Oregon Health Plan Report of Results for

Jackson Care Connect (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 Jackson Care Connect between January 7 and April 7, 2021.

The final survey sample for Jackson Care Connect included 1,150 members. During the survey fielding period, 267 sample members completed the survey. After final survey eligibility criteria were applied, the resulting NCQA response rate was 23.65 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[1]. **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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[1] For more information, see 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	
Rating of Health Plan (by 8.8 points)	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 Jackson Care Connect 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 specialists)
2. 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 JACKSON CARE CONNECT 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	70.29%	74.07%	**78.16%**	175	189	**174**	72.57%
	Q18. Rating of Personal Doctor	78.92%	81.37%	**83.48%**	185	204	**224**	79.98%
	Q22. Rating of Specialist Seen Most Often	70.75%	82.35%	**81.98%**	106	119	**111**	80.81%
	Q28. Rating of Health Plan	69.38% ▲	80.95%	**80.69%**	209	231	**233**	71.88% ▲
Getting Needed Care (% Always or Usually)	*Getting Needed Care Composite*	79.06%	83.93%	**84.29%**	142	157	**144**	81.46%
	Q9. Easy to get needed care	84.48%	89.01%	**90.91%**	174	191	**176**	84.03% ▲
	Q20. Easy to see specialists	73.64%	78.86%	**77.68%**	110	123	**112**	78.89%
Getting Care Quickly (% Always or Usually)	*Getting Care Quickly Composite*	83.49%	87.05%	**85.00%**	125	139	**120**	81.62%
	Q4. Got urgent care as soon as needed	86.46%	88.46%	**86.25%**	96	104	**80**	83.42%
	Q6. Got routine care as soon as needed	80.52%	85.63%	**83.75%**	154	174	**160**	79.82%
How Well Doctors Communicate* (% Always or Usually)	*How Well Doctors Communicate Composite*	94.11%	94.74%	**92.21%**	149	162	**161**	91.76%
	Q12. Doctor explained things	95.97%	94.44%	**93.79%**	149	162	**161**	92.85%
	Q13. Doctor listened carefully	95.95%	94.44%	**92.50%**	148	162	**160**	91.98%
	Q14. Doctor showed respect	94.00%	95.68%	**93.75%**	150	162	**160**	92.69%
	Q15. Doctor spent enough time	90.54%	94.41%	**88.82%**	148	161	**161**	89.54%
Customer Service (% Always or Usually)	*Customer Service Composite*	92.40%	88.86%	**91.67%**	60	95	**72**	88.12%
	Q24. Provided needed information/help	88.14%	82.98%	**88.89%**	59	94	**72**	81.95%
	Q25. Treated with courtesy/respect	96.67%	94.74%	**94.44%**	60	95	**72**	94.29%
	Q17. Coordination of Care (% Always or Usually)	81.63%	85.84%	**85.71%**	98	113	**105**	83.66%
Effectiveness of Care Measures	Advising Smokers and Tobacco Users to Quit	78.38% ▼	76.56% ▼	**57.75%**	74	64	**71**	65.86%
	Discussing Cessation Medications	59.46%	59.68%	**43.66%**	74	62	**71**	49.26%
	Discussing Cessation Strategies	60.81% ▼	53.23%	**42.03%**	74	62	**69**	43.27%
	Flu Vaccinations for Adults	36.27%	26.91%	**31.88%**	204	223	**229**	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 Jackson Care Connect, 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 Jackson Care Connect 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 Jackson Care Connect 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 Jackson Care Connect 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 Jackson Care Connect 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 Jackson Care Connect 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 Jackson Care Connect 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 Jackson Care Connect *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 Jackson Care Connect 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 Jackson Care Connect 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 Jackson Care Connect. 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 Jackson Care Connect 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, 267 sample members completed the survey. After final survey eligibility criteria were applied, the resulting NCQA response rate was 23.65 percent. Additional detail on sample member status at the end of data collection (dispositions) is provided in Exhibit 2.

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

Disposition	Total		2021 State OHP
	Number	% Initial Sample	
Initial Sample	1,150	100.00%	---
Disposition			
Complete and Eligible - Mail	182	15.83%	16.36%
Complete and Eligible - Phone	56	4.87%	6.19%
Complete and Eligible - Internet	29	2.52%	1.77%
Complete and Eligible - Total	267	23.22%	24.32%
Does not meet Eligible Population criteria	14	1.22%	1.37%
Incomplete (but Eligible)	23	2.00%	2.04%
Ineligible	7	0.61%	0.14%
- Language barrier	1	0.09%	0.05%
- Mentally or physically incapacitated	5	0.43%	0.74%
- Deceased	1	0.09%	0.18%
Refusal	55	4.78%	5.19%
Nonresponse after maximum attempts	780	67.83%	65.48%
Added to Do Not Call (DNC) list	4	0.35%	0.63%
Response Rate*		23.65%	24.91%

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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 Jackson Care Connect 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 Jackson Care Connect 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 JACKSON CARE CONNECT 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
Ratings				
Rating of Personal Doctor	83.48%	2.11%	4.56%	3.50%
Rating of Specialist Seen Most Often	81.98%	-0.37%	11.23%	1.17%
Rating of All Health Care	78.16%	4.09%	7.88%	5.59%
Rating of Health Plan	80.69%	-0.27%	11.31% ▲	8.80% ▲
Composite Measures				
Getting Needed Care	84.29%	0.36%	5.23%	2.83%
Getting Care Quickly	85.00%	-2.05%	1.51%	3.38%
How Well Doctors Communicate	92.21%	-2.53%	-1.90%	0.45%
Customer Service	91.67%	2.81%	-0.73%	3.55%
Additional Content Areas				
Coordination of Care	85.71%	-0.13%	4.08%	2.06%

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

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

DETAILED PERFORMANCE CHARTS

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
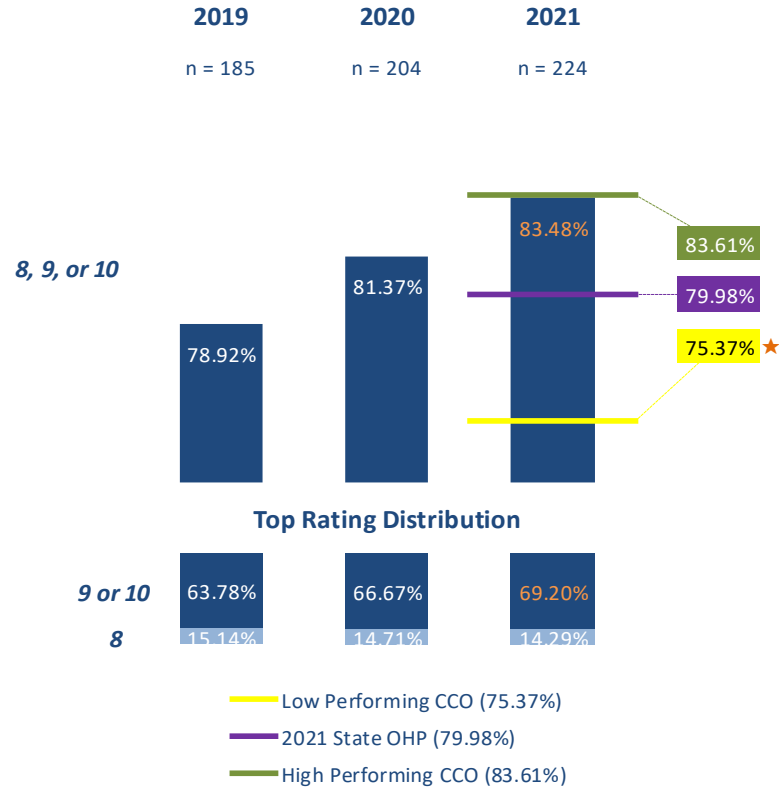
	2019	2020	2021
	n = 185	n = 204	n = 224

8, 9, or 10

2019: 78.92%
2020: 81.37%
2021: 83.48%

83.61%
79.98%
75.37% ★

Top Rating Distribution

| **9 or 10** | 63.78% | 66.67% | 69.20% |
| **8** | 15.14% | 14.71% | 14.29% |

— Low Performing CCO (75.37%)
— 2021 State OHP (79.98%)
— High Performing CCO (83.61%)

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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
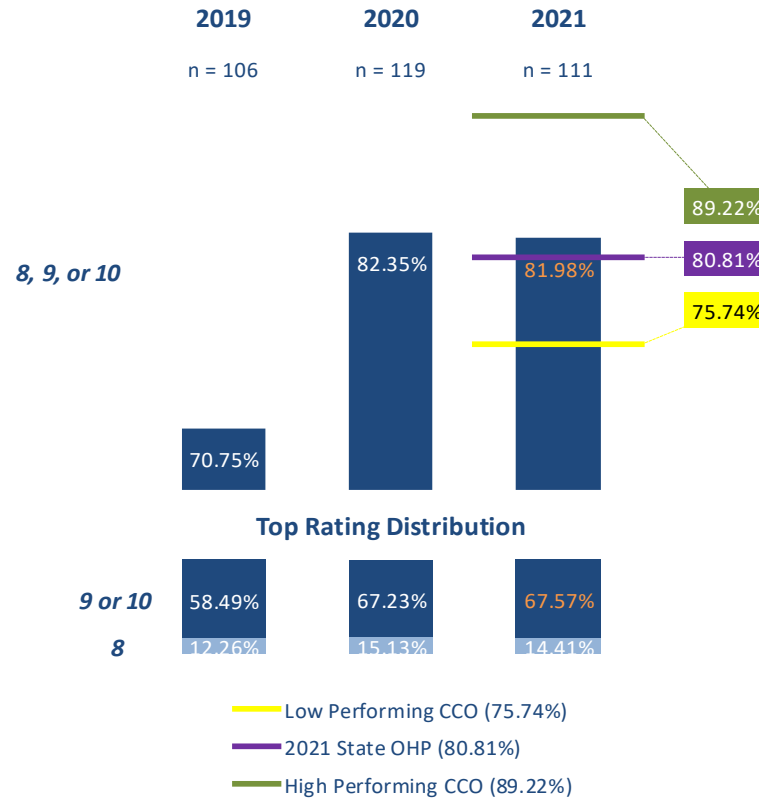
	2019	**2020**	**2021**
	n = 106	n = 119	n = 111

89.22%

80.81%

8, 9, or 10

81.98%

82.35%

75.74%

70.75%

Top Rating Distribution

9 or 10

58.49%	67.23%	67.57%

8

12.26%	15.13%	14.41%

— Low Performing CCO (75.74%)
— 2021 State OHP (80.81%)
— High Performing CCO (89.22%)

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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
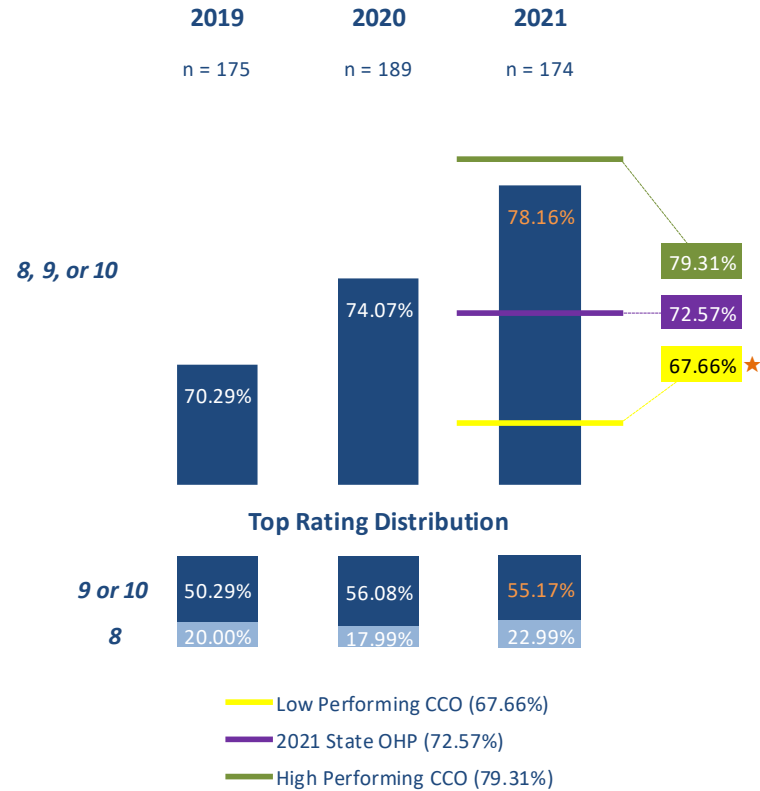
2019
n = 175

2020
n = 189

2021
n = 174

8, 9, or 10

78.16%

79.31%

72.57%

67.66% ★

74.07%

70.29%

Top Rating Distribution

9 or 10   50.29%   56.08%   55.17%

8   20.00%   17.99%   22.99%

— Low Performing CCO (67.66%)

— 2021 State OHP (72.57%)

— High Performing CCO (79.31%)

31330

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

	2019	**2020**	**2021**
	n = 209	n = 231	n = 233

8, 9, or 10

80.95%   80.69%

80.69%

71.88% ★

61.50% ★

69.38%

Top Rating Distribution

9 or 10	47.85% ★	61.90%	62.23%
8	21.53%	19.05%	18.45%

— Low Performing CCO (61.50%)
— 2021 State OHP (71.88%)
— High Performing CCO (80.69%)

31330

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

2019
n = 142

2020
n = 157

2021
n = 144

87.06%

84.29%

81.46%

Always or Usually

83.93%

79.06%

74.61% ⭐

Top Rating Distribution

⭐

Always   42.89%   48.36%   55.97%

Usually   36.17%   35.57%   28.33%

— Low Performing CCO (74.61%)
— 2021 State OHP (81.46%)
— High Performing CCO (87.06%)

31330

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?

2019	2020	2021
n = 174	n = 191	n = 176

Always or Usually

- 2019: 84.48%
- 2020: 89.01%
- 2021: 90.91%
- 90.91% (High Performing CCO)
- 84.03% ★ (2021 State OHP)
- 79.77% ★ (Low Performing CCO)

Top Rating Distribution

	2019	2020	2021
Always ★	49.43%	54.45%	61.93%
Usually	35.06%	34.55%	28.98%

— Low Performing CCO (79.77%)
— 2021 State OHP (84.03%)
— High Performing CCO (90.91%)

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

2019	2020	2021
n = 110	n = 123	n = 112

Always or Usually

- 2019: 73.64%
- 2020: 78.86%
- 2021: 77.68%
- 88.33% ★ (High Performing CCO)
- 78.89% (2021 State OHP)
- 69.44% (Low Performing CCO)

Top Rating Distribution

	2019	2020	2021
Always ★	36.36%	42.28%	50.00%
Usually	37.27%	36.59%	27.68%

— Low Performing CCO (69.44%)
— 2021 State OHP (78.89%)
— High Performing CCO (88.33%)

31330

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

	2019	2020	2021
	n = 125	n = 139	n = 120

Always or Usually

2019: 83.49%
2020: 87.05%
2021: 85.00%

High Performing CCO: 89.02%
2021 State OHP: 81.62%
Low Performing CCO: 72.89% ★

Top Rating Distribution

	2019	2020	2021
Always	57.55%	57.68%	59.06%
Usually	25.94%	29.37%	25.94%

—— Low Performing CCO (72.89%)
—— 2021 State OHP (81.62%)
—— High Performing CCO (89.02%)

31330

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?

2019	2020	2021
n = 96	n = 104	n = 80

Always or Usually

- 86.46% (2019)
- 88.46% (2020)
- 86.25% (2021)

- High Performing CCO: 92.05% ★
- 2021 State OHP: 83.42%
- Low Performing CCO: 72.94%

Top Rating Distribution

	2019	2020	2021
Always	62.50%	59.62%	63.75%
Usually	23.96%	28.85%	22.50%

— Low Performing CCO (72.94%)
— 2021 State OHP (83.42%)
— High Performing CCO (92.05%)

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?

2019	2020	2021
n = 154	n = 174	n = 160

Always or Usually

- 80.52% (2019)
- 85.63% (2020)
- 83.75% (2021)

- High Performing CCO: 86.79%
- 2021 State OHP: 79.82%
- Low Performing CCO: 71.84%

Top Rating Distribution

	2019	2020	2021
Always	52.60%	55.75%	54.38%
Usually	27.92%	29.89%	29.38%

— Low Performing CCO (71.84%)
— 2021 State OHP (79.82%)
— High Performing CCO (86.79%)

31330

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

2019
n = 149

2020
n = 162

2021
n = 161

Always or Usually

94.11%   94.74%   95.15%

91.76%

92.21%

88.90%

Top Rating Distribution

Always   73.43%   74.95%   78.83%

Usually   20.69%   19.79%   13.39%

— Low Performing CCO (88.90%)
— 2021 State OHP (91.76%)
— High Performing CCO (95.15%)

31330

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?

	2019	2020	2021
	n = 149	n = 162	n = 161

Always or Usually

95.97%
94.44%

95.98%
93.79% 92.85%
90.63% ★

Top Rating Distribution

	2019	2020	2021
Always	74.50%	77.78%	78.26%
Usually	21.48%	16.67%	15.53%

— Low Performing CCO (90.63%)
— 2021 State OHP (92.85%)
— High Performing CCO (95.98%)

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

	2019	2020	2021
	n = 148	n = 162	n = 160

Always or Usually

95.95%
94.44%

96.55% ★
92.50% 91.98%
88.06% ★

Top Rating Distribution

	2019	2020	2021
Always	75.00%	77.16%	79.38%
Usually	20.95%	17.28%	13.13%

— Low Performing CCO (88.06%)
— 2021 State OHP (91.98%)
— High Performing CCO (96.55%)

31330

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?

	2019	**2020**	**2021**
	n = 150	n = 162	n = 160

Always or Usually

94.00%
95.68%
95.51% ★
93.75% — 92.69%
90.05% ★

Top Rating Distribution

Always	78.67%	75.31%	86.25%
Usually	15.33%	20.37%	7.50%

Low Performing CCO (90.05%)
2021 State OHP (92.69%)
High Performing CCO (95.51%)

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

	2019	**2020**	**2021**
	n = 148	n = 161	n = 161

Always or Usually

90.54%
94.41%
94.44%
89.54%
88.82%
86.50%

Top Rating Distribution

Always	65.54%	69.57%	71.43%
Usually	25.00%	24.84%	17.39%

Low Performing CCO (86.50%)
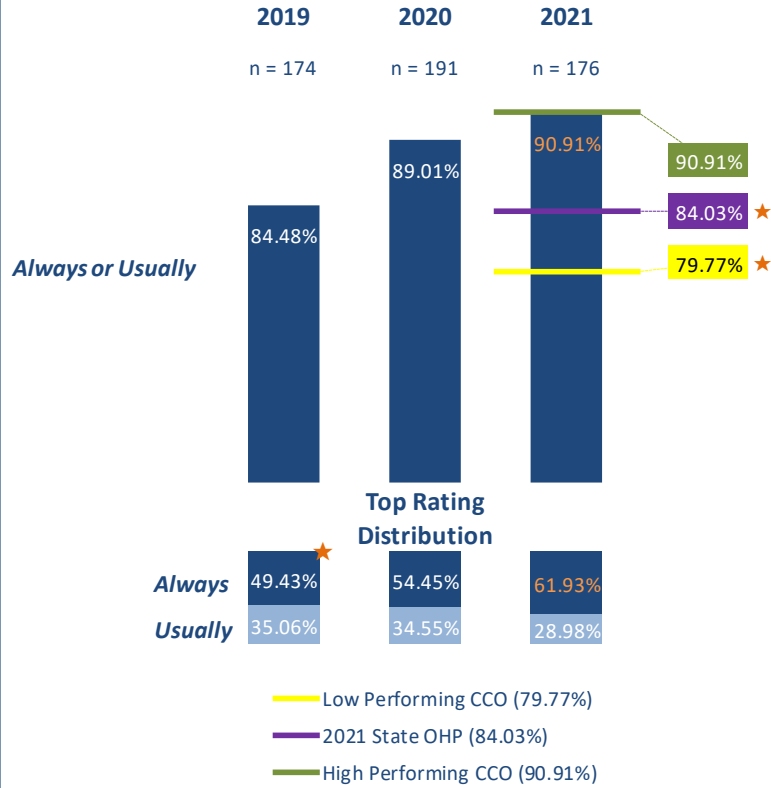2021 State OHP (89.54%)
High Performing CCO (94.44%)

31330

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.
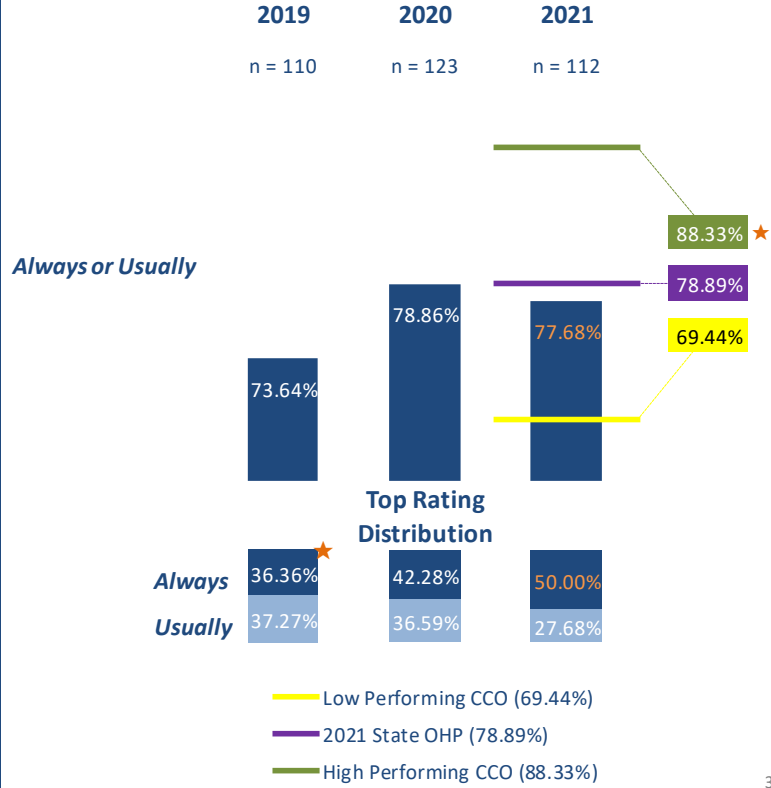
Customer Service (Composite)

Percent Responding Always or Usually

2019   **2020**   **2021**

n = 60   n = 95   n = 72

Always or Usually

92.40%   88.86%   91.67%

95.26%
88.12%
73.15% ★

Top Rating Distribution

Always   69.69%   71.37%   75.00%
Usually   22.71%   17.49%   16.67%

━━ Low Performing CCO (73.15%)
━━ 2021 State OHP (88.12%)
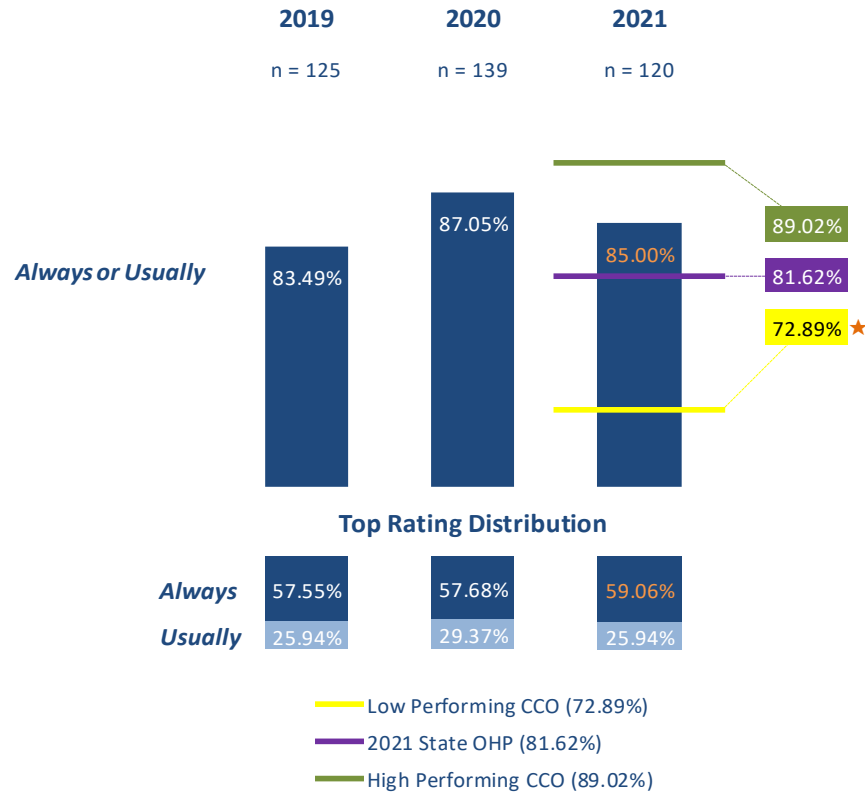━━ High Performing CCO (95.26%)

31330

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?

2019	**2020**	**2021**
n = 59	n = 94	n = 72

Always or Usually

- 88.14%
- 82.98%
- 88.89%
- 91.58% ★
- 81.95%
- 62.96%

Top Rating Distribution

	2019	2020	2021
Always	62.71%	60.64%	69.44%
Usually	25.42%	22.34%	19.44%

— Low Performing CCO (62.96%)
— 2021 State OHP (81.95%)
— High Performing CCO (91.58%)

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

2019	**2020**	**2021**
n = 60	n = 95	n = 72

Always or Usually

- 98.95%
- 96.67%
- 94.74%
- 94.44%
- 94.29%
- 83.33%

Top Rating Distribution

	2019	2020	2021
Always	76.67%	82.11%	80.56%
Usually	20.00%	12.63%	13.89%

— Low Performing CCO (83.33%)
— 2021 State OHP (94.29%)
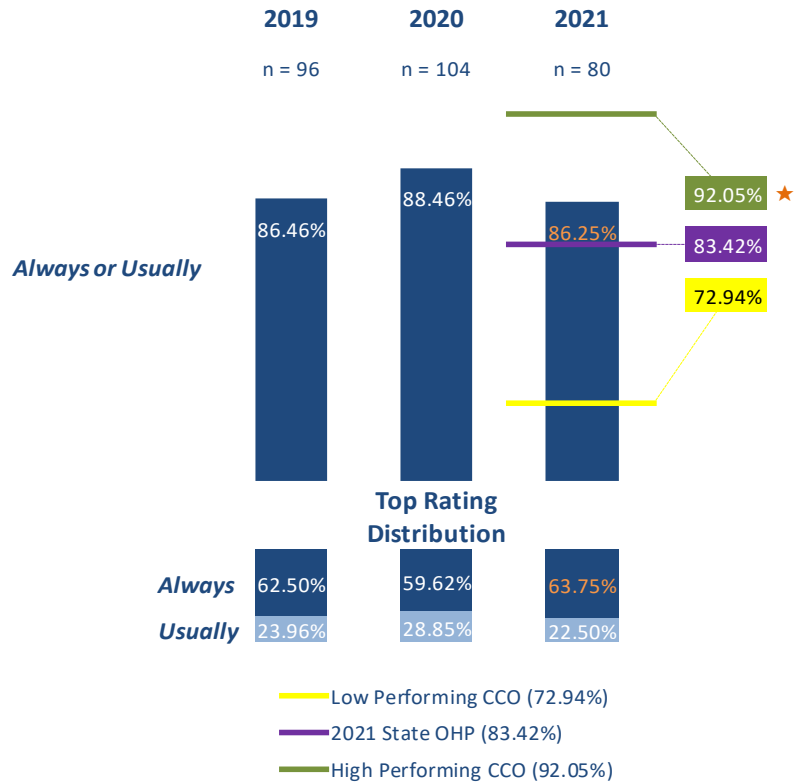— High Performing CCO (98.95%)

31330

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.
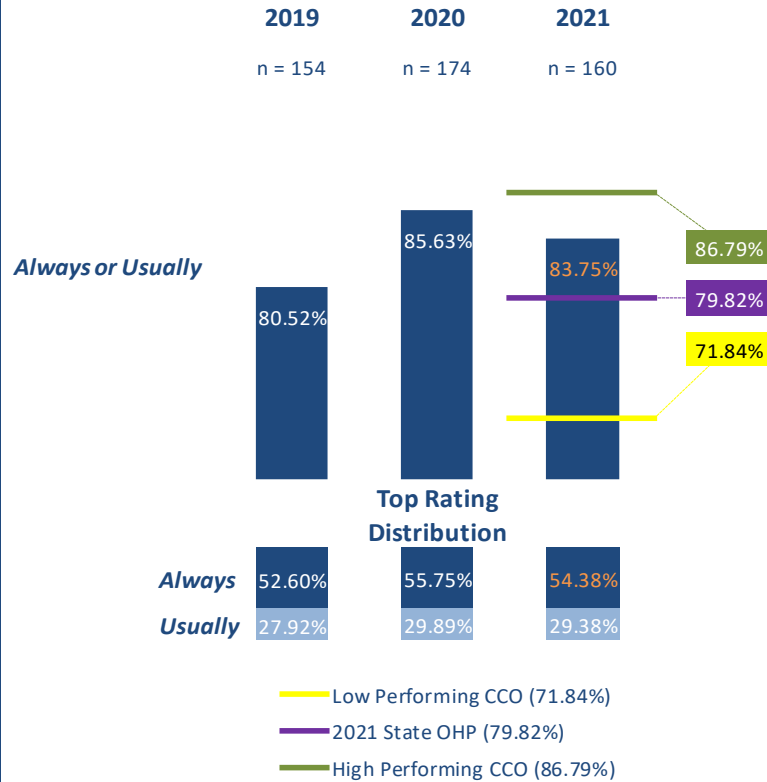
Coordination of Care (Single Item)

Percent Responding Always or Usually
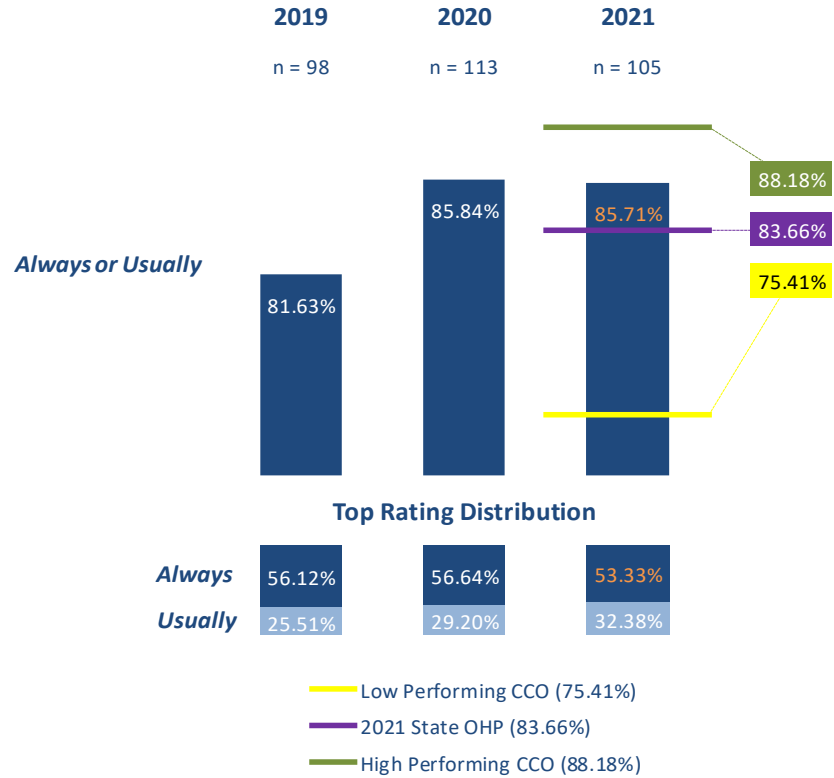
	2019	**2020**	**2021**
	n = 98	n = 113	n = 105

Always or Usually

- 88.18%
- 85.71%
- 85.84%
- 83.66%
- 81.63%
- 75.41%

Top Rating Distribution

	2019	2020	2021
Always	56.12%	56.64%	53.33%
Usually	25.51%	29.20%	32.38%

—— Low Performing CCO (75.41%)
—— 2021 State OHP (83.66%)
—— High Performing CCO (88.18%)

31330

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".)
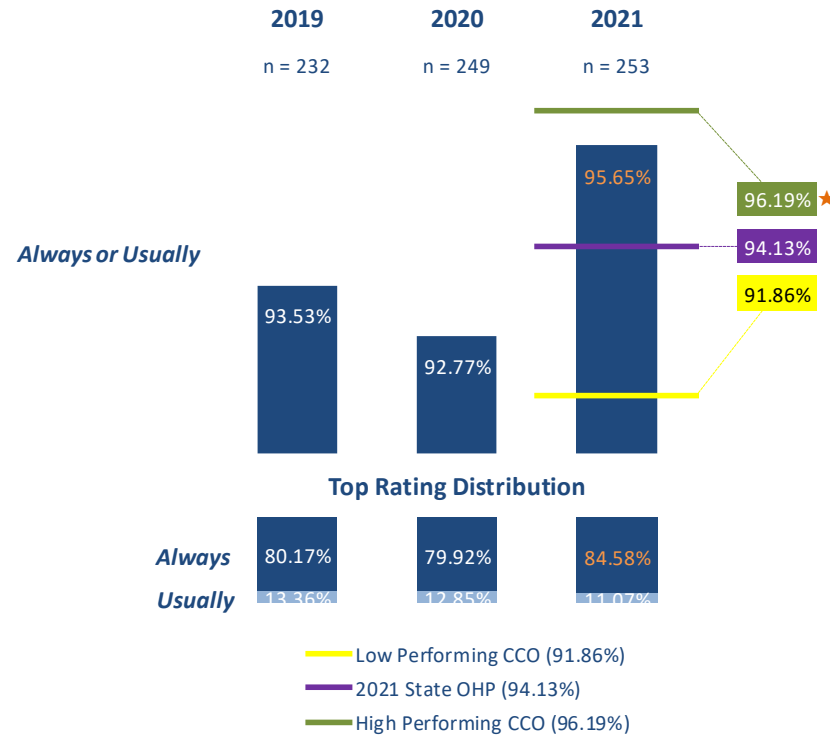
	2019	2020	2021
	n = 232	n = 249	n = 253

Always or Usually

2019: 93.53%
2020: 92.77%
2021: 95.65%

96.19% ★
94.13%
91.86%

Top Rating Distribution

	2019	2020	2021
Always	80.17%	79.92%	84.58%
Usually	13.36%	12.85%	11.07%

— Low Performing CCO (91.86%)
— 2021 State OHP (94.13%)
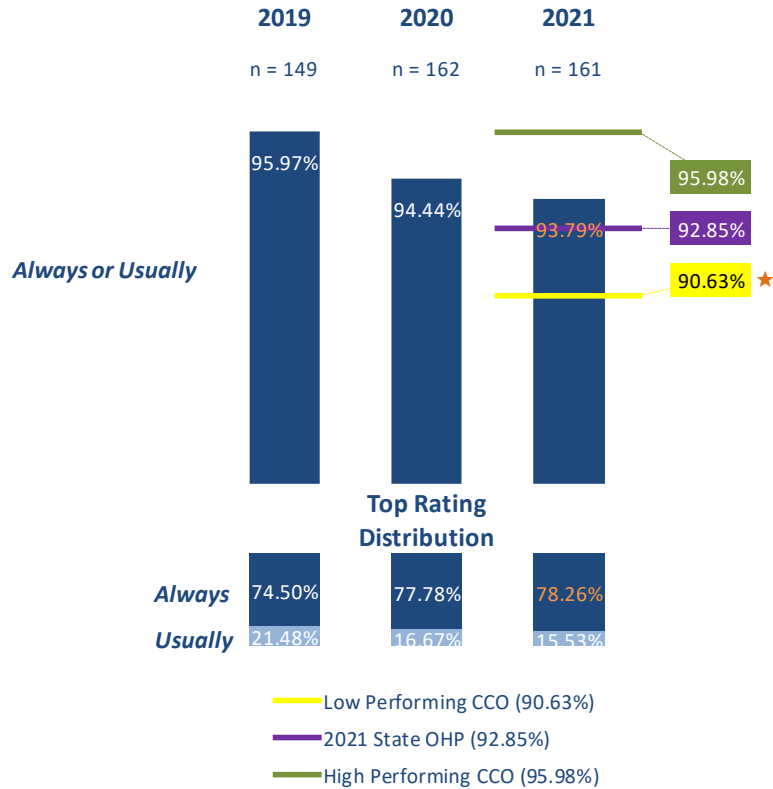— High Performing CCO (96.19%)

31330

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 Vaccination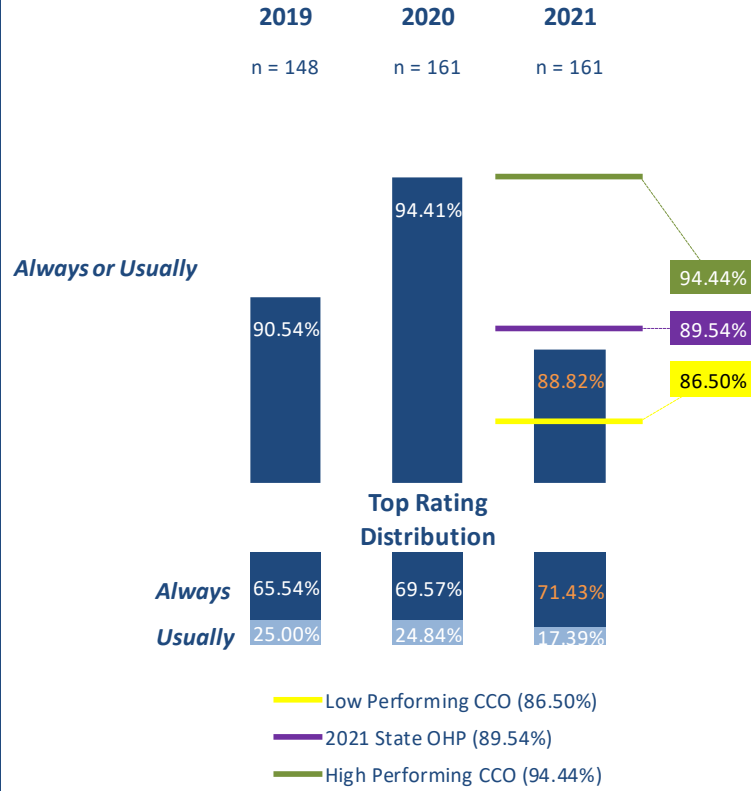s for Adults Ages 18–64 (FVA)* and *Medical Assistance with Smoking and Tobacco Use Cessation (MSC)*. The *MSC* measure is based on two years of data collection and is calculated using the NCQA rolling average methodology. The *FVA* measure is a single-year rate. A brief description of each measure, 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 Jackson Care Connect 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.

| Effectiveness of Care Measures* | 2021 Rate | Difference** between 2021 Rate and… | |
		2020 Rate	2021 State OHP
Flu Vaccinations for Adults (FVA)			
Flu Vaccinations for Adults	31.88%	4.97%	-5.49%
Medical Assistance with Smoking and Tobacco Use Cessation (MSC)			
Advising Smokers and Tobacco Users to Quit	57.75%	-18.82% ▼	-8.11%
Discussing Cessation Medications	43.66%	-16.02%	-5.60%
Discussing Cessation Strategies	42.03%	-11.20%	-1.24%

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

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

MEMBER PROFILE AND ANALYSIS OF RATINGS BY MEMBER SEGMENT

This section of the report presents a detailed profile of the Jackson Care Connect 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 Jackson Care Connect 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 Jackson Care Connect 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

- 5% Poor
- 9% Excellent
- 24% Very good
- 41% Good
- 21% Fair

State OHP*

- 9% Poor
- 8% Excellent
- 23% Very good
- 36% Good
- 24% Fair

■ Excellent ■ Very good ■ Good ■ Fair ■ Poor

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

Excellent	95%
Very good	80%
Good	82%
Fair	77%
Poor	77%

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

Your Organization

- 4% Poor
- 16% Excellent
- 24% Very good
- 32% Good
- 25% Fair

State OHP*

- 7% Poor
- 14% Excellent
- 25% Very good
- 31% Good
- 24% Fair

■ Excellent ■ Very good ■ Good ■ Fair ■ Poor

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

Excellent	88%
Very good	84%
Good	81%
Fair	74%
Poor	88%

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.

Q38. What is your age?

Your Organization

- 3% 7%
- 15%
- 12%
- 14%
- 39%
- 9%

State OHP*

- 5%
- 9%
- 15%
- 13%
- 16%
- 31%
- 12%

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

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

Age	Percent
18 to 24	81%
25 to 34	76%
35 to 44	79%
45 to 54	83%
55 to 64	84%
65 to 74	78%
75 or older	83%

Q40. What is your current gender identity?

Your Organization
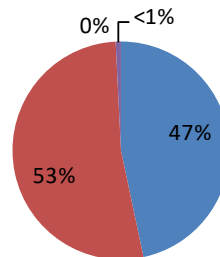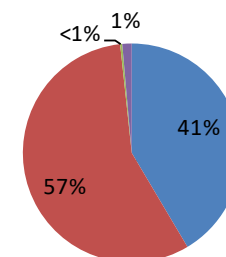
- 0%
- <1%
- 47%
- 53%

State OHP*

- <1%
- 1%
- 41%
- 57%

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

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

Gender	Percent
Male	82%
Female	82%
Transgender	No data
Non-binary, genderqueer, or other	100%

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.

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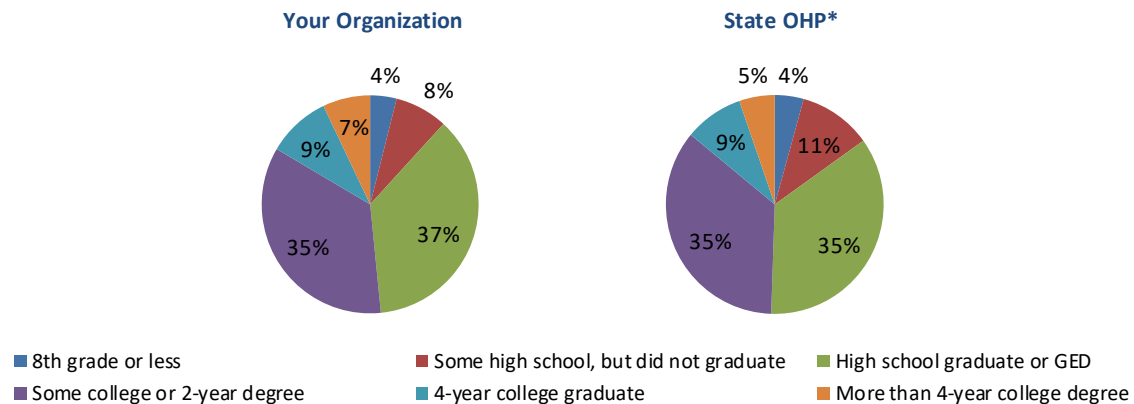
Your Organization

4% 8%
7%
9%
35% 37%

State OHP*

5% 4%
11%
9%
35% 35%

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

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

Response	Percent
8th grade or less	100%
Some high school, but did not graduate	76%
High school graduate or GED	81%
Some college or 2-year degree	84%
4-year college graduate	74%
More than 4-year college degree	82%

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.   31330

* 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.

Your Organization

5% 2% 0% 6%
4% 0%
10%
<1%
72%

State OHP*

3% 6% 5% 3%
7%
8% <1%
<1%
66%

- ■ American Indian or Alaska Native
- ■ Asian
- ■ Black or African American
- ■ Hispanic or Latino/a
- ■ Middle Eastern/Northern African
- ■ Native Hawaiian or Pacific Islander
- ■ White
- ■ Other
- ■ Multiracial

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

American Indian or Alaska Native	71%
Asian	75%
Black or African American	No data
Hispanic or Latino/a	100%
Middle Eastern/Northern African	No data
Native Hawaiian or Pacific Islander	100%
White	79%
Other	100%
Multiracial	88%

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.

31330

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** 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

Q3. In the last 6 months, did you have an illness, injury, or condition that needed care right away? (% Yes)

Your Organization	State OHP*
32%	35%

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q3 (Yes/No)**

Yes	81%
No	80%

Q5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up orroutine care? (% Yes)

Your Organization	State OHP*
64%	61%

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q5 (Yes/No)**

Yes	84%
No	75%

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)

Your Organization	State OHP*
88%	83%

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q10 (Yes/No)**

Yes	83%
No	62%

Q16. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor? (% Yes)

Your Organization	State OHP*
66%	64%

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q16 (Yes/No)**

Yes	81%
No	90%

Q19. In the last 6 months, did you make any appointments with a specialist? (% Yes)

Your Organization	State OHP*
44%	42%

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q19 (Yes/No)**

Yes	84%
No	77%

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)

Your Organization	State OHP*
56%	54%

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q28i (Yes/No)**

Yes	81%
No	82%

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

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** Includes members who answered the question and provided a valid response to 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.)

Your Organization

31%, 14%, 16%, 12%, 7%, 12%, 7%

State OHP*

33%, 16%, 15%, 12%, 6%, 10%, 7%

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

Your Organization

54%, 25%, 14%, 4%, 3%, <1%

State OHP*

51%, 25%, 13%, 4%, 4%, 3%

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

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

Response	Percent
None	72%
1 time	88%
2	89%
3	71%
4	78%
5 to 9	87%
10 or more times	89%

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

Response	Percent
None	100%
1 specialist	88%
2	86%
3	67%
4	67%
5 or more specialists	100%

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.

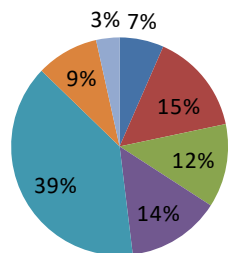* Represents the combined distribution of responses to this question for all plans included in the 2021 State OHP.
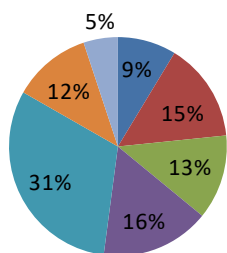
** Includes members who answered the question and provided a valid response to Q28 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q28 or if no one rated the plan as 8, 9, or 10.
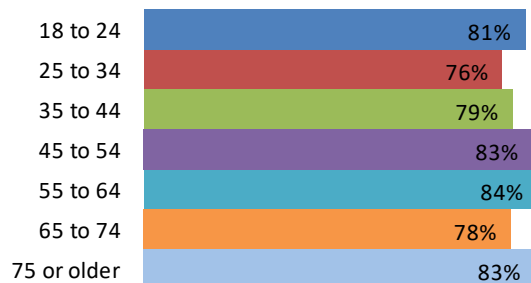
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KEY DRIVER ANALYSIS

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 Jackson Care Connect 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 availably; 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 Jackson Care Connect is currently performing on these measures. Improvement targets identified specifically for Jackson Care Connect, 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 *Usually or Always*)	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 *Usually or Always*)	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 Jackson Care Connect are presented in Exhibit 5. The ordering reflects both the strength of each key driver in the broad industry context and how Jackson Care Connect is currently performing on the measure.

The middle panel of the chart compares how Jackson Care Connect 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 Jackson Care Connect performance and the best practice score.

The bar chart on the right displays the expected improvement in the overall *Rating of Health Plan* score Jackson Care Connect 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 JACKSON CARE CONNECT 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 **Best Practice Score***⌐		Expected Percentage Point **Improvement** in **Rating of Health Plan** score (percent *9* or *10*) if Key Driver Performs at Best Practice Level
Q22. Rating of Specialist Seen Most Often (percent *9* or *10*)	**67.57%**	+7.01% ⟶	**74.58%**	**+0.92%**
Q24. Customer service provided information or help (percent *Usually* or *Always*)	**88.89%**	+2.69% ⟶	**91.58%**	**+0.32%**
Q18. Rating of Personal Doctor (percent *9* or *10*)	**69.20%**	Current Key Driver performance is at or above the Best Practice level	**69.20%**	**None**
Q9. Ease of getting needed care, tests, or treatment (percent *Usually* or *Always*)	**90.91%**	Current Key Driver performance is at or above the Best Practice level	**90.91%**	**None**

*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 Jackson Care Connect. 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).

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.

- *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 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/). 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. 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/.

- *Alternative Access Centers* – This brief (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/).

- *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) 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).

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/). 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). For general recommendations related to physician communication, see 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 and 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.

- *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/), while a Harvard study found that a positive physician-patient relationship correlates with better healthcare outcomes (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.

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.

- *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.

- *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.

- *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/.

- *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/). 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/).

- *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. 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).

- *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. 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.

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

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

GLOSSARY OF TERMS

Attributes	Areas of health plan performance and member experience assessed with the CAHPS survey
Benchmark	A reference score (e.g., the State Oregon Health Plan, the CSS Average, the highest or lowest performing CCO, or the CCO's own prior-year rate) against which performance on the measure is assessed. See *Comparisons to Benchmarks and Prior-Year Results*.
CAHPS 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 *Pearson correlation coefficient*. The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all.
Denominator (*n*, or Usable Responses)	Number of valid (appropriately answered) responses available to calculate a measure result. Examples of inappropriately answered questions include ambiguously marked answers, multiple marks when a single answer choice is expected, and responses that violate survey skip patterns. The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite. If the denominator is less than 30 responses, a measure result of "Low n" was assigned.
Disposition	The final status given to a member record in the survey sample at the end of the study (e.g., completed survey, refusal, non-response, etc.)

Eligible Population	Members who are eligible to participate in the survey based on the following NCQA criteria: - Current enrollment (as of the date the sample frame is generated). Some members may no longer be enrolled by the time they complete the survey. They become ineligible and will be excluded from survey results based on their responses to the first two questions on the survey, which confirm membership. - Continuous enrollment (twelve months for Commercial and six months for Medicaid, with no more than one enrollment break of 45 days or less); - Member age (18 years old or older for the Adult survey and 17 years old or younger for the Child survey as of December 31 of the measurement year); - Primary coverage (through Medicaid or a commercial product line for Medicaid and Commercial surveys, respectively).
Global proportions	Applies to composite measures. The proportion of respondents selecting the favorable response(s) (e.g., *Usually or Always*) averaged across the questions that make up the composite.
HEDIS	The Healthcare Effectiveness Data and Information Set (HEDIS) is a set of performance measures in the managed care industry, developed and maintained by NCQA. HEDIS was designed to allow consumers to compare health plan performance to other plans and to national or regional benchmarks as well as to track year-to-year performance. HEDIS is one component of NCQA's accreditation process, although some plans submit HEDIS data without seeking accreditation. CAHPS measures are a subset of HEDIS.
Key Drivers	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.
NCQA	The National Committee for Quality Assurance (NCQA) is an independent non-profit organization that works to improve health care quality through the administration of evidence-based standards, measures, programs, and accreditation. NCQA manages voluntary accreditation programs for individual physicians, health plans, and medical groups. Health plans seek accreditation and measure performance through the administration and submission of the Healthcare Effectiveness Data and Information Set (HEDIS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey.
Question Summary Rate	Question Summary Rates express the proportion of respondents selecting the response option(s) of interest (typically representing the most favorable outcome(s) from a given question on the survey). Many survey items use a *Never*, *Sometimes*, *Usually*, or *Always* response scale, with *Always* being the most favorable outcome. Results are typically reported as the proportion of members selecting *Usually* or *Always*.

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

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

Sample size	OHA's methodology used a sample size of 1,125 for Adult Medicaid samples, 925 for Child Medicaid samples, and 575 for Child Medicaid with Chronic Conditions samples.
Statistically Significant Difference	When survey results are calculated based on sample data and compared to a benchmark score (e.g., 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.

Oregon Health Authority

2021

OHP3E

Survey Instructions

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

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

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

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

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

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

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

2. What is the name of your 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?
    ☐₁ Yes
    ☐₂ No → *If No, Go to Question 5*

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

- $\square_1$ Never
- $\square_2$ Sometimes
- $\square_3$ Usually
- $\square_4$ Always

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

- $\square_1$ Yes
- $\square_2$ No → *If No, Go to Question 7*

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

- $\square_1$ Never
- $\square_2$ Sometimes
- $\square_3$ Usually
- $\square_4$ Always

7. In the last 6 months, <u>not</u> 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?

- $\square_0$ None → *If None, Go to Question 10*
- $\square_1$ 1 time
- $\square_2$ 2
- $\square_3$ 3
- $\square_4$ 4
- $\square_5$ 5 to 9
- $\square_6$ 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
$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$

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?

- $\square_1$ Never
- $\square_2$ Sometimes
- $\square_3$ Usually
- $\square_4$ 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?

- $\square_1$ Yes
- $\square_2$ 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?

- $\square_0$ None → *If None, Go to Question 18*
- $\square_1$ 1 time
- $\square_2$ 2
- $\square_3$ 3
- $\square_4$ 4
- $\square_5$ 5 to 9
- $\square_6$ 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?
- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always

13. In the last 6 months, how often did your personal doctor listen carefully to you?
- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always

14. In the last 6 months, how often did your personal doctor show respect for what you had to say?
- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always

15. In the last 6 months, how often did your personal doctor spend enough time with you?
- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always

16. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?
- ☐₁ Yes
- ☐₂ 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?
- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ 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
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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 <u>not</u> 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?
- ☐₁ Yes
- ☐₂ 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?

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

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

- ☐₀ None → *If None, Go to Question 23*
- ☐₁ 1 specialist
- ☐₂ 2
- ☐₃ 3
- ☐₄ 4
- ☐₅ 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
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Worst specialist possible   Best specialist possible

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?

- ☐₁ Yes
- ☐₂ 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?

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

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

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

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

- ☐₁ Yes
- ☐₂ 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?

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ 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   Best health
plan possible   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?

☐$_1$ Yes
☐$_2$ 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?

☐$_1$ Never
☐$_2$ Sometimes
☐$_3$ Usually
☐$_4$ Always

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

☐$_1$ Yes
☐$_2$ 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?

☐$_1$ Never
☐$_2$ Sometimes
☐$_3$ Usually
☐$_4$ 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?

☐$_1$ Never
☐$_2$ Sometimes
☐$_3$ Usually
☐$_4$ Always

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

☐$_1$ Never
☐$_2$ Sometimes
☐$_3$ Usually
☐$_4$ 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?

☐$_1$ Never
☐$_2$ Sometimes
☐$_3$ Usually
☐$_4$ Always

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

☐$_1$ Yes, definitely
☐$_2$ Yes, somewhat
☐$_3$ 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?

- ☐₁ Yes
- ☐₂ No

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

- ☐₁ Yes
- ☐₂ 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?

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

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always
- ☐₅ 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 <u>dental emergency</u>, how often did you get to see a dentist as soon as you wanted?

- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always
- ☐₅ 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
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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?

- ☐₁ Yes
- ☐₂ 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 <u>ALL</u> that apply.)

- ☐_A Personal computer with video
- ☐_B Smartphone or tablet with video
- ☐_C Telephone without video
- ☐_D Other

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

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

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

- ☐₁ Very easy
- ☐₂ Easy
- ☐₃ Difficult
- ☐₄ 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?

- ☐₁ Much worse
- ☐₂ Slightly worse
- ☐₃ About the same
- ☐₄ Slightly better
- ☐₅ 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?

- ☐₁ Yes
- ☐₃ No→ *If No, Go to Question 30d*

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

- ☐₁ Yes
- ☐₂ No

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

- ☐₁ Very easy
- ☐₂ Easy
- ☐₃ Difficult
- ☐₄ Very difficult

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

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

30e. In the last 6 months, how often did you delay getting <u>dental care</u> because of COVID-19?
- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always
- ☐₅ I did not need dental care in the last 6 months

30f. In the last 6 months, how often did you delay getting <u>mental health care</u> because of COVID-19?
- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ Always
- ☐₅ I did not need mental health care in the last 6 months

About You

31. In general, how would you rate your overall health?
- ☐₁ Excellent
- ☐₂ Very Good
- ☐₃ Good
- ☐₄ Fair
- ☐₅ Poor

32. In general, how would you rate your overall <u>mental or emotional</u> health?
- ☐₁ Excellent
- ☐₂ Very Good
- ☐₃ Good
- ☐₄ Fair
- ☐₅ Poor

33. Have you had either a flu shot or flu spray in the nose since July 1, 2020?
- ☐₁ Yes
- ☐₂ No
- ☐₃ Don't know

34. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?
- ☐₁ Every day
- ☐₂ Some days
- ☐₃ Not at all → *If Not at All, Go to Question 38*
- ☐₄ 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?
- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ 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.
- ☐₁ Never
- ☐₂ Sometimes
- ☐₃ Usually
- ☐₄ 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.

- $\square_1$ Never
- $\square_2$ Sometimes
- $\square_3$ Usually
- $\square_4$ Always

38. What is your age?

- $\square_1$ 18 to 24
- $\square_2$ 25 to 34
- $\square_3$ 35 to 44
- $\square_4$ 45 to 54
- $\square_5$ 55 to 64
- $\square_6$ 65 to 74
- $\square_7$ 75 or older

39. What was your biological sex at birth?

- $\square_1$ Male
- $\square_2$ Female

40. What is your current gender identity?

- $\square_1$ Male
- $\square_2$ Female
- $\square_3$ Transgender
- $\square_4$ Non-binary, genderqueer, or other

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

- $\square_1$ 8th grade or less
- $\square_2$ Some high school, but did not graduate
- $\square_3$ High school graduate or GED
- $\square_4$ Some college or 2-year degree
- $\square_5$ 4-year college graduate
- $\square_6$ More than 4-year college degree

42. How well do you speak English?

- $\square_1$ Very well
- $\square_2$ Well
- $\square_3$ Not well
- $\square_4$ Not at all

43. What language do you mainly speak at home?

- $\square_1$ English
- $\square_2$ Spanish
- $\square_3$ Other *(Please print)*

_____

44. Do you need an <u>interpreter</u> for us to communicate with you?

☐₁ Yes
☐₂ No

45. Do you need a <u>sign language</u> interpreter for us to communicate with you?

☐₁ Yes
☐₂ 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.)?

☐₁ Yes
☐₂ No → *If No, Go to Question 47*

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

_____

47. Are you <u>deaf</u> or do you have <u>serious difficulty hearing</u>?

☐₁ Yes
☐₂ No

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

☐₁ Yes
☐₂ No

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

☐₁ Yes
☐₂ No

50. Do you have serious difficulty <u>walking or climbing stairs</u>?

☐₁ Yes
☐₂ No

51. Do you have <u>difficulty dressing or bathing</u>?

☐₁ Yes
☐₂ No

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

  ☐₁ Yes
  ☐₂ 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?

  ☐₁ Yes
  ☐₂ 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 <u>racial or ethnic identity</u>? Please check <u>ALL</u> that apply.

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

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

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

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

Middle Eastern/Northern African
- ☐_W Middle Eastern
- ☐_X Northern African

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

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

Other Categories
- ☐_{AI} Other

56. If you selected more than one racial or ethnic identity above, please <u>CIRCLE the ONE that best represents your racial or ethnic identity</u>. 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

Jackson Care Connect

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

Satisfaction With the Experience of Care

Survey Measures*	2021 State OHP	Plan Rate		
		2021	2020	2019
Ratings				
Rating of Personal Doctor	79.98%	**83.48%**	81.37%	78.92%
Rating of Specialist	80.81%	**81.98%**	82.35%	70.75%
Rating of All Health Care	72.57%	**78.16%**	74.07%	70.29%
Rating of Health Plan	71.88%	**80.69%**	80.95%	69.38%
Composites				
Getting Needed Care	81.46%	**84.29%**	83.93%	79.06%
Getting Care Quickly	81.62%	**85.00%**	87.05%	83.49%
How Well Doctors Communicate	91.76%	**92.21%**	94.74%	94.11%
Customer Service	88.12%	**91.67%**	88.86%	92.40%
Additional Content Areas				
Coordination of Care	83.66%	**85.71%**	85.84%	81.63%

The header row "Global Proportions" spans the Plan Rate and 2021 State OHP columns.

* 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).

Jackson Care Connect

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)
Flu Vaccinations for Adults Ages 18-64 (FVA)			
Base: All eligible respondents flagged by the plan as being age 18 to 64 as of July 1 of the measurement year			
Flu Vaccinations for Adults	Received a flu vaccination	73	60
	Usable responses	229	223
	FVA Rate	31.9%	26.9%
Medical Assistance with Smoking and Tobacco Use Cessation (MSC)			
Base: All eligible respondents who smoke or use tobacco			
Advising Smokers and Tobacco Users to Quit	Advised to quit	41	49
	Usable responses	71	64
	MSC Rate	57.7%	76.6%
Discussing Cessation Medications	Discussed medications	31	37
	Usable responses	71	62
	MSC Rate	43.7%	59.7%
Discussing Cessation Strategies	Discussed strategies	29	33
	Usable responses	69	62
	MSC Rate	42.0%	53.2%

31330

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).

Jackson Care Connect

31330

Question 3

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	237	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	110	8	5	5	3	5	0	1	2	5	3	4	1	0	1	0	0	0	0	5	0	0	4	1	3	1	6	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	4,568	254	255	232	116	129	2	55	66	129	120	85	41	10	3	0	12	0	1	140	8	21	80	104	65	79	122	48
	97.6%	96.9%	98.1%	97.9%	97.5%	96.3%	100.0%	98.2%	97.1%	96.3%	97.6%	95.5%	97.6%	100.0%	75.0%	---	100.0%	---	100.0%	96.6%	---	100.0%	95.2%	99.0%	95.6%	98.8%	95.3%	98.0%
Yes	1,598	81	108	104	28	49	2	17	18	44	36	31	12	3	1	0	3	0	0	38	2	10	15	35	28	8	44	27
	35.0%	31.9%	42.4%	44.8%	24.1%	38.0%	100.0%	30.9%	27.3%	34.1%	30.0%	36.5%	29.3%	30.0%	33.3%	---	25.0%	---	0.0%	27.1%	25.0%	47.6%	18.8%	33.7%	43.1%	10.1%	36.1%	56.3%
No	2,970	173	147	128	88	80	0	38	48	85	84	54	29	7	2	0	9	0	1	102	6	11	65	69	37	71	78	21
	65.0%	68.1%	57.6%	55.2%	75.9%	62.0%	0.0%	69.1%	72.7%	65.9%	70.0%	63.5%	70.7%	70.0%	66.7%	---	75.0%	---	100.0%	72.9%	75.0%	52.4%	81.3%	66.3%	56.9%	89.9%	63.9%	43.8%
Significantly different from column:*		C,D			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.

Jackson Care Connect

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

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/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,598	81	108	104	28	49	2	17	18	44	36	31	12	3	1	0	3	0	0	38	2	10	15	35	28	8	44	27
Number missing or multiple answer	54	1	4	8	1	0	0	0	0	1	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,544	80	104	96	27	49	2	17	18	43	35	31	12	3	1	0	2	0	0	38	2	10	14	35	28	8	43	27
	96.6%	98.8%	96.3%	92.3%	96.4%	100.0%	100.0%	100.0%	100.0%	97.7%	97.2%	100.0%	100.0%	100.0%	100.0%	---	66.7%	---	---	100.0%	---	100.0%	93.3%	100.0%	100.0%	100.0%	97.7%	100.0%
Never	48	3	3	3	2	1	0	0	1	2	2	1	0	0	0	0	0	0	0	2	0	0	1	2	0	1	2	0
	3.1%	3.8%	2.9%	3.1%	7.4%	2.0%	0.0%	0.0%	5.6%	4.7%	5.7%	3.2%	0.0%	0.0%	0.0%	---	0.0%	---	---	5.3%	0.0%	0.0%	7.1%	5.7%	0.0%	12.5%	4.7%	0.0%
Sometimes	208	8	9	10	4	4	0	3	1	4	4	3	1	1	0	0	2	0	0	2	0	2	0	2	6	2	2	4
	13.5%	10.0%	8.7%	10.4%	14.8%	8.2%	0.0%	17.6%	5.6%	9.3%	11.4%	9.7%	8.3%	33.3%	0.0%	---	100.0%	---	---	5.3%	0.0%	20.0%	0.0%	5.7%	21.4%	25.0%	4.7%	14.8%
Usually	400	18	30	23	3	12	1	5	4	7	6	6	4	1	1	0	0	0	0	4	1	1	3	8	5	1	10	7
	25.9%	22.5%	28.8%	24.0%	11.1%	24.5%	50.0%	29.4%	22.2%	16.3%	17.1%	19.4%	33.3%	33.3%	100.0%	---	0.0%	---	---	10.5%	50.0%	10.0%	21.4%	22.9%	17.9%	12.5%	23.3%	25.9%
Always	888	51	62	60	18	32	1	9	12	30	23	21	7	1	0	0	0	0	0	30	1	7	10	23	17	4	29	16
	57.5%	63.8%	59.6%	62.5%	66.7%	65.3%	50.0%	52.9%	66.7%	69.8%	65.7%	67.7%	58.3%	33.3%	0.0%	---	0.0%	---	---	78.9%	50.0%	70.0%	71.4%	65.7%	60.7%	50.0%	67.4%	59.3%
Significantly different from column:*																												
Usually or Always	1,288	69	92	83	21	44	2	14	16	37	29	27	11	2	1	0	0	0	0	34	2	8	13	31	22	5	39	23
	83.4%	86.3%	88.5%	86.5%	77.8%	89.8%	100.0%	82.4%	88.9%	86.0%	82.9%	87.1%	91.7%	66.7%	100.0%	---	0.0%	---	---	89.5%	100.0%	80.0%	92.9%	88.6%	78.6%	62.5%	90.7%	85.2%
Significantly different from column:*																												

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

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Jackson Care Connect

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

Question 5

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	237	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	63	1	2	1	0	1	0	0	1	0	1	0	0	1	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	4,615	261	258	236	119	133	2	56	67	134	122	89	42	9	4	0	12	0	1	145	8	21	84	104	68	80	128	48
	98.7%	99.6%	99.2%	99.6%	100.0%	99.3%	100.0%	100.0%	98.5%	100.0%	99.2%	100.0%	100.0%	90.0%	100.0%	---	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	99.0%	100.0%	100.0%	100.0%	98.0%
Yes	2,827	168	183	161	66	96	1	28	42	95	67	61	36	5	3	0	7	0	1	99	6	14	50	64	50	10	111	42
	61.3%	64.4%	70.9%	68.2%	55.5%	72.2%	50.0%	50.0%	62.7%	70.9%	54.9%	68.5%	85.7%	55.6%	75.0%	---	58.3%	---	100.0%	68.3%	75.0%	66.7%	59.5%	61.5%	73.5%	12.5%	86.7%	87.5%
No	1,788	93	75	75	53	37	1	28	25	39	55	28	6	4	1	0	5	0	0	46	2	7	34	40	18	70	17	6
	38.7%	35.6%	29.1%	31.8%	44.5%	27.8%	50.0%	50.0%	37.3%	29.1%	45.1%	31.5%	14.3%	44.4%	25.0%	---	41.7%	---	0.0%	31.7%	25.0%	33.3%	40.5%	38.5%	26.5%	87.5%	13.3%	12.5%
Significantly different from column:*					F	E		J		H	L,M	K,M	K,L													AA,AB	Z	Z

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

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Jackson Care Connect

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

Question 6

In the last 6 months, how often did you get an appointment for a <u>check-up or routine care</u> 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) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,827	168	183	161	66	96	1	28	42	95	67	61	36	5	3	0	7	0	1	99	6	14	50	64	50	10	111	42
Number missing or multiple answer	77	8	9	7	7	1	0	1	1	6	6	0	2	0	0	0	1	0	0	5	1	1	2	3	3	1	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	2,750	160	174	154	59	95	1	27	41	89	61	61	34	5	3	0	6	0	1	94	5	13	48	61	47	9	106	41
	97.3%	95.2%	95.1%	95.7%	89.4%	99.0%	100.0%	96.4%	97.6%	93.7%	91.0%	100.0%	94.4%	100.0%	100.0%	---	85.7%	---	100.0%	94.9%	---	92.9%	96.0%	95.3%	94.0%	90.0%	95.5%	97.6%
Never	92	7	4	4	3	4	0	1	1	5	2	4	1	1	0	0	1	0	0	3	0	1	2	0	5	0	6	1
	3.3%	4.4%	2.3%	2.6%	5.1%	4.2%	0.0%	3.7%	2.4%	5.6%	3.3%	6.6%	2.9%	20.0%	0.0%	---	16.7%	---	0.0%	3.2%	0.0%	7.7%	4.2%	0.0%	10.6%	0.0%	5.7%	2.4%
Sometimes	463	19	21	26	9	9	0	4	6	8	6	8	4	0	2	0	1	0	0	10	1	3	5	6	6	2	12	5
	16.8%	11.9%	12.1%	16.9%	15.3%	9.5%	0.0%	14.8%	14.6%	9.0%	9.8%	13.1%	11.8%	0.0%	66.7%	---	16.7%	---	0.0%	10.6%	20.0%	23.1%	10.4%	9.8%	12.8%	22.2%	11.3%	12.2%
Usually	732	47	52	43	17	27	1	8	15	23	14	17	15	1	0	0	1	0	0	26	1	4	16	16	14	3	30	14
	26.6%	29.4%	29.9%	27.9%	28.8%	28.4%	100.0%	29.6%	36.6%	25.8%	23.0%	27.9%	44.1%	20.0%	0.0%	---	16.7%	---	0.0%	27.7%	20.0%	30.8%	33.3%	26.2%	29.8%	33.3%	28.3%	34.1%
Always	1,463	87	97	81	30	55	0	14	19	53	39	32	14	3	1	0	3	0	1	55	3	5	25	39	22	4	58	21
	53.2%	54.4%	55.7%	52.6%	50.8%	57.9%	0.0%	51.9%	46.3%	59.6%	63.9%	52.5%	41.2%	60.0%	33.3%	---	50.0%	---	100.0%	58.5%	60.0%	38.5%	52.1%	63.9%	46.8%	44.4%	54.7%	51.2%
Significantly different from column:*	██		██	██													M		K									
Usually or Always	2,195	134	149	124	47	82	1	22	34	76	53	49	29	4	1	0	4	0	1	81	4	9	41	55	36	7	88	35
	79.8%	83.8%	85.6%	80.5%	79.7%	86.3%	100.0%	81.5%	82.9%	85.4%	86.9%	80.3%	85.3%	80.0%	33.3%	---	66.7%	---	100.0%	86.2%	80.0%	69.2%	85.4%	90.2%	76.6%	77.8%	83.0%	85.4%
Significantly different from column:*	██		██	██																								

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

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Jackson Care Connect

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

Question 7

In the last 6 months, <u>not</u> 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) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	237	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	147	5	8	4	2	3	0	0	1	4	4	0	1	0	0	0	0	0	0	3	0	0	0	2	3	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	4,531	257	252	233	117	131	2	56	67	130	119	89	41	10	4	0	12	0	1	142	8	21	84	103	65	80	128	49
	96.9%	98.1%	96.9%	98.3%	98.3%	97.8%	100.0%	100.0%	98.5%	97.0%	96.7%	100.0%	97.6%	100.0%	100.0%	---	100.0%	---	100.0%	97.9%	---	100.0%	100.0%	98.1%	95.6%	100.0%	100.0%	100.0%
None	1,499	80	58	57	46	31	0	24	21	33	54	20	2	4	1	0	5	0	0	37	4	6	28	37	13	80	0	0
	33.1%	31.1%	23.0%	24.5%	39.3%	23.7%	0.0%	42.9%	31.3%	25.4%	45.4%	22.5%	4.9%	40.0%	25.0%	---	41.7%	---	0.0%	26.1%	50.0%	28.6%	33.3%	35.9%	20.0%	100.0%	0.0%	0.0%
1 time	734	37	40	40	19	17	0	11	8	18	15	14	6	0	1	0	2	0	1	22	0	3	19	9	9	0	37	0
	16.2%	14.4%	15.9%	17.2%	16.2%	13.0%	0.0%	19.6%	11.9%	13.8%	12.6%	15.7%	14.6%	0.0%	25.0%	---	16.7%	---	100.0%	15.5%	0.0%	14.3%	22.6%	8.7%	13.8%	0.0%	28.9%	0.0%
2	687	40	42	35	16	23	0	5	9	25	17	16	6	1	1	0	4	0	0	23	1	3	13	13	13	0	40	0
	15.2%	15.6%	16.7%	15.0%	13.7%	17.6%	0.0%	8.9%	13.4%	19.2%	14.3%	18.0%	14.6%	10.0%	25.0%	---	33.3%	---	0.0%	16.2%	12.5%	14.3%	15.5%	12.6%	20.0%	0.0%	31.3%	0.0%
3	532	32	34	23	15	17	0	3	10	19	10	13	9	1	0	0	0	0	0	19	1	2	9	13	10	0	32	0
	11.7%	12.5%	13.5%	9.9%	12.8%	13.0%	0.0%	5.4%	14.9%	14.6%	8.4%	14.6%	22.0%	10.0%	0.0%	---	0.0%	---	0.0%	13.4%	12.5%	9.5%	10.7%	12.6%	15.4%	0.0%	25.0%	0.0%
4	294	19	18	20	6	13	0	3	3	13	7	8	4	2	0	0	0	0	0	13	1	0	4	7	8	0	19	0
	6.5%	7.4%	7.1%	8.6%	5.1%	9.9%	0.0%	5.4%	4.5%	10.0%	5.9%	9.0%	9.8%	20.0%	0.0%	---	0.0%	---	0.0%	9.2%	12.5%	0.0%	4.8%	6.8%	12.3%	0.0%	14.8%	0.0%
5 to 9	472	30	35	37	10	17	2	7	9	14	11	13	6	1	1	0	1	0	0	17	1	4	8	15	7	0	0	30
	10.4%	11.7%	13.9%	15.9%	8.5%	13.0%	100.0%	12.5%	13.4%	10.8%	9.2%	14.6%	14.6%	10.0%	25.0%	---	8.3%	---	0.0%	12.0%	12.5%	19.0%	9.5%	14.6%	10.8%	0.0%	0.0%	61.2%
10 or more times	313	19	25	21	5	13	0	3	7	8	5	5	8	1	0	0	0	0	0	11	0	3	3	9	5	0	0	19
	6.9%	7.4%	9.9%	9.0%	4.3%	9.9%	0.0%	5.4%	10.4%	6.2%	4.2%	5.6%	19.5%	10.0%	0.0%	---	0.0%	---	0.0%	7.7%	0.0%	14.3%	3.6%	8.7%	7.7%	0.0%	0.0%	38.8%
5 or more times	785	49	60	58	15	30	2	10	16	22	16	18	14	2	1	0	1	0	0	28	1	7	11	24	12	0	0	49
	17.3%	19.1%	23.8%	24.9%	12.8%	22.9%	100.0%	17.9%	23.9%	16.9%	13.4%	20.2%	34.1%	20.0%	25.0%	---	8.3%	---	0.0%	19.7%	12.5%	33.3%	13.1%	23.3%	18.5%	0.0%	0.0%	100.0%
Significantly different from column:*	■		■		F	E					M		K													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.

Jackson Care Connect

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

31330

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) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,032	177	194	176	71	100	2	32	46	97	65	69	39	6	3	0	7	0	1	105	4	15	56	66	52	0	128	49
Number missing or multiple answer	57	3	5	1	1	2	0	0	0	3	2	1	0	0	0	0	0	0	0	0	1	1	0	2	1	0	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,975	174	189	175	70	98	2	32	46	94	63	68	39	6	3	0	7	0	1	105	3	14	56	64	51	0	126	48
	98.1%	98.3%	97.4%	99.4%	98.6%	98.0%	100.0%	100.0%	100.0%	96.9%	96.9%	98.6%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	---	93.3%	100.0%	97.0%	98.1%	---	98.4%	98.0%
0 Worst health care possible	11	0	2	0	0	0	0	0	0	0	0	0	0	0	0	---	0	---	0	0	0	0	0	0	0	---	0	0
	0.4%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
1	20	1	0	1	0	0	0	0	1	0	0	0	0	0	0	---	0	---	0	0	0	0	0	1	0	---	1	0
	0.7%	0.6%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%	0.0%	---	0.8%	0.0%
2	28	2	1	3	0	2	0	0	1	1	0	2	0	0	0	---	0	0	0	1	0	0	0	1	1	---	2	0
	0.9%	1.1%	0.5%	1.7%	0.0%	2.0%	0.0%	0.0%	2.2%	1.1%	0.0%	2.9%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	1.0%	0.0%	0.0%	0.0%	1.6%	2.0%	---	1.6%	0.0%
3	39	0	3	5	0	0	0	0	0	0	0	0	0	0	0	---	0	---	0	0	0	0	0	0	0	---	0	0
	1.3%	0.0%	1.6%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
4	60	3	0	1	1	2	0	1	0	2	1	2	0	1	0	---	1	---	0	1	0	0	0	1	2	---	2	1
	2.0%	1.7%	0.0%	0.6%	1.4%	2.0%	0.0%	3.1%	0.0%	2.1%	1.6%	2.9%	0.0%	16.7%	0.0%	---	14.3%	---	0.0%	1.0%	0.0%	0.0%	0.0%	1.6%	3.9%	---	1.6%	2.1%
5	145	3	10	12	1	2	0	1	1	1	0	2	1	0	0	---	0	---	0	3	0	0	1	1	1	---	3	0
	4.9%	1.7%	5.3%	6.9%	1.4%	2.0%	0.0%	3.1%	2.2%	1.1%	0.0%	2.9%	2.6%	0.0%	0.0%	---	0.0%	---	0.0%	2.9%	0.0%	0.0%	1.8%	1.6%	2.0%	---	2.4%	0.0%
6	152	7	6	13	2	4	0	3	1	2	4	1	1	0	0	---	0	---	0	4	0	0	1	3	2	0	5	2
	5.1%	4.0%	3.2%	7.4%	2.9%	4.1%	0.0%	9.4%	2.2%	2.1%	6.3%	1.5%	2.6%	0.0%	0.0%	---	0.0%	---	0.0%	3.8%	0.0%	0.0%	1.8%	4.7%	3.9%	---	4.0%	4.2%
7	361	22	27	17	9	13	0	5	8	9	7	8	7	0	0	---	0	---	0	15	0	1	5	8	9	0	17	5
	12.1%	12.6%	14.3%	9.7%	12.9%	13.3%	0.0%	15.6%	17.4%	9.6%	11.1%	11.8%	17.9%	0.0%	0.0%	---	0.0%	---	0.0%	14.3%	0.0%	7.1%	8.9%	12.5%	17.6%	---	13.5%	10.4%
8	644	40	34	35	18	20	1	11	6	23	12	17	11	1	1	0	2	0	0	24	1	5	17	12	11	0	26	14
	21.6%	23.0%	18.0%	20.0%	25.7%	20.4%	50.0%	34.4%	13.0%	24.5%	19.0%	25.0%	28.2%	16.7%	33.3%	---	28.6%	---	0.0%	22.9%	33.3%	35.7%	30.4%	18.8%	21.6%	---	20.6%	29.2%
9	508	28	30	27	7	21	0	3	5	20	8	10	9	1	0	0	2	0	0	15	0	4	11	12	4	0	21	7
	17.1%	16.1%	15.9%	15.4%	10.0%	21.4%	0.0%	9.4%	10.9%	21.3%	12.7%	14.7%	23.1%	16.7%	0.0%	---	28.6%	---	0.0%	14.3%	0.0%	28.6%	19.6%	18.8%	7.8%	---	16.7%	14.6%
10 Best health care possible	1,007	68	76	61	32	34	1	8	23	36	31	26	10	3	2	0	2	0	1	42	2	4	21	25	21	0	49	19
	33.8%	39.1%	40.2%	34.9%	45.7%	34.7%	50.0%	25.0%	50.0%	38.3%	49.2%	38.2%	25.6%	50.0%	66.7%	---	28.6%	---	100.0%	40.0%	66.7%	28.6%	37.5%	39.1%	41.2%	---	38.9%	39.6%

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

Jackson Care Connect

31330

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

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/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,032	177	194	176	71	100	2	32	46	97	65	69	39	6	3	0	7	0	1	105	4	15	56	66	52	0	128	49
Number missing or multiple answer	57	3	5	1	1	2	0	0	0	3	2	1	0	0	0	0	0	0	0	0	1	1	0	2	1	0	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,975	174	189	175	70	98	2	32	46	94	63	68	39	6	3	0	7	0	1	105	3	14	56	64	51	0	126	48
	98.1%	98.3%	97.4%	99.4%	98.6%	98.0%	100.0%	100.0%	100.0%	96.9%	96.9%	98.6%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	---	93.3%	100.0%	97.0%	98.1%	---	98.4%	98.0%
0 to 4	158	6	6	10	1	4	0	1	2	3	1	4	0	1	0	0	1	0	0	2	0	0	0	3	3	0	5	1
	5.3%	3.4%	3.2%	5.7%	1.4%	4.1%	0.0%	3.1%	4.3%	3.2%	1.6%	5.9%	0.0%	16.7%	0.0%	---	14.3%	---	0.0%	1.9%	0.0%	0.0%	0.0%	4.7%	5.9%	---	4.0%	2.1%
5	145	3	10	12	1	2	0	1	1	1	0	2	1	0	0	0	0	0	0	3	0	0	1	1	1	0	3	0
	4.9%	1.7%	5.3%	6.9%	1.4%	2.0%	0.0%	3.1%	2.2%	1.1%	0.0%	2.9%	2.6%	0.0%	0.0%	---	0.0%	---	0.0%	2.9%	0.0%	0.0%	1.8%	1.6%	2.0%	---	2.4%	0.0%
6 or 7	513	29	33	30	11	17	0	8	9	11	11	9	8	0	0	0	0	0	0	19	0	1	6	11	11	0	22	7
	17.2%	16.7%	17.5%	17.1%	15.7%	17.3%	0.0%	25.0%	19.6%	11.7%	17.5%	13.2%	20.5%	0.0%	0.0%	---	0.0%	---	0.0%	18.1%	0.0%	7.1%	10.7%	17.2%	21.6%	---	17.5%	14.6%
8 to 10	2,159	136	140	123	57	75	2	22	34	79	51	53	30	5	3	0	6	0	1	81	3	13	49	49	36	0	96	40
	72.6%	78.2%	74.1%	70.3%	81.4%	76.5%	100.0%	68.8%	73.9%	84.0%	81.0%	77.9%	76.9%	83.3%	100.0%	---	85.7%	---	100.0%	77.1%	100.0%	92.9%	87.5%	76.6%	70.6%	---	76.2%	83.3%
Significantly different from column:*	███	███	███	███																			Y		W			
0 to 6	455	16	22	35	4	10	0	5	4	6	5	7	2	1	0	0	1	0	0	9	0	0	2	7	6	0	13	3
	15.3%	9.2%	11.6%	20.0%	5.7%	10.2%	0.0%	15.6%	8.7%	6.4%	7.9%	10.3%	5.1%	16.7%	0.0%	---	14.3%	---	0.0%	8.6%	0.0%	0.0%	3.6%	10.9%	11.8%	---	10.3%	6.3%
7 to 8	1,005	62	61	52	27	33	1	16	14	32	19	25	18	1	1	0	2	0	0	39	1	6	22	20	20	0	43	19
	33.8%	35.6%	32.3%	29.7%	38.6%	33.7%	50.0%	50.0%	30.4%	34.0%	30.2%	36.8%	46.2%	16.7%	33.3%	---	28.6%	---	0.0%	37.1%	33.3%	42.9%	39.3%	31.3%	39.2%	---	34.1%	39.6%
9 to 10	1,515	96	106	88	39	55	1	11	28	56	39	36	19	4	2	0	4	0	1	57	2	8	32	37	25	0	70	26
	50.9%	55.2%	56.1%	50.3%	55.7%	56.1%	50.0%	34.4%	60.9%	59.6%	61.9%	52.9%	48.7%	66.7%	66.7%	---	57.1%	---	100.0%	54.3%	66.7%	57.1%	57.1%	57.8%	49.0%	---	55.6%	54.2%
Significantly different from column:*	███	███	███	███				I,J	H	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.

Jackson Care Connect

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

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/Northern African | Native Hawaiian or Pacific Islander | White | Other | Multiracial | Excellent or Very good | Good | Fair or Poor | None | 1 to 4 | 5 or more |
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,032	177	194	176	71	100	2	32	46	97	65	69	39	6	3	0	7	0	1	105	4	15	56	66	52	0	128	49
Number missing or multiple answer	39	1	3	2	0	1	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	1	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	176	191	174	71	99	2	31	46	97	65	69	38	6	3	0	7	0	1	105	4	14	56	66	51	0	128	48
	98.7%	99.4%	98.5%	98.9%	100.0%	99.0%	100.0%	96.9%	100.0%	100.0%	100.0%	100.0%	97.4%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	---	93.3%	100.0%	100.0%	98.1%	---	100.0%	98.0%
Never	65	2	5	2	0	1	0	0	1	1	0	1	0	0	0	0	0	0	0	1	0	0	0	2	0	0	2	0
	2.2%	1.1%	2.6%	1.1%	0.0%	1.0%	0.0%	0.0%	2.2%	1.0%	0.0%	1.4%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	1.0%	0.0%	0.0%	0.0%	3.0%	0.0%	---	1.6%	0.0%
Sometimes	413	14	16	25	4	8	0	3	3	6	3	7	2	2	0	0	1	0	0	7	0	0	1	4	7	0	8	6
	13.8%	8.0%	8.4%	14.4%	5.6%	8.1%	0.0%	9.7%	6.5%	6.2%	4.6%	10.1%	5.3%	33.3%	0.0%	---	14.3%	---	0.0%	6.7%	0.0%	0.0%	1.8%	6.1%	13.7%	---	6.3%	12.5%
Usually	983	51	66	61	20	29	1	10	14	27	12	21	18	1	1	0	0	0	0	32	1	5	13	20	17	0	37	14
	32.8%	29.0%	34.6%	35.1%	28.2%	29.3%	50.0%	32.3%	30.4%	27.8%	18.5%	30.4%	47.4%	16.7%	33.3%	---	0.0%	---	0.0%	30.5%	25.0%	35.7%	23.2%	30.3%	33.3%	---	28.9%	29.2%
Always	1,532	109	104	86	47	61	1	18	28	63	50	40	18	3	2	0	6	0	1	65	3	9	42	40	27	0	81	28
	51.2%	61.9%	54.5%	49.4%	66.2%	61.6%	50.0%	58.1%	60.9%	64.9%	76.9%	58.0%	47.4%	50.0%	66.7%	---	85.7%	---	100.0%	61.9%	75.0%	64.3%	75.0%	60.6%	52.9%	---	63.3%	58.3%
Significantly different from column:*		A,D									L,M	K	K										Y		W			
Usually or Always	2,515	160	170	147	67	90	2	28	42	90	62	61	36	4	3	0	6	0	1	97	4	14	55	60	44	0	118	42
	84.0%	90.9%	89.0%	84.5%	94.4%	90.9%	100.0%	90.3%	91.3%	92.8%	95.4%	88.4%	94.7%	66.7%	100.0%	---	85.7%	---	100.0%	92.4%	100.0%	100.0%	98.2%	90.9%	86.3%	---	92.2%	87.5%
Significantly different from column:*		A																										

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.

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

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/Northern African | Native Hawaiian or Pacific Islander | White | Other | Multiracial | Excellent or Very good | Good | Fair or Poor | None | 1 to 4 | 5 or more |
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	237	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	59	0	4	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	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	262	256	234	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
	98.7%	100.0%	98.5%	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	3,815	231	209	189	98	126	2	43	60	125	105	79	41	10	4	0	11	0	1	128	6	20	75	90	62	59	118	49
	82.6%	88.2%	81.6%	80.8%	82.4%	94.0%	100.0%	76.8%	88.2%	93.3%	85.4%	88.8%	97.6%	100.0%	100.0%	---	91.7%	---	100.0%	88.3%	75.0%	95.2%	89.3%	85.7%	91.2%	73.8%	92.2%	100.0%
No	804	31	47	45	21	8	0	13	8	9	18	10	1	0	0	0	1	0	0	17	2	1	9	15	6	21	10	0
	17.4%	11.8%	18.4%	19.2%	17.6%	6.0%	0.0%	23.2%	11.8%	6.7%	14.6%	11.2%	2.4%	0.0%	0.0%	---	8.3%	---	0.0%	11.7%	25.0%	4.8%	10.7%	14.3%	8.8%	26.3%	7.8%	0.0%
Significantly different from column:*		A,C,D			F	E			J	H																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.

Jackson Care Connect

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

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) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,815	231	209	189	98	126	2	43	60	125	105	79	41	10	4	0	11	0	1	128	6	20	75	90	62	59	118	49
Number missing or multiple answer	134	10	4	8	5	5	0	1	2	7	5	1	4	1	0	0	0	0	0	5	0	0	2	3	5	1	5	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	3,681	221	205	181	93	121	2	42	58	118	100	78	37	9	4	0	11	0	1	123	6	20	73	87	57	58	113	47
	96.5%	95.7%	98.1%	95.8%	94.9%	96.0%	100.0%	97.7%	96.7%	94.4%	95.2%	98.7%	90.2%	90.0%	100.0%	---	100.0%	---	100.0%	96.1%	---	100.0%	97.3%	96.7%	91.9%	98.3%	95.8%	95.9%
None	957	60	43	31	34	25	0	15	16	28	35	17	5	5	2	0	6	0	1	28	1	4	24	24	11	43	12	5
	26.0%	27.1%	21.0%	17.1%	36.6%	20.7%	0.0%	35.7%	27.6%	23.7%	35.0%	21.8%	13.5%	55.6%	50.0%	---	54.5%	---	100.0%	22.8%	16.7%	20.0%	32.9%	27.6%	19.3%	74.1%	10.6%	10.6%
1 time	1,006	56	49	46	31	24	0	13	14	29	31	16	8	2	0	0	3	0	0	33	0	7	22	21	13	8	39	8
	27.3%	25.3%	23.9%	25.4%	33.3%	19.8%	0.0%	31.0%	24.1%	24.6%	31.0%	20.5%	21.6%	22.2%	0.0%	---	27.3%	---	0.0%	26.8%	0.0%	35.0%	30.1%	24.1%	22.8%	13.8%	34.5%	17.0%
2	735	47	44	43	12	34	1	7	11	29	14	22	11	1	1	0	0	0	0	30	2	5	12	18	17	4	31	11
	20.0%	21.3%	21.5%	23.8%	12.9%	28.1%	50.0%	16.7%	19.0%	24.6%	14.0%	28.2%	29.7%	11.1%	25.0%	---	0.0%	---	0.0%	24.4%	33.3%	25.0%	16.4%	20.7%	29.8%	6.9%	27.4%	23.4%
3	436	24	35	19	7	15	0	3	9	10	9	8	5	0	1	0	1	0	0	12	0	0	6	11	5	0	19	5
	11.8%	10.9%	17.1%	10.5%	7.5%	12.4%	0.0%	7.1%	15.5%	8.5%	9.0%	10.3%	13.5%	0.0%	25.0%	---	9.1%	---	0.0%	9.8%	0.0%	0.0%	8.2%	12.6%	8.8%	0.0%	16.8%	10.6%
4	203	13	9	16	3	10	0	1	1	11	5	4	4	0	0	0	0	0	0	10	1	0	3	3	7	1	8	3
	5.5%	5.9%	4.4%	8.8%	3.2%	8.3%	0.0%	2.4%	1.7%	9.3%	5.0%	5.1%	10.8%	0.0%	0.0%	---	0.0%	---	0.0%	8.1%	16.7%	0.0%	4.1%	3.4%	12.3%	1.7%	7.1%	6.4%
5 to 9	262	17	18	21	6	9	1	3	5	9	6	8	3	1	0	0	1	0	0	7	2	4	5	9	3	2	4	11
	7.1%	7.7%	8.8%	11.6%	6.5%	7.4%	50.0%	7.1%	8.6%	7.6%	6.0%	10.3%	8.1%	11.1%	0.0%	---	9.1%	---	0.0%	5.7%	33.3%	20.0%	6.8%	10.3%	5.3%	3.4%	3.5%	23.4%
10 or more times	82	4	7	5	0	2	0	0	2	2	0	3	1	0	0	0	0	0	0	3	0	0	1	1	1	0	0	4
	2.2%	1.8%	3.4%	2.8%	0.0%	3.3%	0.0%	0.0%	3.4%	1.7%	0.0%	3.8%	2.7%	0.0%	0.0%	---	0.0%	---	0.0%	2.4%	0.0%	0.0%	1.4%	1.1%	1.8%	0.0%	0.0%	8.5%
5 or more times	344	21	25	26	6	13	1	3	7	11	6	11	4	1	0	0	1	0	0	10	2	4	6	10	4	2	4	15
	9.3%	9.5%	12.2%	14.4%	6.5%	10.7%	50.0%	7.1%	12.1%	9.3%	6.0%	14.1%	10.8%	11.1%	0.0%	---	9.1%	---	0.0%	8.1%	33.3%	20.0%	8.2%	11.5%	7.0%	3.4%	3.5%	31.9%
Significantly different from column:*																										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.

Jackson Care Connect

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

31330

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/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,724	161	162	150	59	96	2	27	42	90	65	61	32	4	2	0	5	0	0	95	5	16	49	63	46	15	101	42
Number missing or multiple answer	12	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	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	161	162	149	59	96	2	27	42	90	65	61	32	4	2	0	5	0	0	95	5	16	49	63	46	15	101	42
	99.6%	100.0%	100.0%	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%
Never	47	3	2	1	1	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	1	1	0	1	1	1
	1.7%	1.9%	1.2%	0.7%	1.7%	0.0%	0.0%	0.0%	2.4%	1.1%	1.5%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	---	0.0%	0.0%	0.0%	2.0%	1.6%	0.0%	6.7%	1.0%	2.4%
Sometimes	147	7	7	5	2	5	0	0	0	7	2	4	1	0	0	0	0	0	0	3	0	0	1	1	5	1	4	2
	5.4%	4.3%	4.3%	3.4%	3.4%	5.2%	0.0%	0.0%	0.0%	7.8%	3.1%	6.6%	3.1%	0.0%	0.0%	---	0.0%	---	---	3.2%	0.0%	0.0%	2.0%	1.6%	10.9%	6.7%	4.0%	4.8%
Usually	529	25	27	32	8	17	0	4	6	15	7	11	7	0	1	0	1	0	0	18	0	1	8	11	6	2	15	6
	19.5%	15.5%	16.7%	21.5%	13.6%	17.7%	0.0%	14.8%	14.3%	16.7%	10.8%	18.0%	21.9%	0.0%	50.0%	---	20.0%	---	---	18.9%	0.0%	6.3%	16.3%	17.5%	13.0%	13.3%	14.9%	14.3%
Always	1,989	126	126	111	48	74	2	23	35	67	55	46	24	4	1	0	4	0	0	74	5	15	39	50	35	11	81	33
	73.3%	78.3%	77.8%	74.5%	81.4%	77.1%	100.0%	85.2%	83.3%	74.4%	84.6%	75.4%	75.0%	100.0%	50.0%	---	80.0%	---	---	77.9%	100.0%	93.8%	79.6%	79.4%	76.1%	73.3%	80.2%	78.6%
Significantly different from column:*																												
Usually or Always	2,518	151	153	143	56	91	2	27	41	82	62	57	31	4	2	0	5	0	0	92	5	16	47	61	41	13	96	39
	92.8%	93.8%	94.4%	96.0%	94.9%	94.8%	100.0%	100.0%	97.6%	91.1%	95.4%	93.4%	96.9%	100.0%	100.0%	---	100.0%	---	---	96.8%	100.0%	100.0%	95.9%	96.8%	89.1%	86.7%	95.0%	92.9%
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.

Jackson Care Connect

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

31330

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	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
					__ Gender Identity (Q40) __			__ Age (Q38) __			__ Education (Q41) __			__ Primary Race (Q56RC) __									__ Health Status (Q31) __			__ Doctor Visits in Last 6 Months (Q7) __		
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,724	161	162	150	59	96	2	27	42	90	65	61	32	4	2	0	5	0	0	95	5	16	49	63	46	15	101	42
Number missing or multiple answer	19	1	0	2	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	1	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	2,705	160	162	148	59	95	2	27	42	89	64	61	32	4	2	0	5	0	0	95	4	16	49	62	46	15	101	41
	99.3%	99.4%	100.0%	98.7%	100.0%	99.0%	100.0%	100.0%	100.0%	98.9%	98.5%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	---	100.0%	---	100.0%	100.0%	98.4%	100.0%	100.0%	100.0%	97.6%
Never	51	3	3	1	0	2	0	0	2	1	0	2	0	0	0	0	0	0	0	2	0	0	0	1	2	0	3	0
	1.9%	1.9%	1.9%	0.7%	0.0%	2.1%	0.0%	0.0%	4.8%	1.1%	0.0%	3.3%	0.0%	0.0%	0.0%	---	0.0%	---	---	2.1%	0.0%	0.0%	0.0%	1.6%	4.3%	0.0%	3.0%	0.0%
Sometimes	166	9	6	5	2	6	0	2	0	6	3	4	1	0	0	0	1	0	0	3	0	0	2	3	3	1	4	4
	6.1%	5.6%	3.7%	3.4%	3.4%	6.3%	0.0%	7.4%	0.0%	6.7%	4.7%	6.6%	3.1%	0.0%	0.0%	---	20.0%	---	---	3.2%	0.0%	0.0%	4.1%	4.8%	6.5%	6.7%	4.0%	9.8%
Usually	484	21	28	31	7	14	0	1	5	15	6	7	8	0	1	0	0	0	0	14	0	1	8	7	6	3	9	7
	17.9%	13.1%	17.3%	20.9%	11.9%	14.7%	0.0%	3.7%	11.9%	16.9%	9.4%	11.5%	25.0%	0.0%	50.0%	---	0.0%	---	---	14.7%	0.0%	6.3%	16.3%	11.3%	13.0%	20.0%	8.9%	17.1%
Always	2,004	127	125	111	50	73	2	24	35	67	55	48	23	4	1	0	4	0	0	76	4	15	39	51	35	11	85	30
	74.1%	79.4%	77.2%	75.0%	84.7%	76.8%	100.0%	88.9%	83.3%	75.3%	85.9%	78.7%	71.9%	100.0%	50.0%	---	80.0%	---	---	80.0%	100.0%	93.8%	79.6%	82.3%	76.1%	73.3%	84.2%	73.2%
Significantly different from column:*	■		■																									
Usually or Always	2,488	148	153	142	57	87	2	25	40	82	61	55	31	4	2	0	4	0	0	90	4	16	47	58	41	14	94	37
	92.0%	92.5%	94.4%	95.9%	96.6%	91.6%	100.0%	92.6%	95.2%	92.1%	95.3%	90.2%	96.9%	100.0%	100.0%	---	80.0%	---	---	94.7%	100.0%	100.0%	95.9%	93.5%	89.1%	93.3%	93.1%	90.2%
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.

Jackson Care Connect

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

31330

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) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,724	161	162	150	59	96	2	27	42	90	65	61	32	4	2	0	5	0	0	95	5	16	49	63	46	15	101	42
Number missing or multiple answer	17	1	0	0	1	0	0	0	0	1	0	0	1	0	0	0	0	0	0	1	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	2,707	160	162	150	58	96	2	27	42	89	65	61	31	4	2	0	5	0	0	94	5	16	48	63	46	15	100	42
	99.4%	99.4%	100.0%	100.0%	98.3%	100.0%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	96.9%	100.0%	100.0%	---	100.0%	---	---	98.9%	---	100.0%	98.0%	100.0%	100.0%	100.0%	99.0%	100.0%
Never	41	3	2	1	1	1	0	0	2	1	1	1	0	0	0	0	0	0	0	1	0	0	1	1	1	1	2	0
	1.5%	1.9%	1.2%	0.7%	1.7%	1.0%	0.0%	0.0%	4.8%	1.1%	1.5%	1.6%	0.0%	0.0%	0.0%	---	0.0%	---	---	1.1%	0.0%	0.0%	2.1%	1.6%	2.2%	6.7%	2.0%	0.0%
Sometimes	157	7	5	8	1	5	0	2	0	4	2	3	1	0	0	0	1	0	0	3	0	0	1	3	2	0	4	3
	5.8%	4.4%	3.1%	5.3%	1.7%	5.2%	0.0%	7.4%	0.0%	4.5%	3.1%	4.9%	3.2%	0.0%	0.0%	---	20.0%	---	---	3.2%	0.0%	0.0%	2.1%	4.8%	4.3%	0.0%	4.0%	7.1%
Usually	356	12	33	23	1	11	0	0	1	11	5	4	3	0	0	0	0	0	0	7	1	0	2	6	4	1	3	6
	13.2%	7.5%	20.4%	15.3%	1.7%	11.5%	0.0%	0.0%	2.4%	12.4%	7.7%	6.6%	9.7%	0.0%	0.0%	---	0.0%	---	---	7.4%	20.0%	0.0%	4.2%	9.5%	8.7%	6.7%	3.0%	14.3%
Always	2,153	138	122	118	55	79	2	25	39	73	57	53	27	4	2	0	4	0	0	83	4	16	44	53	39	13	91	33
	79.5%	86.3%	75.3%	78.7%	94.8%	82.3%	100.0%	92.6%	92.9%	82.0%	87.7%	86.9%	87.1%	100.0%	100.0%	---	80.0%	---	---	88.3%	80.0%	100.0%	91.7%	84.1%	84.8%	86.7%	91.0%	78.6%
Significantly different from column:*		A,C			F	E																					AB	AA
Usually or Always	2,509	150	155	141	56	90	2	25	40	84	62	57	30	4	2	0	4	0	0	90	5	16	46	59	43	14	94	39
	92.7%	93.8%	95.7%	94.0%	96.6%	93.8%	100.0%	92.6%	95.2%	94.4%	95.4%	93.4%	96.8%	100.0%	100.0%	---	80.0%	---	---	95.7%	100.0%	100.0%	95.8%	93.7%	93.5%	93.3%	94.0%	92.9%
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.

Jackson Care Connect

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

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/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,724	161	162	150	59	96	2	27	42	90	65	61	32	4	2	0	5	0	0	95	5	16	49	63	46	15	101	42
Number missing or multiple answer	19	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
Number no experience	NA	NA	NA	NA	NA	NA	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	161	161	148	59	96	2	27	42	90	65	61	32	4	2	0	5	0	0	95	5	16	49	63	46	15	101	42
	99.3%	100.0%	99.4%	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	75	7	3	2	2	4	0	2	2	3	3	2	1	0	0	0	0	0	0	3	0	0	3	1	3	1	5	1
	2.8%	4.3%	1.9%	1.4%	3.4%	4.2%	0.0%	7.4%	4.8%	3.3%	4.6%	3.3%	3.1%	0.0%	0.0%	---	0.0%	---	---	3.2%	0.0%	0.0%	6.1%	1.6%	6.5%	6.7%	5.0%	2.4%
Sometimes	208	11	6	12	3	7	0	2	2	6	3	7	0	0	0	0	0	0	0	6	0	1	1	5	4	3	6	2
	7.7%	6.8%	3.7%	8.1%	5.1%	7.3%	0.0%	7.4%	4.8%	6.7%	4.6%	11.5%	0.0%	0.0%	0.0%	---	0.0%	---	---	6.3%	0.0%	6.3%	2.0%	7.9%	8.7%	20.0%	5.9%	4.8%
Usually	567	28	40	37	10	17	0	4	6	18	9	9	10	2	1	0	2	0	0	17	0	1	5	15	8	1	18	7
	21.0%	17.4%	24.8%	25.0%	16.9%	17.7%	0.0%	14.8%	14.3%	20.0%	13.8%	14.8%	31.3%	50.0%	50.0%	---	40.0%	---	---	17.9%	0.0%	6.3%	10.2%	23.8%	17.4%	6.7%	17.8%	16.7%
Always	1,855	115	112	97	44	68	2	19	32	63	50	43	21	2	1	0	3	0	0	69	5	14	40	42	31	10	72	32
	68.6%	71.4%	69.6%	65.5%	74.6%	70.8%	100.0%	70.4%	76.2%	70.0%	76.9%	70.5%	65.6%	50.0%	50.0%	---	60.0%	---	---	72.6%	100.0%	87.5%	81.6%	66.7%	67.4%	66.7%	71.3%	76.2%
Significantly different from column:*	■		■																									
Usually or Always	2,422	143	152	134	54	85	2	23	38	81	59	52	31	4	2	0	5	0	0	86	5	15	45	57	39	11	90	39
	89.5%	88.8%	94.4%	90.5%	91.5%	88.5%	100.0%	85.2%	90.5%	90.0%	90.8%	85.2%	96.9%	100.0%	100.0%	---	100.0%	---	---	90.5%	100.0%	93.8%	91.8%	90.5%	84.8%	73.3%	89.1%	92.9%
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.

Jackson Care Connect

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

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/Northern African | Native Hawaiian or Pacific Islander | White | Other | Multiracial | Excellent or Very good | Good | Fair or Poor | None | 1 to 4 | 5 or more |
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,724	161	162	150	59	96	2	27	42	90	65	61	32	4	2	0	5	0	0	95	5	16	49	63	46	15	101	42
Number missing or multiple answer	20	1	2	1	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	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	2,704	160	160	149	58	96	2	27	42	89	64	61	32	4	2	0	5	0	0	94	5	16	49	62	46	15	101	42
	99.3%	99.4%	98.8%	99.3%	98.3%	100.0%	100.0%	100.0%	100.0%	98.9%	98.5%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	---	98.9%	---	100.0%	100.0%	98.4%	100.0%	100.0%	100.0%	100.0%
Yes	1,731	105	118	100	30	70	2	20	22	61	35	44	24	1	2	0	3	0	0	63	4	11	33	40	29	5	64	35
	64.0%	65.6%	73.8%	67.1%	51.7%	72.9%	100.0%	74.1%	52.4%	68.5%	54.7%	72.1%	75.0%	25.0%	100.0%	---	60.0%	---	---	67.0%	80.0%	68.8%	67.3%	64.5%	63.0%	33.3%	63.4%	83.3%
No	973	55	42	49	28	26	0	7	20	28	29	17	8	3	0	0	2	0	0	31	1	5	16	22	17	10	37	7
	36.0%	34.4%	26.3%	32.9%	48.3%	27.1%	0.0%	25.9%	47.6%	31.5%	45.3%	27.9%	25.0%	75.0%	0.0%	---	40.0%	---	---	33.0%	20.0%	31.3%	32.7%	35.5%	37.0%	66.7%	36.6%	16.7%
Significantly different from column:*					F	E					L	K														AA	AB,Z	AA

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

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Jackson Care Connect

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) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,731	105	118	100	30	70	2	20	22	61	35	44	24	1	2	0	3	0	0	63	4	11	33	40	29	5	64	35
Number missing or multiple answer	30	0	5	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	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	105	113	98	30	70	2	20	22	61	35	44	24	1	2	0	3	0	0	63	4	11	33	40	29	5	64	35
	98.3%	100.0%	95.8%	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%
Never	76	2	7	7	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	1	1
	4.5%	1.9%	6.2%	7.1%	0.0%	1.4%	0.0%	0.0%	0.0%	1.6%	0.0%	2.3%	0.0%	0.0%	0.0%	---	0.0%	---	---	1.6%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	1.6%	2.9%
Sometimes	202	13	9	11	5	8	0	1	4	8	4	6	3	0	0	0	1	0	0	6	0	1	5	4	4	1	7	5
	11.9%	12.4%	8.0%	11.2%	16.7%	11.4%	0.0%	5.0%	18.2%	13.1%	11.4%	13.6%	12.5%	0.0%	0.0%	---	33.3%	---	---	9.5%	0.0%	9.1%	15.2%	10.0%	13.8%	20.0%	10.9%	14.3%
Usually	491	34	33	25	10	23	0	8	6	20	12	10	12	1	0	0	2	0	0	21	1	1	10	13	11	1	21	11
	28.9%	32.4%	29.2%	25.5%	33.3%	32.9%	0.0%	40.0%	27.3%	32.8%	34.3%	22.7%	50.0%	100.0%	0.0%	---	66.7%	---	---	33.3%	25.0%	9.1%	30.3%	32.5%	37.9%	20.0%	32.8%	31.4%
Always	932	56	64	55	15	38	2	11	12	32	19	27	9	0	2	0	0	0	0	35	3	9	18	23	13	3	35	18
	54.8%	53.3%	56.6%	56.1%	50.0%	54.3%	100.0%	55.0%	54.5%	52.5%	54.3%	61.4%	37.5%	0.0%	100.0%	---	0.0%	---	---	55.6%	75.0%	81.8%	54.5%	57.5%	44.8%	60.0%	54.7%	51.4%
Significantly different from column:*																												
Usually or Always	1,423	90	97	80	25	61	2	19	18	52	31	37	21	1	2	0	2	0	0	56	4	10	28	36	24	4	56	29
	83.7%	85.7%	85.8%	81.6%	83.3%	87.1%	100.0%	95.0%	81.8%	85.2%	88.6%	84.1%	87.5%	100.0%	100.0%	---	66.7%	---	---	88.9%	100.0%	90.9%	84.8%	90.0%	82.8%	80.0%	87.5%	82.9%
Significantly different from column:*																												

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

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Jackson Care Connect

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) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,815	231	209	189	98	126	2	43	60	125	105	79	41	10	4	0	11	0	1	128	6	20	75	90	62	59	118	49
Number missing or multiple answer	154	7	5	4	3	4	0	0	1	6	4	1	2	2	0	0	0	0	0	4	1	0	1	4	2	1	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	3,661	224	204	185	95	122	2	43	59	119	101	78	39	8	4	0	11	0	1	124	5	20	74	86	60	58	115	46
	96.0%	97.0%	97.6%	97.9%	96.9%	96.8%	100.0%	100.0%	98.3%	95.2%	96.2%	98.7%	95.1%	80.0%	100.0%	---	100.0%	---	100.0%	96.9%	---	100.0%	98.7%	95.6%	96.8%	98.3%	97.5%	93.9%
0 Worst personal doctor possible	30	3	1	0	1	1	0	0	0	2	1	0	0	1	0	0	0	0	0	0	0	0	0	2	0	2	0	1
	0.8%	1.3%	0.5%	0.0%	1.1%	0.8%	0.0%	0.0%	0.0%	1.7%	1.0%	0.0%	0.0%	12.5%	0.0%	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	3.4%	0.0%	2.2%
1	15	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	34	2	0	1	0	1	0	0	2	0	0	1	0	0	0	0	0	0	0	1	0	0	0	1	1	0	2	0
	0.9%	0.9%	0.0%	0.5%	0.0%	0.8%	0.0%	0.0%	3.4%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	0.8%	0.0%	0.0%	0.0%	1.2%	1.7%	0.0%	1.7%	0.0%
3	48	2	3	1	1	1	0	0	0	2	1	1	0	0	0	0	0	0	0	1	0	0	0	1	1	0	2	0
	1.3%	0.9%	1.5%	0.5%	1.1%	0.8%	0.0%	0.0%	0.0%	1.7%	1.0%	1.3%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	0.8%	0.0%	0.0%	0.0%	1.2%	1.7%	0.0%	1.7%	0.0%
4	43	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
	1.2%	0.0%	1.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
5	162	8	13	11	3	5	0	2	2	4	4	2	1	0	0	0	2	0	0	4	0	1	2	4	2	3	3	2
	4.4%	3.6%	6.4%	5.9%	3.2%	4.1%	0.0%	4.7%	3.4%	3.4%	4.0%	2.6%	2.6%	0.0%	0.0%	---	18.2%	---	0.0%	3.2%	0.0%	5.0%	2.7%	4.7%	3.3%	5.2%	2.6%	4.3%
6	120	8	4	12	2	5	0	1	1	5	3	3	1	0	0	0	0	0	0	5	0	2	1	4	2	4	2	2
	3.3%	3.6%	2.0%	6.5%	2.1%	4.1%	0.0%	2.3%	1.7%	4.2%	3.0%	3.8%	2.6%	0.0%	0.0%	---	0.0%	---	0.0%	4.0%	0.0%	10.0%	1.4%	4.7%	3.3%	6.9%	1.7%	4.3%
7	281	14	15	11	4	10	0	2	2	10	7	5	2	1	1	0	0	0	0	6	0	1	3	3	8	7	6	1
	7.7%	6.3%	7.4%	5.9%	4.2%	8.2%	0.0%	4.7%	3.4%	8.4%	6.9%	6.4%	5.1%	12.5%	25.0%	---	0.0%	---	0.0%	4.8%	0.0%	5.0%	4.1%	3.5%	13.3%	12.1%	5.2%	2.2%
8	615	32	30	28	20	11	0	8	11	13	14	10	8	1	1	0	1	0	0	21	0	2	10	15	7	10	12	8
	16.8%	14.3%	14.7%	15.1%	21.1%	9.0%	0.0%	18.6%	18.6%	10.9%	13.9%	12.8%	20.5%	12.5%	25.0%	---	9.1%	---	0.0%	16.9%	0.0%	10.0%	13.5%	17.4%	11.7%	17.2%	10.4%	17.4%
9	647	40	40	40	17	22	1	10	10	20	12	19	9	1	1	0	2	0	0	25	1	2	15	14	11	6	24	10
	17.7%	17.9%	19.6%	21.6%	17.9%	18.0%	50.0%	23.3%	16.9%	16.8%	11.9%	24.4%	23.1%	12.5%	25.0%	---	18.2%	---	0.0%	20.2%	20.0%	10.0%	20.3%	16.3%	18.3%	10.3%	20.9%	21.7%
10 Best personal doctor possible	1,666	115	96	78	47	66	1	20	31	63	59	37	18	4	1	0	6	0	1	61	4	12	43	42	28	26	64	22
	45.5%	51.3%	47.1%	42.2%	49.5%	54.1%	50.0%	46.5%	52.5%	52.9%	58.4%	47.4%	46.2%	50.0%	25.0%	---	54.5%	---	100.0%	49.2%	80.0%	60.0%	58.1%	48.8%	46.7%	44.8%	55.7%	47.8%

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

Jackson Care Connect

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) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,815	231	209	189	98	126	2	43	60	125	105	79	41	10	4	0	11	0	1	128	6	20	75	90	62	59	118	49
Number missing or multiple answer	154	7	5	4	3	4	0	0	1	6	4	1	2	2	0	0	0	0	0	4	1	0	1	4	2	1	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	3,661	224	204	185	95	122	2	43	59	119	101	78	39	8	4	0	11	0	1	124	5	20	74	86	60	58	115	46
	96.0%	97.0%	97.6%	97.9%	96.9%	96.8%	100.0%	100.0%	98.3%	95.2%	96.2%	98.7%	95.1%	80.0%	100.0%	---	100.0%	---	100.0%	96.9%	---	100.0%	98.7%	95.6%	96.8%	98.3%	97.5%	93.9%
0 to 4	170	7	6	5	2	3	0	0	2	4	2	2	0	1	0	0	0	0	0	2	0	0	0	4	2	2	4	1
	4.6%	3.1%	2.9%	2.7%	2.1%	2.5%	0.0%	0.0%	3.4%	3.4%	2.0%	2.6%	0.0%	12.5%	0.0%	---	0.0%	---	0.0%	1.6%	0.0%	0.0%	0.0%	4.7%	3.3%	3.4%	3.5%	2.2%
5	162	8	13	11	3	5	0	2	2	4	4	2	1	0	0	0	2	0	0	4	0	1	2	4	2	3	3	2
	4.4%	3.6%	6.4%	5.9%	3.2%	4.1%	0.0%	4.7%	3.4%	3.4%	4.0%	2.6%	2.6%	0.0%	0.0%	---	18.2%	---	0.0%	3.2%	0.0%	5.0%	2.7%	4.7%	3.3%	5.2%	2.6%	4.3%
6 or 7	401	22	19	23	6	15	0	3	3	15	10	8	3	1	1	0	0	0	0	11	0	3	4	7	10	11	8	3
	11.0%	9.8%	9.3%	12.4%	6.3%	12.3%	0.0%	7.0%	5.1%	12.6%	9.9%	10.3%	7.7%	12.5%	25.0%	---	0.0%	---	0.0%	8.9%	0.0%	15.0%	5.4%	8.1%	16.7%	19.0%	7.0%	6.5%
8 to 10	2,928	187	166	146	84	99	2	38	52	96	85	66	35	6	3	0	9	0	1	107	5	16	68	71	46	42	100	40
	80.0%	83.5%	81.4%	78.9%	88.4%	81.1%	100.0%	88.4%	88.1%	80.7%	84.2%	84.6%	89.7%	75.0%	75.0%	---	81.8%	---	100.0%	86.3%	100.0%	80.0%	91.9%	82.6%	76.7%	72.4%	87.0%	87.0%
Significantly different from column:*																							Y		W	AA	Z	
0 to 6	452	23	23	28	7	13	0	3	5	13	9	7	2	1	0	0	2	0	0	11	0	3	3	12	6	6	9	5
	12.3%	10.3%	11.3%	15.1%	7.4%	10.7%	0.0%	7.0%	8.5%	10.9%	8.9%	9.0%	5.1%	12.5%	0.0%	---	18.2%	---	0.0%	8.9%	0.0%	15.0%	4.1%	14.0%	10.0%	15.5%	7.8%	10.9%
7 to 8	896	46	45	39	24	21	0	10	13	23	21	15	10	2	2	0	1	0	0	27	0	3	13	18	15	17	18	9
	24.5%	20.5%	22.1%	21.1%	25.3%	17.2%	0.0%	23.3%	22.0%	19.3%	20.8%	19.2%	25.6%	25.0%	50.0%	---	9.1%	---	0.0%	21.8%	0.0%	15.0%	17.6%	20.9%	25.0%	29.3%	15.7%	19.6%
9 to 10	2,313	155	136	118	64	88	2	30	41	83	71	56	27	5	2	0	8	0	1	86	5	14	58	56	39	32	88	32
	63.2%	69.2%	66.7%	63.8%	67.4%	72.1%	100.0%	69.8%	69.5%	69.7%	70.3%	71.8%	69.2%	62.5%	50.0%	---	72.7%	---	100.0%	69.4%	100.0%	70.0%	78.4%	65.1%	65.0%	55.2%	76.5%	69.6%
Significantly different from column:*																										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.

Jackson Care Connect

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

31330

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) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	237	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	35	2	1	1	1	1	0	0	2	0	2	0	0	1	0	0	0	0	0	0	1	0	0	2	0	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	4,643	260	259	236	118	133	2	56	66	134	121	89	42	9	4	0	12	0	1	145	7	21	84	103	68	79	128	48
	99.3%	99.2%	99.6%	99.6%	99.2%	99.3%	100.0%	100.0%	97.1%	100.0%	98.4%	100.0%	100.0%	90.0%	100.0%	---	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	98.1%	100.0%	98.8%	100.0%	98.0%
Yes	1,960	114	124	110	44	66	2	16	25	71	43	45	23	2	1	0	6	0	0	64	3	13	30	42	39	5	73	34
	42.2%	43.8%	47.9%	46.6%	37.3%	49.6%	100.0%	28.6%	37.9%	53.0%	35.5%	50.6%	54.8%	22.2%	25.0%	---	50.0%	---	0.0%	44.1%	42.9%	61.9%	35.7%	40.8%	57.4%	6.3%	57.0%	70.8%
No	2,683	146	135	126	74	67	0	40	41	63	78	44	19	7	3	0	6	0	1	81	4	8	54	61	29	74	55	14
	57.8%	56.2%	52.1%	53.4%	62.7%	50.4%	0.0%	71.4%	62.1%	47.0%	64.5%	49.4%	45.2%	77.8%	75.0%	---	50.0%	---	100.0%	55.9%	57.1%	38.1%	64.3%	59.2%	42.6%	93.7%	43.0%	29.2%
Significantly different from column:*					F	E		J	J	H,I	L,M	K	K										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.

T-21

Jackson Care Connect

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

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) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,960	114	124	110	44	66	2	16	25	71	43	45	23	2	1	0	6	0	0	64	3	13	30	42	39	5	73	34
Number missing or multiple answer	51	2	1	0	1	1	0	0	0	2	1	1	0	0	0	0	1	0	0	1	0	0	1	1	0	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,909	112	123	110	43	65	2	16	25	69	42	44	23	2	1	0	5	0	0	63	3	13	29	41	39	5	71	34
	97.4%	98.2%	99.2%	100.0%	97.7%	98.5%	100.0%	100.0%	100.0%	97.2%	97.7%	97.8%	100.0%	100.0%	100.0%	---	83.3%	---	---	98.4%	---	100.0%	96.7%	97.6%	100.0%	100.0%	97.3%	100.0%
Never	105	7	7	7	0	6	0	2	1	3	1	4	1	0	0	0	1	0	0	3	0	1	1	3	2	1	3	3
	5.5%	6.3%	5.7%	6.4%	0.0%	9.2%	0.0%	12.5%	4.0%	4.3%	2.4%	9.1%	4.3%	0.0%	0.0%	---	20.0%	---	---	4.8%	0.0%	7.7%	3.4%	7.3%	5.1%	20.0%	4.2%	8.8%
Sometimes	298	18	19	22	8	8	1	3	6	8	4	10	3	1	0	0	1	0	0	9	1	1	4	4	8	1	11	6
	15.6%	16.1%	15.4%	20.0%	18.6%	12.3%	50.0%	18.8%	24.0%	11.6%	9.5%	22.7%	13.0%	50.0%	0.0%	---	20.0%	---	---	14.3%	33.3%	7.7%	13.8%	9.8%	20.5%	20.0%	15.5%	17.6%
Usually	585	31	45	41	7	23	1	3	7	21	10	11	9	1	0	0	3	0	0	12	1	4	9	13	9	1	20	8
	30.6%	27.7%	36.6%	37.3%	16.3%	35.4%	50.0%	18.8%	28.0%	30.4%	23.8%	25.0%	39.1%	50.0%	0.0%	---	60.0%	---	---	19.0%	33.3%	30.8%	31.0%	31.7%	23.1%	20.0%	28.2%	23.5%
Always	921	56	52	40	28	28	0	8	11	37	27	19	10	0	1	0	0	0	0	39	1	7	15	21	20	2	37	17
	48.2%	50.0%	42.3%	36.4%	65.1%	43.1%	0.0%	50.0%	44.0%	53.6%	64.3%	43.2%	43.5%	0.0%	100.0%	---	0.0%	---	---	61.9%	33.3%	53.8%	51.7%	51.2%	51.3%	40.0%	52.1%	50.0%
Significantly different from column:*		D			F	E					L	K																
Usually or Always	1,506	87	97	81	35	51	1	11	18	58	37	30	19	1	1	0	3	0	0	51	2	11	24	34	29	3	57	25
	78.9%	77.7%	78.9%	73.6%	81.4%	78.5%	50.0%	68.8%	72.0%	84.1%	88.1%	68.2%	82.6%	50.0%	100.0%	---	60.0%	---	---	81.0%	66.7%	84.6%	82.8%	82.9%	74.4%	60.0%	80.3%	73.5%
Significantly different from column:*											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.

Jackson Care Connect

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

31330

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/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,960	114	124	110	44	66	2	16	25	71	43	45	23	2	1	0	6	0	0	64	3	13	30	42	39	5	73	34
Number missing or multiple answer	71	2	3	2	1	1	0	0	0	2	1	1	0	0	0	0	1	0	0	1	0	0	1	1	0	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,889	112	121	108	43	65	2	16	25	69	42	44	23	2	1	0	5	0	0	63	3	13	29	41	39	5	71	34
	96.4%	98.2%	97.6%	98.2%	97.7%	98.5%	100.0%	100.0%	100.0%	97.2%	97.7%	97.8%	100.0%	100.0%	100.0%	---	83.3%	---	---	98.4%	---	100.0%	96.7%	97.6%	100.0%	100.0%	97.3%	100.0%
None	55	1	2	2	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0	0	1	0
	2.9%	0.9%	1.7%	1.9%	0.0%	1.5%	0.0%	0.0%	0.0%	1.4%	0.0%	2.3%	0.0%	0.0%	0.0%	---	0.0%	---	---	1.6%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	1.4%	0.0%
1 specialist	962	60	62	55	26	34	0	11	18	31	19	25	15	1	1	0	4	0	0	31	0	9	21	19	20	3	46	11
	50.9%	53.6%	51.2%	50.9%	60.5%	52.3%	0.0%	68.8%	72.0%	44.9%	45.2%	56.8%	65.2%	50.0%	100.0%	---	80.0%	---	---	49.2%	0.0%	69.2%	72.4%	46.3%	51.3%	60.0%	64.8%	32.4%
2	478	28	30	28	12	15	1	5	3	20	13	9	6	0	0	0	0	0	0	21	1	1	4	14	10	0	16	11
	25.3%	25.0%	24.8%	25.9%	27.9%	23.1%	50.0%	31.3%	12.0%	29.0%	31.0%	20.5%	26.1%	0.0%	0.0%	---	0.0%	---	---	33.3%	33.3%	7.7%	13.8%	34.1%	25.6%	0.0%	22.5%	32.4%
3	237	16	17	14	4	9	1	0	1	13	6	6	2	1	0	0	1	0	0	8	1	2	3	5	6	1	7	8
	12.5%	14.3%	14.0%	13.0%	9.3%	13.8%	50.0%	0.0%	4.0%	18.8%	14.3%	13.6%	8.7%	50.0%	0.0%	---	20.0%	---	---	12.7%	33.3%	15.4%	10.3%	12.2%	15.4%	20.0%	9.9%	23.5%
4	81	3	5	6	0	3	0	0	2	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	3	0	1	1
	4.3%	2.7%	4.1%	5.6%	0.0%	4.6%	0.0%	0.0%	8.0%	1.4%	2.4%	4.5%	0.0%	0.0%	0.0%	---	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	1.4%	2.9%
5 or more specialists	76	4	5	3	1	3	0	0	1	3	3	1	0	0	0	0	0	0	0	2	1	1	1	2	0	1	0	3
	4.0%	3.6%	4.1%	2.8%	2.3%	4.6%	0.0%	0.0%	4.0%	4.3%	7.1%	2.3%	0.0%	0.0%	0.0%	---	0.0%	---	---	3.2%	33.3%	7.7%	3.4%	4.9%	0.0%	20.0%	0.0%	8.8%
3 or more specialists	394	23	27	23	5	15	1	0	4	17	10	9	2	1	0	0	1	0	0	10	2	3	4	7	9	2	8	12
	20.9%	20.5%	22.3%	21.3%	11.6%	23.1%	50.0%	0.0%	16.0%	24.6%	23.8%	20.5%	8.7%	50.0%	0.0%	---	20.0%	---	---	15.9%	66.7%	23.1%	13.8%	17.1%	23.1%	40.0%	11.3%	35.3%
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.

T-23

Jackson Care Connect

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

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) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,834	111	119	106	43	64	2	16	25	68	42	43	23	2	1	0	5	0	0	62	3	13	29	40	39	5	70	34
Number missing or multiple answer	36	0	0	0	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	1,798	111	119	106	43	64	2	16	25	68	42	43	23	2	1	0	5	0	0	62	3	13	29	40	39	5	70	34
	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%	100.0%
0 Worst specialist possible	8	0	0	1	0	0	0	0	0	0	0	0	0	0	0		0			0	0	0	0	0	0	0	0	0
	0.4%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	9	1	1	1	0	0	0	0	0	0	0	0	0	0	0		0			0	0	0	0	0	0	0	0	1
	0.5%	0.9%	0.8%	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%	2.9%
2	16	2	0	2	1	0	1	1	0	1	0	1	1	0	0		0			2	0	0	0	1	1	0	1	1
	0.9%	1.8%	0.0%	1.9%	2.3%	0.0%	50.0%	6.3%	0.0%	1.5%	0.0%	2.3%	4.3%	0.0%	0.0%	---	0.0%	---	---	3.2%	0.0%	0.0%	0.0%	2.5%	2.6%	0.0%	1.4%	2.9%
3	14	2	1	3	1	1	0	0	1	1	1	1	0	0	0		0			1	1	0	0	1	1	0	2	0
	0.8%	1.8%	0.8%	2.8%	2.3%	1.6%	0.0%	0.0%	4.0%	1.5%	2.4%	2.3%	0.0%	0.0%	0.0%	---	0.0%	---	---	1.6%	33.3%	0.0%	0.0%	2.5%	2.6%	0.0%	2.9%	0.0%
4	30	1	1	0	1	0	0	0	0	1	1	0	0	0	0		0			0	0	0	1	0	0	1	0	0
	1.7%	0.9%	0.8%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	1.5%	2.4%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	---	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%	20.0%	0.0%	0.0%
5	71	3	3	4	1	2	0	0	0	3	1	2	0	1	0		0			1	0	0	0	0	3	0	3	0
	3.9%	2.7%	2.5%	3.8%	2.3%	3.1%	0.0%	0.0%	0.0%	4.4%	2.4%	4.7%	0.0%	50.0%	0.0%	---	0.0%	---	---	1.6%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	4.3%	0.0%
6	57	4	5	8	1	3	0	1	2	1	1	3	0	0	0		0			1	0	2	0	0	4	1	2	1
	3.2%	3.6%	4.2%	7.5%	2.3%	4.7%	0.0%	6.3%	8.0%	1.5%	2.4%	7.0%	0.0%	0.0%	0.0%	---	0.0%	---	---	1.6%	0.0%	15.4%	0.0%	0.0%	10.3%	20.0%	2.9%	2.9%
7	140	7	10	12	4	3	0	2	3	2	0	4	3	0	0		0			5	0	1	3	2	2	0	6	1
	7.8%	6.3%	8.4%	11.3%	9.3%	4.7%	0.0%	12.5%	12.0%	2.9%	0.0%	9.3%	13.0%	0.0%	0.0%	---	0.0%	---	---	8.1%	0.0%	7.7%	10.3%	5.0%	5.1%	0.0%	8.6%	2.9%
8	310	16	18	13	9	7	0	3	3	10	6	6	4	0	0		3			8	0	1	5	8	3	0	11	4
	17.2%	14.4%	15.1%	12.3%	20.9%	10.9%	0.0%	18.8%	12.0%	14.7%	14.3%	14.0%	17.4%	0.0%	0.0%	---	60.0%	---	---	12.9%	0.0%	7.7%	17.2%	20.0%	7.7%	0.0%	15.7%	11.8%
9	359	23	22	17	6	17	0	4	4	15	8	7	8	1	0		1			12	1	4	7	9	6	1	14	8
	20.0%	20.7%	18.5%	16.0%	14.0%	26.6%	0.0%	25.0%	16.0%	22.1%	19.0%	16.3%	34.8%	50.0%	0.0%	---	20.0%	---	---	19.4%	33.3%	30.8%	24.1%	22.5%	15.4%	20.0%	20.0%	23.5%
10 Best specialist possible	784	52	58	45	19	31	1	5	12	34	24	19	7	0	1		1			32	1	5	13	19	19	2	31	18
	43.6%	46.8%	48.7%	42.5%	44.2%	48.4%	50.0%	31.3%	48.0%	50.0%	57.1%	44.2%	30.4%	0.0%	100.0%	---	20.0%	---	---	51.6%	33.3%	38.5%	44.8%	47.5%	48.7%	40.0%	44.3%	52.9%

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

Jackson Care Connect

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

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/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,834	111	119	106	43	64	2	16	25	68	42	43	23	2	1	0	5	0	0	62	3	13	29	40	39	5	70	34
Number missing or multiple answer	36	0	0	0	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	1,798	111	119	106	43	64	2	16	25	68	42	43	23	2	1	0	5	0	0	62	3	13	29	40	39	5	70	34
	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%
0 to 4	77	6	3	7	3	1	1	1	1	3	2	2	1	0	0	0	0	0	0	3	1	0	1	2	2	1	3	2
	4.3%	5.4%	2.5%	6.6%	7.0%	1.6%	50.0%	6.3%	4.0%	4.4%	4.8%	4.7%	4.3%	0.0%	0.0%	---	0.0%	---	---	4.8%	33.3%	0.0%	3.4%	5.0%	5.1%	20.0%	4.3%	5.9%
5	71	3	3	4	1	2	0	0	0	3	1	2	0	1	0	0	0	0	0	1	0	0	0	0	3	0	3	0
	3.9%	2.7%	2.5%	3.8%	2.3%	3.1%	0.0%	0.0%	0.0%	4.4%	2.4%	4.7%	0.0%	50.0%	0.0%	---	0.0%	---	---	1.6%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	4.3%	0.0%
6 or 7	197	11	15	20	5	6	0	3	5	3	1	7	3	0	0	0	0	0	0	6	0	3	3	2	6	1	8	2
	11.0%	9.9%	12.6%	18.9%	11.6%	9.4%	0.0%	18.8%	20.0%	4.4%	2.4%	16.3%	13.0%	0.0%	0.0%	---	0.0%	---	---	9.7%	0.0%	23.1%	10.3%	5.0%	15.4%	20.0%	11.4%	5.9%
8 to 10	1,453	91	98	75	34	55	1	12	19	59	38	32	19	1	1	0	5	0	0	52	2	10	25	36	28	3	56	30
	80.8%	82.0%	82.4%	70.8%	79.1%	85.9%	50.0%	75.0%	76.0%	86.8%	90.5%	74.4%	82.6%	50.0%	100.0%	---	100.0%	---	---	83.9%	66.7%	76.9%	86.2%	90.0%	71.8%	60.0%	80.0%	88.2%
Significantly different from column:*																							Y	X				
0 to 6	205	13	11	19	5	6	1	2	3	7	4	7	1	1	0	0	0	0	0	5	1	2	1	2	9	2	8	3
	11.4%	11.7%	9.2%	17.9%	11.6%	9.4%	50.0%	12.5%	12.0%	10.3%	9.5%	16.3%	4.3%	50.0%	0.0%	---	0.0%	---	---	8.1%	33.3%	15.4%	3.4%	5.0%	23.1%	40.0%	11.4%	8.8%
7 to 8	450	23	28	25	13	10	0	5	6	12	6	10	7	0	0	0	3	0	0	13	0	2	8	10	5	0	17	5
	25.0%	20.7%	23.5%	23.6%	30.2%	15.6%	0.0%	31.3%	24.0%	17.6%	14.3%	23.3%	30.4%	0.0%	0.0%	---	60.0%	---	---	21.0%	0.0%	15.4%	27.6%	25.0%	12.8%	0.0%	24.3%	14.7%
9 to 10	1,143	75	80	62	25	48	1	9	16	49	32	26	15	1	1	0	2	0	0	44	2	9	20	28	25	3	45	26
	63.6%	67.6%	67.2%	58.5%	58.1%	75.0%	50.0%	56.3%	64.0%	72.1%	76.2%	60.5%	65.2%	50.0%	100.0%	---	40.0%	---	---	71.0%	66.7%	69.2%	69.0%	70.0%	64.1%	60.0%	64.3%	76.5%
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.

Jackson Care Connect

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

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/Northern African | Native Hawaiian or Pacific Islander | White | Other | Multiracial | Excellent or Very good | Good | Fair or Poor | None | 1 to 4 | 5 or more |
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	237	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	123	5	5	3	2	3	0	2	0	3	2	2	0	0	0	0	1	0	0	2	0	0	2	2	1	1	4	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,555	257	255	234	117	131	2	54	68	131	121	87	42	10	4	0	11	0	1	143	8	21	82	103	67	79	124	49
	97.4%	98.1%	98.1%	98.7%	98.3%	97.8%	100.0%	96.4%	100.0%	97.8%	98.4%	97.8%	100.0%	100.0%	100.0%	---	91.7%	---	100.0%	98.6%	---	100.0%	97.6%	98.1%	98.5%	98.8%	96.9%	100.0%
Yes	1,327	72	95	61	34	35	1	17	11	43	33	22	16	3	2	0	2	0	1	46	2	7	22	31	17	12	37	21
	29.1%	28.0%	37.3%	26.1%	29.1%	26.7%	50.0%	31.5%	16.2%	32.8%	27.3%	25.3%	38.1%	30.0%	50.0%	---	18.2%	---	100.0%	32.2%	25.0%	33.3%	26.8%	30.1%	25.4%	15.2%	29.8%	42.9%
No	3,228	185	160	173	83	96	1	37	57	88	88	65	26	7	2	0	9	0	0	97	6	14	60	72	50	67	87	28
	70.9%	72.0%	62.7%	73.9%	70.9%	73.3%	50.0%	68.5%	83.8%	67.2%	72.7%	74.7%	61.9%	70.0%	50.0%	---	81.8%	---	0.0%	67.8%	75.0%	66.7%	73.2%	69.9%	74.6%	84.8%	70.2%	57.1%
Significantly different from column:*		C	■	■				I	H,J	I																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.

Jackson Care Connect

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

31330

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/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,327	72	95	61	34	35	1	17	11	43	33	22	16	3	2	0	2	0	1	46	2	7	22	31	17	12	37	21
Number missing or multiple answer	25	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
Number no experience	NA	NA	NA	NA	NA	NA	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	72	94	59	34	35	1	17	11	43	33	22	16	3	2	0	2	0	1	46	2	7	22	31	17	12	37	21
	98.1%	100.0%	98.9%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	31	2	1	0	2	0	0	0	2	0	1	1	0	0	0	0	0	0	0	2	0	0	0	2	0	1	1	0
	2.4%	2.8%	1.1%	0.0%	5.9%	0.0%	0.0%	0.0%	18.2%	0.0%	3.0%	4.5%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	4.3%	0.0%	0.0%	0.0%	6.5%	0.0%	8.3%	2.7%	0.0%
Sometimes	204	6	15	7	1	4	0	2	1	3	2	1	3	0	1	0	0	0	0	3	0	1	2	4	0	1	2	3
	15.7%	8.3%	16.0%	11.9%	2.9%	11.4%	0.0%	11.8%	9.1%	7.0%	6.1%	4.5%	18.8%	0.0%	50.0%	---	0.0%	---	0.0%	6.5%	0.0%	14.3%	9.1%	12.9%	0.0%	8.3%	5.4%	14.3%
Usually	345	14	21	15	6	6	1	4	2	7	6	5	2	1	0	0	1	0	0	7	0	2	5	6	2	3	7	4
	26.5%	19.4%	22.3%	25.4%	17.6%	17.1%	100.0%	23.5%	18.2%	16.3%	18.2%	22.7%	12.5%	33.3%	0.0%	---	50.0%	---	0.0%	15.2%	0.0%	28.6%	22.7%	19.4%	11.8%	25.0%	18.9%	19.0%
Always	722	50	57	37	25	25	0	11	6	33	24	15	11	2	1	0	1	0	1	34	2	4	15	19	15	7	27	14
	55.5%	69.4%	60.6%	62.7%	73.5%	71.4%	0.0%	64.7%	54.5%	76.7%	72.7%	68.2%	68.8%	66.7%	50.0%	---	50.0%	---	100.0%	73.9%	100.0%	57.1%	68.2%	61.3%	88.2%	58.3%	73.0%	66.7%
Significantly different from column:*		A																										
Usually or Always	1,067	64	78	52	31	31	1	15	8	40	30	20	13	3	1	0	2	0	1	41	2	6	20	25	17	10	34	18
	82.0%	88.9%	83.0%	88.1%	91.2%	88.6%	100.0%	88.2%	72.7%	93.0%	90.9%	90.9%	81.3%	100.0%	50.0%	---	100.0%	---	100.0%	89.1%	100.0%	85.7%	90.9%	80.6%	100.0%	83.3%	91.9%	85.7%
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.

Jackson Care Connect

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

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/Northern African | Native Hawaiian or Pacific Islander | White | Other | Multiracial | Excellent or Very good | Good | Fair or Poor | None | 1 to 4 | 5 or more |
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,327	72	95	61	34	35	1	17	11	43	33	22	16	3	2	0	2	0	1	46	2	7	22	31	17	12	37	21
Number missing or multiple answer	32	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	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	72	95	60	34	35	1	17	11	43	33	22	16	3	2	0	2	0	1	46	2	7	22	31	17	12	37	21
	97.6%	100.0%	100.0%	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	15	2	1	0	2	0	0	0	2	0	1	1	0	0	0	0	0	0	0	2	0	0	0	2	0	1	1	0
	1.2%	2.8%	1.1%	0.0%	5.9%	0.0%	0.0%	0.0%	18.2%	0.0%	3.0%	4.5%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	4.3%	0.0%	0.0%	0.0%	6.5%	0.0%	8.3%	2.7%	0.0%
Sometimes	59	2	4	2	0	2	0	1	0	1	1	0	1	0	0	0	1	0	0	0	0	0	0	2	0	1	0	1
	4.6%	2.8%	4.2%	3.3%	0.0%	5.7%	0.0%	5.9%	0.0%	2.3%	3.0%	0.0%	6.3%	0.0%	0.0%	---	50.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	6.5%	0.0%	8.3%	0.0%	4.8%
Usually	227	10	12	12	6	3	0	0	2	7	4	3	2	1	1	0	0	0	0	5	0	0	4	2	3	0	7	3
	17.5%	13.9%	12.6%	20.0%	17.6%	8.6%	0.0%	0.0%	18.2%	16.3%	12.1%	13.6%	12.5%	33.3%	50.0%	---	0.0%	---	0.0%	10.9%	0.0%	0.0%	18.2%	6.5%	17.6%	0.0%	18.9%	14.3%
Always	994	58	78	46	26	30	1	16	7	35	27	18	13	2	1	0	1	0	1	39	2	7	18	25	14	10	29	17
	76.8%	80.6%	82.1%	76.7%	76.5%	85.7%	100.0%	94.1%	63.6%	81.4%	81.8%	81.8%	81.3%	66.7%	50.0%	---	50.0%	---	100.0%	84.8%	100.0%	100.0%	81.8%	80.6%	82.4%	83.3%	78.4%	81.0%
Significantly different from column:*	■		■	■																								
Usually or Always	1,221	68	90	58	32	33	1	16	9	42	31	21	15	3	2	0	1	0	1	44	2	7	22	27	17	10	36	20
	94.3%	94.4%	94.7%	96.7%	94.1%	94.3%	100.0%	94.1%	81.8%	97.7%	93.9%	95.5%	93.8%	100.0%	100.0%	---	50.0%	---	100.0%	95.7%	100.0%	100.0%	100.0%	87.1%	100.0%	83.3%	97.3%	95.2%
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.

Jackson Care Connect

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

31330

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) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	237	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	206	9	9	4	5	4	0	2	2	5	2	4	2	0	0	0	2	0	0	3	0	1	3	1	5	1	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	4,472	253	251	233	114	130	2	54	66	129	121	85	40	10	4	0	10	0	1	142	8	20	81	104	63	79	123	46
	95.6%	96.6%	96.5%	98.3%	95.8%	97.0%	100.0%	96.4%	97.1%	96.3%	98.4%	95.5%	95.2%	100.0%	100.0%	---	83.3%	---	100.0%	97.9%	---	95.2%	96.4%	99.0%	92.6%	98.8%	96.1%	93.9%
Yes	1,323	73	87	84	33	37	1	14	13	45	30	26	15	1	2	0	1	0	1	45	2	4	21	33	17	13	43	16
	29.6%	28.9%	34.7%	36.1%	28.9%	28.5%	50.0%	25.9%	19.7%	34.9%	24.8%	30.6%	37.5%	10.0%	50.0%	---	10.0%	---	100.0%	31.7%	25.0%	20.0%	25.9%	31.7%	27.0%	16.5%	35.0%	34.8%
No	3,149	180	164	149	81	93	1	40	53	84	91	59	25	9	2	0	9	0	0	97	6	16	60	71	46	66	80	30
	70.4%	71.1%	65.3%	63.9%	71.1%	71.5%	50.0%	74.1%	80.3%	65.1%	75.2%	69.4%	62.5%	90.0%	50.0%	---	90.0%	---	0.0%	68.3%	75.0%	80.0%	74.1%	68.3%	73.0%	83.5%	65.0%	65.2%
Significantly different from column:*								J	I																	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.

Jackson Care Connect

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/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,472	253	251	233	114	130	2	54	66	129	121	85	40	10	4	0	10	0	1	142	8	20	81	104	63	79	123	46
Number missing or multiple answer	41	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	4,431	253	249	232	114	130	2	54	66	129	121	85	40	10	4	0	10	0	1	142	8	20	81	104	63	79	123	46
	99.1%	100.0%	99.2%	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	48	3	4	4	2	0	0	0	1	2	1	0	1	0	0	0	0	0	0	1	0	0	1	2	0	2	1	0
	1.1%	1.2%	1.6%	1.7%	1.8%	0.0%	0.0%	0.0%	1.5%	1.6%	0.8%	0.0%	2.5%	0.0%	0.0%	---	0.0%	---	0.0%	0.7%	0.0%	0.0%	1.2%	1.9%	0.0%	2.5%	0.8%	0.0%
Sometimes	212	8	14	11	4	4	0	1	1	6	5	2	1	0	0	0	0	0	0	8	0	0	1	5	2	3	4	1
	4.8%	3.2%	5.6%	4.7%	3.5%	3.1%	0.0%	1.9%	1.5%	4.7%	4.1%	2.4%	2.5%	0.0%	0.0%	---	0.0%	---	0.0%	5.6%	0.0%	0.0%	1.2%	4.8%	3.2%	3.8%	3.3%	2.2%
Usually	452	28	32	31	12	15	0	9	4	14	10	8	9	1	1	0	0	0	0	15	1	2	9	13	5	4	16	8
	10.2%	11.1%	12.9%	13.4%	10.5%	11.5%	0.0%	16.7%	6.1%	10.9%	8.3%	9.4%	22.5%	10.0%	25.0%	---	0.0%	---	0.0%	10.6%	12.5%	10.0%	11.1%	12.5%	7.9%	5.1%	13.0%	17.4%
Always	3,719	214	199	186	96	111	2	44	60	107	105	75	29	9	3	0	10	0	1	118	7	18	70	84	56	70	102	37
	83.9%	84.6%	79.9%	80.2%	84.2%	85.4%	100.0%	81.5%	90.9%	82.9%	86.8%	88.2%	72.5%	90.0%	75.0%	---	100.0%	---	100.0%	83.1%	87.5%	90.0%	86.4%	80.8%	88.9%	88.6%	82.9%	80.4%
Significantly different from column:*																												
											M	M	K,L															
Usually or Always	4,171	242	231	217	108	126	2	53	64	121	115	83	38	10	4	0	10	0	1	133	8	20	79	97	61	74	118	45
	94.1%	95.7%	92.8%	93.5%	94.7%	96.9%	100.0%	98.1%	97.0%	93.8%	95.0%	97.6%	95.0%	100.0%	100.0%	---	100.0%	---	100.0%	93.7%	100.0%	100.0%	97.5%	93.3%	96.8%	93.7%	95.9%	97.8%
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 NCQA as "Always" in question 27, and are used in calculating the Question Summary Rate.

Jackson Care Connect

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/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	237	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	513	29	29	28	14	15	0	6	5	18	15	12	2	3	0	0	0	0	0	13	2	4	10	7	12	15	13	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	4,165	233	231	209	105	119	2	50	63	116	108	77	40	7	4	0	12	0	1	132	6	17	74	98	56	65	115	48
	89.0%	88.9%	88.8%	88.2%	88.2%	88.8%	100.0%	89.3%	92.6%	86.6%	87.8%	86.5%	95.2%	70.0%	100.0%	---	100.0%	---	100.0%	91.0%	---	81.0%	88.1%	93.3%	82.4%	81.3%	89.8%	98.0%
0 Worst health plan possible	29	1	0	0	0	0	0	0	1	0	0	0	0	0	0	---	0	---	0	0	0	0	0	1	0	0	1	0
	0.7%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%	0.9%	0.0%
1	20	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
	0.5%	0.0%	0.4%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	39	2	0	1	1	1	0	1	0	1	1	1	0	0	0	---	0	0	0	1	0	0	0	1	1	2	0	0
	0.9%	0.9%	0.0%	0.5%	1.0%	0.8%	0.0%	2.0%	0.0%	0.9%	0.9%	1.3%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	0.8%	0.0%	0.0%	0.0%	1.0%	1.8%	3.1%	0.0%	0.0%
3	40	1	0	0	1	0	0	0	0	1	0	0	1	1	0	---	0	---	0	0	0	0	0	1	0	1	0	0
	1.0%	0.4%	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	14.3%	0.0%	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%	1.5%	0.0%	0.0%
4	64	2	2	5	2	0	0	1	1	0	1	1	0	0	0	---	0	0	0	2	0	0	0	2	0	1	1	0
	1.5%	0.9%	0.9%	2.4%	1.9%	0.0%	0.0%	2.0%	1.6%	0.0%	0.9%	1.3%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	1.5%	0.0%	0.0%	0.0%	2.0%	0.0%	1.5%	0.9%	0.0%
5	297	10	8	18	6	3	0	1	1	7	5	2	2	1	0	0	0	0	0	5	0	1	4	1	4	5	3	2
	7.1%	4.3%	3.5%	8.6%	5.7%	2.5%	0.0%	2.0%	1.6%	6.0%	4.6%	2.6%	5.0%	14.3%	0.0%	---	0.0%	---	0.0%	3.8%	0.0%	5.9%	5.4%	1.0%	7.1%	7.7%	2.6%	4.2%
6	241	16	10	15	5	10	0	4	4	8	9	2	5	0	1	---	0	---	0	11	0	1	4	8	4	6	7	2
	5.8%	6.9%	4.3%	7.2%	4.8%	8.4%	0.0%	8.0%	6.3%	6.9%	8.3%	2.6%	12.5%	0.0%	25.0%	---	0.0%	---	0.0%	8.3%	0.0%	5.9%	5.4%	8.2%	7.1%	9.2%	6.1%	4.2%
7	441	13	23	23	4	8	0	4	5	3	4	6	2	0	0	---	0	---	0	9	0	0	4	4	4	3	8	2
	10.6%	5.6%	10.0%	11.0%	3.8%	6.7%	0.0%	8.0%	7.9%	2.6%	3.7%	7.8%	5.0%	0.0%	0.0%	---	0.0%	---	0.0%	6.8%	0.0%	0.0%	5.4%	4.1%	7.1%	4.6%	7.0%	4.2%
8	781	43	44	45	23	18	1	12	13	17	16	16	10	2	0	0	4	0	0	23	1	2	15	20	7	16	18	9
	18.8%	18.5%	19.0%	21.5%	21.9%	15.1%	50.0%	24.0%	20.6%	14.7%	14.8%	20.8%	25.0%	28.6%	0.0%	---	33.3%	---	0.0%	17.4%	16.7%	11.8%	20.3%	20.4%	12.5%	24.6%	15.7%	18.8%
9	728	49	45	31	15	34	0	14	9	26	21	19	8	0	0	---	4	---	0	25	1	7	15	21	12	11	27	11
	17.5%	21.0%	19.5%	14.8%	14.3%	28.6%	0.0%	28.0%	14.3%	22.4%	19.4%	24.7%	20.0%	0.0%	0.0%	---	33.3%	---	0.0%	18.9%	16.7%	41.2%	20.3%	21.4%	21.4%	16.9%	23.5%	22.9%
10 Best health plan possible	1,485	96	98	69	48	45	1	13	29	53	51	30	13	3	3	0	4	0	1	56	4	6	32	39	24	20	50	22
	35.7%	41.2%	42.4%	33.0%	45.7%	37.8%	50.0%	26.0%	46.0%	45.7%	47.2%	39.0%	32.5%	42.9%	75.0%	---	33.3%	---	100.0%	42.4%	66.7%	35.3%	43.2%	39.8%	42.9%	30.8%	43.5%	45.8%

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

Jackson Care Connect

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

31330

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/Northern African | Native Hawaiian or Pacific Islander | White | Other | Multiracial | Excellent or Very good | Good | Fair or Poor | None | 1 to 4 | 5 or more |
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	237	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	513	29	29	28	14	15	0	6	5	18	15	12	2	3	0	0	0	0	0	13	2	4	10	7	12	15	13	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	4,165	233	231	209	105	119	2	50	63	116	108	77	40	7	4	0	12	0	1	132	6	17	74	98	56	65	115	48
	89.0%	88.9%	88.8%	88.2%	88.2%	88.8%	100.0%	89.3%	92.6%	86.6%	87.8%	86.5%	95.2%	70.0%	100.0%	---	100.0%	---	100.0%	91.0%	---	81.0%	88.1%	93.3%	82.4%	81.3%	89.8%	98.0%
0 to 4	192	6	3	8	4	1	0	2	2	2	2	2	0	1	0	0	0	0	0	3	0	0	0	5	1	4	2	0
	4.6%	2.6%	1.3%	3.8%	3.8%	0.8%	0.0%	4.0%	3.2%	1.7%	1.9%	2.6%	0.0%	14.3%	0.0%	---	0.0%	---	0.0%	2.3%	0.0%	0.0%	0.0%	5.1%	1.8%	6.2%	1.7%	0.0%
5	297	10	8	18	6	3	0	1	1	7	5	2	2	1	0	0	0	0	0	5	0	1	4	1	4	5	3	2
	7.1%	4.3%	3.5%	8.6%	5.7%	2.5%	0.0%	2.0%	1.6%	6.0%	4.6%	2.6%	5.0%	14.3%	0.0%	---	0.0%	---	0.0%	3.8%	0.0%	5.9%	5.4%	1.0%	7.1%	7.7%	2.6%	4.2%
6 or 7	682	29	33	38	9	18	0	8	9	11	13	8	7	0	1	0	0	0	0	20	0	1	8	12	8	9	15	4
	16.4%	12.4%	14.3%	18.2%	8.6%	15.1%	0.0%	16.0%	14.3%	9.5%	12.0%	10.4%	17.5%	0.0%	25.0%	---	0.0%	---	0.0%	15.2%	0.0%	5.9%	10.8%	12.2%	14.3%	13.8%	13.0%	8.3%
8 to 10	2,994	188	187	145	86	97	2	39	51	96	88	65	31	5	3	0	12	0	1	104	6	15	62	80	43	47	95	42
	71.9%	80.7%	81.0%	69.4%	81.9%	81.5%	100.0%	78.0%	81.0%	82.8%	81.5%	84.4%	77.5%	71.4%	75.0%	---	100.0%	---	100.0%	78.8%	100.0%	88.2%	83.8%	81.6%	76.8%	72.3%	82.6%	87.5%
Significantly different from column:*		A,D																										
0 to 6	730	32	21	41	15	14	0	7	7	17	16	6	7	2	1	0	0	0	0	19	0	2	8	14	9	15	12	4
	17.5%	13.7%	9.1%	19.6%	14.3%	11.8%	0.0%	14.0%	11.1%	14.7%	14.8%	7.8%	17.5%	28.6%	25.0%	---	0.0%	---	0.0%	14.4%	0.0%	11.8%	10.8%	14.3%	16.1%	23.1%	10.4%	8.3%
7 to 8	1,222	56	67	68	27	26	1	16	18	20	20	22	12	2	0	0	4	0	0	32	1	2	19	24	11	19	26	11
	29.3%	24.0%	29.0%	32.5%	25.7%	21.8%	50.0%	32.0%	28.6%	17.2%	18.5%	28.6%	30.0%	28.6%	0.0%	---	33.3%	---	0.0%	24.2%	16.7%	11.8%	25.7%	24.5%	19.6%	29.2%	22.6%	22.9%
9 to 10	2,213	145	143	100	63	79	1	27	38	79	72	49	21	3	3	0	8	0	1	81	5	13	47	60	36	31	77	33
	53.1%	62.2%	61.9%	47.8%	60.0%	66.4%	50.0%	54.0%	60.3%	68.1%	66.7%	63.6%	52.5%	42.9%	75.0%	---	66.7%	---	100.0%	61.4%	83.3%	76.5%	63.5%	61.2%	64.3%	47.7%	67.0%	68.8%
Significantly different from column:*		A,D																								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.

Jackson Care Connect

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

31330

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) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	237	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	214	12	13	7	4	8	0	1	2	9	8	4	0	3	0	0	0	0	0	4	1	0	5	3	4	7	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	4,464	250	247	230	115	126	2	55	66	125	115	85	42	7	4	0	12	0	1	141	7	21	79	102	64	73	123	49
	95.4%	95.4%	95.0%	97.0%	96.6%	94.0%	100.0%	98.2%	97.1%	93.3%	93.5%	95.5%	100.0%	70.0%	100.0%	---	100.0%	---	100.0%	97.2%	---	100.0%	94.0%	97.1%	94.1%	91.3%	96.1%	100.0%
Yes	676	31	35	41	15	15	0	1	4	25	18	8	4	1	2	0	0	0	0	19	1	1	7	8	14	4	18	9
	15.1%	12.4%	14.2%	17.8%	13.0%	11.9%	0.0%	1.8%	6.1%	20.0%	15.7%	9.4%	9.5%	14.3%	50.0%	---	0.0%	---	0.0%	13.5%	14.3%	4.8%	8.9%	7.8%	21.9%	5.5%	14.6%	18.4%
No	3,788	219	212	189	100	111	2	54	62	100	97	77	38	6	2	0	12	0	1	122	6	20	72	94	50	69	105	40
	84.9%	87.6%	85.8%	82.2%	87.0%	88.1%	100.0%	98.2%	93.9%	80.0%	84.3%	90.6%	90.5%	85.7%	50.0%	---	100.0%	---	100.0%	86.5%	85.7%	95.2%	91.1%	92.2%	78.1%	94.5%	85.4%	81.6%
Significantly different from column:*								J	J	H,I													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.

T-33

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

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/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	676	31	35	41	15	15	0	1	4	25	18	8	4	1	2	0	0	0	0	19	1	1	7	8	14	4	18	9
Number missing or multiple answer	22	1	1	1	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	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	654	30	34	40	14	15	0	1	4	24	17	8	4	1	2	0	0	0	0	19	1	0	7	7	14	4	17	9
	96.7%	96.8%	97.1%	97.6%	93.3%	100.0%	---	100.0%	100.0%	96.0%	94.4%	100.0%	100.0%	100.0%	100.0%	---	---	---	---	100.0%	---	0.0%	100.0%	87.5%	100.0%	100.0%	94.4%	100.0%
Never	121	8	5	11	3	4	0	0	1	6	2	4	1	0	0	0	0	0	0	4	0	0	2	0	5	2	5	1
	18.5%	26.7%	14.7%	27.5%	21.4%	26.7%	---	0.0%	25.0%	25.0%	11.8%	50.0%	25.0%	0.0%	0.0%	---	---	---	---	21.1%	0.0%	---	28.6%	0.0%	35.7%	50.0%	29.4%	11.1%
Sometimes	107	3	4	6	2	1	0	0	0	3	2	0	1	0	0	0	0	0	0	3	0	0	0	1	2	0	1	2
	16.4%	10.0%	11.8%	15.0%	14.3%	6.7%	---	0.0%	0.0%	12.5%	11.8%	0.0%	25.0%	0.0%	0.0%	---	---	---	---	15.8%	0.0%	---	0.0%	14.3%	14.3%	0.0%	5.9%	22.2%
Usually	136	4	9	8	3	1	0	1	0	3	3	1	0	0	0	0	0	0	0	4	0	0	1	2	1	0	2	2
	20.8%	13.3%	26.5%	20.0%	21.4%	6.7%	---	100.0%	0.0%	12.5%	17.6%	12.5%	0.0%	0.0%	0.0%	---	---	---	---	21.1%	0.0%	---	14.3%	28.6%	7.1%	0.0%	11.8%	22.2%
Always	290	15	16	15	6	9	0	0	3	12	10	3	2	1	2	0	0	0	0	8	1	0	4	4	6	2	9	4
	44.3%	50.0%	47.1%	37.5%	42.9%	60.0%	---	0.0%	75.0%	50.0%	58.8%	37.5%	50.0%	100.0%	100.0%	---	---	---	---	42.1%	100.0%	---	57.1%	57.1%	42.9%	50.0%	52.9%	44.4%
Significantly different from column:*																												
Usually or Always	426	19	25	23	9	10	0	1	3	15	13	4	2	1	2	0	0	0	0	12	1	0	5	6	7	2	11	6
	65.1%	63.3%	73.5%	57.5%	64.3%	66.7%	---	100.0%	75.0%	62.5%	76.5%	50.0%	50.0%	100.0%	100.0%	---	---	---	---	63.2%	100.0%	---	71.4%	85.7%	50.0%	50.0%	64.7%	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.

Jackson Care Connect

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

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) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	237	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	204	10	5	4	4	6	0	1	1	8	5	4	1	2	0	0	0	0	0	7	0	0	3	4	3	2	7	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	4,474	252	255	233	115	128	2	55	67	126	118	85	41	8	4	0	12	0	1	138	8	21	81	101	65	78	121	48
	95.6%	96.2%	98.1%	98.3%	96.6%	95.5%	100.0%	98.2%	98.5%	94.0%	95.9%	95.5%	97.6%	80.0%	100.0%	---	100.0%	---	100.0%	95.2%	---	100.0%	96.4%	96.2%	95.6%	97.5%	94.5%	98.0%
Yes	746	39	46	51	11	26	1	4	11	23	14	14	10	3	1	0	0	0	0	22	0	7	8	16	13	2	23	13
	16.7%	15.5%	18.0%	21.9%	9.6%	20.3%	50.0%	7.3%	16.4%	18.3%	11.9%	16.5%	24.4%	37.5%	25.0%	---	0.0%	---	0.0%	15.9%	0.0%	33.3%	9.9%	15.8%	20.0%	2.6%	19.0%	27.1%
No	3,728	213	209	182	104	102	1	51	56	103	104	71	31	5	3	0	12	0	1	116	8	14	73	85	52	76	98	35
	83.3%	84.5%	82.0%	78.1%	90.4%	79.7%	50.0%	92.7%	83.6%	81.7%	88.1%	83.5%	75.6%	62.5%	75.0%	---	100.0%	---	100.0%	84.1%	100.0%	66.7%	90.1%	84.2%	80.0%	97.4%	81.0%	72.9%
Significantly different from column:*					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.

Jackson Care Connect

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

31330

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/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	746	39	46	51	11	26	1	4	11	23	14	14	10	3	1	0	0	0	0	22	0	7	8	16	13	2	23	13
Number missing or multiple answer	22	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	724	39	43	50	11	26	1	4	11	23	14	14	10	3	1	0	0	0	0	22	0	7	8	16	13	2	23	13
	97.1%	100.0%	93.5%	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%
Never	99	5	3	11	2	3	0	0	2	3	2	2	1	1	0	0	0	0	0	3	0	1	0	1	4	0	5	0
	13.7%	12.8%	7.0%	22.0%	18.2%	11.5%	0.0%	0.0%	18.2%	13.0%	14.3%	14.3%	10.0%	33.3%	0.0%	---	---	---	---	13.6%	---	14.3%	0.0%	6.3%	30.8%	0.0%	21.7%	0.0%
Sometimes	107	5	6	9	2	3	0	0	1	4	2	2	1	0	0	0	0	0	0	4	0	0	2	1	2	1	4	0
	14.8%	12.8%	14.0%	18.0%	18.2%	11.5%	0.0%	0.0%	9.1%	17.4%	14.3%	14.3%	10.0%	0.0%	0.0%	---	---	---	---	18.2%	---	0.0%	25.0%	6.3%	15.4%	50.0%	17.4%	0.0%
Usually	190	11	13	9	2	8	0	2	3	5	1	4	5	1	0	0	0	0	0	4	0	4	3	5	2	1	5	4
	26.2%	28.2%	30.2%	18.0%	18.2%	30.8%	0.0%	50.0%	27.3%	21.7%	7.1%	28.6%	50.0%	33.3%	0.0%	---	---	---	---	18.2%	---	57.1%	37.5%	31.3%	15.4%	50.0%	21.7%	30.8%
Always	328	18	21	21	5	12	1	2	5	11	9	6	3	1	1	0	0	0	0	11	0	2	3	9	5	0	9	9
	45.3%	46.2%	48.8%	42.0%	45.5%	46.2%	100.0%	50.0%	45.5%	47.8%	64.3%	42.9%	30.0%	33.3%	100.0%	---	---	---	---	50.0%	---	28.6%	37.5%	56.3%	38.5%	0.0%	39.1%	69.2%
Significantly different from column:*																												
Usually or Always	518	29	34	30	7	20	1	4	8	16	10	10	8	2	1	0	0	0	0	15	0	6	6	14	7	1	14	13
	71.5%	74.4%	79.1%	60.0%	63.6%	76.9%	100.0%	100.0%	72.7%	69.6%	71.4%	71.4%	80.0%	66.7%	100.0%	---	---	---	---	68.2%	---	85.7%	75.0%	87.5%	53.8%	50.0%	60.9%	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.

Jackson Care Connect

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

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/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	237	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	254	10	9	10	5	5	0	4	2	4	6	3	0	0	0	0	1	0	0	4	0	0	3	5	2	7	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,424	252	251	227	114	129	2	52	66	130	117	86	42	10	4	0	11	0	1	141	8	21	81	100	66	73	126	48
	94.6%	96.2%	96.5%	95.8%	95.8%	96.3%	100.0%	92.9%	97.1%	97.0%	95.1%	96.6%	100.0%	100.0%	100.0%	---	91.7%	---	100.0%	97.2%	---	100.0%	96.4%	95.2%	97.1%	91.3%	98.4%	98.0%
Never	3,487	217	193	173	101	109	1	49	58	107	103	74	35	7	3	0	10	0	1	120	6	20	74	83	56	65	108	39
	78.8%	86.1%	76.9%	76.2%	88.6%	84.5%	50.0%	94.2%	87.9%	82.3%	88.0%	86.0%	83.3%	70.0%	75.0%	---	90.9%	---	100.0%	85.1%	75.0%	95.2%	91.4%	83.0%	84.8%	89.0%	85.7%	81.3%
Sometimes	682	27	45	42	8	17	1	3	7	16	11	8	7	2	1	0	1	0	0	15	2	1	6	13	7	6	12	9
	15.4%	10.7%	17.9%	18.5%	7.0%	13.2%	50.0%	5.8%	10.6%	12.3%	9.4%	9.3%	16.7%	20.0%	25.0%	---	9.1%	---	0.0%	10.6%	25.0%	4.8%	7.4%	13.0%	10.6%	8.2%	9.5%	18.8%
Usually	145	3	8	7	1	2	0	0	0	3	0	2	0	1	0	0	0	0	0	2	0	0	0	2	1	1	2	0
	3.3%	1.2%	3.2%	3.1%	0.9%	1.6%	0.0%	0.0%	0.0%	2.3%	0.0%	2.3%	0.0%	10.0%	0.0%	---	0.0%	---	0.0%	1.4%	0.0%	0.0%	0.0%	2.0%	1.5%	1.4%	1.6%	0.0%
Always	110	5	5	5	4	1	0	0	1	4	3	2	0	0	0	0	0	0	0	4	0	0	1	2	2	1	4	0
	2.5%	2.0%	2.0%	2.2%	3.5%	0.8%	0.0%	0.0%	1.5%	3.1%	2.6%	2.3%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	2.8%	0.0%	0.0%	1.2%	2.0%	3.0%	1.4%	3.2%	0.0%
Significantly different from column:*	■			■																								
Never or Sometimes	4,169	244	238	215	109	126	2	52	65	123	114	82	42	9	4	0	11	0	1	135	8	21	80	96	63	71	120	48
	94.2%	96.8%	94.8%	94.7%	95.6%	97.7%	100.0%	100.0%	98.5%	94.6%	97.4%	95.3%	100.0%	90.0%	100.0%	---	100.0%	---	100.0%	95.7%	100.0%	100.0%	98.8%	96.0%	95.5%	97.3%	95.2%	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.

Jackson Care Connect

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

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/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	237	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	246	10	13	10	4	5	0	2	3	4	4	3	2	0	1	0	0	0	0	4	0	0	2	6	1	6	2	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	252	247	227	115	129	2	54	65	130	119	86	40	10	3	0	12	0	1	141	8	21	82	99	67	74	126	47
	94.7%	96.2%	95.0%	95.8%	96.6%	96.3%	100.0%	96.4%	95.6%	97.0%	96.7%	96.6%	95.2%	100.0%	75.0%	---	100.0%	---	100.0%	97.2%	---	100.0%	97.6%	94.3%	98.5%	92.5%	98.4%	95.9%
Never	3,736	223	210	185	108	107	2	45	63	112	108	73	35	8	3	0	10	0	1	130	6	18	75	92	52	66	112	40
	84.3%	88.5%	85.0%	81.5%	93.9%	82.9%	100.0%	83.3%	96.9%	86.2%	90.8%	84.9%	87.5%	80.0%	100.0%	---	83.3%	---	100.0%	92.2%	75.0%	85.7%	91.5%	92.9%	77.6%	89.2%	88.9%	85.1%
Sometimes	562	26	30	36	5	21	0	8	2	16	8	13	5	2	0	0	2	0	0	11	2	2	5	7	14	6	13	7
	12.7%	10.3%	12.1%	15.9%	4.3%	16.3%	0.0%	14.8%	3.1%	12.3%	6.7%	15.1%	12.5%	20.0%	0.0%	---	16.7%	---	0.0%	7.8%	25.0%	9.5%	6.1%	7.1%	20.9%	8.1%	10.3%	14.9%
Usually	81	1	1	1	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	1	1	0	0
	1.8%	0.4%	0.4%	0.4%	0.0%	0.8%	0.0%	1.9%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	1.5%	1.4%	0.0%	0.0%
Always	53	2	6	5	2	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	2	0	0	1	1	0
	1.2%	0.8%	2.4%	2.2%	1.7%	0.0%	0.0%	0.0%	0.0%	1.5%	1.7%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	1.4%	0.8%	0.0%
Significantly different from column:*	■		■																									
Never or Sometimes	4,298	249	240	221	113	128	2	53	65	128	116	86	40	10	3	0	12	0	1	141	8	20	80	99	66	72	125	47
	97.0%	98.8%	97.2%	97.4%	98.3%	99.2%	100.0%	98.1%	100.0%	98.5%	97.5%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	100.0%	95.2%	97.6%	100.0%	98.5%	97.3%	99.2%	100.0%
Significantly different from column:*	■		■																									

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

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Jackson Care Connect

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

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/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	237	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	215	8	10	10	2	4	0	2	1	3	1	4	1	0	1	0	0	0	0	4	0	0	1	5	0	3	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	254	250	227	117	130	2	54	67	131	122	85	41	10	3	0	12	0	1	141	8	21	83	100	68	77	125	47
	95.4%	96.9%	96.2%	95.8%	98.3%	97.0%	100.0%	96.4%	98.5%	97.8%	99.2%	95.5%	97.6%	100.0%	75.0%	---	100.0%	---	100.0%	97.2%	---	100.0%	98.8%	95.2%	100.0%	96.3%	97.7%	95.9%
Never	3,972	233	223	199	112	115	2	49	61	121	117	75	36	10	3	0	12	0	1	132	5	17	77	93	60	71	114	43
	89.0%	91.7%	89.2%	87.7%	95.7%	88.5%	100.0%	90.7%	91.0%	92.4%	95.9%	88.2%	87.8%	100.0%	100.0%	---	100.0%	---	100.0%	93.6%	62.5%	81.0%	92.8%	93.0%	88.2%	92.2%	91.2%	91.5%
Sometimes	378	19	17	24	4	14	0	5	6	8	4	9	5	0	0	0	0	0	0	8	3	4	5	6	8	5	10	4
	8.5%	7.5%	6.8%	10.6%	3.4%	10.8%	0.0%	9.3%	9.0%	6.1%	3.3%	10.6%	12.2%	0.0%	0.0%	---	0.0%	---	0.0%	5.7%	37.5%	19.0%	6.0%	6.0%	11.8%	6.5%	8.0%	8.5%
Usually	65	0	7	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.5%	0.0%	2.8%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Always	48	2	3	3	1	1	0	0	0	2	1	1	0	0	0	0	0	0	0	1	0	0	1	1	0	1	1	0
	1.1%	0.8%	1.2%	1.3%	0.9%	0.8%	0.0%	0.0%	0.0%	1.5%	0.8%	1.2%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	0.7%	0.0%	0.0%	1.2%	1.0%	0.0%	1.3%	0.8%	0.0%
Significantly different from column:*	■																											
Never or Sometimes	4,350	252	240	223	116	129	2	54	67	129	121	84	41	10	3	0	12	0	1	140	8	21	82	99	68	76	124	47
	97.5%	99.2%	96.0%	98.2%	99.1%	99.2%	100.0%	100.0%	100.0%	98.5%	99.2%	98.8%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	99.3%	100.0%	100.0%	98.8%	99.0%	100.0%	98.7%	99.2%	100.0%
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.

Jackson Care Connect

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

31330

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/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	237	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	229	11	13	11	5	4	0	4	2	3	2	6	1	0	1	0	0	0	0	7	0	0	3	6	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	4,449	251	247	226	114	130	2	52	66	131	121	83	41	10	3	0	12	0	1	138	8	21	81	99	68	74	124	48
	95.1%	95.8%	95.0%	95.4%	95.8%	97.0%	100.0%	92.9%	97.1%	97.8%	98.4%	93.3%	97.6%	100.0%	75.0%	---	100.0%	---	100.0%	95.2%	---	100.0%	96.4%	94.3%	100.0%	92.5%	96.9%	98.0%
Yes, definitely	3,196	193	192	164	92	98	1	35	48	109	95	62	34	8	2	0	9	0	1	113	5	16	65	78	48	43	106	39
	71.8%	76.9%	77.7%	72.6%	80.7%	75.4%	50.0%	67.3%	72.7%	83.2%	78.5%	74.7%	82.9%	80.0%	66.7%	---	75.0%	---	100.0%	81.9%	62.5%	76.2%	80.2%	78.8%	70.6%	58.1%	85.5%	81.3%
Yes, somewhat	959	41	43	52	17	22	1	12	11	17	21	12	7	1	0	0	2	0	0	21	2	4	12	15	13	21	12	8
	21.6%	16.3%	17.4%	23.0%	14.9%	16.9%	50.0%	23.1%	16.7%	13.0%	17.4%	14.5%	17.1%	10.0%	0.0%	---	16.7%	---	0.0%	15.2%	25.0%	19.0%	14.8%	15.2%	19.1%	28.4%	9.7%	16.7%
No	294	17	12	10	5	10	0	5	7	5	5	9	0	1	1	0	1	0	0	4	1	1	4	6	7	10	6	1
	6.6%	6.8%	4.9%	4.4%	4.4%	7.7%	0.0%	9.6%	10.6%	3.8%	4.1%	10.8%	0.0%	10.0%	33.3%	---	8.3%	---	0.0%	2.9%	12.5%	4.8%	4.9%	6.1%	10.3%	13.5%	4.8%	2.1%
Yes, definitely or Yes, somewhat	4,155	234	235	216	109	120	2	47	59	126	116	74	41	9	2	0	11	0	1	134	7	20	77	93	61	64	118	47
	93.4%	93.2%	95.1%	95.6%	95.6%	92.3%	100.0%	90.4%	89.4%	96.2%	95.9%	89.2%	100.0%	90.0%	66.7%	---	91.7%	---	100.0%	97.1%	87.5%	95.2%	95.1%	93.9%	89.7%	86.5%	95.2%	97.9%
Significantly different from column:*	■	■																								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.

Jackson Care Connect

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

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/Northern African | Native Hawaiian or Pacific Islander | White | Other | Multiracial | Excellent or Very good | Good | Fair or Poor | None | 1 to 4 | 5 or more |
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	237	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	196	8	9	8	1	4	0	0	1	5	1	2	2	0	1	0	0	0	0	3	0	1	1	5	0	1	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	4,482	254	251	229	118	130	2	56	67	129	122	87	40	10	3	0	12	0	1	142	8	20	83	100	68	79	124	47
	95.8%	96.9%	96.5%	96.6%	99.2%	97.0%	100.0%	100.0%	98.5%	96.3%	99.2%	97.8%	95.2%	100.0%	75.0%	---	100.0%	---	100.0%	97.9%	---	95.2%	98.8%	95.2%	100.0%	98.8%	96.9%	95.9%
Yes	2,409	142	159	138	58	79	2	29	42	69	61	50	28	5	2	0	4	0	1	88	3	9	54	52	33	36	74	32
	53.7%	55.9%	63.3%	60.3%	49.2%	60.8%	100.0%	51.8%	62.7%	53.5%	50.0%	57.5%	70.0%	50.0%	66.7%	---	33.3%	---	100.0%	62.0%	37.5%	45.0%	65.1%	52.0%	48.5%	45.6%	59.7%	68.1%
No	2,073	112	92	91	60	51	0	27	25	60	61	37	12	5	1	0	8	0	0	54	5	11	29	48	35	43	50	15
	46.3%	44.1%	36.7%	39.7%	50.8%	39.2%	0.0%	48.2%	37.3%	46.5%	50.0%	42.5%	30.0%	50.0%	33.3%	---	66.7%	---	0.0%	38.0%	62.5%	55.0%	34.9%	48.0%	51.5%	54.4%	40.3%	31.9%
Significantly different from column:*												M	K											Y		W	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.

Jackson Care Connect

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

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/Northern African | Native Hawaiian or Pacific Islander | White | Other | Multiracial | Excellent or Very good | Good | Fair or Poor | None | 1 to 4 | 5 or more |
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	237	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	165	5	6	7	1	1	0	0	1	2	1	1	0	1	0	0	0	0	0	1	0	0	1	1	1	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
Usable responses	4,513	257	254	230	118	133	2	56	67	132	122	88	42	9	4	0	12	0	1	144	8	21	83	104	67	79	125	48
	96.5%	98.1%	97.7%	97.0%	99.2%	99.3%	100.0%	100.0%	98.5%	98.5%	99.2%	98.9%	100.0%	90.0%	100.0%	---	100.0%	---	100.0%	99.3%	---	100.0%	98.8%	99.0%	98.5%	98.8%	97.7%	98.0%
Yes	1,485	87	108	101	34	50	2	17	29	41	40	27	20	2	0	0	1	0	1	53	0	8	34	33	20	15	49	23
	32.9%	33.9%	42.5%	43.9%	28.8%	37.6%	100.0%	30.4%	43.3%	31.1%	32.8%	30.7%	47.6%	22.2%	0.0%	---	8.3%	---	100.0%	36.8%	0.0%	38.1%	41.0%	31.7%	47.9%	19.0%	39.2%	47.9%
No	3,028	170	146	129	84	83	0	39	38	91	82	61	22	7	4	0	11	0	0	91	8	13	49	71	47	64	76	25
	67.1%	66.1%	57.5%	56.1%	71.2%	62.4%	0.0%	69.6%	56.7%	68.9%	67.2%	69.3%	52.4%	77.8%	100.0%	---	91.7%	---	0.0%	63.2%	100.0%	61.9%	59.0%	68.3%	70.1%	81.0%	60.8%	52.1%
Significantly different from column:*		C,D																								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.

Jackson Care Connect

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

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 (Q28j)

	2021 State OHP	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,485	87	108	101	34	50	2	17	29	41	40	27	20	2	0	0	1	0	1	53	0	8	34	33	20	15	49	23
Number missing or multiple answer	18	1	0	0	1	0	0	0	0	1	0	0	1	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	1,467	86	108	101	33	50	2	17	29	40	40	27	19	2	0	0	1	0	1	52	0	8	34	32	20	15	48	23
	98.8%	98.9%	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%	100.0%	97.6%	100.0%	100.0%	95.0%	100.0%	---	---	100.0%	---	100.0%	98.1%	---	100.0%	100.0%	97.0%	100.0%	100.0%	98.0%	100.0%
Never	26	1	5	1	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0
	1.8%	1.2%	4.6%	1.0%	3.0%	0.0%	0.0%	0.0%	0.0%	2.5%	2.5%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	---	0.0%	2.9%	0.0%	0.0%	6.7%	0.0%	0.0%
Sometimes	109	3	6	7	0	2	1	1	1	1	0	2	1	0	0	0	0	0	0	3	0	0	1	2	0	0	1	2
	7.4%	3.5%	5.6%	6.9%	0.0%	4.0%	50.0%	5.9%	3.4%	2.5%	0.0%	7.4%	5.3%	0.0%	---	---	0.0%	---	0.0%	5.8%	---	0.0%	2.9%	6.3%	0.0%	0.0%	2.1%	8.7%
Usually	260	15	12	20	5	9	0	3	4	8	7	4	4	1	0	0	0	0	0	7	0	1	4	6	5	1	9	5
	17.7%	17.4%	11.1%	19.8%	15.2%	18.0%	0.0%	17.6%	13.8%	20.0%	17.5%	14.8%	21.1%	50.0%	---	---	0.0%	---	0.0%	13.5%	---	12.5%	11.8%	18.8%	25.0%	6.7%	18.8%	21.7%
Always	1,072	67	85	73	27	39	1	13	24	30	32	21	14	1	0	0	1	0	1	42	0	7	28	24	15	13	38	16
	73.1%	77.9%	78.7%	72.3%	81.8%	78.0%	50.0%	76.5%	82.8%	75.0%	80.0%	77.8%	73.7%	50.0%	---	---	100.0%	---	100.0%	80.8%	---	87.5%	82.4%	75.0%	75.0%	86.7%	79.2%	69.6%
Significantly different from column:*	■		■	■																								
Usually or Always	1,332	82	97	93	32	48	1	16	28	38	39	25	18	2	0	0	1	0	1	49	0	8	32	30	20	14	47	21
	90.8%	95.3%	89.8%	92.1%	97.0%	96.0%	50.0%	94.1%	96.6%	95.0%	97.5%	92.6%	94.7%	100.0%	---	---	100.0%	---	100.0%	94.2%	---	100.0%	94.1%	93.8%	100.0%	93.3%	97.9%	91.3%
Significantly different from column:*	■		■	■																								

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

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Jackson Care Connect

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

Question 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?

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	237	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	361	21	10	17	10	7	0	4	3	11	8	5	3	3	0	0	0	0	0	12	1	1	4	8	6	7	9	3
Number no experience	3,057	182	173	156	87	91	2	46	45	90	84	66	30	5	1	0	12	0	1	102	7	16	62	72	47	58	88	33
Usable responses	1,260	59	77	64	22	36	0	6	20	33	31	18	9	2	3	0	0	0	0	31	0	4	18	25	15	15	31	13
	26.9%	22.5%	29.6%	27.0%	18.5%	26.9%	0.0%	10.7%	29.4%	24.6%	25.2%	20.2%	21.4%	20.0%	75.0%	---	0.0%	---	0.0%	21.4%	---	19.0%	21.4%	23.8%	22.1%	18.8%	24.2%	26.5%
Never	523	18	25	24	5	13	0	2	5	11	13	4	1	2	0	0	0	0	0	10	0	0	4	11	3	5	9	4
	41.5%	30.5%	32.5%	37.5%	22.7%	36.1%	---	33.3%	25.0%	33.3%	41.9%	22.2%	11.1%	100.0%	0.0%	---	---	---	---	32.3%	---	0.0%	22.2%	44.0%	20.0%	33.3%	29.0%	30.8%
Sometimes	207	14	15	11	6	7	0	0	7	7	3	7	3	0	3	0	0	0	0	8	0	1	4	4	5	3	9	2
	16.4%	23.7%	19.5%	17.2%	27.3%	19.4%	---	0.0%	35.0%	21.2%	9.7%	38.9%	33.3%	0.0%	100.0%	---	---	---	---	25.8%	---	25.0%	22.2%	16.0%	33.3%	20.0%	29.0%	15.4%
Usually	227	10	16	15	4	6	0	4	1	5	4	3	3	0	0	0	0	0	0	5	0	2	3	3	4	3	6	1
	18.0%	16.9%	20.8%	23.4%	18.2%	16.7%	---	66.7%	5.0%	15.2%	12.9%	16.7%	33.3%	0.0%	0.0%	---	---	---	---	16.1%	---	50.0%	16.7%	12.0%	26.7%	20.0%	19.4%	7.7%
Always	303	17	21	14	7	10	0	0	7	10	11	4	2	0	0	0	0	0	0	8	0	1	7	7	3	4	7	6
	24.0%	28.8%	27.3%	21.9%	31.8%	27.8%	---	0.0%	35.0%	30.3%	35.5%	22.2%	22.2%	0.0%	0.0%	---	---	---	---	25.8%	---	25.0%	38.9%	28.0%	20.0%	26.7%	22.6%	46.2%
Significantly different from column:*		■		■																								
Usually or Always	530	27	37	29	11	16	0	4	8	15	15	7	5	0	0	0	0	0	0	13	0	3	10	10	7	7	13	7
	42.1%	45.8%	48.1%	45.3%	50.0%	44.4%	---	66.7%	40.0%	45.5%	48.4%	38.9%	55.6%	0.0%	0.0%	---	---	---	---	41.9%	---	75.0%	55.6%	40.0%	46.7%	46.7%	41.9%	53.8%
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.

Jackson Care Connect

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

Question 28m

In the last 6 months, if you needed to see a dentist right away because of a <u>dental emergency</u>, 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) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	237	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	328	13	12	18	6	3	0	1	3	6	5	4	0	1	0	0	0	0	0	6	0	1	2	4	4	2	8	2
Number no experience	3,225	196	185	163	91	102	1	48	46	101	90	69	34	5	1	0	9	0	1	112	8	17	68	77	49	62	94	36
Usable responses	1,125	53	63	56	22	29	1	7	19	27	28	16	8	4	3	0	3	0	0	27	0	3	14	24	15	16	26	11
	24.0%	20.2%	24.2%	23.6%	18.5%	21.6%	50.0%	12.5%	27.9%	20.1%	22.8%	18.0%	19.0%	40.0%	75.0%	---	25.0%	---	0.0%	18.6%	---	14.3%	16.7%	22.9%	22.1%	20.0%	20.3%	22.4%
Never	466	20	19	21	6	14	0	4	4	12	10	7	3	2	1	0	1	0	0	10	0	0	4	10	6	6	9	5
	41.4%	37.7%	30.2%	37.5%	27.3%	48.3%	0.0%	57.1%	21.1%	44.4%	35.7%	43.8%	37.5%	50.0%	33.3%	---	33.3%	---	---	37.0%	---	0.0%	28.6%	41.7%	40.0%	37.5%	34.6%	45.5%
Sometimes	186	7	11	8	3	3	0	2	4	1	4	2	0	0	1	0	1	0	0	4	0	0	1	6	0	5	2	0
	16.5%	13.2%	17.5%	14.3%	13.6%	10.3%	0.0%	28.6%	21.1%	3.7%	14.3%	12.5%	0.0%	0.0%	33.3%	---	33.3%	---	---	14.8%	---	0.0%	7.1%	25.0%	0.0%	31.3%	7.7%	0.0%
Usually	179	10	10	9	7	2	1	0	3	7	5	3	2	0	0	0	0	0	0	6	0	3	3	2	5	2	7	1
	15.9%	18.9%	15.9%	16.1%	31.8%	6.9%	100.0%	0.0%	15.8%	25.9%	17.9%	18.8%	25.0%	0.0%	0.0%	---	0.0%	---	---	22.2%	---	100.0%	21.4%	8.3%	33.3%	12.5%	26.9%	9.1%
Always	294	16	23	18	6	10	0	1	8	7	9	4	3	2	1	0	1	0	0	7	0	0	6	6	4	3	8	5
	26.1%	30.2%	36.5%	32.1%	27.3%	34.5%	0.0%	14.3%	42.1%	25.9%	32.1%	25.0%	37.5%	50.0%	33.3%	---	33.3%	---	---	25.9%	---	0.0%	42.9%	25.0%	26.7%	18.8%	30.8%	45.5%
Significantly different from column:*	■		■																									
Usually or Always	473	26	33	27	13	12	1	1	11	14	14	7	5	2	1	0	1	0	0	13	0	3	9	8	9	5	15	6
	42.0%	49.1%	52.4%	48.2%	59.1%	41.4%	100.0%	14.3%	57.9%	51.9%	50.0%	43.8%	62.5%	50.0%	33.3%	---	33.3%	---	---	48.1%	---	100.0%	64.3%	33.3%	60.0%	31.3%	57.7%	54.5%
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.

T-45

Jackson Care Connect

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

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	Z	AA	AB
Number in sample	4,678	262	260	237	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	819	48	30	42	17	27	0	8	8	29	18	17	8	3	1	0	4	0	0	19	3	6	12	17	16	11	24	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
Usable responses	3,859	214	230	195	102	107	2	48	60	105	105	72	34	7	3	0	8	0	1	126	5	15	72	88	52	69	104	39
	82.5%	81.7%	88.5%	82.3%	85.7%	79.9%	100.0%	85.7%	88.2%	78.4%	85.4%	80.9%	81.0%	70.0%	75.0%	---	66.7%	---	100.0%	86.9%	---	71.4%	85.7%	83.8%	76.5%	86.3%	81.3%	79.6%
0 Extremely difficult	305	17	17	12	4	12	0	3	2	12	8	4	3	1	0	0	1	0	0	8	0	1	4	10	3	6	9	2
	7.9%	7.9%	7.4%	6.2%	3.9%	11.2%	0.0%	6.3%	3.3%	11.4%	7.6%	5.6%	8.8%	14.3%	0.0%	---	12.5%	---	0.0%	6.3%	0.0%	6.7%	5.6%	11.4%	5.8%	8.7%	8.7%	5.1%
1	90	5	3	3	2	3	0	2	1	2	2	3	0	1	0	0	0	0	0	2	0	0	1	3	1	2	2	1
	2.3%	2.3%	1.3%	1.5%	2.0%	2.8%	0.0%	4.2%	1.7%	1.9%	1.9%	4.2%	0.0%	14.3%	0.0%	---	0.0%	---	0.0%	1.6%	0.0%	0.0%	1.4%	3.4%	1.9%	2.9%	1.9%	2.6%
2	111	5	3	7	3	2	0	1	2	2	0	4	1	0	0	0	0	0	0	4	0	1	1	0	4	1	2	2
	2.9%	2.3%	1.3%	3.6%	2.9%	1.9%	0.0%	2.1%	3.3%	1.9%	0.0%	5.6%	2.9%	0.0%	0.0%	---	0.0%	---	0.0%	3.2%	0.0%	6.7%	1.4%	0.0%	7.7%	1.4%	1.9%	5.1%
3	141	5	4	6	2	3	0	2	1	2	4	1	0	0	1	0	1	0	0	0	0	1	2	2	1	3	2	0
	3.7%	2.3%	1.7%	3.1%	2.0%	2.8%	0.0%	4.2%	1.7%	1.9%	3.8%	1.4%	0.0%	0.0%	33.3%	---	12.5%	---	0.0%	0.0%	0.0%	6.7%	2.8%	2.3%	1.9%	4.3%	1.9%	0.0%
4	123	5	9	8	1	3	0	1	3	1	3	1	1	1	0	0	0	0	0	3	0	0	0	4	1	1	2	2
	3.2%	2.3%	3.9%	4.1%	1.0%	2.8%	0.0%	2.1%	5.0%	1.0%	2.9%	1.4%	2.9%	14.3%	0.0%	---	0.0%	---	0.0%	2.4%	0.0%	0.0%	0.0%	4.5%	1.9%	1.4%	1.9%	5.1%
5	475	27	23	26	16	11	0	9	3	15	14	7	6	0	0	0	1	0	0	20	2	1	9	14	4	13	11	3
	12.3%	12.6%	10.0%	13.3%	15.7%	10.3%	0.0%	18.8%	5.0%	14.3%	13.3%	9.7%	17.6%	0.0%	0.0%	---	12.5%	---	0.0%	15.9%	40.0%	6.7%	12.5%	15.9%	7.7%	18.8%	10.6%	7.7%
6	187	10	9	6	4	5	1	2	1	7	4	5	1	1	0	0	0	0	0	8	0	1	3	4	3	4	5	1
	4.8%	4.7%	3.9%	3.1%	3.9%	4.7%	50.0%	4.2%	1.7%	6.7%	3.8%	6.9%	2.9%	14.3%	0.0%	---	0.0%	---	0.0%	6.3%	0.0%	6.7%	4.2%	4.5%	5.8%	5.8%	4.8%	2.6%
7	316	16	21	12	10	6	0	2	6	8	5	7	4	0	0	0	0	0	0	10	1	0	1	7	8	4	12	0
	8.2%	7.5%	9.1%	6.2%	9.8%	5.6%	0.0%	4.2%	10.0%	7.6%	4.8%	9.7%	11.8%	0.0%	0.0%	---	0.0%	---	0.0%	7.9%	20.0%	0.0%	1.4%	8.0%	15.4%	5.8%	11.5%	0.0%
8	447	30	35	33	16	13	0	8	8	13	13	9	7	0	0	0	2	0	0	17	0	2	9	15	5	10	15	5
	11.6%	14.0%	15.2%	16.9%	15.7%	12.1%	0.0%	16.7%	13.3%	12.4%	12.4%	12.5%	20.6%	0.0%	0.0%	---	25.0%	---	0.0%	13.5%	0.0%	13.3%	12.5%	17.0%	9.6%	14.5%	14.4%	12.8%
9	404	19	21	9	7	12	0	5	8	6	10	8	1	1	0	0	2	0	1	11	1	2	9	5	4	7	7	5
	10.5%	8.9%	9.1%	4.6%	6.9%	11.2%	0.0%	10.4%	13.3%	5.7%	9.5%	11.1%	2.9%	14.3%	0.0%	---	25.0%	---	100.0%	8.7%	20.0%	13.3%	12.5%	5.7%	7.7%	10.1%	6.7%	12.8%
10 Extremely easy	1,260	75	85	73	37	37	1	13	25	37	42	23	10	2	2	0	1	0	0	43	1	6	33	24	18	18	37	18
	32.7%	35.0%	37.0%	37.4%	36.3%	34.6%	50.0%	27.1%	41.7%	35.2%	40.0%	31.9%	29.4%	28.6%	66.7%	---	12.5%	---	0.0%	34.1%	20.0%	40.0%	45.8%	27.3%	34.6%	26.1%	35.6%	46.2%

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

Jackson Care Connect

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

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	Z	AA	AB
Number in sample	4,678	262	260	237	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	819	48	30	42	17	27	0	8	8	29	18	17	8	3	1	0	4	0	0	19	3	6	12	17	16	11	24	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
Usable responses	3,859	214	230	195	102	107	2	48	60	105	105	72	34	7	3	0	8	0	1	126	5	15	72	88	52	69	104	39
	82.5%	81.7%	88.5%	82.3%	85.7%	79.9%	100.0%	85.7%	88.2%	78.4%	85.4%	80.9%	81.0%	70.0%	75.0%	---	66.7%	---	100.0%	86.9%	---	71.4%	85.7%	83.8%	76.5%	86.3%	81.3%	79.6%
0 to 4	770	37	36	36	12	23	0	9	9	19	17	13	5	3	1	0	2	0	0	17	0	3	8	19	10	13	17	7
	20.0%	17.3%	15.7%	18.5%	11.8%	21.5%	0.0%	18.8%	15.0%	18.1%	16.2%	18.1%	14.7%	42.9%	33.3%	---	25.0%	---	0.0%	13.5%	0.0%	20.0%	11.1%	21.6%	19.2%	18.8%	16.3%	17.9%
5	475	27	23	26	16	11	0	9	3	15	14	7	6	0	0	0	1	0	0	20	2	1	9	14	4	13	11	3
	12.3%	12.6%	10.0%	13.3%	15.7%	10.3%	0.0%	18.8%	5.0%	14.3%	13.3%	9.7%	17.6%	0.0%	0.0%	---	12.5%	---	0.0%	15.9%	40.0%	6.7%	12.5%	15.9%	7.7%	18.8%	10.6%	7.7%
6 or 7	503	26	30	18	14	11	1	4	7	15	9	12	5	1	0	0	0	0	0	18	1	1	5	11	11	8	17	1
	13.0%	12.1%	13.0%	9.2%	13.7%	10.3%	50.0%	8.3%	11.7%	14.3%	8.6%	16.7%	14.7%	14.3%	0.0%	---	0.0%	---	0.0%	14.3%	20.0%	6.7%	5.6%	12.5%	21.2%	11.6%	16.3%	2.6%
8 to 10	2,111	124	141	115	60	62	1	26	41	56	65	40	18	3	2	0	5	0	1	71	2	10	51	44	27	35	59	28
	54.7%	57.9%	61.3%	59.0%	58.8%	57.9%	50.0%	54.2%	68.3%	53.3%	61.9%	55.6%	52.9%	42.9%	66.7%	---	62.5%	---	100.0%	56.3%	40.0%	66.7%	70.8%	50.0%	51.9%	50.7%	56.7%	71.8%
Significantly different from column:*																							X,Y	W	W	AB		Z
0 to 6	1,432	74	68	68	32	39	1	20	13	41	35	25	12	4	1	0	3	0	0	45	2	5	20	37	17	30	37	11
	37.1%	34.6%	29.6%	34.9%	31.4%	36.4%	50.0%	41.7%	21.7%	39.0%	33.3%	34.7%	35.3%	57.1%	33.3%	---	37.5%	---	0.0%	35.7%	40.0%	33.3%	27.8%	42.0%	32.7%	43.5%	31.7%	28.2%
7 to 8	763	46	56	45	26	19	0	10	14	21	18	16	11	0	0	0	2	0	0	27	1	2	10	22	13	14	27	5
	19.8%	21.5%	24.3%	23.1%	25.5%	17.8%	0.0%	20.8%	23.3%	20.0%	17.1%	22.2%	32.4%	0.0%	0.0%	---	25.0%	---	0.0%	21.4%	20.0%	13.3%	13.9%	25.0%	25.0%	20.3%	26.0%	12.8%
9 to 10	1,664	94	106	82	44	49	1	18	33	43	52	31	11	3	2	0	3	0	1	54	2	8	42	29	22	25	44	23
	43.1%	43.9%	46.1%	42.1%	43.1%	45.8%	50.0%	37.5%	55.0%	41.0%	49.5%	43.1%	32.4%	42.9%	66.7%	---	37.5%	---	100.0%	42.9%	40.0%	53.3%	58.3%	33.0%	42.3%	36.2%	42.3%	59.0%
Significantly different from column:*																							X	W		AB		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.

Jackson Care Connect

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

31330

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/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	---	---	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	198	6	---	---	1	1	0	0	2	1	2	0	0	0	0	0	0	0	0	1	0	1	0	1	2	1	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	4,480	256	---	---	118	133	2	56	66	133	121	89	42	10	4	0	12	0	1	144	8	20	84	104	66	79	124	48
	95.8%	97.7%	---	---	99.2%	99.3%	100.0%	100.0%	97.1%	99.3%	98.4%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	99.3%	---	95.2%	100.0%	99.0%	97.1%	98.8%	96.9%	98.0%
Yes	1,784	127	---	---	43	81	2	22	32	73	47	51	29	6	2	0	3	0	0	78	4	8	36	45	45	5	79	39
	39.8%	49.6%	---	---	36.4%	60.9%	100.0%	39.3%	48.5%	54.9%	38.8%	57.3%	69.0%	60.0%	50.0%	---	25.0%	---	0.0%	54.2%	50.0%	40.0%	42.9%	43.3%	68.2%	6.3%	63.7%	81.3%
No	2,696	129	---	---	75	52	0	34	34	60	74	38	13	4	2	0	9	0	1	66	4	12	48	59	21	74	45	9
	60.2%	50.4%	---	---	63.6%	39.1%	0.0%	60.7%	51.5%	45.1%	61.2%	42.7%	31.0%	40.0%	50.0%	---	75.0%	---	100.0%	45.8%	50.0%	60.0%	57.1%	56.7%	31.8%	93.7%	36.3%	18.8%
Significantly different from column:*		A			F	E					L,M	K	K										Y	Y	W,X	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.

Jackson Care Connect

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

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/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,784	127	---	---	43	81	2	22	32	73	47	51	29	6	2	0	3	0	0	78	4	8	36	45	45	5	79	39
Number missing or multiple answer	28	1	---	---	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,756	126	---	---	43	80	2	22	32	72	47	50	29	6	2	0	3	0	0	77	4	8	36	45	44	5	78	39
	98.4%	99.2%	---	---	100.0%	98.8%	100.0%	100.0%	100.0%	98.6%	100.0%	98.0%	100.0%	100.0%	100.0%	---	100.0%	---	---	98.7%	---	100.0%	100.0%	100.0%	97.8%	100.0%	98.7%	100.0%
Personal computer with video	367	38	---	---	7	30	0	12	12	14	6	18	14	0	0	0	2	0	0	29	1	3	17	14	7	1	23	14
	20.9%	30.2%	---	---	16.3%	37.5%	0.0%	54.5%	37.5%	19.4%	12.8%	36.0%	48.3%	0.0%	0.0%	---	66.7%	---	---	37.7%	25.0%	37.5%	47.2%	31.1%	15.9%	20.0%	29.5%	35.9%
Smartphone or tablet with video	879	79	---	---	21	56	1	16	19	44	27	35	17	4	2	0	1	0	0	48	2	5	20	30	28	4	49	25
	50.1%	62.7%	---	---	48.8%	70.0%	50.0%	72.7%	59.4%	61.1%	57.4%	70.0%	58.6%	66.7%	100.0%	---	33.3%	---	---	62.3%	50.0%	62.5%	55.6%	66.7%	63.6%	80.0%	62.8%	64.1%
Telephone without video	860	49	---	---	23	24	2	7	13	29	23	15	11	2	0	0	0	0	0	26	2	5	12	15	22	3	29	14
	49.0%	38.9%	---	---	53.5%	30.0%	100.0%	31.8%	40.6%	40.3%	48.9%	30.0%	37.9%	33.3%	0.0%	---	0.0%	---	---	33.8%	50.0%	62.5%	33.3%	33.3%	50.0%	60.0%	37.2%	35.9%
Other	70	4	---	---	2	2	0	0	1	3	2	2	0	1	1	0	0	0	0	0	0	0	0	0	4	0	2	0
	4.0%	3.2%	---	---	4.7%	2.5%	0.0%	0.0%	3.1%	4.2%	4.3%	4.0%	0.0%	16.7%	50.0%	---	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	2.6%	0.0%

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%.

Jackson Care Connect

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

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/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,784	127	---	---	43	81	2	22	32	73	47	51	29	6	2	0	3	0	0	78	4	8	36	45	45	5	79	39
Number missing or multiple answer	21	1	---	---	0	1	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	1	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	1,763	126	---	---	43	80	2	21	32	73	47	51	28	6	2	0	3	0	0	78	4	7	36	45	44	5	79	38
	98.8%	99.2%	---	---	100.0%	98.8%	100.0%	95.5%	100.0%	100.0%	100.0%	100.0%	96.6%	100.0%	100.0%	---	100.0%	---	---	100.0%	---	87.5%	100.0%	100.0%	97.8%	100.0%	100.0%	97.4%
Never	1,450	110	---	---	38	70	1	20	29	61	41	43	26	4	1	0	3	0	0	73	3	5	32	39	38	3	69	35
	82.2%	87.3%	---	---	88.4%	87.5%	50.0%	95.2%	90.6%	83.6%	87.2%	84.3%	92.9%	66.7%	50.0%	---	100.0%	---	---	93.6%	75.0%	71.4%	88.9%	86.7%	86.4%	60.0%	87.3%	92.1%
Sometimes	189	9	---	---	3	5	1	1	2	6	2	5	2	0	1	0	0	0	0	4	0	1	2	5	2	1	5	3
	10.7%	7.1%	---	---	7.0%	6.3%	50.0%	4.8%	6.3%	8.2%	4.3%	9.8%	7.1%	0.0%	50.0%	---	0.0%	---	---	5.1%	0.0%	14.3%	5.6%	11.1%	4.5%	20.0%	6.3%	7.9%
Usually	47	2	---	---	0	2	0	0	0	2	1	1	0	0	0	0	0	0	0	1	1	0	1	0	1	1	1	0
	2.7%	1.6%	---	---	0.0%	2.5%	0.0%	0.0%	0.0%	2.7%	2.1%	2.0%	0.0%	0.0%	0.0%	---	0.0%	---	---	1.3%	25.0%	0.0%	2.8%	0.0%	2.3%	20.0%	1.3%	0.0%
Always	77	5	---	---	2	3	0	0	1	4	3	2	0	2	0	0	0	0	0	0	0	1	1	1	3	0	4	0
	4.4%	4.0%	---	---	4.7%	3.8%	0.0%	0.0%	3.1%	5.5%	6.4%	3.9%	0.0%	33.3%	0.0%	---	0.0%	---	---	0.0%	0.0%	14.3%	2.8%	2.2%	6.8%	0.0%	5.1%	0.0%
Significantly different from column:*	■		■	■																								
Never or Sometimes	1,639	119	---	---	41	75	2	21	31	67	43	48	28	4	2	0	3	0	0	77	3	6	34	44	40	4	74	38
	93.0%	94.4%	---	---	95.3%	93.8%	100.0%	100.0%	96.9%	91.8%	91.5%	94.1%	100.0%	66.7%	100.0%	---	100.0%	---	---	98.7%	75.0%	85.7%	94.4%	97.8%	90.9%	80.0%	93.7%	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.

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

31330

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) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,784	127	---	---	43	81	2	22	32	73	47	51	29	6	2	0	3	0	0	78	4	8	36	45	45	5	79	39
Number missing or multiple answer	37	1	---	---	0	1	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	1	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	1,747	126	---	---	43	80	2	21	32	73	47	51	28	6	2	0	3	0	0	78	4	7	36	45	44	5	79	38
	97.9%	99.2%	---	---	100.0%	98.8%	100.0%	95.5%	100.0%	100.0%	100.0%	100.0%	96.6%	100.0%	100.0%	---	100.0%	---	---	100.0%	---	87.5%	100.0%	100.0%	97.8%	100.0%	100.0%	97.4%
Very easy	623	49	---	---	16	32	1	9	17	23	16	18	15	2	1	0	1	0	0	33	1	4	19	19	11	1	27	20
	35.7%	38.9%	---	---	37.2%	40.0%	50.0%	42.9%	53.1%	31.5%	34.0%	35.3%	53.6%	33.3%	50.0%	---	33.3%	---	---	42.3%	25.0%	57.1%	52.8%	42.2%	25.0%	20.0%	34.2%	52.6%
Easy	800	54	---	---	22	30	1	11	11	32	24	19	11	2	0	0	2	0	0	36	3	2	14	20	19	2	37	13
	45.8%	42.9%	---	---	51.2%	37.5%	50.0%	52.4%	34.4%	43.8%	51.1%	37.3%	39.3%	33.3%	0.0%	---	66.7%	---	---	46.2%	75.0%	28.6%	38.9%	44.4%	43.2%	40.0%	46.8%	34.2%
Difficult	244	19	---	---	4	15	0	1	4	14	6	11	2	2	1	0	0	0	0	8	0	1	3	6	10	2	12	4
	14.0%	15.1%	---	---	9.3%	18.8%	0.0%	4.8%	12.5%	19.2%	12.8%	21.6%	7.1%	33.3%	50.0%	---	0.0%	---	---	10.3%	0.0%	14.3%	8.3%	13.3%	22.7%	40.0%	15.2%	10.5%
Very difficult	80	4	---	---	1	3	0	0	0	4	1	3	0	0	0	0	0	0	0	1	0	0	0	0	4	0	3	1
	4.6%	3.2%	---	---	2.3%	3.8%	0.0%	0.0%	0.0%	5.5%	2.1%	5.9%	0.0%	0.0%	0.0%	---	0.0%	---	---	1.3%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	3.8%	2.6%
Very easy or Easy	1,423	103	---	---	38	62	2	20	28	55	40	37	26	4	1	0	3	0	0	69	4	6	33	39	30	3	64	33
	81.5%	81.7%	---	---	88.4%	77.5%	100.0%	95.2%	87.5%	75.3%	85.1%	72.5%	92.9%	66.7%	50.0%	---	100.0%	---	---	88.5%	100.0%	85.7%	91.7%	86.7%	68.2%	60.0%	81.0%	86.8%
Significantly different from column:*												M	L										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.

Jackson Care Connect

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

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/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,784	127	---	---	43	81	2	22	32	73	47	51	29	6	2	0	3	0	0	78	4	8	36	45	45	5	79	39
Number missing or multiple answer	36	0	---	---	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	1,748	127	---	---	43	81	2	22	32	73	47	51	29	6	2	0	3	0	0	78	4	8	36	45	45	5	79	39
	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%
Much worse	93	3	---	---	0	3	0	0	1	2	1	2	0	0	0	0	0	0	0	1	0	0	0	0	3	0	2	1
	5.3%	2.4%	---	---	0.0%	3.7%	0.0%	0.0%	3.1%	2.7%	2.1%	3.9%	0.0%	0.0%	0.0%	---	0.0%	---	---	1.3%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	2.5%	2.6%
Slightly worse	322	29	---	---	10	18	0	5	7	17	7	15	7	2	1	0	1	0	0	22	0	1	6	13	10	1	18	10
	18.4%	22.8%	---	---	23.3%	22.2%	0.0%	22.7%	21.9%	23.3%	14.9%	29.4%	24.1%	33.3%	50.0%	---	33.3%	---	---	28.2%	0.0%	12.5%	16.7%	28.9%	22.2%	20.0%	22.8%	25.6%
About the same	1,089	75	---	---	25	49	1	14	20	41	27	29	19	1	1	0	2	0	0	47	2	5	21	29	24	2	46	24
	62.3%	59.1%	---	---	58.1%	60.5%	50.0%	63.6%	62.5%	56.2%	57.4%	56.9%	65.5%	16.7%	50.0%	---	66.7%	---	---	60.3%	50.0%	62.5%	58.3%	64.4%	53.3%	40.0%	58.2%	61.5%
Slightly better	124	7	---	---	2	4	1	3	2	2	4	1	2	0	0	0	0	0	0	2	1	1	5	0	2	0	4	3
	7.1%	5.5%	---	---	4.7%	4.9%	50.0%	13.6%	6.3%	2.7%	8.5%	2.0%	6.9%	0.0%	0.0%	---	0.0%	---	---	2.6%	25.0%	12.5%	13.9%	0.0%	4.4%	0.0%	5.1%	7.7%
Much better	120	13	---	---	6	7	0	0	2	11	8	4	1	3	0	0	0	0	0	6	1	1	4	3	6	2	9	1
	6.9%	10.2%	---	---	14.0%	8.6%	0.0%	0.0%	6.3%	15.1%	17.0%	7.8%	3.4%	50.0%	0.0%	---	0.0%	---	---	7.7%	25.0%	12.5%	11.1%	6.7%	13.3%	40.0%	11.4%	2.6%
Slightly better or Much better	244	20	---	---	8	11	1	3	4	13	12	5	3	3	0	0	0	0	0	8	2	2	9	3	8	2	13	4
	14.0%	15.7%	---	---	18.6%	13.6%	50.0%	13.6%	12.5%	17.8%	25.5%	9.8%	10.3%	50.0%	0.0%	---	0.0%	---	---	10.3%	50.0%	25.0%	25.0%	6.7%	17.8%	40.0%	16.5%	10.3%
Significantly different from column:*											L	K											X	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.

Jackson Care Connect

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

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) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	---	---	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	220	6	---	---	1	2	0	0	0	3	1	1	0	0	0	0	1	0	0	1	0	0	2	1	0	3	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,458	256	---	---	118	132	2	56	68	131	122	88	42	10	4	0	11	0	1	144	8	21	82	104	68	77	126	48
	95.3%	97.7%	---	---	99.2%	98.5%	100.0%	100.0%	100.0%	97.8%	99.2%	98.9%	100.0%	100.0%	100.0%	---	91.7%	---	100.0%	99.3%	---	100.0%	97.6%	99.0%	100.0%	96.3%	98.4%	98.0%
Yes	1,303	86	---	---	29	56	0	24	23	39	36	35	13	4	0	0	3	0	0	49	3	8	31	34	20	19	48	19
	29.2%	33.6%	---	---	24.6%	42.4%	0.0%	42.9%	33.8%	29.8%	29.5%	39.8%	31.0%	40.0%	0.0%	---	27.3%	---	0.0%	34.0%	37.5%	38.1%	37.8%	32.7%	29.4%	24.7%	38.1%	39.6%
No	3,155	170	---	---	89	76	2	32	45	92	86	53	29	6	4	0	8	0	1	95	5	13	51	70	48	58	78	29
	70.8%	66.4%	---	---	75.4%	57.6%	100.0%	57.1%	66.2%	70.2%	70.5%	60.2%	69.0%	60.0%	100.0%	---	72.7%	---	100.0%	66.0%	62.5%	61.9%	62.2%	67.3%	70.6%	75.3%	61.9%	60.4%
Significantly different from column:*					F	E																				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.

Jackson Care Connect

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) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,303	86	---	---	29	56	0	24	23	39	36	35	13	4	0	0	3	0	0	49	3	8	31	34	20	19	48	19
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	86	---	---	29	56	0	24	23	39	36	35	13	4	0	0	3	0	0	49	3	8	31	34	20	19	48	19
	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%
Yes	1,203	79	---	---	26	53	0	21	22	36	32	33	13	4	0	0	3	0	0	48	3	7	27	33	18	16	44	19
	93.0%	91.9%	---	---	89.7%	94.6%	---	87.5%	95.7%	92.3%	88.9%	94.3%	100.0%	100.0%	---	---	100.0%	---	---	98.0%	100.0%	87.5%	87.1%	97.1%	90.0%	84.2%	91.7%	100.0%
No	91	7	---	---	3	3	0	3	1	3	4	2	0	0	0	0	0	0	0	1	0	1	4	1	2	3	4	0
	7.0%	8.1%	---	---	10.3%	5.4%	---	12.5%	4.3%	7.7%	11.1%	5.7%	0.0%	0.0%	---	---	0.0%	---	---	2.0%	0.0%	12.5%	12.9%	2.9%	10.0%	15.8%	8.3%	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.

Jackson Care Connect

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

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/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,303	86	---	---	29	56	0	24	23	39	36	35	13	4	0	0	3	0	0	49	3	8	31	34	20	19	48	19
Number missing or multiple answer	24	2	---	---	2	0	0	0	0	2	1	0	0	1	0	0	0	0	0	0	0	0	1	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	1,279	84	---	---	27	56	0	24	23	37	35	35	13	3	0	0	3	0	0	49	3	8	30	33	20	18	47	19
	98.2%	97.7%	---	---	93.1%	100.0%	---	100.0%	100.0%	94.9%	97.2%	100.0%	100.0%	75.0%	---	---	100.0%	---	---	100.0%	---	100.0%	96.8%	97.1%	100.0%	94.7%	97.9%	100.0%
Very easy	654	47	---	---	12	35	0	11	15	21	20	21	6	2	0	0	1	0	0	29	2	4	17	20	10	8	28	11
	51.1%	56.0%	---	---	44.4%	62.5%	---	45.8%	65.2%	56.8%	57.1%	60.0%	46.2%	66.7%	---	---	33.3%	---	---	59.2%	66.7%	50.0%	56.7%	60.6%	50.0%	44.4%	59.6%	57.9%
Easy	463	28	---	---	12	16	0	8	6	14	12	10	6	1	0	0	2	0	0	17	1	2	9	11	7	6	15	7
	36.2%	33.3%	---	---	44.4%	28.6%	---	33.3%	26.1%	37.8%	34.3%	28.6%	46.2%	33.3%	---	---	66.7%	---	---	34.7%	33.3%	25.0%	30.0%	33.3%	35.0%	33.3%	31.9%	36.8%
Difficult	102	7	---	---	3	3	0	4	2	1	2	3	1	0	0	0	0	0	0	2	0	2	3	1	3	4	2	1
	8.0%	8.3%	---	---	11.1%	5.4%	---	16.7%	8.7%	2.7%	5.7%	8.6%	7.7%	0.0%	---	---	0.0%	---	---	4.1%	0.0%	25.0%	10.0%	3.0%	15.0%	22.2%	4.3%	5.3%
Very difficult	60	2	---	---	0	2	0	1	0	1	1	1	0	0	0	0	0	0	0	1	0	0	1	1	0	0	2	0
	4.7%	2.4%	---	---	0.0%	3.6%	---	4.2%	0.0%	2.7%	2.9%	2.9%	0.0%	0.0%	---	---	0.0%	---	---	2.0%	0.0%	0.0%	3.3%	3.0%	0.0%	0.0%	4.3%	0.0%
Very easy or Easy	1,117	75	---	---	24	51	0	19	21	35	32	31	12	3	0	0	3	0	0	46	3	6	26	31	17	14	43	18
	87.3%	89.3%	---	---	88.9%	91.1%	---	79.2%	91.3%	94.6%	91.4%	88.6%	92.3%	100.0%	---	---	100.0%	---	---	93.9%	100.0%	75.0%	86.7%	93.9%	85.0%	77.8%	91.5%	94.7%
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.

Jackson Care Connect

31330

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) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	---	---	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	273	6	---	---	0	3	0	1	1	1	0	1	2	0	0	0	0	0	0	1	0	1	0	2	1	2	1	3
Number no experience	1,118	65	---	---	41	23	0	25	14	25	37	21	4	3	0	0	6	0	1	31	4	8	21	31	12	41	18	4
Usable responses	3,287	191	---	---	78	108	2	30	53	108	86	67	36	7	4	0	6	0	0	113	4	12	63	72	55	37	109	42
	70.3%	72.9%	---	---	65.5%	80.6%	100.0%	53.6%	77.9%	80.6%	69.9%	75.3%	85.7%	70.0%	100.0%	---	50.0%	---	0.0%	77.9%	---	57.1%	75.0%	68.6%	80.9%	46.3%	85.2%	85.7%
Never	1,757	113	---	---	47	63	2	18	33	62	54	38	21	5	2	0	3	0	0	65	2	8	47	39	26	18	66	27
	53.5%	59.2%	---	---	60.3%	58.3%	100.0%	60.0%	62.3%	57.4%	62.8%	56.7%	58.3%	71.4%	50.0%	---	50.0%	---	---	57.5%	50.0%	66.7%	74.6%	54.2%	47.3%	48.6%	60.6%	64.3%
Sometimes	822	42	---	---	16	25	0	11	9	22	17	16	8	1	1	0	2	0	0	24	1	3	8	18	16	6	25	10
	25.0%	22.0%	---	---	20.5%	23.1%	0.0%	36.7%	17.0%	20.4%	19.8%	23.9%	22.2%	14.3%	25.0%	---	33.3%	---	---	21.2%	25.0%	25.0%	12.7%	25.0%	29.1%	16.2%	22.9%	23.8%
Usually	358	20	---	---	10	10	0	0	7	13	6	10	4	1	0	0	1	0	0	15	0	1	5	6	9	2	14	4
	10.9%	10.5%	---	---	12.8%	9.3%	0.0%	0.0%	13.2%	12.0%	7.0%	14.9%	11.1%	14.3%	0.0%	---	16.7%	---	---	13.3%	0.0%	8.3%	7.9%	8.3%	16.4%	5.4%	12.8%	9.5%
Always	350	16	---	---	5	10	0	1	4	11	9	3	3	0	1	0	0	0	0	9	1	0	3	9	4	11	4	1
	10.6%	8.4%	---	---	6.4%	9.3%	0.0%	3.3%	7.5%	10.2%	10.5%	4.5%	8.3%	0.0%	25.0%	---	0.0%	---	---	8.0%	25.0%	0.0%	4.8%	12.5%	7.3%	29.7%	3.7%	2.4%
Significantly different from column:*																										AB		Z
Usually or Always	708	36	---	---	15	20	0	1	11	24	15	13	7	1	1	0	1	0	0	24	0	1	8	15	13	13	18	5
	21.5%	18.8%	---	---	19.2%	18.5%	0.0%	3.3%	20.8%	22.2%	17.4%	19.4%	19.4%	14.3%	25.0%	---	16.7%	---	---	21.2%	25.0%	8.3%	12.7%	20.8%	23.6%	35.1%	16.5%	11.9%
Significantly different from column:*								J		H																AA,AB	Z	Z

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

Jackson Care Connect

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/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	---	---	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	298	10	---	---	3	4	0	1	1	5	3	2	1	3	0	0	1	0	0	0	1	0	2	2	3	3	4	3
Number no experience	1,566	100	---	---	55	44	0	25	19	55	52	37	9	3	1	0	9	0	0	54	5	5	24	45	30	42	41	12
Usable responses	2,814	152	---	---	61	86	2	30	48	74	68	50	32	4	3	0	2	0	1	91	2	16	58	58	35	35	83	34
	60.2%	58.0%	---	---	51.3%	64.2%	100.0%	53.6%	70.6%	55.2%	55.3%	56.2%	76.2%	40.0%	75.0%	---	16.7%	---	100.0%	62.8%	---	76.2%	69.0%	55.2%	51.5%	43.8%	64.8%	69.4%
Never	1,462	84	---	---	37	43	2	15	29	40	46	25	12	3	2	0	1	0	1	48	0	9	39	33	12	17	48	19
	52.0%	55.3%	---	---	60.7%	50.0%	100.0%	50.0%	60.4%	54.1%	67.6%	50.0%	37.5%	75.0%	66.7%	0	50.0%	---	100.0%	52.7%	0.0%	56.3%	67.2%	56.9%	34.3%	48.6%	57.8%	55.9%
Sometimes	444	26	---	---	11	14	0	6	6	14	9	8	8	1	0	0	0	0	0	18	0	3	5	10	10	3	18	5
	15.8%	17.1%	---	---	18.0%	16.3%	0.0%	20.0%	12.5%	18.9%	13.2%	16.0%	25.0%	25.0%	0.0%	---	0.0%	---	0.0%	19.8%	0.0%	18.8%	8.6%	17.2%	28.6%	8.6%	21.7%	14.7%
Usually	280	15	---	---	5	10	0	4	4	7	3	8	4	0	0	0	1	0	0	9	2	0	4	6	5	5	5	5
	10.0%	9.9%	---	---	8.2%	11.6%	0.0%	13.3%	8.3%	9.5%	4.4%	16.0%	12.5%	0.0%	0.0%	---	50.0%	---	0.0%	9.9%	100.0%	0.0%	6.9%	10.3%	14.3%	14.3%	6.0%	14.7%
Always	628	27	---	---	8	19	0	5	9	13	10	9	8	0	1	0	0	0	0	16	0	4	10	9	8	10	12	5
	22.3%	17.8%	---	---	13.1%	22.1%	0.0%	16.7%	18.8%	17.6%	14.7%	18.0%	25.0%	0.0%	33.3%	---	0.0%	---	0.0%	17.6%	0.0%	25.0%	17.2%	15.5%	22.9%	28.6%	14.5%	14.7%
Significantly different from column:*	■		■	■																								
Usually or Always	908	42	---	---	13	29	0	9	13	20	13	17	12	0	1	0	1	0	0	25	2	4	14	15	13	15	17	10
	32.3%	27.6%	---	---	21.3%	33.7%	0.0%	30.0%	27.1%	27.0%	19.1%	34.0%	37.5%	0.0%	33.3%	---	50.0%	---	0.0%	27.5%	100.0%	25.0%	24.1%	25.9%	37.1%	42.9%	20.5%	29.4%
Significantly different from column:*	■		■	■							M	K														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.

Jackson Care Connect

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

Question 30f

In the last 6 months, how often did you delay getting <u>mental health care</u> 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	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
					Gender Identity (Q40)			Age (Q38)			Education (Q41)			Primary Race (Q56RC)									Health Status (Q31)			Doctor Visits in Last 6 Months (Q7)		
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	---	---	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	291	10	---	---	2	3	0	1	2	3	4	1	0	2	0	0	0	0	0	0	0	0	2	3	1	4	4	2
Number no experience	2,305	136	---	---	74	62	0	27	29	80	66	49	19	3	1	0	10	0	1	78	5	9	39	59	38	50	66	17
Usable responses	2,082	116	---	---	43	69	2	28	37	51	53	39	23	5	3	0	2	0	0	67	3	12	43	43	29	26	58	30
	44.5%	44.3%	---	---	36.1%	51.5%	100.0%	50.0%	54.4%	38.1%	43.1%	43.8%	54.8%	50.0%	75.0%	---	16.7%	---	0.0%	46.2%	---	57.1%	51.2%	41.0%	42.6%	32.5%	45.3%	61.2%
Never	1,460	81	---	---	31	46	2	18	29	34	36	26	18	4	2	0	2	0	0	51	0	8	37	25	18	13	43	23
	70.1%	69.8%	---	---	72.1%	66.7%	100.0%	64.3%	78.4%	66.7%	67.9%	66.7%	78.3%	80.0%	66.7%	---	100.0%	---	---	76.1%	0.0%	66.7%	86.0%	58.1%	62.1%	50.0%	74.1%	76.7%
Sometimes	279	17	---	---	5	12	0	7	3	7	8	6	3	1	1	0	0	0	0	8	1	2	2	10	5	6	6	5
	13.4%	14.7%	---	---	11.6%	17.4%	0.0%	25.0%	8.1%	13.7%	15.1%	15.4%	13.0%	20.0%	33.3%	---	0.0%	---	---	11.9%	33.3%	16.7%	4.7%	23.3%	17.2%	23.1%	10.3%	16.7%
Usually	115	6	---	---	2	4	0	2	1	3	3	3	0	0	0	0	0	0	0	1	2	0	1	3	2	2	4	0
	5.5%	5.2%	---	---	4.7%	5.8%	0.0%	7.1%	2.7%	5.9%	5.7%	7.7%	0.0%	0.0%	0.0%	---	0.0%	---	---	1.5%	66.7%	0.0%	2.3%	7.0%	6.9%	7.7%	6.9%	0.0%
Always	228	12	---	---	5	7	0	1	4	7	6	4	2	0	0	0	0	0	0	7	0	2	3	5	4	5	5	2
	11.0%	10.3%	---	---	11.6%	10.1%	0.0%	3.6%	10.8%	13.7%	11.3%	10.3%	8.7%	0.0%	0.0%	---	0.0%	---	---	10.4%	0.0%	16.7%	7.0%	11.6%	13.8%	19.2%	8.6%	6.7%
Significantly different from column:*	■		■	■																								
Usually or Always	343	18	---	---	7	11	0	3	5	10	9	7	2	0	0	0	0	0	0	8	2	2	4	8	6	7	9	2
	16.5%	15.5%	---	---	16.3%	15.9%	0.0%	10.7%	13.5%	19.6%	17.0%	17.9%	8.7%	0.0%	0.0%	---	0.0%	---	---	11.9%	66.7%	16.7%	9.3%	18.6%	20.7%	26.9%	15.5%	6.7%
Significantly different from column:*	■		■	■																								

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

Jackson Care Connect

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

31330

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/Northern African | Native Hawaiian or Pacific Islander | White | Other | Multiracial | Excellent or Very good | Good | Fair or Poor | None | 1 to 4 | 5 or more |
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	237	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	223	5	8	13	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	2	1	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	4,455	257	252	224	119	133	2	56	68	133	123	88	42	10	4	0	12	0	1	144	8	21	84	105	68	78	127	47
	95.2%	98.1%	96.9%	94.5%	100.0%	99.3%	100.0%	100.0%	100.0%	99.3%	100.0%	98.9%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	99.3%	---	100.0%	100.0%	100.0%	100.0%	97.5%	99.2%	95.9%
Poor	411	14	23	22	7	7	0	2	2	10	6	6	2	0	0	0	1	0	0	6	0	1	0	0	14	1	5	7
	9.2%	5.4%	9.1%	9.8%	5.9%	5.3%	0.0%	3.6%	2.9%	7.5%	4.9%	6.8%	4.8%	0.0%	0.0%	---	8.3%	---	0.0%	4.2%	0.0%	4.8%	0.0%	0.0%	20.6%	1.3%	3.9%	14.9%
Fair	1,069	54	55	50	22	32	0	5	9	40	25	24	5	4	1	0	0	0	0	27	4	5	0	0	54	12	35	5
	24.0%	21.0%	21.8%	22.3%	18.5%	24.1%	0.0%	8.9%	13.2%	30.1%	20.3%	27.3%	11.9%	40.0%	25.0%	---	0.0%	---	0.0%	18.8%	50.0%	23.8%	0.0%	0.0%	79.4%	15.4%	27.6%	10.6%
Good	1,586	105	83	76	45	56	1	24	29	52	51	32	19	5	1	0	6	0	0	64	3	6	0	105	0	37	42	24
	35.6%	40.9%	32.9%	33.9%	37.8%	42.1%	50.0%	42.9%	42.6%	39.1%	41.5%	36.4%	45.2%	50.0%	25.0%	---	50.0%	---	0.0%	44.4%	37.5%	28.6%	0.0%	100.0%	0.0%	47.4%	33.1%	51.1%
Very good	1,011	61	59	59	33	28	0	19	19	23	28	19	13	1	1	0	5	0	0	36	0	7	61	0	0	22	33	6
	22.7%	23.7%	23.4%	26.3%	27.7%	21.1%	0.0%	33.9%	27.9%	17.3%	22.8%	21.6%	31.0%	10.0%	25.0%	---	41.7%	---	0.0%	25.0%	0.0%	33.3%	72.6%	0.0%	0.0%	28.2%	26.0%	12.8%
Excellent	378	23	32	17	12	10	1	6	9	8	13	7	3	0	1	0	0	0	1	11	1	2	23	0	0	6	12	5
	8.5%	8.9%	12.7%	7.6%	10.1%	7.5%	50.0%	10.7%	13.2%	6.0%	10.6%	8.0%	7.1%	0.0%	25.0%	---	0.0%	---	100.0%	7.6%	12.5%	9.5%	27.4%	0.0%	0.0%	7.7%	9.4%	10.6%
Significantly different from column:*																							X,Y	W	W			
Excellent, Very good, or Good	2,975	189	174	152	90	94	2	49	57	83	92	58	35	6	3	0	11	0	1	111	4	15	84	105	0	65	87	35
	66.8%	73.5%	69.0%	67.9%	75.6%	70.7%	100.0%	87.5%	83.8%	62.4%	74.8%	65.9%	83.3%	60.0%	75.0%	---	91.7%	---	100.0%	77.1%	50.0%	71.4%	100.0%	100.0%	0.0%	83.3%	68.5%	74.5%
Significantly different from column:*		A						J	J	H,I		M	L										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.

Jackson Care Connect

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

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) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	237	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	232	6	11	9	1	1	0	0	0	2	0	1	1	0	0	0	0	0	0	2	0	0	1	0	0	2	2	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	4,446	256	249	228	118	133	2	56	68	132	123	88	41	10	4	0	12	0	1	143	8	21	83	105	68	78	126	47
	95.0%	97.7%	95.8%	96.2%	99.2%	99.3%	100.0%	100.0%	100.0%	98.5%	100.0%	98.9%	97.6%	100.0%	100.0%	---	100.0%	---	100.0%	98.6%	---	100.0%	98.8%	100.0%	100.0%	97.5%	98.4%	95.9%
Poor	330	10	19	16	3	7	0	5	3	2	5	4	1	1	0	0	1	0	0	4	0	1	0	3	7	3	3	4
	7.4%	3.9%	7.6%	7.0%	2.5%	5.3%	0.0%	8.9%	4.4%	1.5%	4.1%	4.5%	2.4%	10.0%	0.0%	---	8.3%	---	0.0%	2.8%	0.0%	4.8%	0.0%	2.9%	10.3%	3.8%	2.4%	8.5%
Fair	1,054	63	48	47	24	37	0	16	13	34	27	27	8	2	0	0	1	0	0	36	2	4	6	25	32	19	28	14
	23.7%	24.6%	19.3%	20.6%	20.3%	27.8%	0.0%	28.6%	19.1%	25.8%	22.0%	30.7%	19.5%	20.0%	0.0%	---	8.3%	---	0.0%	25.2%	25.0%	19.0%	7.2%	23.8%	47.1%	24.4%	22.2%	29.8%
Good	1,358	81	71	70	38	42	1	16	21	44	38	31	12	3	1	0	6	0	0	45	4	4	15	48	18	24	41	15
	30.5%	31.6%	28.5%	30.7%	32.2%	31.6%	50.0%	28.6%	30.9%	33.3%	30.9%	35.2%	29.3%	30.0%	25.0%	---	50.0%	---	0.0%	31.5%	50.0%	19.0%	18.1%	45.7%	26.5%	30.8%	32.5%	31.9%
Very good	1,099	61	70	62	30	30	0	11	20	30	30	12	17	1	2	0	2	0	0	36	1	6	34	19	8	18	33	8
	24.7%	23.8%	28.1%	27.2%	25.4%	22.6%	0.0%	19.6%	29.4%	22.7%	24.4%	13.6%	41.5%	10.0%	50.0%	---	16.7%	---	0.0%	25.2%	12.5%	28.6%	41.0%	18.1%	11.8%	23.1%	26.2%	17.0%
Excellent	605	41	41	33	23	17	1	8	11	22	23	14	3	3	1	0	2	0	1	22	1	6	28	10	3	14	21	6
	13.6%	16.0%	16.5%	14.5%	19.5%	12.8%	50.0%	14.3%	16.2%	16.7%	18.7%	15.9%	7.3%	30.0%	25.0%	---	16.7%	---	100.0%	15.4%	12.5%	28.6%	33.7%	9.5%	4.4%	17.9%	16.7%	12.8%
Significantly different from column:*	■		■	■																			X,Y	W	W			
Excellent, Very good, or Good	3,062	183	182	165	91	89	2	35	52	96	91	57	32	7	4	0	10	0	1	103	6	16	77	77	29	56	95	29
	68.9%	71.5%	73.1%	72.4%	77.1%	66.9%	100.0%	62.5%	76.5%	72.7%	74.0%	64.8%	78.0%	70.0%	100.0%	---	83.3%	---	100.0%	72.0%	75.0%	76.2%	92.8%	73.3%	42.6%	71.8%	75.4%	61.7%
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.

Jackson Care Connect

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

31330

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) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,977	237	232	209	110	118	2	56	68	109	112	77	41	9	4	0	11	0	1	131	7	20	81	98	54	73	113	46
Number missing or multiple answer	163	4	6	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	1
Number no experience	89	4	3	2	0	4	0	1	1	2	1	1	2	0	1	0	0	0	0	1	1	0	1	3	0	0	3	1
Usable responses	3,725	229	223	204	110	114	2	55	67	107	111	76	39	9	3	0	11	0	1	130	6	20	80	95	54	71	109	44
	93.7%	96.6%	96.1%	97.6%	100.0%	96.6%	100.0%	98.2%	98.5%	98.2%	99.1%	98.7%	95.1%	100.0%	75.0%	---	100.0%	---	100.0%	99.2%	---	100.0%	98.8%	96.9%	100.0%	97.3%	96.5%	95.7%
Yes	1,392	73	60	74	33	39	0	14	19	40	34	24	13	5	0	0	4	0	1	43	0	3	24	22	27	12	44	16
	37.4%	31.9%	26.9%	36.3%	30.0%	34.2%	0.0%	25.5%	28.4%	37.4%	30.6%	31.6%	33.3%	55.6%	0.0%	---	36.4%	---	100.0%	33.1%	0.0%	15.0%	30.0%	23.2%	50.0%	16.9%	40.4%	36.4%
No	2,333	156	163	130	77	75	2	41	48	67	77	52	26	4	3	0	7	0	0	87	6	17	56	73	27	59	65	28
	62.6%	68.1%	73.1%	63.7%	70.0%	65.8%	100.0%	74.5%	71.6%	62.6%	69.4%	68.4%	66.7%	44.4%	100.0%	---	63.6%	---	0.0%	66.9%	100.0%	85.0%	70.0%	76.8%	50.0%	83.1%	59.6%	63.6%
Significantly different from column:*																							Y	Y	W,X	AA,AB	Z	Z

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

**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.

Jackson Care Connect

31330

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/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	237	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	203	5	5	6	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	2	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,475	257	255	231	118	134	2	56	67	134	123	88	42	10	4	0	12	0	1	145	8	21	84	105	67	78	126	48
	95.7%	98.1%	98.1%	97.5%	99.2%	100.0%	100.0%	100.0%	98.5%	100.0%	100.0%	98.9%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	98.5%	97.5%	98.4%	98.0%
Every day	793	48	41	40	32	16	0	11	13	24	35	9	3	4	0	0	2	0	0	21	4	3	12	20	16	21	19	5
	17.7%	18.7%	16.1%	17.3%	27.1%	11.9%	0.0%	19.6%	19.4%	17.9%	28.5%	10.2%	7.1%	40.0%	0.0%	---	16.7%	---	0.0%	14.5%	50.0%	14.3%	14.3%	19.0%	23.9%	26.9%	15.1%	10.4%
Some days	382	23	25	36	8	15	0	5	7	11	8	12	3	1	1	0	0	0	0	15	1	2	7	9	7	11	12	0
	8.5%	8.9%	9.8%	15.6%	6.8%	11.2%	0.0%	8.9%	10.4%	8.2%	6.5%	13.6%	7.1%	10.0%	25.0%	---	0.0%	---	0.0%	10.3%	12.5%	9.5%	8.3%	8.6%	10.4%	14.1%	9.5%	0.0%
Not at all	3,270	185	187	155	78	102	2	40	47	98	80	66	36	5	3	0	10	0	1	108	3	16	65	75	44	46	95	42
	73.1%	72.0%	73.3%	67.1%	66.1%	76.1%	100.0%	71.4%	70.1%	73.1%	65.0%	75.0%	85.7%	50.0%	75.0%	---	83.3%	---	100.0%	74.5%	37.5%	76.2%	77.4%	71.4%	65.7%	59.0%	75.4%	87.5%
Don't know	30	1	2	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	1
	0.7%	0.4%	0.8%	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%	0.7%	0.0%	1.1%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	0.7%	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	2.1%
Every day or Some days	1,175	71	66	76	40	31	0	16	20	35	43	21	6	5	1	0	2	0	0	36	5	5	19	29	23	32	31	5
	26.3%	27.6%	25.9%	32.9%	33.9%	23.1%	0.0%	28.6%	29.9%	26.1%	35.0%	23.9%	14.3%	50.0%	25.0%	---	16.7%	---	0.0%	24.8%	62.5%	23.8%	22.6%	27.6%	34.3%	41.0%	24.6%	10.4%
Significantly different from column:*												M	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.

Jackson Care Connect

31330

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

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) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,175	71	66	76	40	31	0	16	20	35	43	21	6	5	1	0	2	0	0	36	5	5	19	29	23	32	31	5
Number missing or multiple answer	21	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	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	71	64	74	40	31	0	16	20	35	43	21	6	5	1	0	2	0	0	36	5	5	19	29	23	32	31	5
	98.2%	100.0%	97.0%	97.4%	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%
Never	394	30	15	16	18	12	0	7	14	9	20	7	3	2	0	0	2	0	0	18	2	1	10	14	6	21	8	1
	34.1%	42.3%	23.4%	21.6%	45.0%	38.7%	---	43.8%	70.0%	25.7%	46.5%	33.3%	50.0%	40.0%	0.0%	---	100.0%	---	---	50.0%	40.0%	20.0%	52.6%	48.3%	26.1%	65.6%	25.8%	20.0%
Sometimes	262	18	13	15	9	9	0	5	3	10	8	7	2	3	1	0	0	0	0	7	1	1	3	7	8	4	11	3
	22.7%	25.4%	20.3%	20.3%	22.5%	29.0%	---	31.3%	15.0%	28.6%	18.6%	33.3%	33.3%	60.0%	100.0%	---	0.0%	---	---	19.4%	20.0%	20.0%	15.8%	24.1%	34.8%	12.5%	35.5%	60.0%
Usually	166	9	17	14	8	1	0	2	2	5	8	0	1	0	0	0	0	0	0	5	1	1	2	4	3	3	4	0
	14.4%	12.7%	26.6%	18.9%	20.0%	3.2%	---	12.5%	10.0%	14.3%	18.6%	0.0%	16.7%	0.0%	0.0%	---	0.0%	---	---	13.9%	20.0%	20.0%	10.5%	13.8%	13.0%	9.4%	12.9%	0.0%
Always	332	14	19	29	5	9	0	2	1	11	7	7	0	0	0	0	0	0	0	6	1	2	4	4	6	4	8	1
	28.8%	19.7%	29.7%	39.2%	12.5%	29.0%	---	12.5%	5.0%	31.4%	16.3%	33.3%	0.0%	0.0%	0.0%	---	0.0%	---	---	16.7%	20.0%	40.0%	21.1%	13.8%	26.1%	12.5%	25.8%	20.0%
Significantly different from column:*		D																										
Sometimes, Usually, or Always	760	41	49	58	22	19	0	9	6	26	23	14	3	3	1	0	0	0	0	18	3	4	9	15	17	11	23	4
	65.9%	57.7%	76.6%	78.4%	55.0%	61.3%	---	56.3%	30.0%	74.3%	53.5%	66.7%	50.0%	60.0%	100.0%	---	0.0%	---	---	50.0%	60.0%	80.0%	47.4%	51.7%	73.9%	34.4%	74.2%	80.0%
Significantly different from column:*		C,D							J	I																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.

T-63

Jackson Care Connect

31330

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) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,175	71	66	76	40	31	0	16	20	35	43	21	6	5	1	0	2	0	0	36	5	5	19	29	23	32	31	5
Number missing or multiple answer	30	0	4	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	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	71	62	74	40	31	0	16	20	35	43	21	6	5	1	0	2	0	0	36	5	5	19	29	23	32	31	5
	97.4%	100.0%	93.9%	97.4%	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%
Never	581	40	25	30	23	17	0	11	15	14	26	10	3	4	0	0	2	0	0	19	4	2	12	20	8	25	12	3
	50.7%	56.3%	40.3%	40.5%	57.5%	54.8%	---	68.8%	75.0%	40.0%	60.5%	47.6%	50.0%	80.0%	0.0%	---	100.0%	---	---	52.8%	80.0%	40.0%	63.2%	69.0%	34.8%	78.1%	38.7%	60.0%
Sometimes	238	15	12	14	9	6	0	4	2	9	7	6	2	1	1	0	0	0	0	8	0	1	4	3	8	2	11	1
	20.8%	21.1%	19.4%	18.9%	22.5%	19.4%	---	25.0%	10.0%	25.7%	16.3%	28.6%	33.3%	20.0%	100.0%	---	0.0%	---	---	22.2%	0.0%	20.0%	21.1%	10.3%	34.8%	6.3%	35.5%	20.0%
Usually	126	7	11	10	3	4	0	1	2	4	5	2	0	0	0	0	0	0	0	3	0	2	0	1	6	1	3	1
	11.0%	9.9%	17.7%	13.5%	7.5%	12.9%	---	6.3%	10.0%	11.4%	11.6%	9.5%	0.0%	0.0%	0.0%	---	0.0%	---	---	8.3%	0.0%	40.0%	0.0%	3.4%	26.1%	3.1%	9.7%	20.0%
Always	200	9	14	20	5	4	0	0	1	8	5	3	1	0	0	0	0	0	0	6	1	0	3	5	1	4	5	0
	17.5%	12.7%	22.6%	27.0%	12.5%	12.9%	---	0.0%	5.0%	22.9%	11.6%	14.3%	16.7%	0.0%	0.0%	---	0.0%	---	---	16.7%	20.0%	0.0%	15.8%	17.2%	4.3%	12.5%	16.1%	0.0%
Significantly different from column:*	■	D	■	■																								
Sometimes, Usually, or Always	564	31	37	44	17	14	0	5	5	21	17	11	3	1	1	0	0	0	0	17	1	3	7	9	15	7	19	2
	49.3%	43.7%	59.7%	59.5%	42.5%	45.2%	---	31.3%	25.0%	60.0%	39.5%	52.4%	50.0%	20.0%	100.0%	---	0.0%	---	---	47.2%	20.0%	60.0%	36.8%	31.0%	65.2%	21.9%	61.3%	40.0%
Significantly different from column:*	■		■	■				J	I														Y	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.

Jackson Care Connect

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

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/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,175	71	66	76	40	31	0	16	20	35	43	21	6	5	1	0	2	0	0	36	5	5	19	29	23	32	31	5
Number missing or multiple answer	38	2	4	2	2	0	0	0	0	2	0	2	0	0	1	0	0	0	0	1	0	0	0	1	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	1,137	69	62	74	38	31	0	16	20	33	43	19	6	5	0	0	2	0	0	35	5	5	19	28	22	31	30	5
	96.8%	97.2%	93.9%	97.4%	95.0%	100.0%	---	100.0%	100.0%	94.3%	100.0%	90.5%	100.0%	100.0%	0.0%	---	100.0%	---	---	97.2%	---	100.0%	100.0%	96.6%	95.7%	96.9%	96.8%	100.0%
Never	645	40	29	29	22	18	0	10	16	14	26	9	4	3	0	0	2	0	0	18	3	2	10	19	11	23	13	3
	56.7%	58.0%	46.8%	39.2%	57.9%	58.1%	---	62.5%	80.0%	42.4%	60.5%	47.4%	66.7%	60.0%	---	---	100.0%	---	---	51.4%	60.0%	40.0%	52.6%	67.9%	50.0%	74.2%	43.3%	60.0%
Sometimes	206	13	15	25	10	3	0	3	2	8	8	3	2	2	0	0	0	0	0	7	1	1	5	3	5	4	8	1
	18.1%	18.8%	24.2%	33.8%	26.3%	9.7%	---	18.8%	10.0%	24.2%	18.6%	15.8%	33.3%	40.0%	---	---	0.0%	---	---	20.0%	20.0%	20.0%	26.3%	10.7%	22.7%	12.9%	26.7%	20.0%
Usually	128	8	8	8	2	6	0	3	0	5	4	4	0	0	0	0	0	0	0	6	0	2	1	3	4	0	6	1
	11.3%	11.6%	12.9%	10.8%	5.3%	19.4%	---	18.8%	0.0%	15.2%	9.3%	21.1%	0.0%	0.0%	---	---	0.0%	---	---	17.1%	0.0%	40.0%	5.3%	10.7%	18.2%	0.0%	20.0%	20.0%
Always	158	8	10	12	4	4	0	0	2	6	5	3	0	0	0	0	0	0	0	4	1	0	3	3	2	4	3	0
	13.9%	11.6%	16.1%	16.2%	10.5%	12.9%	---	0.0%	10.0%	18.2%	11.6%	15.8%	0.0%	0.0%	---	---	0.0%	---	---	11.4%	20.0%	0.0%	15.8%	10.7%	9.1%	12.9%	10.0%	0.0%
Significantly different from column:*																												
Sometimes, Usually, or Always	492	29	33	45	16	13	0	6	4	19	17	10	2	2	0	0	0	0	0	17	2	3	9	9	11	8	17	2
	43.3%	42.0%	53.2%	60.8%	42.1%	41.9%	---	37.5%	20.0%	57.6%	39.5%	52.6%	33.3%	40.0%	---	---	0.0%	---	---	48.6%	40.0%	60.0%	47.4%	32.1%	50.0%	25.8%	56.7%	40.0%
Significantly different from column:*		D							J	I																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.

Jackson Care Connect

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/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	237	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	192	4	7	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	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	4,486	258	253	232	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	78	127	48
	95.9%	98.5%	97.3%	97.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	97.5%	99.2%	98.0%
18 to 24	390	17	16	15	8	9	0	17	0	0	9	8	0	0	0	0	4	0	1	6	0	3	9	6	2	9	5	3
	8.7%	6.6%	6.3%	6.5%	6.7%	6.7%	0.0%	30.4%	0.0%	0.0%	7.3%	9.0%	0.0%	0.0%	0.0%	---	33.3%	---	100.0%	4.1%	0.0%	14.3%	10.7%	5.7%	2.9%	11.5%	3.9%	6.3%
25 to 34	659	39	32	41	17	20	1	39	0	0	19	12	8	0	0	0	2	0	0	23	1	5	16	18	5	15	17	7
	14.7%	15.1%	12.6%	17.7%	14.3%	14.9%	50.0%	69.6%	0.0%	0.0%	15.4%	13.5%	19.0%	0.0%	0.0%	---	16.7%	---	0.0%	15.9%	12.5%	23.8%	19.0%	17.1%	7.4%	19.2%	13.4%	14.6%
35 to 44	562	32	31	32	15	16	1	0	32	0	11	14	7	1	1	0	1	0	0	14	1	5	15	12	5	12	11	8
	12.5%	12.4%	12.3%	13.8%	12.6%	11.9%	50.0%	0.0%	47.1%	0.0%	8.9%	15.7%	16.7%	10.0%	25.0%	---	8.3%	---	0.0%	9.7%	12.5%	23.8%	17.9%	11.4%	7.4%	15.4%	8.7%	16.7%
45 to 54	726	36	54	50	19	15	0	0	36	0	17	12	5	3	1	0	0	0	0	21	1	2	13	17	6	9	19	8
	16.2%	14.0%	21.3%	21.6%	16.0%	11.2%	0.0%	0.0%	52.9%	0.0%	13.8%	13.5%	11.9%	30.0%	25.0%	---	0.0%	---	0.0%	14.5%	12.5%	9.5%	15.5%	16.2%	8.8%	11.5%	15.0%	16.7%
55 to 64	1,397	101	89	66	45	56	0	0	0	101	54	28	18	5	2	0	4	0	0	62	4	5	26	45	30	23	55	19
	31.1%	39.1%	35.2%	28.4%	37.8%	41.8%	0.0%	0.0%	0.0%	75.4%	43.9%	31.5%	42.9%	50.0%	50.0%	---	33.3%	---	0.0%	42.8%	50.0%	23.8%	31.0%	42.9%	44.1%	29.5%	43.3%	39.6%
65 to 74	523	24	24	25	10	14	0	0	0	24	7	14	3	0	0	0	0	0	0	16	1	1	4	5	14	8	14	2
	11.7%	9.3%	9.5%	10.8%	8.4%	10.4%	0.0%	0.0%	0.0%	17.9%	5.7%	15.7%	7.1%	0.0%	0.0%	---	0.0%	---	0.0%	11.0%	12.5%	4.8%	4.8%	4.8%	20.6%	10.3%	11.0%	4.2%
75 or older	229	9	7	3	5	4	0	0	0	9	6	1	1	1	0	0	1	0	0	3	0	0	1	2	6	2	6	1
	5.1%	3.5%	2.8%	1.3%	4.2%	3.0%	0.0%	0.0%	0.0%	6.7%	4.9%	1.1%	2.4%	10.0%	0.0%	---	8.3%	---	0.0%	2.1%	0.0%	0.0%	1.2%	1.9%	8.8%	2.6%	4.7%	2.1%
55 or older	2,149	134	120	94	60	74	0	0	0	134	67	43	22	6	2	0	5	0	0	81	5	6	31	52	50	33	75	22
	47.9%	51.9%	47.4%	40.5%	50.4%	55.2%	0.0%	0.0%	0.0%	100.0%	54.5%	48.3%	52.4%	60.0%	50.0%	---	41.7%	---	0.0%	55.9%	62.5%	28.6%	36.9%	49.5%	73.5%	42.3%	59.1%	45.8%
Significantly different from column:*		D						J	J	H,I										V		T	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.

Jackson Care Connect

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

31330

Question 39

What was your biological sex at birth?

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	237	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	191	5	6	6	1	0	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0	1	0	0	2	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,487	257	254	231	118	134	2	56	68	133	123	89	41	10	4	0	12	0	1	144	8	21	83	105	68	78	126	48
	95.9%	98.1%	97.7%	97.5%	99.2%	100.0%	100.0%	100.0%	100.0%	99.3%	100.0%	100.0%	97.6%	100.0%	100.0%	---	100.0%	---	100.0%	99.3%	---	100.0%	98.8%	100.0%	100.0%	97.5%	98.4%	98.0%
Male	1,898	120	113	104	118	0	0	25	36	59	70	29	17	5	1	0	8	0	1	66	4	10	44	47	29	47	56	15
	42.3%	46.7%	44.5%	45.0%	100.0%	0.0%	0.0%	44.6%	52.9%	44.4%	56.9%	32.6%	41.5%	50.0%	25.0%	---	66.7%	---	100.0%	45.8%	50.0%	47.6%	53.0%	44.8%	42.6%	60.3%	44.4%	31.3%
Female	2,589	137	141	127	0	134	2	31	32	74	53	60	24	5	3	0	4	0	0	78	4	11	39	58	39	31	70	33
	57.7%	53.3%	55.5%	55.0%	0.0%	100.0%	100.0%	55.4%	47.1%	55.6%	43.1%	67.4%	58.5%	50.0%	75.0%	---	33.3%	---	0.0%	54.2%	50.0%	52.4%	47.0%	55.2%	57.4%	39.7%	55.6%	68.8%
Significantly different from column:*					F	E					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.

Jackson Care Connect

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

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/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	---	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	224	7	9	---	0	0	0	1	2	0	0	0	1	0	0	0	0	0	0	1	0	0	0	3	0	3	2	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	4,454	255	251	---	119	134	2	55	66	134	123	89	41	10	4	0	12	0	1	144	8	21	84	102	68	77	126	47
	95.2%	97.3%	96.5%	---	100.0%	100.0%	100.0%	98.2%	97.1%	100.0%	100.0%	100.0%	97.6%	100.0%	100.0%	---	100.0%	---	100.0%	99.3%	---	100.0%	100.0%	97.1%	100.0%	96.3%	98.4%	95.9%
Male	1,846	119	112	---	119	0	0	25	34	60	70	29	18	5	1	0	8	0	1	67	4	10	45	45	29	46	56	15
	41.4%	46.7%	44.6%	---	100.0%	0.0%	0.0%	45.5%	51.5%	44.8%	56.9%	32.6%	43.9%	50.0%	25.0%	---	66.7%	---	100.0%	46.5%	50.0%	47.6%	53.6%	44.1%	42.6%	59.7%	44.4%	31.9%
Female	2,532	134	139	---	0	134	0	29	31	74	53	58	23	5	3	0	4	0	0	76	4	10	38	56	39	31	70	30
	56.8%	52.5%	55.4%	---	0.0%	100.0%	0.0%	52.7%	47.0%	55.2%	43.1%	65.2%	56.1%	50.0%	75.0%	---	33.3%	---	0.0%	52.8%	50.0%	47.6%	45.2%	54.9%	57.4%	40.3%	55.6%	63.8%
Transgender	14	0	0	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Non-binary, genderqueer, or other	62	2	0	---	0	0	2	1	1	0	0	2	0	0	0	0	0	0	0	1	0	1	1	1	0	0	0	2
	1.4%	0.8%	0.0%	---	0.0%	0.0%	100.0%	1.8%	1.5%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	0.7%	0.0%	4.8%	1.2%	1.0%	0.0%	0.0%	0.0%	4.3%
Transgender, Non-binary, genderqueer, or other	76	2	0	---	0	0	2	1	1	0	0	2	0	0	0	0	0	0	0	1	0	1	1	1	0	0	0	2
	1.7%	0.8%	0.0%	---	0.0%	0.0%	100.0%	1.8%	1.5%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	0.7%	0.0%	4.8%	1.2%	1.0%	0.0%	0.0%	0.0%	4.3%
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.

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

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	Z	AA	AB
Number in sample	4,678	262	260	237	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	229	8	9	5	2	0	0	0	2	2	0	0	0	1	0	0	1	0	0	0	0	0	1	3	0	4	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	4,449	254	251	232	117	134	2	56	66	132	123	89	42	9	4	0	11	0	1	145	8	21	83	102	68	76	125	48
	95.1%	96.9%	96.5%	97.9%	98.3%	100.0%	100.0%	100.0%	97.1%	98.5%	100.0%	100.0%	100.0%	90.0%	100.0%	---	91.7%	---	100.0%	100.0%	---	100.0%	98.8%	97.1%	100.0%	95.0%	97.7%	98.0%
8th grade or less	191	10	10	12	6	4	0	1	3	6	10	0	0	3	0	0	1	0	0	3	1	0	2	4	4	4	4	2
	4.3%	3.9%	4.0%	5.2%	5.1%	3.0%	0.0%	1.8%	4.5%	4.5%	8.1%	0.0%	0.0%	33.3%	0.0%	---	9.1%	---	0.0%	2.1%	12.5%	0.0%	2.4%	3.9%	5.9%	5.3%	3.2%	4.2%
Some high school, but did not graduate	481	20	29	23	16	4	0	9	3	8	20	0	0	2	1	0	3	0	0	9	1	1	7	10	3	13	5	2
	10.8%	7.9%	11.6%	9.9%	13.7%	3.0%	0.0%	16.1%	4.5%	6.1%	16.3%	0.0%	0.0%	22.2%	25.0%	---	27.3%	---	0.0%	6.2%	12.5%	4.8%	8.4%	9.8%	4.4%	17.1%	4.0%	4.2%
High school graduate or GED	1,576	93	72	70	48	45	0	18	22	53	93	0	0	2	0	0	3	0	1	49	3	8	32	37	24	37	40	12
	35.4%	36.6%	28.7%	30.2%	41.0%	33.6%	0.0%	32.1%	33.3%	40.2%	75.6%	0.0%	0.0%	22.2%	0.0%	---	27.3%	---	100.0%	33.8%	37.5%	38.1%	38.6%	36.3%	35.3%	48.7%	32.0%	25.0%
Some college or 2-year degree	1,577	89	100	71	29	58	2	20	26	43	0	89	0	2	2	0	3	0	0	55	2	7	26	32	30	20	51	18
	35.4%	35.0%	39.8%	30.6%	24.8%	43.3%	100.0%	35.7%	39.4%	32.6%	0.0%	100.0%	0.0%	22.2%	50.0%	---	27.3%	---	0.0%	37.9%	25.0%	33.3%	31.3%	31.4%	44.1%	26.3%	40.8%	37.5%
4-year college graduate	389	24	24	33	12	12	0	4	7	13	0	0	24	0	1	0	0	0	0	20	0	0	11	10	3	2	15	6
	8.7%	9.4%	9.6%	14.2%	10.3%	9.0%	0.0%	7.1%	10.6%	9.8%	0.0%	0.0%	57.1%	0.0%	25.0%	---	0.0%	---	0.0%	13.8%	0.0%	0.0%	13.3%	9.8%	4.4%	2.6%	12.0%	12.5%
More than 4-year college degree	235	18	16	23	6	11	0	4	5	9	0	0	18	0	0	0	1	0	0	9	1	5	5	9	4	0	10	8
	5.3%	7.1%	6.4%	9.9%	5.1%	8.2%	0.0%	7.1%	7.6%	6.8%	0.0%	0.0%	42.9%	0.0%	0.0%	---	9.1%	---	0.0%	6.2%	12.5%	23.8%	6.0%	8.8%	5.9%	0.0%	8.0%	16.7%
4-year college graduate or more	624	42	40	56	18	23	0	8	12	22	0	0	42	0	1	0	1	0	0	29	1	5	16	19	7	2	25	14
	14.0%	16.5%	15.9%	24.1%	15.4%	17.2%	0.0%	14.3%	18.2%	16.7%	0.0%	0.0%	100.0%	0.0%	25.0%	---	9.1%	---	0.0%	20.0%	12.5%	23.8%	19.3%	18.6%	10.3%	2.6%	20.0%	29.2%
Significantly different from column:*		D									M	M	K,L													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.

Jackson Care Connect

31330

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	Z	AA	AB
Number in sample	4,678	262	260	---	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	210	8	11	---	1	1	0	0	4	0	1	1	0	0	0	0	0	0	0	1	0	0	1	2	1	4	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	4,468	254	249	---	118	133	2	56	64	134	122	88	42	10	4	0	12	0	1	144	8	21	83	103	67	76	125	48
	95.5%	96.9%	95.8%	---	99.2%	99.3%	100.0%	100.0%	94.1%	100.0%	99.2%	98.9%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	99.3%	---	100.0%	98.8%	98.1%	98.5%	95.0%	97.7%	98.0%
Very well	3,641	208	215	---	91	114	2	47	49	112	94	79	35	4	1	0	5	0	1	125	6	18	72	81	54	60	103	40
	81.5%	81.9%	86.3%	---	77.1%	85.7%	100.0%	83.9%	76.6%	83.6%	77.0%	89.8%	83.3%	40.0%	25.0%	---	41.7%	---	100.0%	86.8%	75.0%	85.7%	86.7%	78.6%	80.6%	78.9%	82.4%	82.5%
Well	601	32	27	---	19	13	0	8	10	14	17	7	7	2	1	0	6	0	0	14	2	3	6	17	9	11	15	6
	13.5%	12.6%	10.8%	---	16.1%	9.8%	0.0%	14.3%	15.6%	10.4%	13.9%	8.0%	16.7%	20.0%	25.0%	---	50.0%	---	0.0%	9.7%	25.0%	14.3%	7.2%	16.5%	13.4%	14.5%	12.0%	12.5%
Not well	148	12	4	---	6	6	0	1	4	7	9	2	0	4	2	0	1	0	0	4	0	0	3	5	4	4	6	2
	3.3%	4.7%	1.6%	---	5.1%	4.5%	0.0%	1.8%	6.3%	5.2%	7.4%	2.3%	0.0%	40.0%	50.0%	---	8.3%	---	0.0%	2.8%	0.0%	0.0%	3.6%	4.9%	6.0%	5.3%	4.8%	4.2%
Not at all	78	2	3	---	2	0	0	0	1	1	2	0	0	0	0	0	0	0	0	1	0	0	2	0	0	1	1	0
	1.7%	0.8%	1.2%	---	1.7%	0.0%	0.0%	0.0%	1.6%	0.7%	1.6%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	0.7%	0.0%	0.0%	2.4%	0.0%	0.0%	1.3%	0.8%	0.0%
Very well or Well	4,242	240	242	---	110	127	2	55	59	126	111	86	42	6	2	0	11	0	1	139	8	21	78	98	63	71	118	46
	94.9%	94.5%	97.2%	---	93.2%	95.5%	100.0%	98.2%	92.2%	94.0%	91.0%	97.7%	100.0%	60.0%	50.0%	---	91.7%	---	100.0%	96.5%	100.0%	100.0%	94.0%	95.1%	94.0%	93.4%	94.4%	95.8%
Significantly different from column:*											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.

Jackson Care Connect

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

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/Northern African | Native Hawaiian or Pacific Islander | White | Other | Multiracial | Excellent or Very good | Good | Fair or Poor | None | 1 to 4 | 5 or more |
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	---	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	298	10	14	---	1	3	0	1	3	2	1	1	1	1	1	0	0	0	0	2	0	0	2	4	0	6	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	4,380	252	246	---	118	131	2	55	65	132	122	88	41	9	3	0	12	0	1	143	8	21	82	101	68	74	125	48
	93.6%	96.2%	94.6%	---	99.2%	97.8%	100.0%	98.2%	95.6%	98.5%	99.2%	98.9%	97.6%	90.0%	75.0%	---	100.0%	---	100.0%	98.6%	---	100.0%	97.6%	96.2%	100.0%	92.5%	97.7%	98.0%
English	4,080	238	238	---	112	123	2	50	60	128	113	84	40	6	1	0	6	0	1	141	7	21	79	93	65	68	118	47
	93.2%	94.4%	96.7%	---	94.9%	93.9%	100.0%	90.9%	92.3%	97.0%	92.6%	95.5%	97.6%	66.7%	33.3%	---	50.0%	---	100.0%	98.6%	87.5%	100.0%	96.3%	92.1%	95.6%	91.9%	94.4%	97.9%
Spanish	183	9	5	---	4	5	0	4	3	2	7	2	0	3	0	0	6	0	0	0	0	0	1	6	2	4	4	1
	4.2%	3.6%	2.0%	---	3.4%	3.8%	0.0%	7.3%	4.6%	1.5%	5.7%	2.3%	0.0%	33.3%	0.0%	---	50.0%	---	0.0%	0.0%	0.0%	0.0%	1.2%	5.9%	2.9%	5.4%	3.2%	2.1%
Other	117	5	3	---	2	3	0	1	2	2	2	2	1	0	2	0	0	0	0	2	1	0	2	2	1	2	3	0
	2.7%	2.0%	1.2%	---	1.7%	2.3%	0.0%	1.8%	3.1%	1.5%	1.6%	2.3%	2.4%	0.0%	66.7%	---	0.0%	---	0.0%	1.4%	12.5%	0.0%	2.4%	2.0%	1.5%	2.7%	2.4%	0.0%

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

Jackson Care Connect

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

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 |
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	---	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	262	9	10	---	3	1	0	1	3	1	1	3	0	0	0	0	0	0	0	4	0	0	1	3	1	4	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	4,416	253	250	---	116	133	2	55	65	133	122	86	42	10	4	0	12	0	1	141	8	21	83	102	67	76	124	48
	94.4%	96.6%	96.2%	---	97.5%	99.3%	100.0%	98.2%	95.6%	99.3%	99.2%	96.6%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	97.2%	---	100.0%	98.8%	97.1%	98.5%	95.0%	96.9%	98.0%
Yes	229	10	7	---	5	5	0	0	4	6	8	2	0	3	2	0	1	0	0	3	0	0	2	5	3	2	7	1
	5.2%	4.0%	2.8%	---	4.3%	3.8%	0.0%	0.0%	6.2%	4.5%	6.6%	2.3%	0.0%	30.0%	50.0%	---	8.3%	---	0.0%	2.1%	0.0%	0.0%	2.4%	4.9%	4.5%	2.6%	5.6%	2.1%
No	4,187	243	243	---	111	128	2	55	61	127	114	84	42	7	2	0	11	0	1	138	8	21	81	97	64	74	117	47
	94.8%	96.0%	97.2%	---	95.7%	96.2%	100.0%	100.0%	93.8%	95.5%	93.4%	97.7%	100.0%	70.0%	50.0%	---	91.7%	---	100.0%	97.9%	100.0%	100.0%	97.6%	95.1%	95.5%	97.4%	94.4%	97.9%
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.

Jackson Care Connect

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

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
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	---	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	262	9	9	---	3	1	0	1	3	1	1	3	0	0	0	0	0	0	0	4	0	0	1	3	1	4	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	4,416	253	251	---	116	133	2	55	65	133	122	86	42	10	4	0	12	0	1	141	8	21	83	102	67	76	124	48
	94.4%	96.6%	96.5%	---	97.5%	99.3%	100.0%	98.2%	95.6%	99.3%	99.2%	96.6%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	97.2%	---	100.0%	98.8%	97.1%	98.5%	95.0%	96.9%	98.0%
Yes	25	1	3	---	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0
	0.6%	0.4%	1.2%	---	0.9%	0.0%	0.0%	0.0%	0.0%	0.8%	0.8%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	1.3%	0.0%	0.0%
No	4,391	252	248	---	115	133	2	55	65	132	121	86	42	10	4	0	12	0	1	141	8	21	82	102	67	75	124	48
	99.4%	99.6%	98.8%	---	99.1%	100.0%	100.0%	100.0%	100.0%	99.2%	99.2%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	98.8%	100.0%	100.0%	98.7%	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.

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

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/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	---	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	349	11	23	---	4	2	0	1	3	3	1	5	0	0	0	0	0	0	0	4	0	1	2	3	2	5	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	4,329	251	237	---	115	132	2	55	65	131	122	84	42	10	4	0	12	0	1	141	8	20	82	102	66	75	123	48
	92.5%	95.8%	91.2%	---	96.6%	98.5%	100.0%	98.2%	95.6%	97.8%	99.2%	94.4%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	97.2%	---	95.2%	97.6%	97.1%	97.1%	93.8%	96.1%	98.0%
Yes	175	1	8	---	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0
	4.0%	0.4%	3.4%	---	0.0%	0.8%	0.0%	0.0%	0.0%	0.8%	0.8%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%	1.3%	0.0%	0.0%
No	4,154	250	229	---	115	131	2	55	65	130	121	84	42	10	4	0	12	0	1	141	8	20	82	102	65	74	123	48
	96.0%	99.6%	96.6%	---	100.0%	99.2%	100.0%	100.0%	100.0%	99.2%	99.2%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.5%	98.7%	100.0%	100.0%
Significantly different from column:*		A																										

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.

Jackson Care Connect

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

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	Z	AA	AB
Number in sample	4,678	262	260	---	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	259	10	10	---	4	1	0	1	3	2	2	3	0	1	0	0	0	0	0	4	0	0	2	3	1	5	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	4,419	252	250	---	115	133	2	55	65	132	121	86	42	9	4	0	12	0	1	141	8	21	82	102	67	75	124	48
	94.5%	96.2%	96.2%	---	96.6%	99.3%	100.0%	98.2%	95.6%	98.5%	98.4%	96.6%	100.0%	90.0%	100.0%	---	100.0%	---	100.0%	97.2%	---	100.0%	97.6%	97.1%	98.5%	93.8%	96.9%	98.0%
Yes	321	15	18	---	9	6	0	0	3	12	8	3	3	0	0	0	1	0	0	9	0	0	3	6	6	4	7	3
	7.3%	6.0%	7.2%	---	7.8%	4.5%	0.0%	0.0%	4.6%	9.1%	6.6%	3.5%	7.1%	0.0%	0.0%	---	8.3%	---	0.0%	6.4%	0.0%	0.0%	3.7%	5.9%	9.0%	5.3%	5.6%	6.3%
No	4,098	237	232	---	106	127	2	55	62	120	113	83	39	9	4	0	11	0	1	132	8	21	79	96	61	71	117	45
	92.7%	94.0%	92.8%	---	92.2%	95.5%	100.0%	100.0%	95.4%	90.9%	93.4%	96.5%	92.9%	100.0%	100.0%	---	91.7%	---	100.0%	93.6%	100.0%	100.0%	96.3%	94.1%	91.0%	94.7%	94.4%	93.8%
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.

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

31330

Question 48

Are you <u>blind</u> or do you have <u>serious difficulty seeing</u>, even when wearing glasses?

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	---	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	273	10	12	---	3	2	0	1	3	2	1	4	0	0	0	0	0	0	0	4	0	0	1	3	2	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	4,405	252	248	---	116	132	2	55	65	132	122	85	42	10	4	0	12	0	1	141	8	21	83	102	66	76	123	48
	94.2%	96.2%	95.4%	---	97.5%	98.5%	100.0%	98.2%	95.6%	98.5%	99.2%	95.5%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	97.2%	---	100.0%	98.8%	97.1%	97.1%	95.0%	96.1%	98.0%
Yes	350	8	17	---	4	4	0	1	0	7	3	2	2	1	0	0	2	0	0	2	0	0	1	3	4	2	5	1
	7.9%	3.2%	6.9%	---	3.4%	3.0%	0.0%	1.8%	0.0%	5.3%	2.5%	2.4%	4.8%	10.0%	0.0%	---	16.7%	---	0.0%	1.4%	0.0%	0.0%	1.2%	2.9%	6.1%	2.6%	4.1%	2.1%
No	4,055	244	231	---	112	128	2	54	65	125	119	83	40	9	4	0	10	0	1	139	8	21	82	99	62	74	118	47
	92.1%	96.8%	93.1%	---	96.6%	97.0%	100.0%	98.2%	100.0%	94.7%	97.5%	97.6%	95.2%	90.0%	100.0%	---	83.3%	---	100.0%	98.6%	100.0%	100.0%	98.8%	97.1%	93.9%	97.4%	95.9%	97.9%
Significantly different from column:*		A																										

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.

Jackson Care Connect

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

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) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	---	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	292	18	14	---	6	7	0	4	3	7	4	7	2	1	0	0	0	0	0	8	1	1	3	8	3	7	7	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	4,386	244	246	---	113	127	2	52	65	127	119	82	40	9	4	0	12	0	1	137	7	20	81	97	65	73	121	45
	93.8%	93.1%	94.6%	---	95.0%	94.8%	100.0%	92.9%	95.6%	94.8%	96.7%	92.1%	95.2%	90.0%	100.0%	---	100.0%	---	100.0%	94.5%	---	95.2%	96.4%	92.4%	95.6%	91.3%	94.5%	91.8%
Yes	1,886	102	116	---	48	52	2	19	22	61	51	36	15	3	0	0	3	0	0	60	5	9	23	35	43	23	49	28
	43.0%	41.8%	47.2%	---	42.5%	40.9%	100.0%	36.5%	33.8%	48.0%	42.9%	43.9%	37.5%	33.3%	0.0%	---	25.0%	---	0.0%	43.8%	71.4%	45.0%	28.4%	36.1%	66.2%	31.5%	40.5%	62.2%
No	2,500	142	130	---	65	75	0	33	43	66	68	46	25	6	4	0	9	0	1	77	2	11	58	62	22	50	72	17
	57.0%	58.2%	52.8%	---	57.5%	59.1%	0.0%	63.5%	66.2%	52.0%	57.1%	56.1%	62.5%	66.7%	100.0%	---	75.0%	---	100.0%	56.2%	28.6%	55.0%	71.6%	63.9%	33.8%	68.5%	59.5%	37.8%
Significantly different from column:*																							Y	Y	W,X	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.

Jackson Care Connect

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

Question 50

Do you have serious difficulty walking or climbing stairs?

Base: All respondents

	2021 State OHP	2021	2020	2019	Gender Identity (Q40) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	---	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	297	13	16	---	4	4	0	1	4	4	1	5	2	1	0	0	0	0	0	7	0	0	2	6	1	5	6	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	4,381	249	244	---	115	130	2	55	64	130	122	84	40	9	4	0	12	0	1	138	8	21	82	99	67	75	122	47
	93.7%	95.0%	93.8%	---	96.6%	97.0%	100.0%	98.2%	94.1%	97.0%	99.2%	94.4%	95.2%	90.0%	100.0%	---	100.0%	---	100.0%	95.2%	---	100.0%	97.6%	94.3%	98.5%	93.8%	95.3%	95.9%
Yes	1,232	50	75	---	21	29	0	1	5	44	25	18	6	2	0	0	1	0	0	27	3	2	3	12	34	11	27	12
	28.1%	20.1%	30.7%	---	18.3%	22.3%	0.0%	1.8%	7.8%	33.8%	20.5%	21.4%	15.0%	22.2%	0.0%	---	8.3%	---	0.0%	19.6%	37.5%	9.5%	3.7%	12.1%	50.7%	14.7%	22.1%	25.5%
No	3,149	199	169	---	94	101	2	54	59	86	97	66	34	7	4	0	11	0	1	111	5	19	79	87	33	64	95	35
	71.9%	79.9%	69.3%	---	81.7%	77.7%	100.0%	98.2%	92.2%	66.2%	79.5%	78.6%	85.0%	77.8%	100.0%	---	91.7%	---	100.0%	80.4%	62.5%	90.5%	96.3%	87.9%	49.3%	85.3%	77.9%	74.5%
Significantly different from column:*		A,C						J	J	H,I													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.

Jackson Care Connect

31330

Question 51

Do you have <u>difficulty dressing or bathing</u>?

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	Z	AA	AB
Number in sample	4,678	262	260	---	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	279	12	13	---	5	2	0	1	3	4	2	5	0	0	0	0	0	0	0	5	0	1	1	4	3	4	6	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	4,399	250	247	---	114	132	2	55	65	130	121	84	42	10	4	0	12	0	1	140	8	20	83	101	65	76	122	47
	94.0%	95.4%	95.0%	---	95.8%	98.5%	100.0%	98.2%	95.6%	97.0%	98.4%	94.4%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	96.6%	---	95.2%	98.8%	96.2%	95.6%	95.0%	95.3%	95.9%
Yes	613	27	44	---	12	15	0	2	5	20	12	7	8	1	0	0	0	0	0	18	1	1	3	7	17	3	14	10
	13.9%	10.8%	17.8%	---	10.5%	11.4%	0.0%	3.6%	7.7%	15.4%	9.9%	8.3%	19.0%	10.0%	0.0%	---	0.0%	---	0.0%	12.9%	12.5%	5.0%	3.6%	6.9%	26.2%	3.9%	11.5%	21.3%
No	3,786	223	203	---	102	117	2	53	60	110	109	77	34	9	4	0	12	0	1	122	7	19	80	94	48	73	108	37
	86.1%	89.2%	82.2%	---	89.5%	88.6%	100.0%	96.4%	92.3%	84.6%	90.1%	91.7%	81.0%	90.0%	100.0%	---	100.0%	---	100.0%	87.1%	87.5%	95.0%	96.4%	93.1%	73.8%	96.1%	88.5%	78.7%
Significantly different from column:*		C						J		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.

Jackson Care Connect

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

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) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	---	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	326	12	14	---	5	2	0	1	3	4	1	4	1	1	0	0	0	0	0	6	0	0	2	4	2	6	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	4,352	250	246	---	114	132	2	55	65	130	122	85	41	9	4	0	12	0	1	139	8	21	82	101	66	74	123	48
	93.0%	95.4%	94.6%	---	95.8%	98.5%	100.0%	98.2%	95.6%	97.0%	99.2%	95.5%	97.6%	90.0%	100.0%	---	100.0%	---	100.0%	95.9%	---	100.0%	97.6%	96.2%	97.1%	92.5%	96.1%	98.0%
Yes	1,260	65	76	---	32	32	0	17	16	32	32	24	8	3	0	0	1	0	0	35	4	5	15	22	28	17	33	13
	29.0%	26.0%	30.9%	---	28.1%	24.2%	0.0%	30.9%	24.6%	24.6%	26.2%	28.2%	19.5%	33.3%	0.0%	---	8.3%	---	0.0%	25.2%	50.0%	23.8%	18.3%	21.8%	42.4%	23.0%	26.8%	27.1%
No	3,092	185	170	---	82	100	2	38	49	98	90	61	33	6	4	0	11	0	1	104	4	16	67	79	38	57	90	35
	71.0%	74.0%	69.1%	---	71.9%	75.8%	100.0%	69.1%	75.4%	75.4%	73.8%	71.8%	80.5%	66.7%	100.0%	---	91.7%	---	100.0%	74.8%	50.0%	76.2%	81.7%	78.2%	57.6%	77.0%	73.2%	72.9%
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.

Jackson Care Connect

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

Question 53

Because of a <u>physical, mental, or emotional condition</u>, do you have serious difficulty <u>doing errands alone</u> 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/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	260	---	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	305	10	12	---	4	1	0	1	3	2	1	4	0	0	0	0	0	0	0	5	0	0	1	3	2	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	4,373	252	248	---	115	133	2	55	65	132	122	85	42	10	4	0	12	0	1	140	8	21	83	102	66	76	123	48
	93.5%	96.2%	95.4%	---	96.6%	99.3%	100.0%	98.2%	95.6%	98.5%	99.2%	95.5%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	96.6%	---	100.0%	98.8%	97.1%	97.1%	95.0%	96.1%	98.0%
Yes	1,069	47	56	---	24	23	0	6	12	29	27	14	5	2	0	0	1	0	0	27	1	4	10	12	25	12	25	8
	24.4%	18.7%	22.6%	---	20.9%	17.3%	0.0%	10.9%	18.5%	22.0%	22.1%	16.5%	11.9%	20.0%	0.0%	---	8.3%	---	0.0%	19.3%	12.5%	19.0%	12.0%	11.8%	37.9%	15.8%	20.3%	16.7%
No	3,304	205	192	---	91	110	2	49	53	103	95	71	37	8	4	0	11	0	1	113	7	17	73	90	41	64	98	40
	75.6%	81.3%	77.4%	---	79.1%	82.7%	100.0%	89.1%	81.5%	78.0%	77.9%	83.5%	88.1%	80.0%	100.0%	---	91.7%	---	100.0%	80.7%	87.5%	81.0%	88.0%	88.2%	62.1%	84.2%	79.7%	83.3%
Significantly different from column:*		A																					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.

Jackson Care Connect

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

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) Male	Female	Non-binary, genderqueer, or other	Age (Q38) 18 to 34	35 to 54	55 or more	Education (Q41) HS grad or less	Some college	College grad or more	Primary Race (Q56RC) American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	Health Status (Q31) Excellent or Very good	Good	Fair or Poor	Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	4,678	262	---	---	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
Number missing or multiple answer	931	61	---	---	23	32	0	11	17	29	32	18	5	0	0	0	0	0	0	0	0	0	18	20	19	23	27	9
Number no experience	NA	NA	NA	NA	NA	NA	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	201	---	---	96	102	2	45	51	105	91	71	37	10	4	0	12	0	1	145	8	21	66	85	49	57	101	40
	80.1%	76.7%	---	---	80.7%	76.1%	100.0%	80.4%	75.0%	78.4%	74.0%	79.8%	88.1%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	---	100.0%	78.6%	81.0%	72.1%	71.3%	78.9%	81.6%
American Indian or Alaska Native	517	23	---	---	10	12	1	4	7	12	12	8	2	10	0	0	0	0	0	3	0	10	6	9	8	7	10	6
	13.8%	11.4%	---	---	10.4%	11.8%	50.0%	8.9%	13.7%	11.4%	13.2%	11.3%	5.4%	100.0%	0.0%	---	0.0%	---	0.0%	2.1%	0.0%	47.6%	9.1%	10.6%	16.3%	12.3%	9.9%	15.0%
Asian	246	8	---	---	2	6	0	1	4	3	2	4	2	1	4	0	0	0	0	1	0	2	4	2	2	1	4	3
	6.6%	4.0%	---	---	2.1%	5.9%	0.0%	2.2%	7.8%	2.9%	2.2%	5.6%	5.4%	10.0%	100.0%	---	0.0%	---	0.0%	0.7%	0.0%	9.5%	6.1%	2.4%	4.1%	1.8%	4.0%	7.5%
Black or African American	166	2	---	---	2	0	0	2	0	0	1	1	0	0	0	0	0	0	0	0	0	2	1	1	0	2	0	0
	4.4%	1.0%	---	---	2.1%	0.0%	0.0%	4.4%	0.0%	0.0%	1.1%	1.4%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	0.0%	0.0%	9.5%	1.5%	1.2%	0.0%	3.5%	0.0%	0.0%
Hispanic or Latino/a	453	23	---	---	12	11	0	11	6	6	13	5	4	2	0	0	12	0	0	2	0	7	8	11	4	8	9	6
	12.1%	11.4%	---	---	12.5%	10.8%	0.0%	24.4%	11.8%	5.7%	14.3%	7.0%	10.8%	20.0%	0.0%	---	100.0%	---	0.0%	1.4%	0.0%	33.3%	12.1%	12.9%	8.2%	14.0%	8.9%	15.0%
Middle Eastern/Northern African	41	1	---	---	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	1	0	0	0	1	0
	1.1%	0.5%	---	---	1.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	0.0%	0.0%	4.8%	1.5%	0.0%	0.0%	0.0%	1.0%	0.0%
Native Hawaiian or Pacific Islander	46	1	---	---	1	0	0	1	0	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	1	0
	1.2%	0.5%	---	---	1.0%	0.0%	0.0%	2.2%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	100.0%	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	1.0%	0.0%
White	2,865	168	---	---	78	87	2	37	42	89	70	64	34	2	0	0	1	0	0	145	0	20	57	69	41	42	88	35
	76.5%	83.6%	---	---	81.3%	85.3%	100.0%	82.2%	82.4%	84.8%	76.9%	90.1%	91.9%	20.0%	0.0%	---	8.3%	---	0.0%	100.0%	0.0%	95.2%	86.4%	81.2%	83.7%	73.7%	87.1%	87.5%
Other	282	17	---	---	9	8	0	6	2	9	10	4	2	0	0	0	1	0	0	3	8	5	5	6	6	6	9	2
	7.5%	8.5%	---	---	9.4%	7.8%	0.0%	13.3%	3.9%	8.6%	11.0%	5.6%	5.4%	0.0%	0.0%	---	8.3%	---	0.0%	2.1%	100.0%	23.8%	7.6%	7.1%	12.2%	10.5%	8.9%	5.0%

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%.

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

Question 56

If you selected more than one racial or ethnic identity above, please <u>CIRCLE the ONE that best represents your racial or ethnic identity</u>. 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	Z	AA	AB
Number in sample	4,678	262	---	---	119	134	2	56	68	134	123	89	42	10	4	0	12	0	1	145	8	21	84	105	68	80	128	49
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	---	---	23	32	0	11	17	29	32	18	5	0	0	0	0	0	0	0	0	0	18	20	19	23	27	9
Usable responses	3,747	201	---	---	96	102	2	45	51	105	91	71	37	10	4	0	12	0	1	145	8	21	66	85	49	57	101	40
	80.1%	76.7%	---	---	80.7%	76.1%	100.0%	80.4%	75.0%	78.4%	74.0%	79.8%	88.1%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	---	100.0%	78.6%	81.0%	72.1%	71.3%	78.9%	81.6%
American Indian or Alaska Native	241	10	---	---	5	5	0	0	4	6	7	2	0	10	0	0	0	0	0	0	0	0	1	5	4	4	4	2
	6.4%	5.0%	---	---	5.2%	4.9%	0.0%	0.0%	7.8%	5.7%	7.7%	2.8%	0.0%	100.0%	0.0%	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	1.5%	5.9%	8.2%	7.0%	4.0%	5.0%
Asian	183	4	---	---	1	3	0	0	2	2	1	2	1	0	4	0	0	0	0	0	0	0	2	1	1	1	2	1
	4.9%	2.0%	---	---	1.0%	2.9%	0.0%	0.0%	3.9%	1.9%	1.1%	2.8%	2.7%	0.0%	100.0%	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	3.0%	1.2%	2.0%	1.8%	2.0%	2.5%
Black or African American	112	0	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3.0%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Hispanic or Latino/a	300	12	---	---	8	4	0	6	1	5	7	3	1	0	0	0	12	0	0	0	0	0	5	6	1	5	6	1
	8.0%	6.0%	---	---	8.3%	3.9%	0.0%	13.3%	2.0%	4.8%	7.7%	4.2%	2.7%	0.0%	0.0%	---	100.0%	---	0.0%	0.0%	0.0%	0.0%	7.6%	7.1%	2.0%	8.8%	5.9%	2.5%
Middle Eastern/Northern African	14	0	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Native Hawaiian or Pacific Islander	23	1	---	---	1	0	0	1	0	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	1	0
	0.6%	0.5%	---	---	1.0%	0.0%	0.0%	2.2%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	100.0%	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	1.0%	0.0%
White	2,482	145	---	---	67	76	1	29	35	81	61	55	29	0	0	0	0	0	0	145	0	0	47	64	33	37	77	28
	66.2%	72.1%	---	---	69.8%	74.5%	50.0%	64.4%	68.6%	77.1%	67.0%	77.5%	78.4%	0.0%	0.0%	---	0.0%	---	0.0%	100.0%	0.0%	0.0%	71.2%	75.3%	67.3%	64.9%	76.2%	70.0%
Other	130	8	---	---	4	4	0	1	2	5	5	2	1	0	0	0	0	0	0	0	8	0	1	3	4	4	3	1
	3.5%	4.0%	---	---	4.2%	3.9%	0.0%	2.2%	3.9%	4.8%	5.5%	2.8%	2.7%	0.0%	0.0%	---	0.0%	---	0.0%	0.0%	100.0%	0.0%	1.5%	3.5%	8.2%	7.0%	3.0%	2.5%
Multiracial	262	21	---	---	10	10	1	8	7	6	9	7	5	0	0	0	0	0	0	0	0	21	9	6	6	6	8	7
	7.0%	10.4%	---	---	10.4%	9.8%	50.0%	17.8%	13.7%	5.7%	9.9%	9.9%	13.5%	0.0%	0.0%	---	0.0%	---	0.0%	0.0%	0.0%	100.0%	13.6%	7.1%	12.2%	10.5%	7.9%	17.5%
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.