20.0%	30.8%	35.7%	46.9%	29.0%	45.9%	33.3%

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 37**

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

Base: All respondents who smoke cigarettes or use tobacco (Q34)

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northem African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,175	74	72	77	33	38	2	11	22	41	45	24	3	4	2	0	1	1	0	41	3	5	13	29	32	31	37	4	
Number missing or multiple answer	38	2	2	2	1	1	0	1	0	1	1	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,137	72	70	75	32	37	2	10	22	40	44	23	3	4	2	0	1	1	0	41	23	3	5	12	28	32	31	36	3
	96.8%	97.3%	97.2%	97.4%	97.0%	97.4%	100.0%	90.9%	100.0%	97.6%	97.8%	95.8%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	---	100.0%	92.3%	96.6%	100.0%	100.0%	97.3%	75.0%	
Never	645	45	37	50	21	22	2	8	17	20	30	14	1	4	2	0	0	0	23	1	4	7	16	22	21	21	2		
	56.7%	62.5%	52.9%	66.7%	65.6%	59.5%	100.0%	80.0%	77.3%	50.0%	68.2%	60.9%	33.3%	100.0%	100.0%	---	0.0%	0.0%	---	56.1%	33.3%	80.0%	58.3%	57.1%	68.8%	67.7%	58.3%	66.7%	
Sometimes	206	11	13	7	4	6	0	2	1	8	4	5	1	0	0	0	0	1	6	0	1	2	4	5	3	7	0		
	18.1%	15.3%	18.6%	9.3%	12.5%	16.2%	0.0%	20.0%	4.5%	20.0%	9.1%	21.7%	33.3%	0.0%	0.0%	---	0.0%	100.0%	---	14.6%	0.0%	20.0%	16.7%	14.3%	15.6%	9.7%	19.4%	0.0%	
Usually	128	10	8	9	5	5	0	0	3	7	6	3	1	0	0	0	0	0	8	1	0	3	5	2	6	4	0		
	11.3%	13.9%	11.4%	12.0%	15.6%	13.5%	0.0%	0.0%	13.6%	17.5%	13.6%	13.0%	33.3%	0.0%	0.0%	---	0.0%	0.0%	---	19.5%	33.3%	0.0%	25.0%	17.9%	6.3%	19.4%	11.1%	0.0%	
Always	158	6	12	9	2	4	0	0	1	5	4	1	0	0	0	0	1	0	4	1	0	0	3	3	3	1	4	1	
	13.9%	8.3%	17.1%	12.0%	6.3%	10.8%	0.0%	0.0%	4.5%	12.5%	9.1%	4.3%	0.0%	0.0%	0.0%	---	100.0%	0.0%	---	9.8%	33.3%	0.0%	0.0%	10.7%	9.4%	3.2%	11.1%	33.3%	
Significantly different from column:*																													
Sometimes, Usually, or Always	492	27	33	25	11	15	0	2	5	20	14	9	2	0	0	0	1	1	0	18	2	1	5	12	10	10	15	1	
	43.3%	37.5%	47.1%	33.3%	34.4%	40.5%	0.0%	20.0%	22.7%	50.0%	31.8%	39.1%	66.7%	0.0%	0.0%	---	100.0%	100.0%	---	43.9%	66.7%	20.0%	41.7%	42.9%	31.3%	32.3%	41.7%	33.3%	

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

**Question 38**

What is your age?

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)								Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/North African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	4,678	255	259	238	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37
Number missing or multiple answer	192	12	9	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	5	3	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,486	243	250	233	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	137	11	13	71	84	87	83	118	35
	95.9%	95.3%	96.5%	97.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.3%	---	100.0%	100.0%	100.0%	100.0%	94.3%	97.5%	94.6%
18 to 24	390	12	24	22	6	5	1	12	0	0	6	4	2	0	1	0	0	1	0	4	2	2	5	6	1	5	4	3
	8.7%	4.9%	9.6%	9.4%	5.7%	3.9%	16.7%	21.8%	0.0%	0.0%	5.2%	4.9%	4.7%	0.0%	16.7%	0.0%	0.0%	33.3%	0.0%	2.9%	18.2%	15.4%	7.0%	7.1%	1.1%	6.0%	3.4%	8.6%
25 to 34	659	43	40	35	20	21	2	43	0	0	19	17	7	3	2	0	4	1	2	15	1	3	20	15	7	15	21	7
	14.7%	17.7%	16.0%	15.0%	18.9%	16.3%	33.3%	78.2%	0.0%	0.0%	16.4%	20.7%	16.3%	25.0%	33.3%	0.0%	50.0%	33.3%	100.0%	10.9%	9.1%	23.1%	28.2%	17.9%	8.0%	18.1%	17.8%	20.0%
35 to 44	562	33	31	33	15	16	2	0	33	0	15	8	10	1	1	0	3	0	0	17	1	3	11	12	10	8	20	4
	12.5%	13.6%	12.4%	14.2%	14.2%	12.4%	33.3%	0.0%	49.3%	0.0%	12.9%	9.8%	23.3%	8.3%	16.7%	0.0%	37.5%	0.0%	0.0%	12.4%	9.1%	23.1%	15.5%	14.3%	11.5%	9.6%	16.9%	11.4%
45 to 54	726	34	42	40	17	16	1	0	34	0	18	11	5	2	1	0	0	0	0	20	4	1	9	11	14	14	15	5
	16.2%	14.0%	16.8%	17.2%	16.0%	12.4%	16.7%	0.0%	50.7%	0.0%	15.5%	13.4%	11.6%	16.7%	16.7%	0.0%	0.0%	0.0%	0.0%	14.6%	36.4%	7.7%	12.7%	13.1%	16.1%	16.9%	12.7%	14.3%
55 to 64	1,397	71	88	73	31	39	0	0	0	71	33	23	14	4	1	0	0	1	0	49	3	1	13	27	31	21	37	11
	31.1%	29.2%	35.2%	31.3%	29.2%	30.2%	0.0%	0.0%	0.0%	58.7%	28.4%	28.0%	32.6%	33.3%	16.7%	0.0%	0.0%	33.3%	0.0%	35.8%	27.3%	7.7%	18.3%	32.1%	35.6%	25.3%	31.4%	31.4%
65 to 74	523	37	17	20	15	21	0	0	0	37	16	15	5	1	0	1	0	0	0	29	0	2	9	8	20	16	15	4
	11.7%	15.2%	6.8%	8.6%	14.2%	16.3%	0.0%	0.0%	0.0%	30.6%	13.8%	18.3%	11.6%	8.3%	0.0%	100.0%	0.0%	0.0%	21.2%	0.0%	15.4%	12.7%	9.5%	23.0%	19.3%	12.7%	11.4%	
75 or older	229	13	8	10	2	11	0	0	0	13	9	4	0	1	0	0	1	0	0	3	0	1	4	5	4	4	6	1
	5.1%	5.3%	3.2%	4.3%	1.9%	8.5%	0.0%	0.0%	0.0%	10.7%	7.8%	4.9%	0.0%	8.3%	0.0%	0.0%	12.5%	0.0%	0.0%	2.2%	0.0%	7.7%	5.6%	6.0%	4.6%	4.8%	5.1%	2.9%
55 or older	2,149	121	113	103	48	71	0	0	0	121	58	42	19	6	1	1	1	1	0	81	3	4	26	40	55	41	58	16
	47.9%	49.8%	45.2%	44.2%	45.3%	55.0%	0.0%	0.0%	0.0%	100.0%	50.0%	51.2%	44.2%	50.0%	16.7%	100.0%	12.5%	33.3%	0.0%	59.1%	27.3%	30.8%	36.6%	47.6%	63.2%	49.4%	49.2%	45.7%
Significantly different from column:*								J	J	H,I									V		T		Y	Y	W,X			

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

**Question 39**

What was your biological sex at birth?

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northem African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	4,678	<b>255</b>	259	238	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	191	<b>14</b>	11	5	0	1	0	0	0	2	2	0	0	0	0	0	0	0	0	2	0	0	1	1	0	7	3	2	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,487	<b>241</b>	248	233	106	128	6	55	67	119	114	82	43	12	6	1	8	3	2	136	11	13	70	83	87	81	118	35	
	95.9%	<b>94.5%</b>	95.8%	97.9%	100.0%	99.2%	100.0%	100.0%	100.0%	98.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.6%	---	100.0%	98.6%	98.8%	100.0%	92.0%	97.5%	94.6%	
Male	1,898	<b>112</b>	122	104	106	3	2	27	35	50	56	38	17	3	5	1	3	1	1	69	6	6	31	43	38	44	49	14	
	42.3%	<b>46.5%</b>	49.2%	44.6%	100.0%	2.3%	33.3%	49.1%	52.2%	42.0%	49.1%	46.3%	39.5%	25.0%	83.3%	100.0%	37.5%	33.3%	50.0%	50.7%	54.5%	46.2%	44.3%	51.8%	43.7%	54.3%	41.5%	40.0%	
Female	2,589	<b>129</b>	126	129	0	125	4	28	32	69	58	44	26	9	1	0	5	2	1	67	5	7	39	40	49	37	69	21	
	57.7%	<b>53.5%</b>	50.8%	55.4%	0.0%	97.7%	66.7%	50.9%	47.8%	58.0%	50.9%	53.7%	60.5%	75.0%	16.7%	0.0%	62.5%	66.7%	50.0%	49.3%	45.5%	53.8%	55.7%	48.2%	56.3%	45.7%	58.5%	60.0%	
Significantly different from column:*					F	E																							

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 40**

What is your current gender identity?

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northem African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,678	<b>255</b>	259	---	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	224	<b>14</b>	14	---	0	0	0	0	0	2	1	0	0	0	0	0	0	0	0	2	0	0	0	1	1	6	3	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,454	<b>241</b>	245	---	106	129	6	55	67	119	115	82	43	12	6	1	8	3	2	136	11	13	71	83	86	82	118	35	
	95.2%	<b>94.5%</b>	94.6%	---	100.0%	100.0%	100.0%	100.0%	100.0%	98.3%	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.6%	---	100.0%	100.0%	98.8%	98.9%	93.2%	97.5%	94.6%	
Male	1,846	<b>106</b>	120	---	106	0	0	26	32	48	54	35	17	3	5	1	3	1	1	64	6	6	31	39	36	43	46	13	
	41.4%	<b>44.0%</b>	49.0%	---	100.0%	0.0%	0.0%	47.3%	47.8%	40.3%	47.0%	42.7%	39.5%	25.0%	83.3%	100.0%	37.5%	33.3%	50.0%	47.1%	54.5%	46.2%	43.7%	47.0%	41.9%	52.4%	39.0%	37.1%	
Female	2,532	<b>129</b>	121	---	0	129	0	26	32	71	59	43	26	9	1	0	4	2	1	69	4	6	40	42	46	36	69	22	
	56.8%	<b>53.5%</b>	49.4%	---	0.0%	100.0%	0.0%	47.3%	47.8%	59.7%	51.3%	52.4%	60.5%	75.0%	16.7%	0.0%	50.0%	66.7%	50.0%	50.7%	36.4%	46.2%	56.3%	50.6%	53.5%	43.9%	58.5%	62.9%	
Transgender	14	<b>0</b>	0	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	<b>0.0%</b>	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Non-binary, genderqueer, or other	62	<b>6</b>	4	---	0	0	6	3	3	0	2	4	0	0	0	0	0	1	0	3	1	1	0	2	4	3	3	0	
	1.4%	<b>2.5%</b>	1.6%	---	0.0%	0.0%	100.0%	5.5%	4.5%	0.0%	1.7%	4.9%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	2.2%	9.1%	7.7%	0.0%	2.4%	4.7%	3.7%	2.5%	0.0%	
Transgender, Non-binary, genderqueer, or other	76	<b>6</b>	4	---	0	0	6	3	3	0	2	4	0	0	0	0	1	0	0	3	1	1	0	2	4	3	3	0	
	1.7%	<b>2.5%</b>	1.6%	---	0.0%	0.0%	100.0%	5.5%	4.5%	0.0%	1.7%	4.9%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	2.2%	9.1%	7.7%	0.0%	2.4%	4.7%	3.7%	2.5%	0.0%	
Significantly different from column:*																													
NA - There is no "no experience" category for this question.																													

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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**Question 41**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,678	255	259	238	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	229	14	14	5	0	1	0	0	0	2	0	0	0	0	0	0	0	0	0	2	0	0	0	2	2	5	4	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,449	241	245	233	106	128	6	55	67	119	116	82	43	12	6	1	8	3	2	136	11	13	71	84	85	83	117	35	
	95.1%	94.5%	94.6%	97.9%	100.0%	99.2%	100.0%	100.0%	100.0%	98.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.6%	---	100.0%	100.0%	100.0%	97.7%	94.3%	96.7%	94.6%	
8th grade or less	191	7	6	10	4	3	0	1	2	4	7	0	0	0	0	0	1	0	0	4	0	1	1	1	5	4	3	0	
	4.3%	2.9%	2.4%	4.3%	3.8%	2.3%	0.0%	1.8%	3.0%	3.4%	6.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	2.9%	0.0%	7.7%	1.4%	1.2%	5.9%	4.8%	2.6%	0.0%	
Some high school, but did not graduate	481	26	27	20	10	14	2	2	9	15	26	0	0	3	1	0	0	0	0	13	3	0	4	9	13	11	13	2	
	10.8%	10.8%	11.0%	8.6%	9.4%	10.9%	33.3%	3.6%	13.4%	12.6%	22.4%	0.0%	0.0%	25.0%	16.7%	0.0%	0.0%	0.0%	0.0%	9.6%	27.3%	0.0%	5.6%	10.7%	15.3%	13.3%	11.1%	5.7%	
High school graduate or GED	1,576	83	79	74	40	42	0	22	22	39	83	0	0	5	2	0	2	1	1	40	4	3	25	31	27	30	37	11	
	35.4%	34.4%	32.2%	31.8%	37.7%	32.8%	0.0%	40.0%	32.8%	32.8%	71.6%	0.0%	0.0%	41.7%	33.3%	0.0%	25.0%	33.3%	50.0%	29.4%	36.4%	23.1%	35.2%	36.9%	31.8%	36.1%	31.6%	31.4%	
Some college or 2-year degree	1,577	82	91	91	35	43	4	21	19	42	0	82	0	3	0	0	5	2	1	49	4	6	20	31	30	29	38	14	
	35.4%	34.0%	37.1%	39.1%	33.0%	33.6%	66.7%	38.2%	28.4%	35.3%	0.0%	100.0%	0.0%	25.0%	0.0%	0.0%	62.5%	66.7%	50.0%	36.0%	36.4%	46.2%	28.2%	36.9%	35.3%	34.9%	32.5%	40.0%	
4-year college graduate	389	27	25	16	9	18	0	6	9	12	0	27	1	1	0	1	0	0	0	19	0	2	12	8	7	5	19	3	
	8.7%	11.2%	10.2%	6.9%	8.5%	14.1%	0.0%	10.9%	13.4%	10.1%	0.0%	62.8%	8.3%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	14.0%	0.0%	15.4%	16.9%	9.5%	8.2%	6.0%	16.2%	8.6%	
More than 4-year college degree	235	16	17	22	8	8	0	3	6	7	0	16	0	3	0	0	0	0	0	11	0	1	9	4	3	4	7	5	
	5.3%	6.6%	6.9%	9.4%	7.5%	6.3%	0.0%	5.5%	9.0%	5.9%	0.0%	37.2%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.1%	0.0%	7.7%	12.7%	4.8%	3.5%	4.8%	6.0%	14.3%	
4-year college graduate or more	624	43	42	38	17	26	0	9	15	19	0	43	1	3	1	0	0	0	0	30	0	3	21	12	10	9	26	8	
	14.0%	17.8%	17.1%	16.3%	16.0%	20.3%	0.0%	16.4%	22.4%	16.0%	0.0%	100.0%	8.3%	50.0%	100.0%	0.0%	0.0%	0.0%	0.0%	22.1%	0.0%	23.1%	29.6%	14.3%	11.8%	10.8%	22.2%	22.9%	
Significantly different from column:*											M	M	K,L									X,Y	W	W	AA	Z			

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 42**

How well do you speak English?

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,678	255	259	---	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	210	14	21	---	1	0	0	0	0	2	0	1	0	0	0	0	0	0	0	1	0	1	0	2	6	3	2		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,468	241	238	---	105	129	6	55	67	119	116	81	43	12	6	1	8	3	2	137	11	12	71	84	85	82	118	35	
	95.5%	94.5%	91.9%	---	99.1%	100.0%	100.0%	100.0%	100.0%	98.3%	100.0%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.3%	---	92.3%	100.0%	100.0%	97.7%	93.2%	97.5%	94.6%	
Very well	3,641	193	201	---	81	108	4	46	53	94	81	69	42	11	4	1	6	1	2	110	8	10	61	69	62	66	93	30	
	81.5%	80.1%	84.5%	---	77.1%	83.7%	66.7%	83.6%	79.1%	79.0%	69.8%	85.2%	97.7%	91.7%	66.7%	100.0%	75.0%	33.3%	100.0%	80.3%	72.7%	83.3%	85.9%	82.1%	72.9%	80.5%	78.8%	85.7%	
Well	601	39	32	---	21	15	2	8	13	18	29	9	1	1	2	0	1	1	0	24	3	0	8	13	18	12	21	4	
	13.5%	16.2%	13.4%	---	20.0%	11.6%	33.3%	14.5%	19.4%	15.1%	25.0%	11.1%	2.3%	8.3%	33.3%	0.0%	12.5%	33.3%	0.0%	17.5%	27.3%	0.0%	11.3%	15.5%	21.2%	14.6%	17.8%	11.4%	
Not well	148	7	4	---	2	5	0	1	1	5	4	3	0	0	0	0	0	1	0	3	0	1	1	2	4	2	4	1	
	3.3%	2.9%	1.7%	---	1.9%	3.9%	0.0%	1.8%	1.5%	4.2%	3.4%	3.7%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	2.2%	0.0%	8.3%	1.4%	2.4%	4.7%	2.4%	3.4%	2.9%	
Not at all	78	2	1	---	1	1	0	0	0	2	2	0	0	0	0	0	1	0	0	0	0	1	1	0	1	2	0	0	
	1.7%	0.8%	0.4%	---	1.0%	0.8%	0.0%	0.0%	0.0%	1.7%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	8.3%	1.4%	0.0%	1.2%	2.4%	0.0%	0.0%	
Very well or Well	4,242	232	233	---	102	123	6	54	66	112	110	78	43	12	6	1	7	2	2	134	11	10	69	82	80	78	114	34	
	94.9%	96.3%	97.9%	---	97.1%	95.3%	100.0%	98.2%	98.5%	94.1%	94.8%	96.3%	100.0%	100.0%	100.0%	100.0%	87.5%	66.7%	100.0%	97.8%	100.0%	83.3%	97.2%	97.6%	94.1%	95.1%	96.6%	97.1%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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**Question 43**

What language do you mainly speak at home?

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northwestern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,678	255	259	---	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	298	15	24	---	0	2	0	1	0	2	1	1	0	0	0	0	1	1	0	1	0	0	2	1	6	4	2		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,380	240	235	---	106	127	6	54	67	119	115	81	43	12	6	1	7	2	2	137	11	13	71	82	86	82	117	35	
	93.6%	94.1%	90.7%	---	100.0%	98.4%	100.0%	98.2%	100.0%	98.3%	99.1%	98.8%	100.0%	100.0%	100.0%	100.0%	87.5%	66.7%	100.0%	99.3%	---	100.0%	100.0%	97.6%	98.9%	93.2%	96.7%	94.6%	
English	4,080	234	226	---	101	126	6	52	66	116	110	81	42	12	4	1	5	2	2	137	11	12	68	80	85	79	115	34	
	93.2%	97.5%	96.2%	---	95.3%	99.2%	100.0%	96.3%	98.5%	97.5%	95.7%	100.0%	97.7%	100.0%	66.7%	100.0%	71.4%	100.0%	100.0%	100.0%	100.0%	92.3%	95.8%	97.6%	98.8%	96.3%	98.3%	97.1%	
Spanish	183	3	4	---	2	1	0	0	1	2	3	0	0	0	0	0	2	0	0	0	0	1	2	0	1	2	1	0	
	4.2%	1.3%	1.7%	---	1.9%	0.8%	0.0%	0.0%	1.5%	1.7%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	28.6%	0.0%	0.0%	0.0%	0.0%	7.7%	2.8%	0.0%	1.2%	2.4%	0.9%	0.0%	
Other	117	3	5	---	3	0	0	2	0	1	2	0	1	0	2	0	0	0	0	0	0	0	1	2	0	1	1	1	
	2.7%	1.3%	2.1%	---	2.8%	0.0%	0.0%	3.7%	0.0%	0.8%	1.7%	0.0%	2.3%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%	2.4%	0.0%	1.2%	0.9%	2.9%	

NA - There is no "no experience" category for this question.

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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**Question 44**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	4,678	<b>255</b>	259	---	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	262	<b>18</b>	21	---	2	3	0	0	3	4	5	0	1	0	0	0	0	0	4	1	0	2	1	4	8	5	3		
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,416	<b>237</b>	238	---	104	126	6	55	64	117	111	82	42	12	6	1	8	3	2	134	10	13	69	83	83	80	116	34	
	94.4%	<b>92.9%</b>	91.9%	---	98.1%	97.7%	100.0%	100.0%	95.5%	96.7%	95.7%	100.0%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%	---	100.0%	97.2%	98.8%	95.4%	90.9%	95.9%	91.9%		
Yes	229	<b>6</b>	3	---	3	3	0	0	2	4	6	0	0	1	0	0	2	1	0	2	0	0	3	2	1	3	3	0	
	5.2%	<b>2.5%</b>	1.3%	---	2.9%	2.4%	0.0%	0.0%	3.1%	3.4%	5.4%	0.0%	0.0%	8.3%	0.0%	0.0%	25.0%	33.3%	0.0%	1.5%	0.0%	4.3%	2.4%	1.2%	3.8%	2.6%	0.0%		
No	4,187	<b>231</b>	235	---	101	123	6	55	62	113	105	82	42	11	6	1	6	2	2	132	10	13	66	81	82	77	113	34	
	94.8%	<b>97.5%</b>	98.7%	---	97.1%	97.6%	100.0%	100.0%	96.9%	96.6%	94.6%	100.0%	100.0%	91.7%	100.0%	100.0%	75.0%	66.7%	100.0%	98.5%	100.0%	95.7%	97.6%	98.8%	96.3%	97.4%	100.0%		
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 45**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	4,678	255	259	---	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	262	19	21	---	2	5	0	0	2	6	5	1	1	0	0	0	0	0	0	4	1	0	2	2	4	7	6	3	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,416	236	238	---	104	124	6	55	65	111	81	42	12	6	1	8	3	2	134	10	13	69	82	83	81	115	34		
	94.4%	92.5%	91.9%	---	98.1%	96.1%	100.0%	100.0%	97.0%	95.0%	95.7%	98.8%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%	97.1%	100.0%	97.2%	97.6%	95.4%	92.0%	95.0%	91.9%		
Yes	25	0	0	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.6%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
No	4,391	236	238	---	104	124	6	55	65	111	81	42	12	6	1	8	3	2	134	10	13	69	82	83	81	115	34		
	99.4%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 46**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northem African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,678	255	259	---	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	349	25	24	---	2	10	0	1	2	11	10	2	1	0	0	0	1	0	0	7	1	0	4	6	4	9	7	6	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,329	230	235	---	104	119	6	54	65	110	106	80	42	12	6	1	7	3	2	131	10	13	67	78	83	79	114	31	
	92.5%	90.2%	90.7%	---	98.1%	92.2%	100.0%	98.2%	97.0%	90.9%	91.4%	97.6%	97.7%	100.0%	100.0%	100.0%	87.5%	100.0%	100.0%	94.9%	---	100.0%	94.4%	92.9%	95.4%	89.8%	94.2%	83.8%	
Yes	175	13	8	---	3	10	0	0	3	10	7	5	1	2	0	0	0	0	0	6	1	1	3	3	7	5	6	2	
	4.0%	5.7%	3.4%	---	2.9%	8.4%	0.0%	0.0%	4.6%	9.1%	6.6%	6.3%	2.4%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	4.6%	10.0%	7.7%	4.5%	3.8%	8.4%	6.3%	5.3%	6.5%	
No	4,154	217	227	---	101	109	6	54	62	100	99	75	41	10	6	1	7	3	2	125	9	12	64	75	76	74	108	29	
	96.0%	94.3%	96.6%	---	97.1%	91.6%	100.0%	100.0%	95.4%	90.9%	93.4%	93.8%	97.6%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	95.4%	90.0%	92.3%	95.5%	96.2%	91.6%	93.7%	94.7%	93.5%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 47**

Are you **deaf** or do you have **serious difficulty hearing**?

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,678	<b>255</b>	259	---	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	259	<b>17</b>	20	---	1	4	0	1	2	3	3	0	2	0	0	0	0	0	0	3	1	0	2	1	3	7	5	3	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,419	<b>238</b>	239	---	105	125	6	54	65	118	113	82	41	12	6	1	8	3	2	135	10	13	69	83	84	81	116	34	
	94.5%	<b>93.3%</b>	92.3%	---	99.1%	96.9%	100.0%	98.2%	97.0%	97.5%	97.4%	100.0%	95.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	---	100.0%	97.2%	98.8%	96.6%	92.0%	95.9%	91.9%	
Yes	321	<b>16</b>	14	---	8	7	1	2	3	11	10	6	0	2	0	0	0	1	0	5	2	1	2	5	9	8	6	2	
	7.3%	<b>6.7%</b>	5.9%	---	7.6%	5.6%	16.7%	3.7%	4.6%	9.3%	8.8%	7.3%	0.0%	16.7%	0.0%	0.0%	0.0%	33.3%	0.0%	3.7%	20.0%	7.7%	2.9%	6.0%	10.7%	9.9%	5.2%	5.9%	
No	4,098	<b>222</b>	225	---	97	118	5	52	62	107	103	76	41	10	6	1	8	2	2	130	8	12	67	78	75	73	110	32	
	92.7%	<b>93.3%</b>	94.1%	---	92.4%	94.4%	83.3%	96.3%	95.4%	90.7%	91.2%	92.7%	100.0%	83.3%	100.0%	100.0%	100.0%	66.7%	100.0%	96.3%	80.0%	92.3%	97.1%	94.0%	89.3%	90.1%	94.8%	94.1%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 48**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/North African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	4,678	255	259	---	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	273	18	20	---	2	4	0	0	3	4	4	1	1	0	0	0	0	0	0	3	1	1	2	0	5	7	6	3	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,405	237	239	---	104	125	6	55	64	117	112	81	42	12	6	1	8	3	2	135	10	12	69	84	82	81	115	34	
	94.2%	92.9%	92.3%	---	98.1%	96.9%	100.0%	100.0%	95.5%	96.7%	96.6%	98.8%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	---	92.3%	97.2%	100.0%	94.3%	92.0%	95.0%	91.9%	
Yes	350	26	12	---	8	18	0	2	8	16	18	5	2	3	0	0	1	0	0	12	1	3	7	8	11	7	13	6	
	7.9%	11.0%	5.0%	---	7.7%	14.4%	0.0%	3.6%	12.5%	13.7%	16.1%	6.2%	4.8%	25.0%	0.0%	0.0%	12.5%	0.0%	0.0%	8.9%	10.0%	25.0%	10.1%	9.5%	13.4%	8.6%	11.3%	17.6%	
No	4,055	211	227	---	96	107	6	53	56	101	94	76	40	9	6	1	7	3	2	123	9	9	62	76	71	74	102	28	
	92.1%	89.0%	95.0%	---	92.3%	85.6%	100.0%	96.4%	87.5%	86.3%	83.9%	93.8%	95.2%	75.0%	100.0%	100.0%	87.5%	100.0%	100.0%	91.1%	90.0%	75.0%	89.9%	90.5%	86.6%	91.4%	88.7%	82.4%	
Significantly different from column:*		C						J	H	L	K																		

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 49**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northwestern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	4,678	<b>255</b>	259	---	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	292	<b>17</b>	21	---	2	3	0	0	3	3	4	0	1	0	0	0	0	0	3	1	0	2	0	4	7	5	3		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,386	<b>238</b>	238	---	104	126	6	55	64	118	112	82	42	12	6	1	8	3	2	135	10	13	69	84	83	81	116	34	
	93.8%	<b>93.3%</b>	91.9%	---	98.1%	97.7%	100.0%	100.0%	95.5%	97.5%	96.6%	100.0%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	---	100.0%	97.2%	100.0%	95.4%	92.0%	95.9%	91.9%		
Yes	1,886	<b>119</b>	115	---	48	65	6	23	30	66	56	45	17	5	0	0	3	0	75	3	9	18	43	58	31	62	23		
	43.0%	<b>50.0%</b>	48.3%	---	46.2%	51.6%	100.0%	41.8%	46.9%	55.9%	50.0%	54.9%	40.5%	41.7%	0.0%	0.0%	37.5%	0.0%	55.6%	30.0%	69.2%	26.1%	51.2%	69.9%	38.3%	53.4%	67.6%		
No	2,500	<b>119</b>	123	---	56	61	0	32	34	52	56	37	25	7	6	1	5	3	2	60	7	4	51	41	25	50	54	11	
	57.0%	<b>50.0%</b>	51.7%	---	53.8%	48.4%	0.0%	58.2%	53.1%	44.1%	50.0%	45.1%	59.5%	58.3%	100.0%	100.0%	62.5%	100.0%	44.4%	70.0%	30.8%	73.9%	48.8%	30.1%	61.7%	46.6%	32.4%		
Significantly different from column:*		<b>A</b>																				X,Y	W,Y	W,X	AA,AB	Z	Z		

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 50**

Do you have serious difficulty walking or climbing stairs?

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/North African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	4,678	<b>255</b>	259	---	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	297	<b>20</b>	22	---	3	5	0	0	2	7	5	2	1	0	0	0	0	0	0	2	2	0	4	2	3	9	5	4	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,381	<b>235</b>	237	---	103	124	6	55	65	114	111	80	42	12	6	1	8	3	2	136	9	13	67	82	84	79	116	33	
	93.7%	<b>92.2%</b>	91.5%	---	97.2%	96.1%	100.0%	100.0%	97.0%	94.2%	95.7%	97.6%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.6%	---	100.0%	94.4%	97.6%	96.6%	89.8%	95.9%	89.2%	
Yes	1,232	<b>71</b>	69	---	26	44	1	7	11	53	36	30	4	3	0	0	0	0	0	47	1	5	6	21	44	18	37	12	
	28.1%	<b>30.2%</b>	29.1%	---	25.2%	35.5%	16.7%	12.7%	16.9%	46.5%	32.4%	37.5%	9.5%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	34.6%	11.1%	38.5%	9.0%	25.6%	52.4%	22.8%	31.9%	36.4%	
No	3,149	<b>164</b>	168	---	77	80	5	48	54	61	75	50	38	9	6	1	8	3	2	89	8	8	61	61	40	61	79	21	
	71.9%	<b>69.8%</b>	70.9%	---	74.8%	64.5%	83.3%	87.3%	83.1%	53.5%	67.6%	62.5%	90.5%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%	65.4%	88.9%	61.5%	91.0%	74.4%	47.6%	77.2%	68.1%	63.6%	
Significantly different from column:*								J	J	H,I	M	M	K,L									X,Y	W,Y	W,X					

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

31730

**Question 51**

Do you have difficulty dressing or bathing?

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northwestern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	4,678	<b>255</b>	259	---	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	279	<b>18</b>	23	---	2	4	0	0	2	5	3	2	1	0	0	0	0	0	0	2	2	0	3	1	3	8	5	3	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,399	<b>237</b>	236	---	104	125	6	55	65	116	113	80	42	12	6	1	8	3	2	136	9	13	68	83	84	80	116	34	
	94.0%	<b>92.9%</b>	91.1%	---	98.1%	96.9%	100.0%	100.0%	97.0%	95.9%	97.4%	97.6%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.6%	---	100.0%	95.8%	98.8%	96.6%	90.9%	95.9%	91.9%	
Yes	613	<b>27</b>	32	---	11	15	1	6	4	17	11	12	4	1	0	0	0	0	0	20	1	2	2	8	17	5	15	6	
	13.9%	<b>11.4%</b>	13.6%	---	10.6%	12.0%	16.7%	10.9%	6.2%	14.7%	9.7%	15.0%	9.5%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	14.7%	11.1%	15.4%	2.9%	9.6%	20.2%	6.3%	12.9%	17.6%	
No	3,786	<b>210</b>	204	---	93	110	5	49	61	99	102	68	38	11	6	1	8	3	2	116	8	11	66	75	67	75	101	28	
	86.1%	<b>88.6%</b>	86.4%	---	89.4%	88.0%	83.3%	89.1%	93.8%	85.3%	90.3%	85.0%	90.5%	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%	85.3%	88.9%	84.6%	97.1%	90.4%	79.8%	93.8%	87.1%	82.4%	
Significantly different from column:*																						Y	W						

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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**Question 52**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northwestern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	4,678	<b>255</b>	259	---	106	129	6	55	67	121	116	82	43	12	6	6	1	8	3	2	138	11	13	71	84	87	88	121	37
Number missing or multiple answer	326	<b>21</b>	20	---	3	6	0	2	4	4	6	1	2	0	0	0	0	0	1	2	2	0	3	3	4	10	6	3	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,352	<b>234</b>	239	---	103	123	6	53	63	117	110	81	41	12	6	1	8	3	1	136	9	13	68	81	83	78	115	34	
	93.0%	<b>91.8%</b>	92.3%	---	97.2%	95.3%	100.0%	96.4%	94.0%	96.7%	94.8%	98.8%	95.3%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	98.6%	---	100.0%	95.8%	96.4%	95.4%	88.6%	95.0%	91.9%	
Yes	1,260	<b>80</b>	71	---	37	37	6	21	21	38	43	33	4	2	0	0	4	0	0	48	4	6	11	30	39	21	44	10	
	29.0%	<b>34.2%</b>	29.7%	---	35.9%	30.1%	100.0%	39.6%	33.3%	32.5%	39.1%	40.7%	9.8%	16.7%	0.0%	0.0%	50.0%	0.0%	0.0%	35.3%	44.4%	46.2%	16.2%	37.0%	47.0%	26.9%	38.3%	29.4%	
No	3,092	<b>154</b>	168	---	66	86	0	32	42	79	67	48	37	10	6	1	4	3	1	88	5	7	57	51	44	57	71	24	
	71.0%	<b>65.8%</b>	70.3%	---	64.1%	69.9%	0.0%	60.4%	66.7%	67.5%	60.9%	59.3%	90.2%	83.3%	100.0%	100.0%	50.0%	100.0%	100.0%	64.7%	55.6%	53.8%	83.8%	63.0%	53.0%	73.1%	61.7%	70.6%	
Significantly different from column:*											M	M	K,L										X,Y	W	W				

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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**Question 53**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/North African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,678	<b>255</b>	259	---	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	305	<b>19</b>	22	---	4	3	0	1	2	5	6	0	1	0	0	0	0	0	0	4	1	0	2	1	5	7	6	3	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,373	<b>236</b>	237	---	102	126	6	54	65	116	82	42	12	6	1	8	3	2	134	10	13	69	83	82	81	115	34		
	93.5%	<b>92.5%</b>	91.5%	---	96.2%	97.7%	100.0%	98.2%	97.0%	95.9%	94.8%	100.0%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%	---	100.0%	97.2%	98.8%	94.3%	92.0%	95.0%	91.9%		
Yes	1,069	<b>62</b>	60	---	23	35	4	12	19	31	32	25	4	3	0	2	0	0	37	2	5	7	19	36	18	33	10		
	24.4%	<b>26.3%</b>	25.3%	---	22.5%	27.8%	66.7%	22.2%	29.2%	26.7%	29.1%	30.5%	9.5%	25.0%	0.0%	0.0%	25.0%	0.0%	0.0%	27.6%	20.0%	38.5%	10.1%	22.9%	43.9%	22.2%	28.7%	29.4%	
No	3,304	<b>174</b>	177	---	79	91	2	42	46	85	78	57	38	9	6	1	6	3	2	97	8	8	62	64	46	63	82	24	
	75.6%	<b>73.7%</b>	74.7%	---	77.5%	72.2%	33.3%	77.8%	70.8%	73.3%	70.9%	69.5%	90.5%	75.0%	100.0%	100.0%	75.0%	100.0%	100.0%	72.4%	80.0%	61.5%	89.9%	77.1%	56.1%	77.8%	71.3%	70.6%	
Significantly different from column:*											M	M	K,L									X,Y	W,Y	W,X					

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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**Question 55**

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,678	255	---	---	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	931	61	---	---	16	33	0	14	13	23	32	12	5	0	0	0	0	0	0	0	0	0	15	20	15	21	25	10	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,747	194	---	---	90	96	6	41	54	98	84	70	38	12	6	1	8	3	2	138	11	13	56	64	72	67	96	27	
	80.1%	76.1%	---	---	84.9%	74.4%	100.0%	74.5%	80.6%	81.0%	72.4%	85.4%	88.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	78.9%	76.2%	82.8%	76.1%	79.3%	73.0%	
American Indian or Alaska Native	517	24	---	---	8	15	1	7	6	11	11	9	4	12	0	0	0	1	0	5	0	6	6	7	10	7	13	4	
	13.8%	12.4%	---	---	8.9%	15.6%	16.7%	17.1%	11.1%	11.2%	13.1%	12.9%	10.5%	100.0%	0.0%	0.0%	0.0%	33.3%	0.0%	3.6%	0.0%	46.2%	10.7%	10.9%	13.9%	10.4%	13.5%	14.8%	
Asian	246	8	---	---	6	2	0	4	2	2	5	0	3	0	6	0	0	1	0	0	0	1	2	5	1	5	2	1	
	6.6%	4.1%	---	---	6.7%	2.1%	0.0%	9.8%	3.7%	2.0%	6.0%	0.0%	7.9%	0.0%	100.0%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	7.7%	3.6%	7.8%	1.4%	7.5%	2.1%	3.7%	
Black or African American	166	3	---	---	2	1	0	1	1	1	0	1	2	0	0	1	0	0	0	0	0	2	1	0	2	0	3	0	
	4.4%	1.5%	---	---	2.2%	1.0%	0.0%	2.4%	1.9%	1.0%	0.0%	1.4%	5.3%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	15.4%	1.8%	0.0%	2.8%	0.0%	3.1%	0.0%	
Hispanic or Latino/a	453	13	---	---	5	6	2	6	5	2	6	6	1	0	0	0	8	0	0	0	0	5	4	6	3	4	8	1	
	12.1%	6.7%	---	---	5.6%	6.3%	33.3%	14.6%	9.3%	2.0%	7.1%	8.6%	2.6%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	38.5%	7.1%	9.4%	4.2%	6.0%	8.3%	3.7%	
Middle Eastern/Northern African	41	4	---	---	1	3	0	2	1	1	1	2	1	0	0	0	0	3	0	0	0	1	2	2	0	1	2	1	
	1.1%	2.1%	---	---	1.1%	3.1%	0.0%	4.9%	1.9%	1.0%	1.2%	2.9%	2.6%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	7.7%	3.6%	3.1%	0.0%	1.5%	2.1%	3.7%	
Native Hawaiian or Pacific Islander	46	2	---	---	1	1	0	2	0	0	1	1	0	0	0	0	0	0	2	0	0	0	1	1	0	1	1	0	
	1.2%	1.0%	---	---	1.1%	1.0%	0.0%	4.9%	0.0%	0.0%	1.2%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	1.8%	1.6%	0.0%	1.5%	1.0%	0.0%		
White	2,865	162	---	---	74	83	3	29	44	88	67	61	32	4	0	0	5	1	2	138	2	10	45	52	63	51	84	23	
	76.5%	83.5%	---	---	82.2%	86.5%	50.0%	70.7%	81.5%	89.8%	79.8%	87.1%	84.2%	33.3%	0.0%	0.0%	62.5%	33.3%	100.0%	100.0%	18.2%	76.9%	80.4%	81.3%	87.5%	76.1%	87.5%	85.2%	
Other	282	33	---	---	18	13	2	9	9	15	18	14	1	2	0	0	2	0	0	11	11	7	8	12	13	13	13	5	
	7.5%	17.0%	---	---	20.0%	13.5%	33.3%	22.0%	16.7%	15.3%	21.4%	20.0%	2.6%	16.7%	0.0%	0.0%	25.0%	0.0%	0.0%	8.0%	100.0%	53.8%	14.3%	18.8%	18.1%	19.4%	13.5%	18.5%	

NA - There is no "no experience" category for this question.

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

**Trillium Community Health Plan**

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021)

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**Question 56**

If you selected more than one racial or ethnic identity above, please **CIRCLE** the **ONE** that best represents your racial or ethnic identity. If you have more than one primary racial or ethnic identity, please check here.

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)										Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,678	255	---	---	106	129	6	55	67	121	116	82	43	12	6	1	8	3	2	138	11	13	71	84	87	88	121	37	
Number missing or multiple answer	0	0	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Number no experience	931	61	---	---	16	33	0	14	13	23	32	12	5	0	0	0	0	0	0	0	0	15	20	15	21	25	10		
Usable responses	3,747	194	---	---	90	96	6	41	54	98	84	70	38	12	6	1	8	3	2	138	11	13	56	64	72	67	96	27	
	80.1%	76.1%	---	---	84.9%	74.4%	100.0%	74.5%	80.6%	81.0%	72.4%	85.4%	88.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	78.9%	76.2%	82.8%	76.1%	79.3%	73.0%	
American Indian or Alaska Native	241	12	---	---	3	9	0	3	3	6	8	3	1	12	0	0	0	0	0	0	0	0	3	4	4	5	5	2	
	6.4%	6.2%	---	---	3.3%	9.4%	0.0%	7.3%	5.6%	6.1%	9.5%	4.3%	2.6%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.4%	6.3%	5.6%	7.5%	5.2%	7.4%	
Asian	183	6	---	---	5	1	0	3	2	1	3	0	3	0	6	0	0	0	0	0	0	0	2	3	1	5	0	1	
	4.9%	3.1%	---	---	5.6%	1.0%	0.0%	7.3%	3.7%	1.0%	3.6%	0.0%	7.9%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%	4.7%	1.4%	7.5%	0.0%	3.7%	
Black or African American	112	1	---	---	1	0	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	1	0	
	3.0%	0.5%	---	---	1.1%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%	2.6%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%	0.0%	1.0%	0.0%	
Hispanic or Latino/a	300	8	---	---	3	4	1	4	3	1	3	5	0	0	0	0	8	0	0	0	0	0	3	5	0	2	5	1	
	8.0%	4.1%	---	---	3.3%	4.2%	16.7%	9.8%	5.6%	1.0%	3.6%	7.1%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.4%	7.8%	0.0%	3.0%	5.2%	3.7%	
Middle Eastern/Northern African	14	3	---	---	1	2	0	2	0	1	1	2	0	0	0	0	0	3	0	0	0	0	1	2	0	0	2	1	
	0.4%	1.5%	---	---	1.1%	2.1%	0.0%	4.9%	0.0%	1.0%	1.2%	2.9%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	1.8%	3.1%	0.0%	0.0%	2.1%	3.7%		
Native Hawaiian or Pacific Islander	23	2	---	---	1	1	0	2	0	0	1	1	0	0	0	0	0	0	2	0	0	1	1	0	1	1	0		
	0.6%	1.0%	---	---	1.1%	1.0%	0.0%	4.9%	0.0%	0.0%	1.2%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	1.8%	1.6%	0.0%	1.5%	1.0%	0.0%		
White	2,482	138	---	---	64	69	3	19	37	81	57	49	30	0	0	0	0	0	0	138	0	0	39	42	56	44	72	19	
	66.2%	71.1%	---	---	71.1%	71.9%	50.0%	46.3%	68.5%	82.7%	67.9%	70.0%	78.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	69.6%	65.6%	77.8%	65.7%	75.0%	70.4%	
Other	130	11	---	---	6	4	1	3	5	3	7	4	0	0	0	0	0	0	0	0	11	0	3	5	3	4	5	1	
	3.5%	5.7%	---	---	6.7%	4.2%	16.7%	7.3%	9.3%	3.1%	8.3%	5.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	5.4%	7.8%	4.2%	6.0%	5.2%	3.7%	
Multiracial	262	13	---	---	6	6	1	5	4	4	4	6	3	0	0	0	0	0	0	0	0	13	4	2	7	6	5	2	
	7.0%	6.7%	---	---	6.7%	6.3%	16.7%	12.2%	7.4%	4.1%	4.8%	8.6%	7.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	7.1%	3.1%	9.7%	9.0%	5.2%	7.4%	
Significantly different from column:*														v						v	N,U								

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