

Oregon Health Plan Report of Results for

PacificSource - Lane (Child Population)

2021 CAHPS® 5.1H Medicaid with CCC Measure Member Experience Survey

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Table of Contents

	uction	
What's	New in 2021	5
	2021 Survey Fielding Updates	5
	Impact of COVID-19 on OHA Reporting	6
	Updates to the 2021 OHA CAHPS Survey Results Report	6
Executi	ive Summary	7
	Results on Key Survey Measures	8
	Top Priorities for Quality Improvement	8
	Survey Results at a Glance	9
About '	This Report	10
Survey	Methodology	12
	Survey Protocol and Timeline	12
	Survey Materials	12
	Sample Selection	13
	Data Capture	13
Membe	er Dispositions and Response Rate	14
Satisfa	ction with the Experience of Care	15
	Patient Experience of Care Measures	15
	Calculation and Reporting of Results	18
	Summary of Survey Results	20
	Detailed Performance Charts	21

Memb	er Profile and Analysis of Ratings by Member Segment	42
	Health Status and Demographics	
	Use of Services	49
Key Dr	iver Analysis	52
	Objectives	52
	Technical Approach	52
	Industry Key Driver Model	54
	Opportunities for Plan Quality Improvement	
	Health Plan Quality Improvement Resources for Key Drivers	
Appen	dix	I
	Calculation Guidelines for Rating and Composite Global Proportions	
	Glossary of Terms	IV
	Survey Instrument	VII
	Cross-Tabulations of Survey Responses	. VIII

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. Parents or caretakers of surveyed members are asked to rate various aspects of the health plan based on their experience with the plan during the previous 6 months.

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 Child Medicaid with CCC Measure version of the 2021 CAHPS Health Plan Survey for the Oregon Health Authority on behalf of PacificSource - Lane between January 7 and April 7, 2021.

The final survey sample for PacificSource - Lane included 1,525 members (950 from the general population and 575 from the CCC population). During the survey fielding period, 227 general population sample members completed the survey. After final survey eligibility criteria were applied, the resulting NCQA response rate was 24.07 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 trending¹. 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*.

The measures highlighted in this section are limited to the general child Medicaid population only. CCC measure results are reported in the sections that follow. They are based on 138 completed surveys from both the general and supplemental CCC samples that met NCQA's criteria for inclusion in the CCC measure set, based on survey responses.

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¹ For more information, see <u>www.ncqa.org/covid/</u>

RESULTS ON KEY SURVEY MEASURES

STATISTICALLY SIGNIFICANT IMPROVEMENTS OR DECLINES COMPARED TO 2020

Reportable Rate IMPROVED	Reportable Rate DECLINED		
Plan not surveyed in 2020	Plan not surveyed in 2020		

STATISTICALLY SIGNIFICANT DIFFERENCES FROM STATE OREGON HEALTH PLAN

Reportable Rate ABOVE Benchmark	Reportable Rate BELOW Benchmark						
2021 State OHP							
Rating of Personal Doctor (by 5.32 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 PacificSource - Lane 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 member access to care (ease of getting needed care, tests, or treatment)					
3. Improving the ability of the health plan customer service to provide necessary information or help					
4. Improving health plan provider network (highly-rated personal doctors)					

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 PACIFICSOURCE - LANE CHILD MEDICAID OHA CAHPS SURVEY: RESULTS AT A GLANCE

		Global Proportions and Question Summary Rates			Valid Responses			
CAHPS 5.0H Survey Measures		2019	2020	2021	2019	2020	2021	2021 State OHP
	Q9. Rating of All Health Care			86.67%			135	85.96%
Overall Ratings	Q36. Rating of Personal Doctor			94.17%			206	88.86% 🔺
(% 8, 9, or 10)	Q43. Rating of Specialist Seen Most Often			84.44%			45	84.75%
	Q49. Rating of Health Plan			83.04%			224	81.66%
Getting Needed Care	Getting Needed Care Composite			83.92%			92	82.68%
(% Always or Usually)	Q10. Easy to get needed care			91.24%			137	90.60%
(% Always or Usually)	Q41. Easy to see specialists			76.60%			47	74.76%
Getting Care Quickly	Getting Care Quickly Composite			89.62%			85	88.53%
(% Always or Usually)	Q4. Got urgent care as soon as needed			90.91%			33	92.61%
(% Always of Osually)	Q6. Got routine care as soon as needed			88.32%			137	84.44%
	How Well Doctors Communicate Composite			98.18%			124	94.58%
How Well Doctors	Q27. Doctor explained things			98.39%			124	94.14% 🔺
Communicate*	Q28. Doctor listened carefully			99.19%			124	96.24%
(% Always or Usually)	Q29. Doctor showed respect			99.19%			124	97.25%
	Q32. Doctor spent enough time			95.93%			123	90.68% 🔺
Customer Service	Customer Service Composite			86.36%			44	87.83%
(% Always or Usually)	Q45. Provided needed information/help			79.55%			44	82.11%
(% Always or Usually)	Q46. Treated with courtesy/respect			93.18%			44	93.56%
	Q35. Coordination of Care (% Always or Usually)			93.33%			45	87.00%
	. Access to Prescription Medicines			87.91%			91	89.51%
Children with Chronic	. Access to Specialized Services			78.87%			40	68.21%
Conditions Measures	. Getting Needed Information			91.18%			102	90.91%
Conditions ivieasures	. Personal Doctor Who Knows Child			89.35%			97	89.62%
	. Coordination of Care for Children With Chronic Conditions			77.86%			41	75.90%

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 \triangle 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 PacificSource - Lane, are highlighted below.

- Except for the five measures designed for the population of children with chronic conditions (CCC), the results presented in this report pertain to the general Child Medicaid population only. CCC measure results are based on responses collected from both the general and supplemental CCC samples that met NCQA's criteria for inclusion in the CCC measure set.
- 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 PacificSource Lane survey results are compared to the 2021 State OHP. The 2021 State OHP is calculated by pooling Child 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 PacificSource Lane 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 PacificSource Lane 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 PacificSource Lane 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.
- Member Profile and Analysis of Ratings by Member Segment compares the 2021 PacificSource Lane 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 PacificSource Lane results on each key driver are compared to the highest score among all the Child 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 PacificSource Lane 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 Child Medicaid with CCC Measure version of the 2021 CAHPS Health Plan Survey for the Oregon Health Authority on behalf of PacificSource - Lane 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 PacificSource - Lane 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 26 additional questions added by OHA. These included questions on cultural competency, access to dental care, and REALD demographics. All mailings included a duplex English and Spanish cover letter. Members received either an English or Spanish survey based on language information provided by Oregon Health Authority. Members had the option to request the survey in the other language using a telephone request line.

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 PacificSource - Lane. For the Child Medicaid with CCC Measure survey (general population), sample-eligible members were defined as plan members who were 17 years old or younger as of December 31, 2020; were currently enrolled; Sample-eligible members were defined as plan members who were 17 years old or younger 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. Eligibility for the Children with Chronic Conditions (CCC population) sample was determined using a pre-screen status code, which identified children likely to have a chronic condition based on claim and encounter records.

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 PacificSource - Lane included 1,525 members (950 from the general population and 575 from the CCC population).

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, 227 general population sample members completed the survey. After final survey eligibility criteria were applied, the resulting NCQA response rate was 24.07 percent. Additional detail on sample member status at the end of data collection (dispositions) is provided in Exhibit 2.

EXHIBIT 2. 2021 PACIFICSOURCE - LANE CHILD MEDICAID OHA CAHPS SURVEY: SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

	To		
Disposition	Number	% Initial Sample	2021 State OHP
Initial Sample	950	100.00%	
Disposition			
Complete and Eligible - Mail	107	11.26%	11.60%
Complete and Eligible - Phone	92	9.68%	10.44%
Complete and Eligible - Internet	28	2.95%	1.95%
Complete and Eligible - Total	227	23.89%	23.98%
Does not meet Eligible Population criteria	7	0.74%	1.05%
Incomplete (but Eligible)	29	3.05%	2.70%
Ineligible	0	0.00%	0.22%
- Language barrier	0	0.00%	0.07%
- Mentally or physically incapacitated	0	0.00%	0.00%
- Deceased	0	0.00%	0.01%
Refusal	56	5.89%	6.75%
Nonresponse after maximum attempts	630	66.32%	65.04%
Added to Do Not Call (DNC) list	1	0.11%	0.41%
Response Rate*		24.07%	24.25%

72570

^{*}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. The following composites are reported for the general child Medicaid population:

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

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

Additionally, NCQA calculates and reports the following measures for the CCC population:

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

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

CALCULATION AND REPORTING OF RESULTS

QUESTION SUMMARY RATES AND COMPOSITE GLOBAL PROPORTIONS

Question Summary Rates 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 PacificSource - Lane 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 Child 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).

CHILDREN WITH CHRONIC CONDITION (CCC) MEASURE RESULTS

The results for the CCC population presented in this report are based on survey responses. A response was included in the CCC results if the child's parent or caretaker responded "Yes" to all of the screener questions for any one of the following summary measures:

- Use of or Need of Prescription Medicines
- Above-Average Use or Need for Medical, Mental Health, or Education Services
- Functional Limitations Compared with Others of Same Age
- Use of or Need for Specialized Therapies
- Treatment or Counseling for Emotional or Developmental Problems

All state Oregon Health Plan benchmarks reported for these measures are limited to the CCC population.

SUMMARY OF SURVEY RESULTS

Exhibit 3 provides a high-level PacificSource - Lane 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 PACIFICSOURCE - LANE CHILD MEDICAID OHA CAHPS SURVEY: PATIENT EXPERIENCE MEASURES

		Difference** between 2021 Rate and				
CAHPS 5.0H Survey Measures* Ratings	2021 Rate	2020 Rate	2019 Rate	2021 State OHP		
Rating of Personal Doctor	94.17%	No data***	No data***	5.32% ▲		
Rating of Specialist Seen Most Often	84.44%	No data***	No data***	-0.31%		
Rating of All Health Care	86.67%	No data***	No data***	0.71%		
Rating of Health Plan	83.04%	No data***	No data***	1.37%		
Composite Measures	•		•	•		
Getting Needed Care	83.92%	No data***	No data***	1.24%		
Getting Care Quickly	89.62%	No data***	No data***	1.09%		
How Well Doctors Communicate	98.18%	No data***	No data***	3.60%		
Customer Service	86.36%	No data***	No data***	-1.47%		
Additional Content Areas						
Coordination of Care	93.33%	No data***	No data***	6.33%		
Children with Chronic Conditions Measures						
Access to Prescription Medicines	87.91%	No data***	No data***	-1.60%		
Access to Specialized Services	78.87%	No data***	No data***	10.66%		
Getting Needed Information	91.18%	No data***	No data***	0.27%		
Personal Doctor Who Knows Child	89.35%	No data***	No data***	-0.27%		
Coordination of Care for Children With Chronic Conditions	77.86%	No data***	No data***	1.96%		

 $^{* \} Results \ were \ calculated \ following \ NCQA \ specifications \ and \ prior \ year \ results \ may \ differ \ from \ those \ previously \ reported.$

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

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

DETAILED PERFORMANCE CHARTS

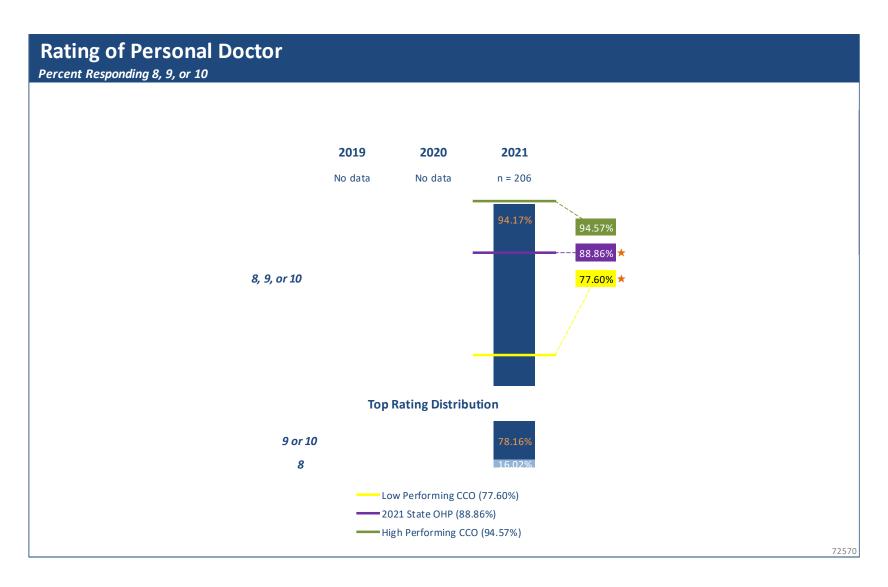
Detailed charts are provided for CAHPS composite global proportions and question summary rates. Except for the five CCC measures, the results displayed are for the general member sample only. CCC measure results are based on responses collected from both the general and supplemental CCC samples that met NCQA's criteria for inclusion in the CCC measure set. The charts have the following features:

TREND IN RESULTS

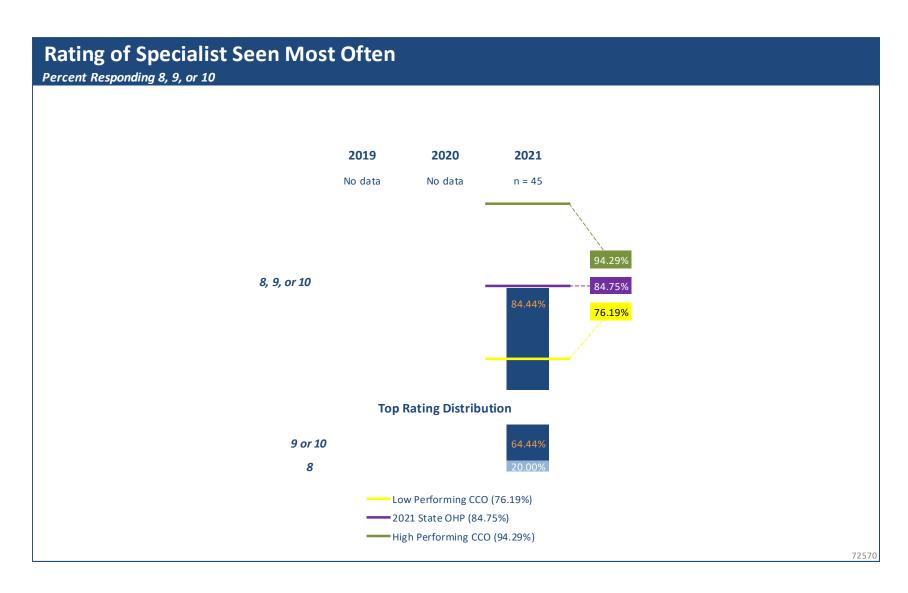
- Survey scores are trended over three consecutive years of data collection, if available. A result may not be available if the survey was not administered in a given year, if the measure is new, or if the measure is not deemed appropriate for trending. In such cases, "no data" appears in place of the 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

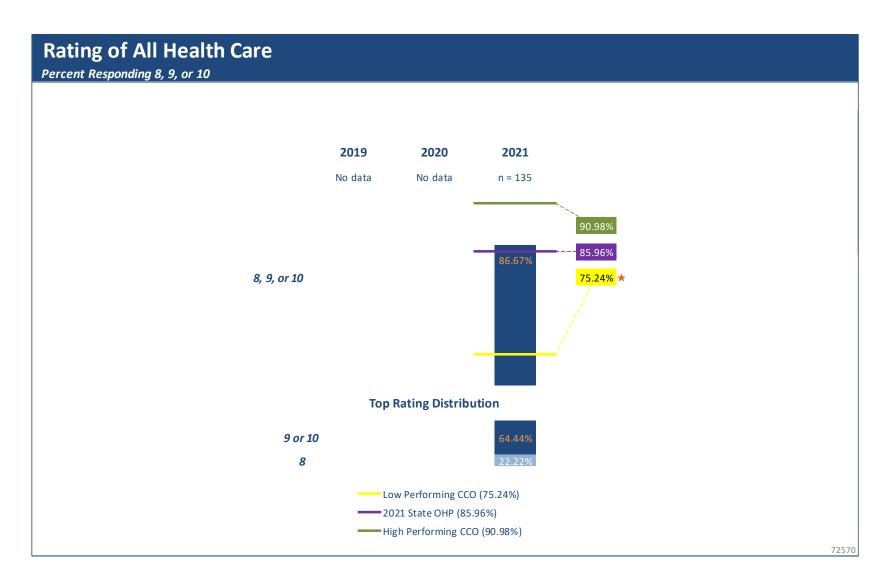
• The horizontal lines displayed on the charts correspond to the 2021 State OHP as well as to the highest and lowest performing CCO. If the 2021 score is significantly different from any of these benchmark scores at the 95% confidence level, * appears next to the relevant score.



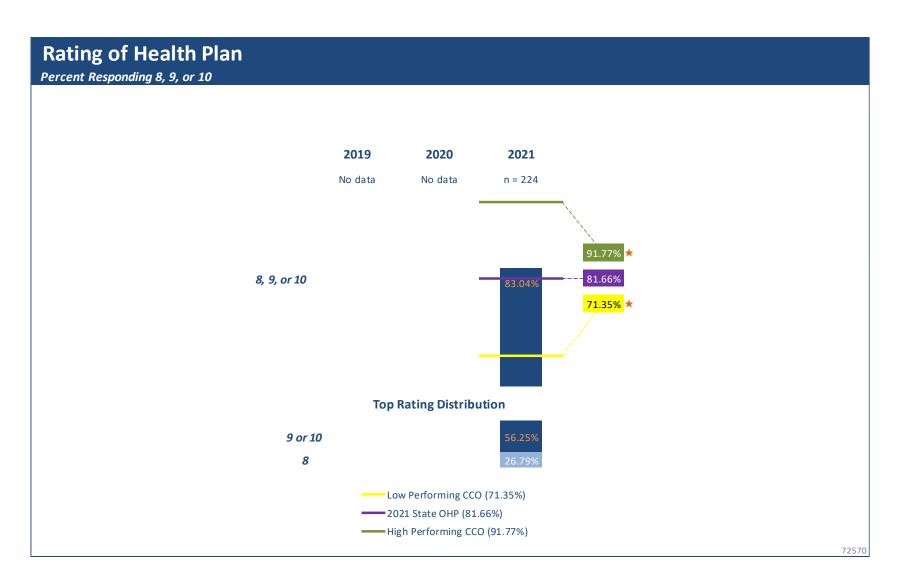
Tests of statistical significance were conducted for the following reportable rates: (8 + 9 + 10) and (9 + 10). Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison rate (prior-year, or national rate) are marked with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



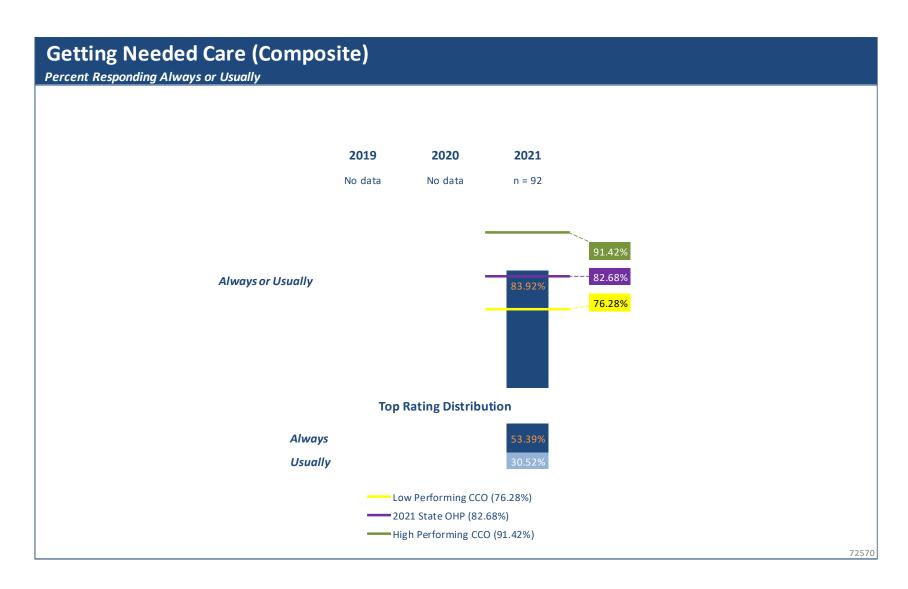
Tests of statistical significance were conducted for the following reportable rates: (8 + 9 + 10) and (9 + 10). Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison rate (prior-year, or national rate) are marked with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



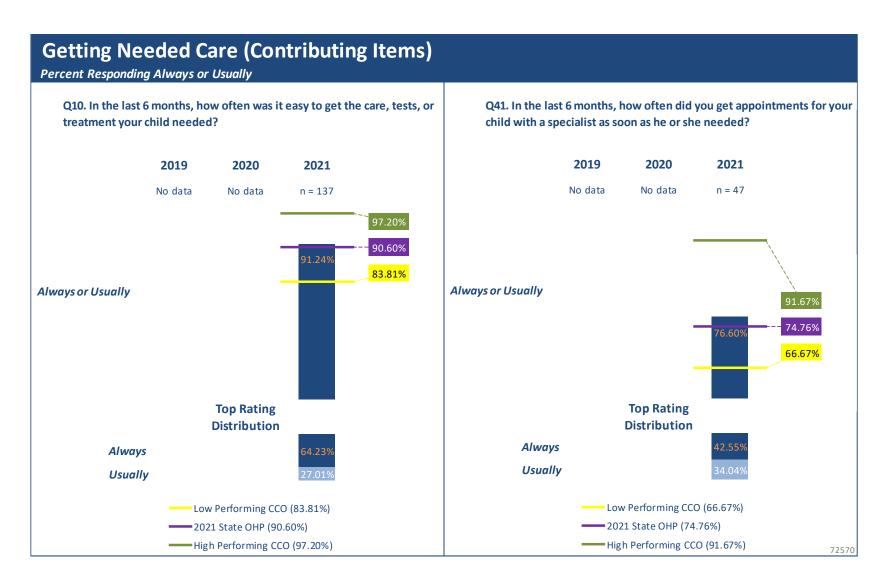
Tests of statistical significance were conducted for the following reportable rates: (8+9+10) and (9+10). Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison rate (prior-year, or national rate) are marked with a \star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



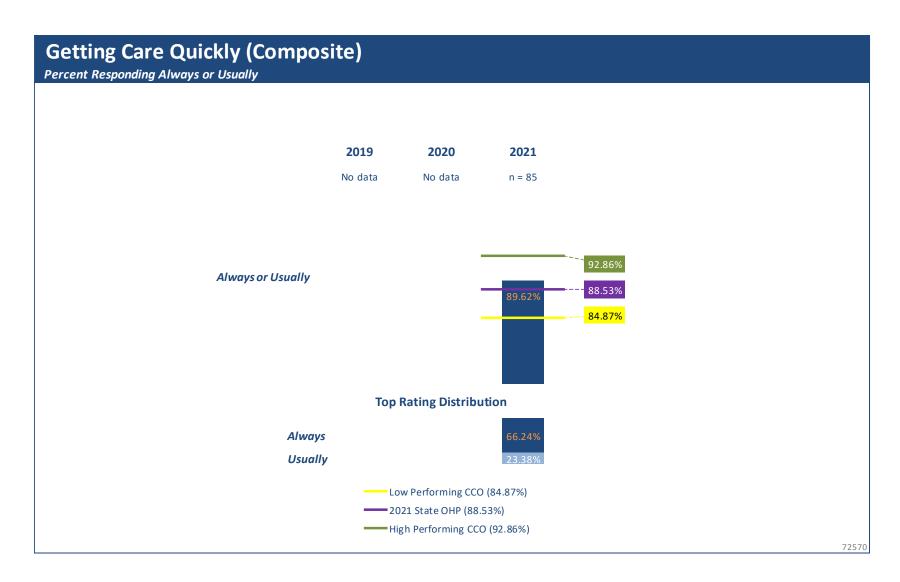
Tests of statistical significance were conducted for the following reportable rates: (8 + 9 + 10) and (9 + 10). Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison rate (prior-year, or national rate) are marked with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



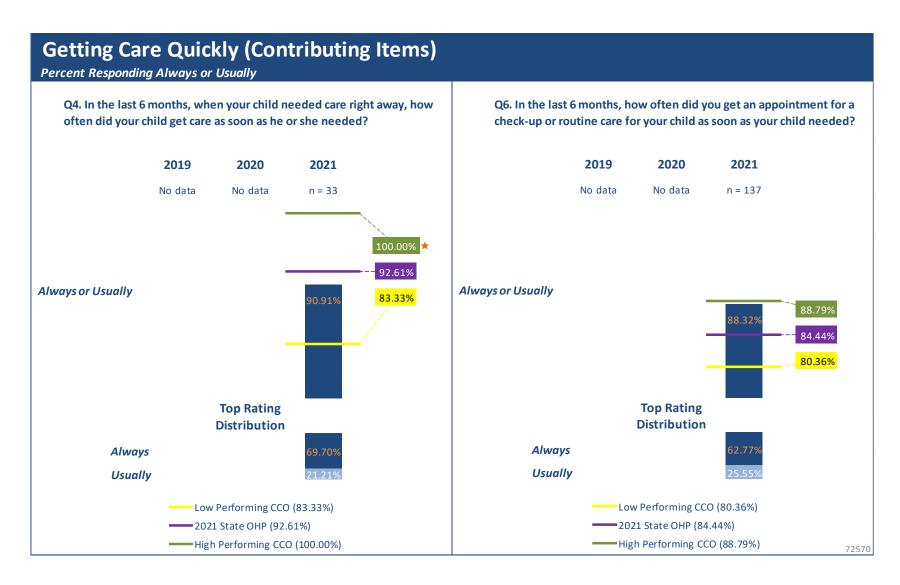
Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison rate (prior-year, or national rate) are marked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



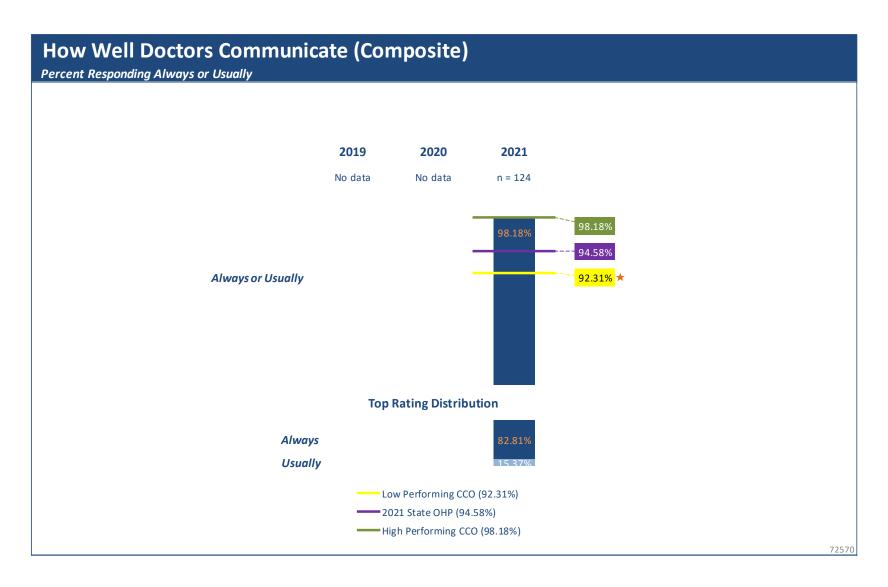
Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison rate (prior-year, or national rate) are marked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



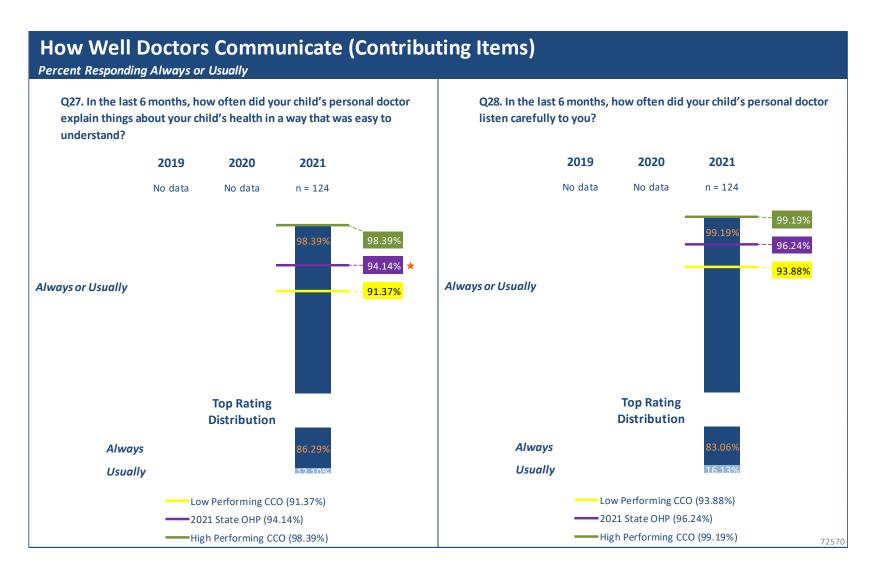
Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison rate (prior-year, or national rate) are marked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



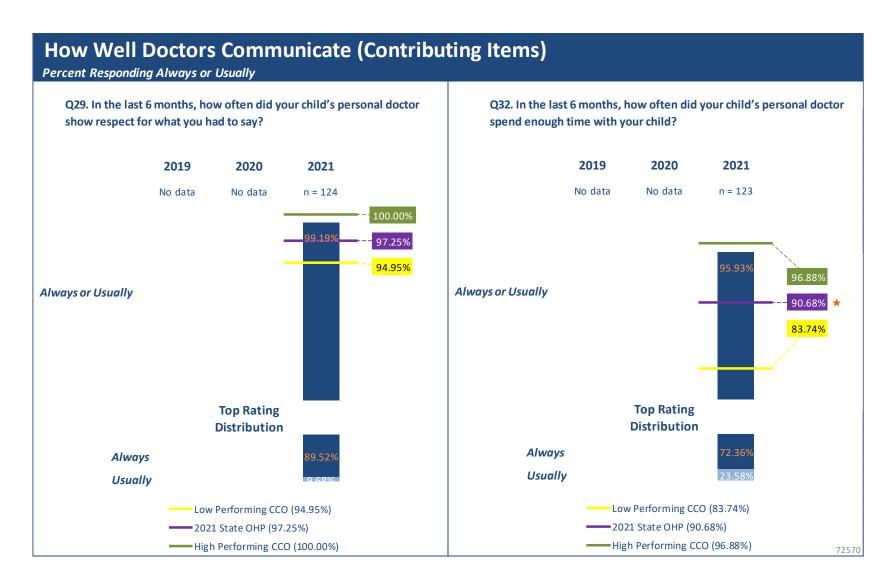
Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison rate (prior-year, or national rate) are marked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



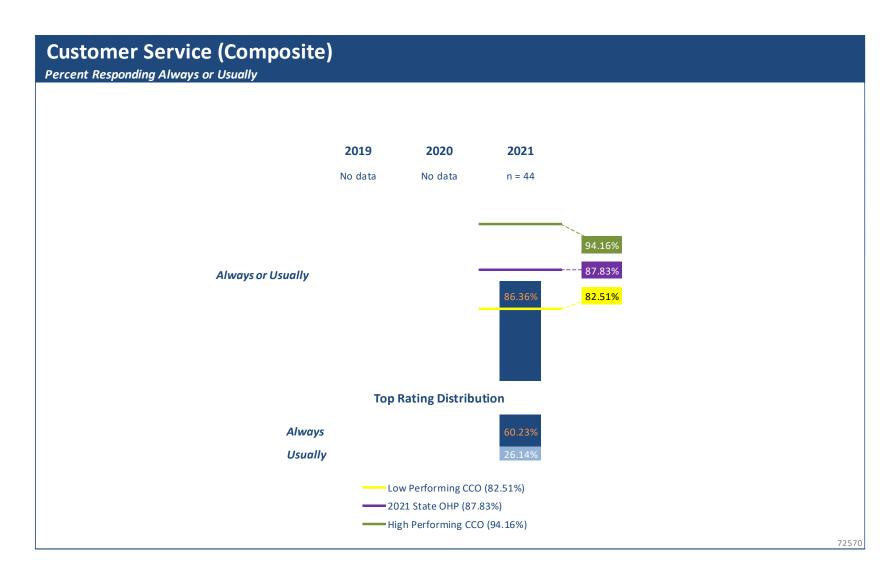
Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison rate (prior-year, or national rate) are marked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



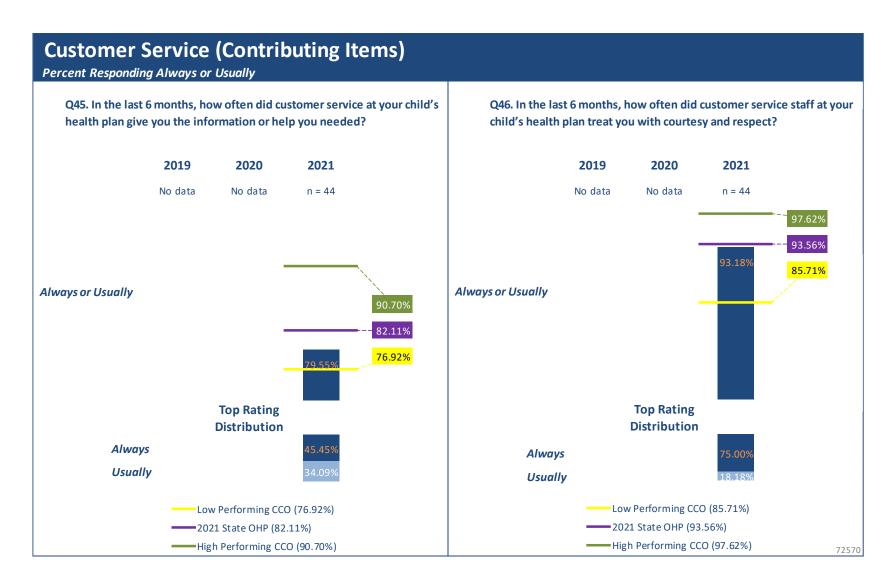
Tests of statistical significance were conducted for the following reportable rates: (Always+Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison rate (prior-year, or national rate) are marked with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



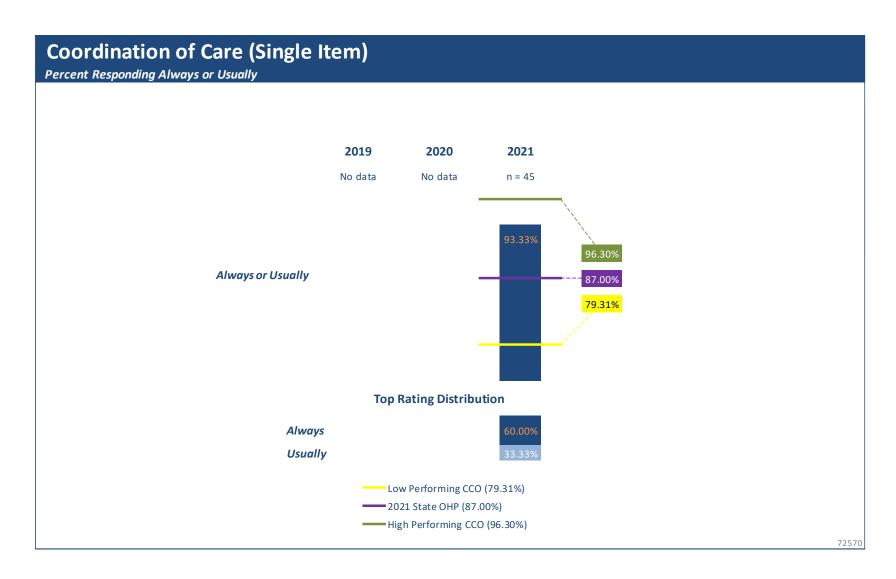
Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison rate (prior-year, or national rate) are marked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



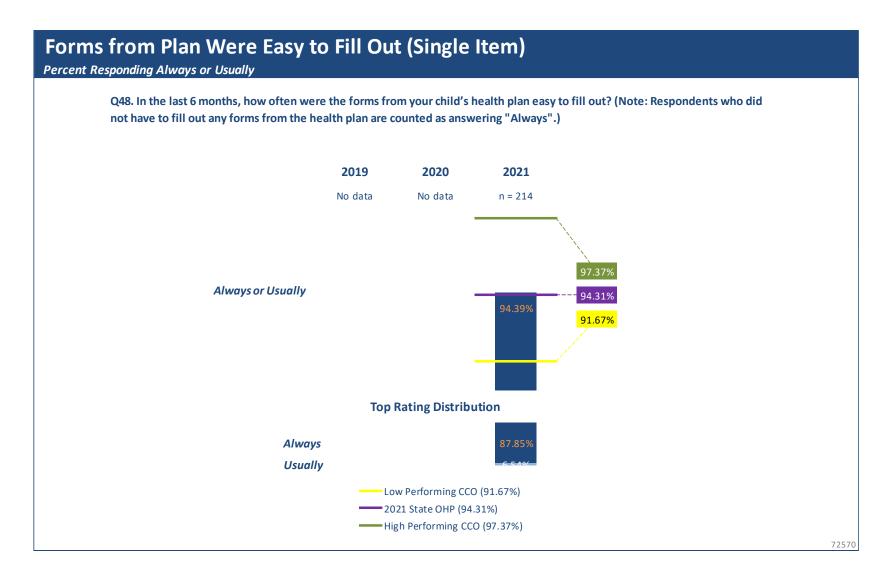
Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison rate (prior-year, or national rate) are marked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



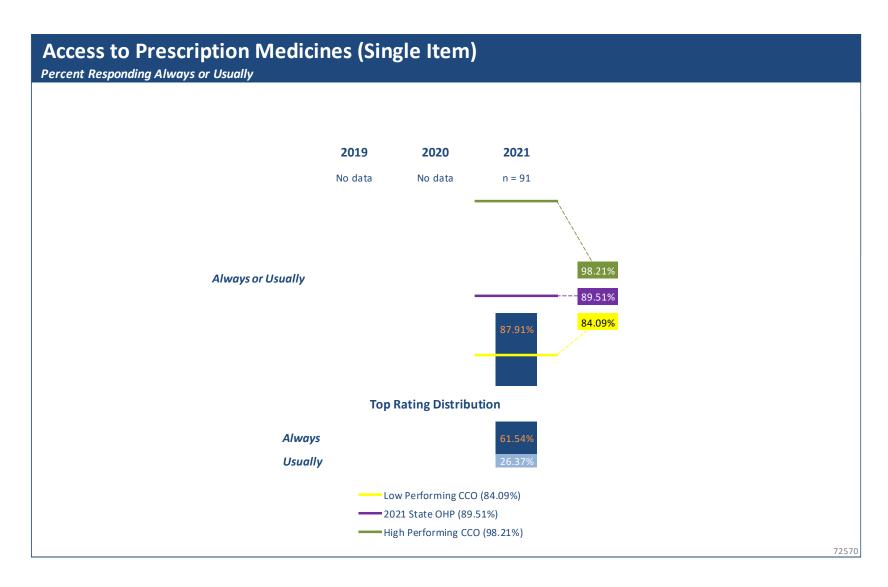
Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison rate (prior-year, or national rate) are marked with a $\frac{1}{2}$ symbol next to the comparison rate.



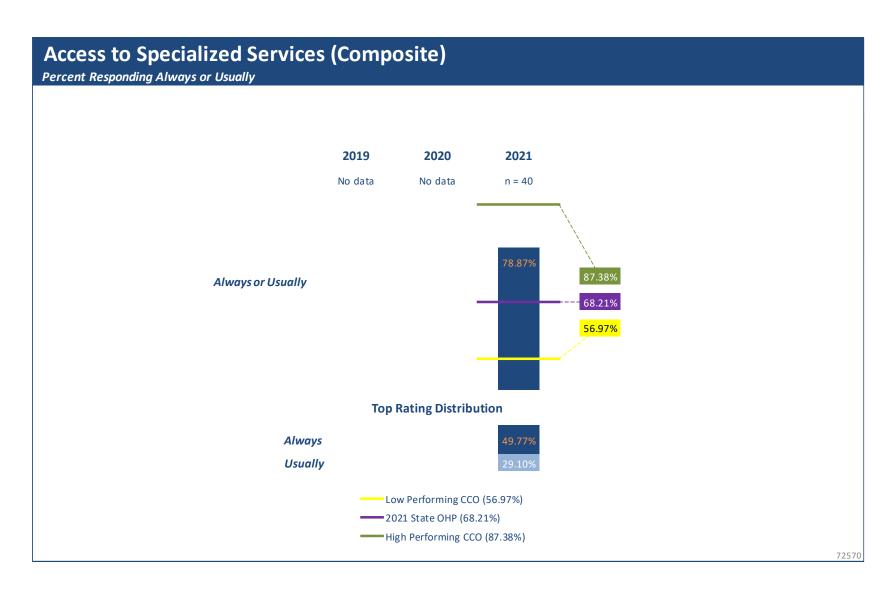
Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison rate (prior-year, or national rate) are marked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



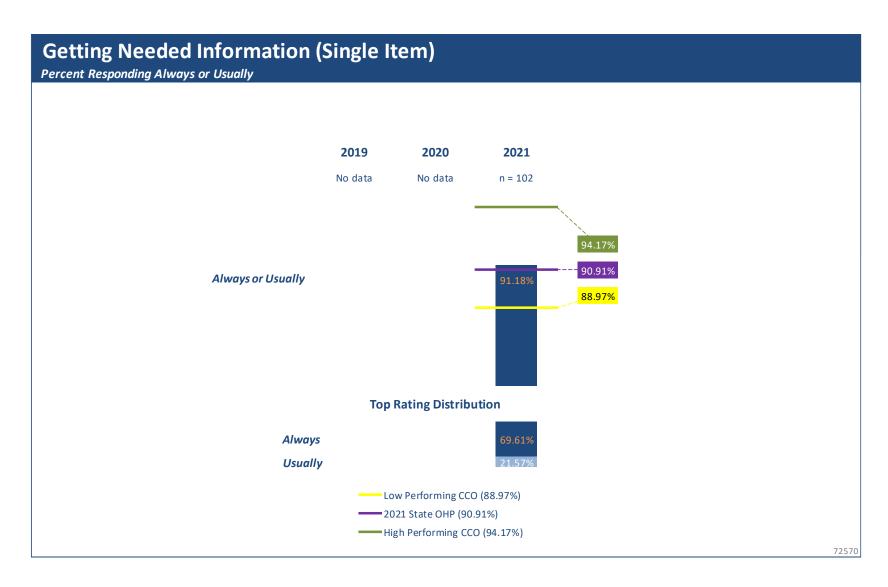
Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison rate (prior-year, or national rate) are marked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



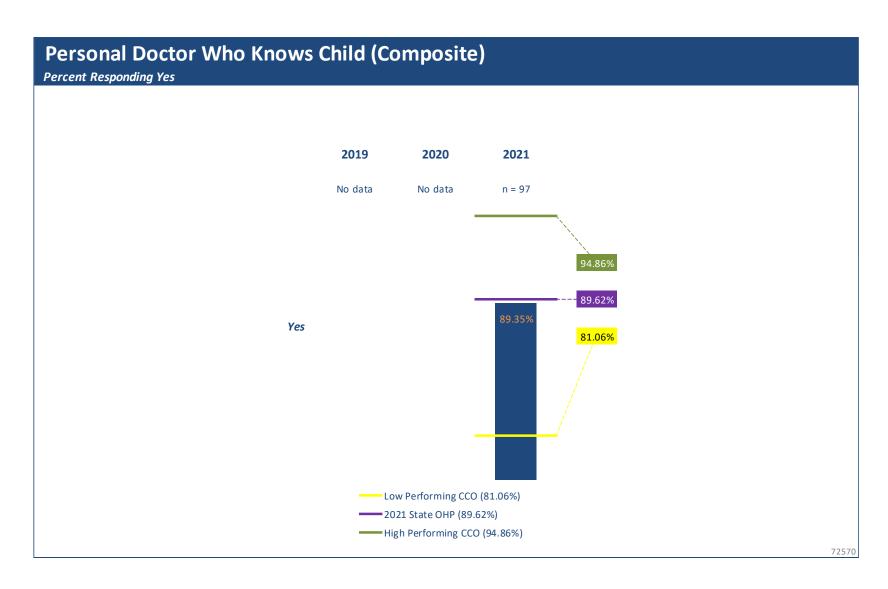
Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison rate (prior-year, or national rate) are marked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



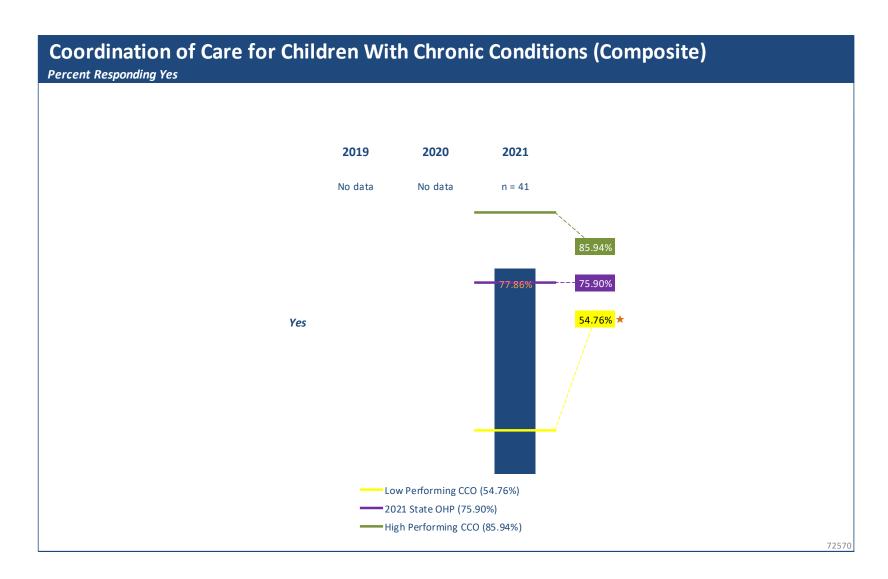
Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison rate (prior-year, or national rate) are marked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



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.



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



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

MEMBER PROFILE AND ANALYSIS OF RATINGS BY MEMBER SEGMENT

This section of the report presents a detailed profile of the PacificSource - Lane 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.

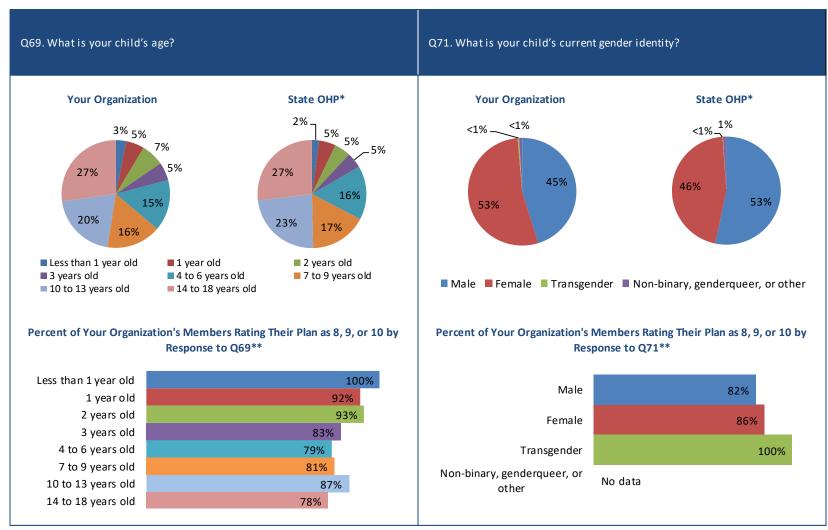
While the interplay between these membership variables (often referred to as the plan's "case mix") and health plan ratings is complex, health plan ratings clearly vary across demographic groups and user segments. Understanding the plan's case mix can help managers to gain insight into possible sources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

The charts on the following pages compare the PacificSource - Lane 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 PacificSource - Lane 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

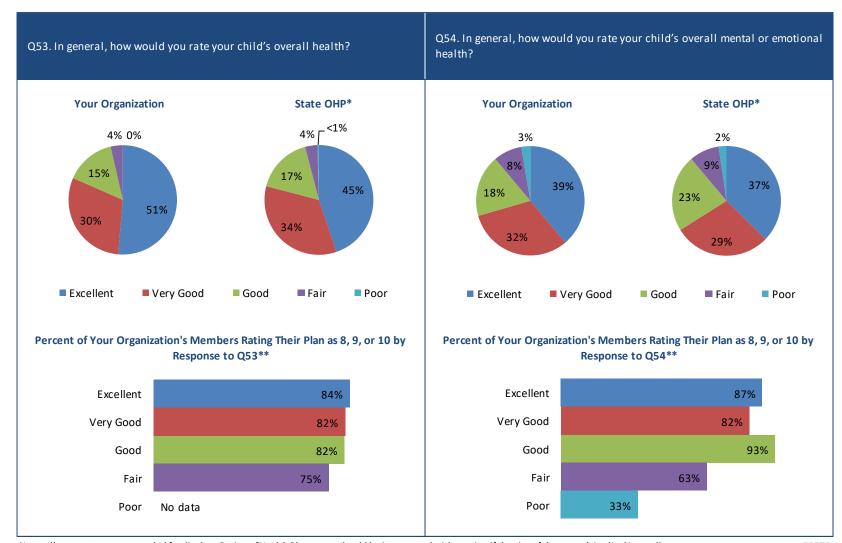
The following characteristics are profiled in this section:

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



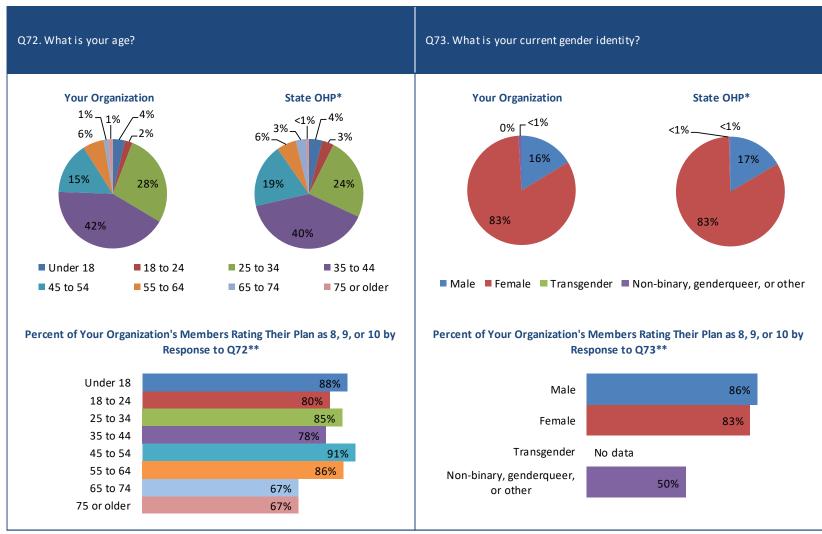
^{*} Represents the combined distribution of responses to this question for all plans included in the 2021 State OHP.

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



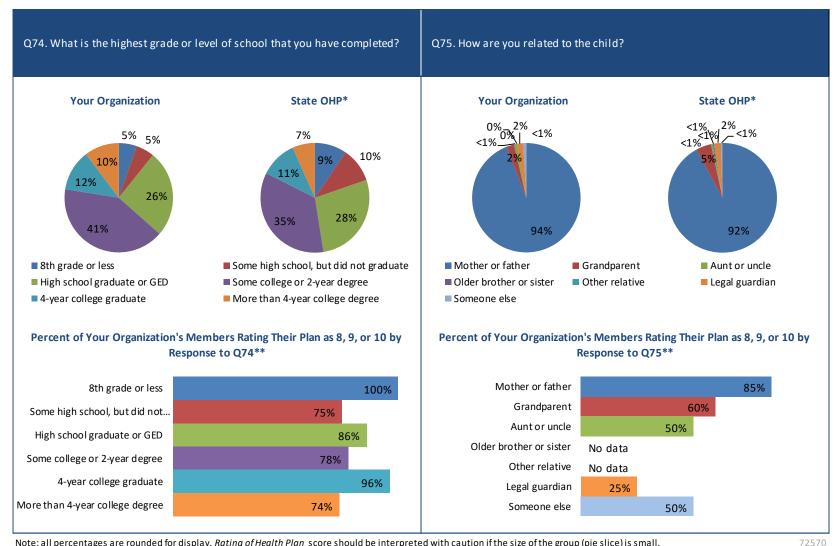
^{*} Represents the combined distribution of responses to this question for all plans included in the 2021 State OHP.

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



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

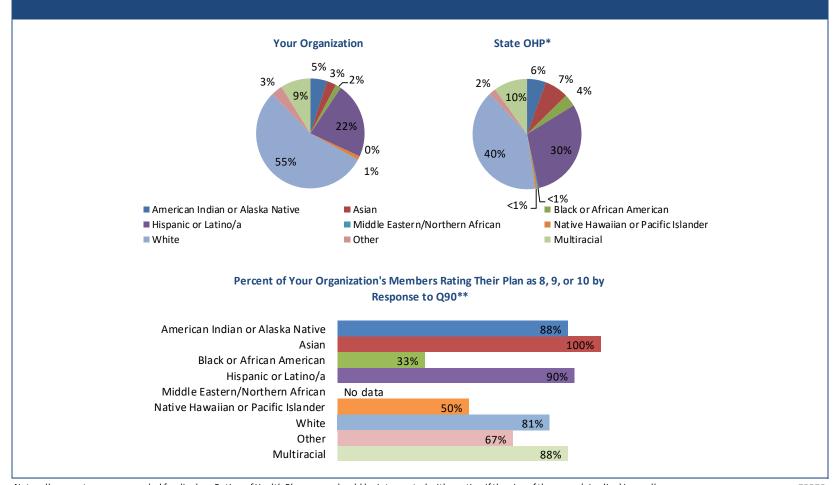
^{**} Includes members who answered the question and provided a valid response to Q49 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q49 or if no one rated the plan as 8, 9, or 10.



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

Q90. If you selected more than one racial or ethnic identity above, please CIRCLE the ONE that best represents your child's racial or ethnic identity. If your child have more than one primary racial or ethnic identity, please check here.



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

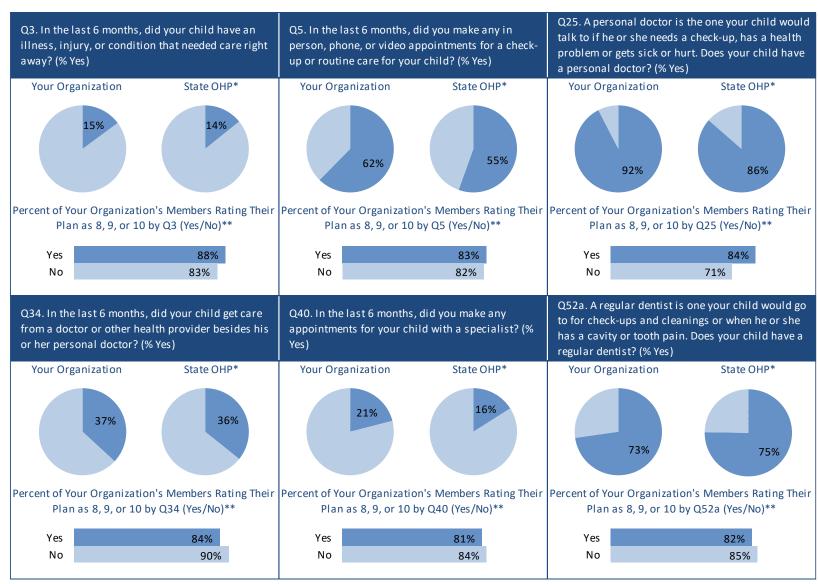
^{*} Represents the combined distribution of responses to this question for all plans included in the 2021 State OHP.

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

USE OF SERVICES

The following utilization measures are included in this section:

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

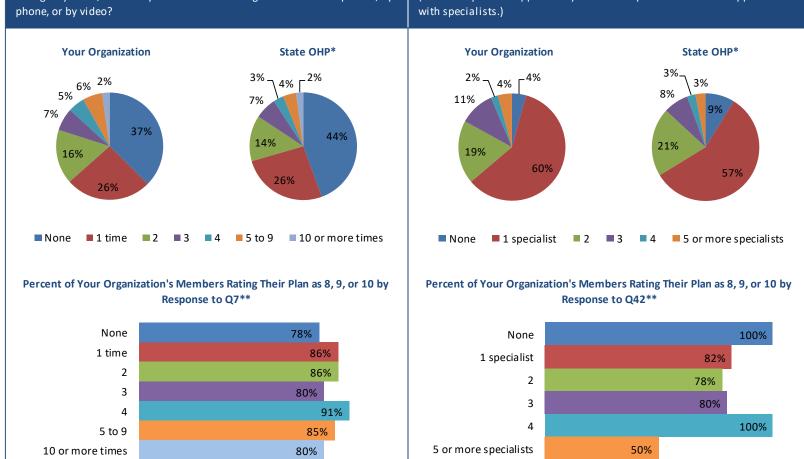


^{*} Represents the combined distribution of responses to this question for all plans included in the 2021 State OHP.

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

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

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



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

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

KEY DRIVER ANALYSIS

OBJECTIVES

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

- To isolate a set of plan attributes, or key drivers, that distinguish high-rated plans from low-rated plans
- To highlight industry best practices on the key driver measures
- To compare the current performance of PacificSource Lane 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 PacificSource - Lane is <u>currently</u> performing on these measures. Improvement targets identified specifically for PacificSource - Lane, 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 (Q10). Being able to obtain needed information from customer service (Q45) and access to highly rated providers (Q36 and Q43) are all significant drivers of member experience.

Key Driver	Interpretation
Q36. 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
Q10. Ease of getting needed care, tests, or treatment (percent <i>Usually or Always</i>)	The higher the proportion of plan members reporting that the necessary care, tests, or treatment were easy to get, the higher the overall plan score
Q43. Rating of Specialist Seen Most Often (percent 9 or 10)	The higher the proportion of members rating their specialist as 9 or 10, the higher the overall plan score
Q45. Health plan customer service provided needed information or help (percent <i>Usually or Always</i>)	The higher the proportion of members who were able to get the information or help they needed from customer service, the higher the overall plan score

OPPORTUNITIES FOR PLAN QUALITY IMPROVEMENT

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

The middle panel of the chart compares how PacificSource - Lane is performing compared to the *best practice* score on each key driver. CSS defined the best practice score as the highest score among all the Child 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 PacificSource - Lane performance and the best practice score.

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

EXHIBIT 4. 2021 PACIFICSOURCE - LANE CHILD 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
Q43. Rating of Specialist Seen Most Often (percent 9 or 10) 64.44%	+12.70% 77.14%	+1.67%
Q10. Ease of getting needed care, tests, or treatment (percent <i>Usually</i> or <i>Always</i>) 91.24%	+5.96% -> 97.20%	+1.49%
Q45. Customer service provided information or help (percent <i>Usually</i> or <i>Always</i>) 79.55%	+11.15%	+1.32%
Q36. Rating of Personal Doctor (percent 9 or 10) 78.16%	+2.87% -> 81.03%	+1.19%

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

HEALTH PLAN QUALITY IMPROVEMENT RESOURCES FOR KEY DRIVERS

CSS's Industry *Key Driver Analysis* lists improvement opportunities and priorities for PacificSource - Lane. 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 (https://www.ahrq.gov/sites/default/files/wysiwyg/cahps/quality-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 https://www.ahrq.gov/cahps/quality-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/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: https://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/healthlittoolkit2.html.

APPENDIX

PacificSource - Lane 2021 CAHPS Survey Results - CONFIDENTIAL

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.

HFDIS

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:	
	Response Rate = Complete and Eligible Surveys	
	[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.

SURVEY INSTRUMENT



Survey Instructions

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

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

 \square_1 Yes \rightarrow *If Yes, Go to Question 1*

□₂ No

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

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

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

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

- 1. Our records show that your child is now in Oregon Health Plan. Is that right?
 - \square_1 Yes \rightarrow If Yes, Go to Question 3
 - □₂ No
- 2. What is the name of your child's health plan? (Please print)

Your Child's Health Care in the Last 6 Months

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

- 3. In the last 6 months, did your child have an illness, injury, or condition that <u>needed care</u> right away?
 - □₁ Yes
 - \square_2 No \rightarrow *If No, Go to Question 5*

4.	In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed? Never Sometimes Usually Always	8.	In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers? Never Sometimes Usually Always
5.	In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care for your child? \square_1 Yes \square_2 No \rightarrow If No, Go to Question 7	9.	Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months? 0 1 2 3 4 5 6 7 8 9 10
6.	In the last 6 months, how often did you get an appointment for a <u>check-up or routine care</u> for your child as soon as your child needed?		Worst health care possible Output
	 □₁ Never □₂ Sometimes □₃ Usually □₄ Always 	10.	In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed? Never Sometimes
7.	In the last 6 months, <u>not</u> counting the times your child went to an emergency room, how many times did he or she get health care in		☐₃ Usually ☐₄ Always
	person, by phone, or by video? \square_0 None \rightarrow <i>If None, Go to Question 11</i> \square_1 1 time \square_2 2 \square_3 3	11.	Is your child now enrolled in any kind of school or daycare? \square_1 Yes \square_2 No \rightarrow <i>If No, Go to Question 14</i>
	\square_4 4 \square_5 5 to 9 \square_6 10 or more times	12.	In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care? \square_1 Yes \square_2 No \rightarrow <i>If No, Go to Question 14</i>

 13. In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare? □₁ Yes □₂ No 	18. In the last 6 months, how often was it easy to get this therapy for your child? ☐ Never ☐ Sometimes ☐ Usually ☐ Always
Specialized Services	19. Did anyone from your child's health plan, doctor's office, or clinic help you get this
14. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?	therapy for your child? Yes No 20. In the last 6 months, did you get or try to get treatment or counseling for your child for
\square_2 No \rightarrow <i>If No, Go to Question 17</i>	an emotional, developmental, or behavioral problem?
15. In the last 6 months, how often was it easy to get special medical equipment or devices for your child? Never Sometimes Usually Always	 In the last 6 months, how often was it easy to get this treatment or counseling for your child. Never Sometimes Usually Always
 Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child? □₁ Yes □₂ No 	 22. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child? □₁ Yes □₂ No
 17. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child? □₁ Yes □₂ No → If No, Go to Question 20 	 23. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service? □₁ Yes □₂ No → If No, Go to Question 25

24. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services? Yes No	 27. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand? □₁ Never □₂ Sometimes □₃ Usually □₄ Always
Your Child's Personal Doctor 25. A personal doctor is the one your child would talk to if he or she needs a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor? □1 Yes □2 No → If No, Go to Question 40 26. In the last 6 months, how many times did your child have an in person, phone, or video visit with his or her personal doctor? □0 None → If None, Go to Question 36 □1 1 time □2 2 □3 3 □4 4 □5 5 to 9 □6 10 or more times 26a. In the last 6 months, how often did you have a hard time speaking with or understanding your child's personal doctor because you spoke different languages? □1 Never □2 Sometimes □3 Usually □4 Always	 28. In the last 6 months, how often did your child's personal doctor listen carefully to you?

32.	In the last 6 months, how often did your child's personal doctor spend enough time with your child? Never Sometimes Usually Always	 37. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months? □₁ Yes □₂ No → If No, Go to Question 40 38. Does your child's personal doctor understand
33.	In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving? Yes No	how these medical, behavioral, or other health conditions affect your child's day-to-day life? Yes No 39. Does your child's personal doctor understand how your child's medical, behavioral, or other
34.	In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor? \square_1 Yes \square_2 No \rightarrow <i>If No, Go to Question 36</i>	health conditions affect your <u>family's</u> day-to-day life? Yes No
35	In the last Consorthe have after did your shild's	Catting Haalth Care from Cresialists
33.	In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers? Never Sometimes Usually Always	When you answer the next questions, include the care your child got in person, by phone, or by video. Do <u>not</u> include dental visits or care your child got when he or she stayed overnight in a hospital.

 41. In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed? \(\sum_1 \) Never \(\sum_2 \) Sometimes \(\sum_3 \) Usually \(\sum_4 \) Always 	 45. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed? □₁ Never □₂ Sometimes □₃ Usually □₄ Always
 42. How many specialists has your child talked to in the last 6 months? □₀ None → If None, Go to Question 44 □₁ 1 specialist □₂ 2 □₃ 3 □₄ 4 □₅ 5 or more specialists 43. We want to know your rating of the specialist your child 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? ○ 1 2 3 4 5 6 7 8 9 10 □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □	 46. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect? □¹ Never □² Sometimes □³ Usually □⁴ Always 47. In the last 6 months, did your child's health plan give you any forms to fill out? □¹ Yes □² No → If No, Go to Question 49 48. In the last 6 months, how often were the forms from your child's health plan easy to fill out? □¹ Never □² Sometimes □³ Usually □⁴ Always
Your Child's Health Plan	49. Using any number from 0 to 10, where 0 is the
The next questions ask about your experience with your child's health plan.	worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?
 44. In the last 6 months, did you get information or help from customer service at your child's health plan? □₁ Yes □₂ No → If No, Go to Question 47 	0 1 2 3 4 5 6 7 8 9 10 Worst health plan possible Best health plan possible

Prescription Medicines	52c. In the last 6 months, how often did the dentists or dental staff explain what they were doing
50. In the last 6 months, did you get or refill any prescription medicines for your child? ☐₁ Yes ☐₂ No → If No, Go to Question 52a	while treating your child? \[\sum_1 \] Never \[\sum_2 \] Sometimes \[\sum_3 \] Usually \[\sum_4 \] Always
51. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan? Never Sometimes Usually Always	52d.In the last 6 months, if your child needed to see a dentist right away because of a dental emergency, how often did he or she get to see a dentist as soon as you wanted? Never Sometimes Usually
52. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?	☐₄ Always ☐₅ My child did not have a dental emergency in the last 6 months
□₁ Yes □₂ No	52e. Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist for your child?
Access to Dental Care	0 1 2 3 4 5 6 7 8 9 10
52a. A regular dentist is one your child would go to for check-ups and cleanings or when he or she has a cavity or tooth pain. Does your child have	Extremely Extremely difficult easy
a regular dentist? $\Box_{_1} \text{ Yes}$ $\Box_{_2} \text{ No}$	About Your Child and You
52b. In the last 6 months, did your child go to a dentist's office or clinic for care?	53. In general, how would you rate your child's overall health? ☐. Excellent

□₁ Yes

 \square_2 No \rightarrow If No, Go to Question 52d

☐₂ Very Good

 $\square_{\scriptscriptstyle 3}$ Good

☐₄ Fair ☐₅ Poor

54.	In general, how would you rate your child's overall mental or emotional health? Excellent Very Good Good	60.	Is this a condition that has lasted or is expected to last for at least 12 months?
	□₄ Fair □₅ Poor	61.	Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?
55.	Does your child currently need or use medicine prescribed by a doctor (other than vitamins)? $\square_{\scriptscriptstyle 1}$ Yes		\square_1 Yes \square_2 No \rightarrow <i>If No, Go to Question 64</i>
	$\square_{\scriptscriptstyle 2}\ \ No o \mathit{If}\ \mathit{No}, \mathit{Go}\ \mathit{to}\ \mathit{Question}\ 58$	62.	Is this because of any medical, behavioral, or other health condition?
56.	Is this because of any medical, behavioral, or other health condition? \square_1 Yes		\square_1 Yes \square_2 No \rightarrow <i>If No, Go to Question 64</i>
	\square_2 No \Rightarrow <i>If No, Go to Question 58</i>	63.	Is this a condition that has lasted or is expected to last for at least 12 months?
57.	Is this a condition that has lasted or is expected to last for at least 12 months? $\square_{_1} \text{ Yes}$		□₁ Yes □₂ No
	\square_2 No	64.	Does your child need or get special therapy such as physical, occupational, or speech
58.	Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?		therapy? $\square_1 \text{ Yes}$ $\square_2 \text{ No } \rightarrow \textbf{If No, Go to Question 67}$
	\square_1 Yes \square_2 No \Rightarrow <i>If No, Go to Question 61</i>	65.	Is this because of any medical, behavioral, or other health condition?
59.	Is this because of any medical, behavioral, or other health condition?		\square_1 Yes \square_2 No \rightarrow <i>If No, Go to Question 67</i>
	\square_1 Yes \square_2 No \Rightarrow <i>If No, Go to Question 61</i>		

66.	Is this a condition that has lasted or is expected to last for at least 12 months? $\Box_{_1} \ \ \text{Yes} \\ \Box_{_2} \ \ \text{No}$	72.	What is <u>your</u> age? ☐₀ Under 18 ☐₁ 18 to 24 ☐₂ 25 to 34 ☐₃ 35 to 44
67.	Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling? \square_1 Yes \square_2 No \Rightarrow If No, Go to Question 69	72	☐ ₄ 45 to 54 ☐ ₅ 55 to 64 ☐ ₆ 65 to 74 ☐ ₇ 75 or older What is your current gender identity?
		/3.	☐, Male
68.	Has this problem lasted or is it expected to last for at least 12 months? $\Box_{_1} \text{ Yes}$ $\Box_{_2} \text{ No}$		☐₂ Female ☐₃ Transgender ☐₄ Non-binary, genderqueer, or other
		74.	What is the highest grade or level of school
69.	What is <u>your child's</u> age?		that you have completed? \square_1 8th grade or less
	\square_{∞} Less than 1 year oldYEARS OLD <i>(write in)</i>		Some high school, but did not graduate
70.	What was your child's biological sex at birth? \Box_1 Male \Box_2 Female		☐₃ High school graduate or GED ☐₄ Some college or 2-year degree ☐₅ 4-year college graduate ☐₅ More than 4-year college degree
71.	What is your child's current gender identity? Male Female Transgender Non-binary, genderqueer, or other	75.	How are you related to the child? \[\begin{align*} align*

76. How well does your child speak English? Very well Well Not well Not at all	 80. Does your child need written materials in an alternate format (Braille, large print, audio recordings, etc.)? □₁ Yes □₂ No → If No, Go to Question 81
77. What language does your child mainly speak at home? English Spanish Other (Please print)	80a. Which alternate format does your child need? (Please print)
78. Does your child need an <u>interpreter</u> for us to communicate with them? Yes No	 81. Is your child <u>deaf</u> or does your child have <u>serious difficulty hearing?</u> Yes No 82. Is your child <u>blind</u> or does your child have
 79. Does your child need a <u>sign language</u> interpreter for us to communicate with them? □₁ Yes □₂ No → If No, Go to Question 80 	serious difficulty seeing, even when wearing glasses? Yes No
79a. Which type of sign language interpreter does your child need us to communicate with them? (ASL, PSE, tactile interpreting, etc.) (Please print)	83. Does a physical, mental, or emotional condition limit your child's activities in any way? ☐₁ Yes ☐₂ No

	your ormals arract age 5) go to question our
84.	Does your child have serious difficulty walking or climbing stairs? Yes No
85.	Does your child have <u>difficulty dressing or bathing</u> ? Yes No
86.	Because of a physical, mental, or emotional condition, does your child have serious difficulty concentrating, remembering or making decisions? Yes No

If your child is under age 5, go to Question 88.

If your child is under age 15, go to Question 88.

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

 \square_1 Yes \square_2 No

Race and Ethnicity

How do you identify your child's race, ethnicity
tribal affiliation, country of origin, or ancestry?
(Please print)

89. Which of the following describes your child's ra	acial or ethnic identity? Please check ALL that apply.
American Indian or Alaska Native A American Indian Alaska Native Canadian Inuit, Metis, or First Nation Indigenous Mexican, Central American, or South American Asian Asian Asian Indian Chinese Filipino/a Hmong Japanese Japanese South Asian Couth Asian Couth Asian African American Black or African American African (Black) Caribbean (Black) Cher Black	Hispanic or Latino/a S
90. If you selected more than one racial or ethnic i represents your child's racial or ethnic identity. ethnic identity please check here: □	dentity above, please <u>CIRCLE the ONE that best</u> If your child has more than one primary racial or
Thank You	
Please return the completed survey in the postage	e-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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Satisfaction With the Experience of Care

	Global Pro	oportions
	2021 State OHP	Plan Rate
Survey Measures*	2021 State OnP	2021
Ratings		
Rating of Personal Doctor	88.86%	94.17%
Rating of Specialist	84.75%	84.44%
Rating of All Health Care	85.96%	86.67%
Rating of Health Plan	81.66%	83.04%
Composites		
Getting Needed Care	82.68%	83.92%
Getting Care Quickly	88.53%	89.62%
How Well Doctors Communicate	94.58%	98.18%
Customer Service	87.83%	86.36%
Additional Content Areas		
Coordination of Care	87.00%	93.33%
Children with Chronic Conditions Composites		
Access to Prescription Medicine	90.09%	87.01%
Access to Specialized Services	70.42%	65.95%
Getting Needed Information	90.42%	92.65%
Personal Doctor or Nurse Who Knows Child	89.52%	94.86%
Coordination of Care w/CCC (Q16 & Q27)	74.59%	75.61%

^{*} 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).



CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 3

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

Base: All respondents

2 do o i i i i i o o p o i i do i i i o																										
			Respondent's Gender Identity (Q73)			Child's Age			Respor	ıdent's Edu	ıcation	Child	s Health S	tatus	Primary Race										octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	ı	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	3,970	225	36	181	. 2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	1
Number missing or multiple answer	67	3	1	2	. 0	0	1	1	0	1	2	3	0	0	0	0	0	0	0	0	2	0	0	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	N
Usable responses	3,903	222	35	179	2	71	89	59	24	56	139	178	33	8	9	5	3	40	0	2	96	6	16	81	117	:
	98.3%	98.7%	97.2%	98.9%	100.0%	100.0%	98.9%	98.3%	100.0%	98.2%	98.6%	98.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	98.0%		100.0%	98.8%	98.3%	100.0
Yes	554	33	5	25	2	11	10	11	1	8	24	27	4	2	3	0	1	3	0	0	16	1	3	. 3	21	
	14.2%	14.9%	14.3%	14.0%	100.0%	15.5%	11.2%	18.6%	4.2%	14.3%	17.3%	15.2%	12.1%	25.0%	33.3%	0.0%	33.3%	7.5%		0.0%	16.7%	16.7%	18.8%	3.7%	17.9%	38.9
No	3,349	189	30	154	0	60	79	48	23	48	115	151	29	6	6	5	2	37	0	2	80	5	13	78	96	1
	85.8%	85.1%	85.7%	86.0%	0.0%	84.5%	88.8%	81.4%	95.8%	85.7%	82.7%	84.8%	87.9%	75.0%	66.7%	100.0%	66.7%	92.5%		100.0%	83.3%	83.3%	81.3%	96.3%	82.1%	61.1
Significantly different from column:*																							1	Υ	X	

72570

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 4

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

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

			Respo	ondent's G Identity	ender	(Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	tatus	Primary Race										octor Visits Months	in Last 6
	Η			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	1	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	554	33	5	25	2	11	10	11	1	8	24	27	4	2	3	0	1	3	0	0	16	1	3	3	21	1
Number missing or multiple answer	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	N/
Usable responses	541 97.7%	33 100.0%	5 100.0%	25 100.0%		11 100.0%	10 100.0%	11 100.0%	1 100.0%	8 100.0%	24 100.0%		4 100.0%	2 100.0%	3 100.0%	0	1 100.0%	3 100.0%	0	0	16 100.0%	1	3 100.0%	3 100.0%	21 100.0%	100.0%
Never	37.770	100.070	100.070	100.070	100.070	100.070	100.070	100.070	100.070	100.070	100.070	100.070	100.070	100.070	100.070	0	100.070	100.070	0	0	100.070	0	100.070	100.070	100.070	100.07
	0.7%	3.0%	0.0%	0.0%	50.0%	0.0%	0.0%	9.1%	0.0%	0.0%	4.2%	3.7%	0.0%	0.0%	0.0%		0.0%	0.0%			6.3%	0.0%	0.0%	33.3%	0.0%	0.0%
Sometimes	36	2	1	1	0	0	1	0	0	1	1	1	0	1	1	0	0	1	0	0	0	0	0	0	1	1
	6.7%	6.1%	20.0%	4.0%	0.0%	0.0%	10.0%	0.0%	0.0%	12.5%	4.2%	3.7%	0.0%	50.0%	33.3%		0.0%	33.3%			0.0%	0.0%	0.0%	0.0%	4.8%	14.3%
Usually	76 14.0%	7 21.2%	1 20.0%	5 20.0%	50.0%	1 9.1%	4 40.0%	2 18.2%	0 0.0%	2 25.0%	5 20.8%	5 18.5%	2 50.0%	0 0.0%	0 0.0%	0	0 0.0%	2 66.7%	0	0	3 18.8%	0 0.0%	1 33.3%	0 0.0%	4 19.0%	42.9%
Always	425	23	3	19		10	5	8	1	5	17	20	20.070	1	2	0	1	00.770	0	0	12	1	2	2	16	42.57
	78.6%	69.7%	60.0%	76.0%		90.9%	50.0%	72.7%	100.0%	62.5%	70.8%	_	50.0%	50.0%	66.7%		100.0%	0.0%			75.0%	100.0%	66.7%	66.7%	76.2%	42.9%
Significantly different from column:*																										
Usually or Always	501 92.6%	30 90.9%	4 80.0%	24 96.0%		11 100.0%	90.0%	10 90.9%	1 100.0%	7 87.5%	22 91.7%	25 92.6%	4 100.0%	1 50.0%	2 66.7%	0	1 100.0%	2 66.7%	0	0	15 93.8%		3 100.0%	2 66.7%	20 95.2%	85.7%
Significantly different from column:*	5 = 1070	22.07.0	22.070	22.070	22.570		22.370	22.276		2370	2=1770	5=:370		22.070	/0			22/0			22.370			221770	22.270	

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.

72570

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 5

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

			Respo	ondent's G Identity		(Child's Age		Respon	ndent's Edu	cation	Child':	s Health S	itatus	Primary Race										octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)		(Q74)				(Q53)					(Q7)								
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	3,970	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	18
Number missing or multiple answer	62	2	0	2	. 0	2	0	0	0	1	1	2	0	0	0	0	0	0	0	0	1	0	1	0	2	C
Number no experience	NA	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,908	223		179		69	90	60	24	56	140		33	8	9	5	3	40	0	2	97	6	15	82	117	18
	98.4%	99.1%	100.0%	98.9%	100.0%	97.2%	100.0%	100.0%	100.0%	98.2%	99.3%	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	99.0%		93.8%	100.0%	98.3%	100.0%
Yes	2,168	139	17	119		49	52	35	14	33	91		27	6	3	5	2	24	0	0	58	3	13	14	105	17
	55.5%	62.3%	47.2%	66.5%	50.0%	71.0%	57.8%	58.3%	58.3%	58.9%	65.0%	57.5%	81.8%	75.0%	33.3%	100.0%	66.7%	60.0%		0.0%	59.8%	50.0%	86.7%	17.1%	89.7%	94.4%
No	1,740	84	_	60		20	38	25	10	23	49	76	6	2	6	0	1	16	0	2	39	3	2	68	12	1
	44.5%	37.7%	52.8%	33.5%	50.0%	29.0%	42.2%	41.7%	41.7%	41.1%	35.0%		18.2%	25.0%	66.7%	0.0%	33.3%	40.0%		100.0%	40.2%	50.0%	13.3%		10.3%	5.6%
Significantly different from column:*		Α	D	С								M	L								W		U	Y,Z	Х	Х

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 6

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

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

			Respo	ondent's G Identity	ender		Child's Age	Respon	dent's Ed	ucation	Child'	s Health S	tatus				Child's Do	octor Visits Months	in Last 6							
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	2,168	139	17	119	1	49	52	35	14	33	91	103	27	6	3	5	2	24	0	0	58	3	13	14	105	17
Number missing or multiple answer	53	2	0	2	0	1	0	1	1	0	1	2	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
Usable responses	2,115	137	17	117	1	48	52	34	13	33	90	101	27	6	3	5	2	23	0	0	57	3	13	14	104	17
	97.6%	98.6%	100.0%	98.3%	100.0%	98.0%	100.0%	97.1%	92.9%	100.0%	98.9%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	95.8%			98.3%		100.0%	100.0%	99.0%	100.0%
Never	39 1.8%	2 1.5%	0.0%	1 0.9%	1 100.0%	0 0.0%	0 0.0%	2 5.9%	0 0.0%	0.0%	2 2.2%	2 2.0%	0.0%	0 0.0%	0 0.0%	0.0%	0 0.0%	0 0.0%	0	0	2 3.5%	0 0.0%	0 0.0%	1 7.1%	1 1.0%	0.0%
Sometimes	290	14		10		4	4	4	2	5	6	6	3	3	1	2	0	5	0	0	3	0	0	2	11	1
	13.7%	10.2%				8.3%	7.7%	11.8%	15.4%	15.2%	6.7%	5.9%	11.1%	50.0%	33.3%	40.0%	0.0%	21.7%			5.3%	0.0%	0.0%	14.3%	10.6%	5.9%
Usually	456	35		30		11	15	8	4	7	24	26	9	0	1	0	2	7	0	0	10	2	5	5	23	6
	21.6%	25.5%	23.5%	25.6%	0.0%	22.9%	28.8%	23.5%	30.8%	21.2%	26.7%	25.7%	33.3%	0.0%	33.3%	0.0%	100.0%	30.4%			17.5%	66.7%	38.5%	35.7%	22.1%	35.3%
Always	1,330	86		76		33	33	20	7	21	58	67	15	3	1	3	0	11	0	0	42	1	8	6	69	10
	62.9%	62.8%	58.8%	65.0%	0.0%	68.8%	63.5%	58.8%	53.8%	63.6%	64.4%	66.3%	55.6%	50.0%	33.3%	60.0%	0.0%	47.8%			73.7%	33.3%	61.5%	42.9%	66.3%	58.8%
Significantly different from column:*																		U			R					
Usually or Always	1,786	121				44	48	28	11	28	_	93	24	_	2	3	2	18		0	52	3	13	11	92	16
	84.4%	88.3%	82.4%	90.6%	0.0%	91.7%	92.3%	82.4%	84.6%	84.8%	91.1%	92.1%	88.9%	50.0%	66.7%	60.0%	100.0%	78.3%			91.2%	100.0%	100.0%	78.6%	88.5%	94.1%
Significantly different from column:*					ĺ																					

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 7

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

			Resp	ondent's G Identity	ender	(Child's Age		Respon	dent's Edu	ıcation	Child	s Health S	tatus				P	rimary Race					Child's Do	ctor Visits Months	in Last 6
	౼			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample Number missing or multiple answer	3,970 112	225 6	36 0	6	0	71 0	90	60 3	24 4	57 2	141 0	181 4	33 2	8	9	5 0	3	40 4	0	2 0	98 0	6 0	16 0	82 0	119	18 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
Usable responses	3,858 97.2%	219 97.3%	36 100.0%	1 -/ 3		71 100.0%	87 96.7%	57 95.0%	20 83.3%	55 96.5%	141 100.0%	177 97.8%	31 93.9%	8 100.0%	8 88.9%	5 100.0%	100.0%	36 90.0%	0	2 100.0%	98 100.0%	6 	16 100.0%	82 100.0%	119 100.0%	18 100.0%
None	1,713	82	18	60	1	22	38	22	11	23	47	74	4	4	5	0	1	13	0	2	38	3	4	82	0	0
	44.4%	37.4%	50.0%	34.3%	50.0%	31.0%	43.7%	38.6%	55.0%	41.8%	33.3%	41.8%	12.9%	50.0%	62.5%	0.0%	33.3%	36.1%		100.0%	38.8%	50.0%	25.0%	100.0%	0.0%	0.0%
1 time	1,008 26.1%	57 26.0%	6 16.7%	49 28.0%	Ĭ	20 28.2%	17 19.5%	19 33.3%	6 30.0%	14 25.5%	36 25.5%	46 26.0%	8 25.8%	0 0.0%	2 25.0%	2 40.0%	0 0.0%	10 27.8%	0	0 0.0%	26 26.5%	1 16.7%	5 31.3%	0 0.0%	57 47.9%	0 0.0%
2	531	36	16.7%	28.0%		20.2%	19.5%	33.3%	30.0%	23.3%	25.5%	26.0%	23.8%	0.0%	23.0%	40.0%	0.0%	7	0	0.0%	20.5%	10.7%	51.5%	0.0%	47.9%	0.0%
	13.8%	16.4%	22.2%	1	Ĭ	18.3%	14.9%	14.0%	10.0%	18.2%	17.0%	15.8%	19.4%	25.0%	0.0%	40.0%	0.0%	19.4%		0.0%	15.3%	16.7%	31.3%	0.0%	30.3%	0.0%
3	251 6.5%	15 6.8%	5.6%	12 6.9%	-	7 9.9%	4 4.6%	3 5.3%	0 0.0%	3 5.5%	11 7.8%	12 6.8%	2 6.5%	1 12.5%	0.0%	0	0	1 2.8%	0	0 0.0%	9 9.2%	0 0.0%	1 6.3%	0 0.0%	15 12.6%	0.0%
4	120 3.1%	11 5.0%	1	10	0	4 5.6%	6 6.9%	1.8%	1	2 3.6%	8 5.7%	7 4.0%	3 9.7%	1 12.5%	0.0%	1	2	3 8.3%	0	0 0.0%	3 3.1%	1 16.7%	0.0%	0	11 9.2%	0.0%
5 to 9	151	13		11		5.0%	5.576	3	0.0%	3.0%	10	9	3.776	0	1	20.0%	00.770	1	0	0.0%	5.170	0	1	0.076	0	13
	3.9%	5.9%	2.8%			7.0%	5.7%	5.3%	0.0%	5.5%	7.1%	5.1%	12.9%	0.0%	12.5%	0.0%	0.0%	2.8%		0.0%	6.1%	0.0%	6.3%	0.0%	0.0%	72.2%
10 or more times	84 2.2%	5 2.3%	0.0%	5 2.9%	0	0 0.0%	4 4.6%	1 1.8%	0 0.0%	0 0.0%	5 3.5%	1 0.6%	4 12.9%	0 0.0%	0.0%	0 0.0%	0 0.0%	1 2.8%	0	0 0.0%	1 1.0%	0 0.0%	0.0%	0 0.0%	0 0.0%	5 27.8%
5 or more times	235	18	0.0%	16		5	4.0%	4	0.0%	3	15	10	12.9%	0.0%	1	0.0%	0.0%	2.8%	0	0.0%	7	0.0%	1	0.0%	0.0%	18
Significantly different from column:*	6.1%	8.2%	2.8%	9.1%	50.0%	7.0%	10.3%	7.0%	0.0%	5.5%	10.6%	5.6%	25.8%	0.0%	12.5%	0.0%	0.0%	5.6%		0.0%	7.1%	0.0%	6.3%	0.0%	0.0%	100.0%

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 8

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

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

			Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edi	ucation	Child'	s Health S	tatus				Р	rimary Race	e				Child's Do	octor Visits Months	in Last 6
	H _P			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	2,145	137	18	115	1	49	49	35	9	32	94	103	27	4	3	5	2	23	0	0	60	3	12	0	119	18
Number missing or multiple answer	27	1	0	1	0	0	0	1	0	0	1	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,118	136	18	114	1	49	49	34	9	32	93	102	27	4	3	5	2	22	0	0	60	3	12	0	118	18
	98.7%	99.3%	100.0%	99.1%	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%	98.9%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.7%			100.0%		100.0%		99.2%	100.0%
Never	47 2.2%	1 0.7%	0.0%	1 0.9%	0.0%	0.0%	0 0.0%	1 2.9%	0 0.0%	0.0%	1 1.1%	0 0.0%	1 3.7%	0 0.0%	0 0.0%	0.0%	0.0%	0.0%	0	0	1 1.7%	0.0%	0 0.0%	0	1 0.8%	0 0.0%
Sometimes	156 7.4%	9 6.6%	1	8	0	2	5 10.2%	2 5.9%	1	2 6.3%	6 6.5%	6 5.9%	3 11.1%	0	1 33.3%	0	0	3 13.6%	0	0	3 5.0%	0.0%	0.0%	0	7 5.9%	2 11.1%
Usually	370 17.5%	20 14.7%	1	18	0	7	6	7 20.6%	2	8 25.0%	10 10.8%	13 12.7%	6 22.2%	1	0	0	1	6 27.3%	0	0	4 6.7%	1 33.3%	3 25.0%	0	18 15.3%	2 11.1%
Always	1,545 72.9%	106 77.9%	16	87	1	40 81.6%	38 77.6%	24 70.6%	6	22 68.8%	76 81.7%	83 81.4%	17 63.0%	3 75.0%	2	5	1	13 59.1%	0	0	52 86.7%	2 66.7%	9 75.0%	0	92 78.0%	14 77.8%
Significantly different from column:*						2 0/1						М	L									/-				
Usually or Always	1,915 90.4%	126 92.6%		105 92.1%	1 100.0%	47 95.9%	44 89.8%	31 91.2%	8 88.9%	30 93.8%	86 92.5%	96 94.1%	23 85.2%	4 100.0%	2 66.7%	5 100.0%	100.0%	19 86.4%	0	0	56 93.3%	3 100.0%	12 100.0%	0	110 93.2%	16 88.9%
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.

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 9

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

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

			Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Ed	ucation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits i Months	in Last 6
	岩			(Q73)			(Q69)			(Q74)			(Q53)			ī	1	•	(Q90RC)		1	1	•		(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	2,145	137	18	115	1	49	49	35	9	32	94	103	27	4	3	5	2	23	0	0	60	3	12	0	119	18
Number missing or multiple answer	30	2	1	1	0	1	0	0	0	1	1	1	0	1	0	0	0	1	0	0	0	0	0	0	2	0
Number no experience	NA	NA			NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA			NA	NA
Usable responses	2,115	135			1	48	49	35	_	31	93	102	27	3	3	5	2	22	0	0	60	3	12	0	117	18
OM/set beeth sees seed to	98.6%	98.5%	94.4%	99.1%	100.0%	98.0%	100.0%	100.0%	100.0%	96.9%	98.9%	99.0%	100.0%	75.0%	100.0%	100.0%	100.0%	95.7%			100.0%		100.0%		98.3%	100.0%
0 Worst health care possible	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0 000	0	0	0
1	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%	0.0%	0.0%		0.0%	0.0%
	0.1%	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	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%	0.070	0.0%	0.0%	0.0%	0	0	0.078	0.0%	0.070	0	0.0%	0.0%
	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%	0.0%	0.0%		0.0%	0.0%
3	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	C
	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%
4	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	О
	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%
5	51	1	0	1	0	0	1	0	0	0	1	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0
	2.4%	0.7%	0.0%	0.9%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	1.1%	0.0%	3.7%	0.0%	0.0%	0.0%	0.0%	4.5%			0.0%	0.0%	0.0%		0.9%	0.0%
6	71	4	0	4	0	0	1	3	1	1	2	4	0	0	0	0	0	0	0	0	1	1	1	0	4	0
7	3.4%	3.0%		1		0.0%	2.0%	8.6%	11.1%	3.2%	2.2%	3.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			1.7%	33.3%	8.3%		3.4%	0.0%
,	152 7.2%	13		10		13.5%	9 20/	3	0 000	10.40	8	10	3	0.00	22.20/	0 00/	50.00/	4.5%	0	0	12.20/	0	0.00	0	9	22.20/
8	7.2% 388	9.6%		8.8%		12.5%	8.2% 12	8.6%	0.0%	16.1%	8.6%	9.8% 20	11.1%	0.0%	33.3%	0.0%	50.0%	4.5%			13.3% 15	0.0%	0.0%		7.7%	22.2%
	18.3%	22.2%			Ĭ	7 14.6%	24.5%	28.6%	11.1%	22.6%	23.7%	19.6%	33.3%	33.3%	33.3%	0.0%	50.0%	18.2%			25.0%	66.7%	16.7%		20.5%	33.3%
9	405	23		22.8%		14.0%	24.570	20.0 <i>7</i> 0	11.1/0	22.070	23.7%	13.0%	33.3 <i>7</i> 0	33.3 <i>/</i> 0	33.5% N	1	30.0% 0	7	n	<u> </u>	23.0%	00.7 <i>7</i> 0	10.7/0	0	19	23.570
	19.1%	17.0%				18.8%	12.2%	20.0%	33.3%	25.8%	11.8%	12.7%	33.3%	33.3%	0.0%	20.0%	0.0%	31.8%			13.3%	0.0%	8.3%		16.2%	22.2%
10 Best health care possible	1,025	64		†		26	25	12		10	49	55	5	1	1	4	0	9	0	0	28	0	8	0	60	
	48.5%	47.4%		46.5%	0.0%	54.2%	51.0%	34.3%	44.4%	32.3%	52.7%	53.9%	18.5%	33.3%	33.3%	80.0%	0.0%	40.9%			46.7%	0.0%	66.7%		51.3%	22.2%

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 9

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

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

			Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edi	ucation	Child'	s Health S	tatus				Р	rimary Raco	e				Child's Do	octor Visits Months	in Last 6
	H _P			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	1	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample Number missing or multiple answer Number no experience	2,145 30 NA	137 2 NA	1	1	1 0 NA	49 1 NA	49 0 NA	35 0 NA	9 0 NA	32 1 NA	94 1 NA	103 1 NA	27 0 NA	1	3 0 NA	5 0 NA	2 0 NA	23 1 NA	0 0 NA	0 0 NA	60 0 NA	3 0 NA	12 0 NA	0 0 NA	119 2 NA	18 0 NA
Usable responses	2,115 98.6%	135 98.5%	17	114	1	48 98.0%	49 100.0%	35 100.0%	9	31	93 98.9%	102	27	3	3	5	2	22 95.7%	0	0	60 100.0%	3	12 100.0%		117 98.3%	18 100.0%
0 to 4	23 1.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0	0	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%	0 0.0%
5	51 2.4%	1 0.7%	0 0.0%	1 0.9%	0 0.0%	0 0.0%	1 2.0%	0 0.0%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	1 3.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 4.5%	0	0	0 0.0%	0 0.0%	0 0.0%	0	1 0.9%	0 0.0%
6 or 7	223 10.5%	17 12.6%		14 12.3%	1 100.0%	6 12.5%	5 10.2%	6 17.1%	1 11.1%	6 19.4%	10 10.8%		3 11.1%	0 0.0%	1 33.3%	0 0.0%	1 50.0%	1 4.5%	0	0	9 15.0%	1 33.3%	1 8.3%	0	13 11.1%	4 22.2%
8 to 10	1,818 86.0%	117 86.7%			0 0.0%	42 87.5%	43 87.8%	29 82.9%	_	25 80.6%	82 88.2%	88 86.3%	23 85.2%	_	2 66.7%	5 100.0%	1 50.0%	20 90.9%	0	0	51 85.0%	2 66.7%	11 91.7%	0	103 88.0%	14 77.8%
Significantly different from column:*																										
0 to 6	145 6.9%	5 3.7%	0 0.0%	5 4.4%	0 0.0%	0 0.0%	2 4.1%	3 8.6%	1 11.1%	1 3.2%	3 3.2%	4 3.9%	1 3.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 4.5%	0 	0	1 1.7%	1 33.3%	1 8.3%	0	5 4.3%	0 0.0%
7 to 8	540 25.5%	43 31.9%		36 31.6%		13 27.1%	16 32.7%	13 37.1%		12 38.7%	30 32.3%		12 44.4%		2 66.7%	0.0%	2 100.0%	5 22.7%	0	0	23 38.3%	2 66.7%	2 16.7%	0	33 28.2%	10 55.6%
9 to 10	1,430 67.6%	87 64.4%			0 0.0%	35 72.9%	31 63.3%	19 54.3%	7 77.8%	18 58.1%	60 64.5%	68 66.7%	14 51.9%	_	1 33.3%	5 100.0%	0.0%	16 72.7%	0	0	36 60.0%	0 0.0%	9 75.0%	0	79 67.5%	8 44.4%
Significantly different from column:*																										

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

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 10

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

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

			Respo	ondent's G Identity	ender	(Child's Age		Respon	dent's Edı	ucation	Child'	s Health S	tatus				Р	rimary Race	9				Child's Do	octor Visits Months	in Last 6
	Η			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	2,145	137	18	115	1	49	49	35	9	32	94	103	27	4	3	5	2	23	0	0	60	3	12	0	119	18
Number missing or multiple answer	28	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,117	137	18	115	1	49	49	35	9	32	94	103	27	4	3	5	2	23	0	0	60	3	12	0	119	18
	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%
Never	21 1.0%	2 1.5%	0.0%	1 0.9%	0 0.0%	0 0.0%	1 2.0%	0 0.0%	0 0.0%	0 0.0%	1 1.1%	2 1.9%	0.0%	0 0.0%	0 0.0%	0.0%	0.0%	0 0.0%	0	0	0 0.0%	0.0%	0 0.0%	0	2 1.7%	0 0.0%
Sometimes	178 8.4%	10 7.3%	2	7	1 100.0%	2 4.1%	3 6.1%	5 14.3%	0	3 9.4%	7 7.4%	6 5.8%	4 14.8%	0	0 0.0%	0	0	2 8.7%	0	0	4 6.7%	0.0%	0.0%	0	6 5.0%	4 22.2%
Usually	566	37	11.1%	34	100.0%	4.1%	15	14.5%	0.0%	9.4%	7.4%	22	14.0%	0.0%	0.0%	0.0%	0.0%	11	0	0	11	0.0%	0.0%	0	29	22.2%
,	26.7%	27.0%	11.1%	3.	0.0%	22.4%	30.6%	28.6%	44.4%	37.5%	22.3%	21.4%	44.4%	50.0%	33.3%	0.0%	50.0%	47.8%			18.3%	66.7%	25.0%		24.4%	44.4%
Always	1,352	88	14	73	0	36	30	20	5	17	65	73	11	2	2	5	1	10	0	0	45	1	9	0	82	6
	63.9%	64.2%	77.8%	63.5%	0.0%	73.5%	61.2%	57.1%	55.6%	53.1%	69.1%	70.9%	40.7%	50.0%	66.7%	100.0%	50.0%	43.5%			75.0%	33.3%	75.0%		68.9%	33.3%
Significantly different from column:*												М	L					U			R				Z	Υ
Usually or Always	1,918 90.6%	125 91.2%	16 88.9%	107 93.0%	0 0.0%	47 95.9%	45 91.8%	30 85.7%	9 100.0%	29 90.6%	86 91.5%	95 92.2%	23 85.2%	4 100.0%	3 100.0%	5 100.0%	2 100.0%	21 91.3%	0	0	56 93.3%	3 100.0%	12 100.0%	0	111 93.3%	14 77.8%
Significantly different from column:*	2 2 1 3 7 0	3=:2/5	22.370	22.370	2.370	22.370		,		22.370	2 3 / 0		22.270					2 3 / 6			22.370				22.270	

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.

72570

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 11

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

			Respo	ondent's G Identity			Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	Status				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	роо9	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	3,970	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	18
Number missing or multiple answer	42	3	1	2	0	0	2	1	1	0	2	3	0	0	2	0	0	0	0	0	0	0	1	2	0	C
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,928 98.9%	222 98.7%				71 100.0%	88 97.8%	59 98.3%	23 95.8%		139 98.6%		33 100.0%	8 100.0%	7 77.8%	5 100.0%	3 100.0%	40 100.0%	0	2 100.0%	98 100.0%	6	15 93.8%	80 97.6%	119 100.0%	
Yes	2,739	154	27	120	1	26	75	50	15	39	97	119	26	7	6	3	3	28	0	1	63	4	13	57	82	12
	69.7%	69.4%	77.1%	67.0%	50.0%	36.6%	85.2%	84.7%	65.2%	68.4%	69.8%	66.9%	78.8%	87.5%	85.7%	60.0%	100.0%	70.0%		50.0%	64.3%	66.7%	86.7%	71.3%	68.9%	66.7%
No	1,189	68		59	_	45	13	9	8	18	42	59	7	1 12 52	1	2	0	12	0	1	35	22.224	2	23	37	22.22
	30.3%	30.6%	22.9%	33.0%	50.0%		14.8%	15.3%	34.8%	31.6%	30.2%	33.1%	21.2%	12.5%	14.3%	40.0%	0.0%	30.0%		50.0%	35.7%	33.3%	13.3%	28.8%	31.1%	33.3%
Significantly different from column:*						G,H	F	F																		

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 12

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

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

	d		Respo	ndent's G	ender	(Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13 (69D)	14 to 18	Less than HS grad	HS grad (Q74)	Some College or more	Excellent or Very Good	(Q53)	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle (O) Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4 (02)	5 or more
	А	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	2,739	154	27	120	1	26	75	50	15	39	97	119	26	7	6	3	3	28	0	1	63	4	13	57	82	12
Number missing or multiple answer	63	2	0	2	0	1	0	1	0	0	2	2	0	0	0	0	0	0	0	0	1	0	1	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,676 97.7%	152 98.7%		118 98.3%		25 96.2%	75 100.0%	49 98.0%	15 100.0%	39 100.0%	95 97.9%		26 100.0%	7 100.0%	6 100.0%	3 100.0%	3 100.0%	28 100.0%	0 	1 100.0%	62 98.4%	4	12 92.3%	57 100.0%	80 97.6%	12 100.0%
Yes	193	10	1	9	0	5	4	1	1	0	9	7	2	1	0	0	0	0	0	0	4	0	2	1	5	4
	7.2%	6.6%	3.7%	7.6%	0.0%	20.0%	5.3%	2.0%	6.7%	0.0%	9.5%	6.0%	7.7%	14.3%	0.0%	0.0%	0.0%	0.0%		0.0%	6.5%	0.0%	16.7%	1.8%	6.3%	33.3%
No	2,483	142	26	109	1	20	71	48	14	39	86	110	24	6	6	3	3	28	0	1	58	4	10	56	75	8
	92.8%	93.4%	96.3%	92.4%	100.0%	80.0%	94.7%	98.0%	93.3%	100.0%	90.5%	94.0%	92.3%	85.7%	100.0%	100.0%	100.0%	100.0%		100.0%	93.5%	100.0%	83.3%	98.2%	93.8%	66.7%
Significantly different from column:*																										

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

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 13

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

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

	Д		Respo	ondent's G Identity			Child's Age		Respon	dent's Edi	ucation	Child	s Health S	itatus				P	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)	T		(Q53)	T		T	T		(Q90RC)				T		(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	роо9	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	193	10	1	9	0	5	4	1	1	0	9	7	2	1	0	0	0	0	0	0	4	0	2	1	5	4
Number missing or multiple answer	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	192 99.5%	10 100.0%		9 100.0%	0	5 100.0%	4 100.0%	1 100.0%	1 100.0%	0	9 100.0%	7 100.0%	2 100.0%	1 100.0%	0	0	0	0	0	0	4 100.0%	0	2 100.0%	1 100.0%	5 100.0%	4 100.0%
Yes	169	9	1	8	0	5	3	1	0	0	9	7	2	0	0	0	0	0	0	0	4	0	2	0	5	4
	88.0%	90.0%	100.0%	88.9%		100.0%	75.0%	100.0%	0.0%		100.0%	100.0%	100.0%	0.0%							100.0%		100.0%	0.0%	100.0%	100.0%
No	23	1	0	1	0	0	1	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0
	12.0%	10.0%	0.0%	11.1%		0.0%	25.0%	0.0%	100.0%		0.0%	0.0%	0.0%	100.0%							0.0%		0.0%	100.0%	0.0%	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.

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 14

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

	0		Respo	ondent's G Identity		(Child's Age		Respon	dent's Edu	cation	Child's	s Health S	tatus					imary Rac	е				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	3,970	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	18
Number missing or multiple answer	19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,951	225	36	181		71	90	60	24	57	141		33	8	9	5	3	40	0	2	98	6	16	82		18
Voc	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
165	117 3.0%	2.2%	2.8%	4 2.2%	0.0%	1 1.4%	2.2%	1 1.7%	1 4.2%	3.5%	2 1.4%	1.7%	3.0%	1 12.5%	0.0%	0.0%	0.0%	7.5%		0.0%	1.0%	0.0%	0.0%	1.2%	2.5%	5.6%
No	3,834	220	35	177	2	70	88	59	23	55	139	178	32	7	9	5	3	37	0	2	97	6	16	81	116	17
	97.0%	97.8%	97.2%	97.8%	100.0%	98.6%	97.8%	98.3%	95.8%	96.5%	98.6%	98.3%	97.0%	87.5%	100.0%	100.0%	100.0%	92.5%		100.0%	99.0%	100.0%	100.0%	98.8%	97.5%	94.4%
Significantly different from column:*		-								-				-				-	-					-		-

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

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 15

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

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

			Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Ed	ucation	Child'	s Health S	tatus				Р	rimary Race	e				Child's Do	octor Visits Months	in Last 6
	HP			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	117	5	1	4	0	1	2	1	1	2	2	3	1	1	0	0	0	3	0	0	1	0	0	1	3	1
Number missing or multiple answer	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA NA	NA	NA
Usable responses	115 98.3%	5 100.0%	1 100.0%	4 100.0%	0	1 100.0%	2 100.0%	1 100.0%	1 100.0%	2 100.0%	2 100.0%	3 100.0%	1 100.0%	1 100.0%	0	0	0	3 100.0%	0	0	1 100.0%	0	0	100.0%	3 100.0%	1 100.0%
Never	10 8.7%	1 20.0%	1 100.0%	0 0.0%	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 50.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0	0	0	1 33.3%	0	0	0 0.0%	0	0	0.0%	1 33.3%	0 0.0%
Sometimes	24 20.9%	1 20.0%	0	1	0	0.0%	1 50.0%	0.0%	0	0.0%	1	1 33.3%	0.0%	0	0	0	0	1 33.3%	0	0	0.0%	0	0	1 100.0%	0 0.0%	0.0%
Usually	25 21.7%	0.0%	0	0	0	0.0%	0.0%	0.0%	0	0.0%	0.0%	0.0%	0.0%	0	0	0	0	0.0%	0	0	0.0%	0	0	0.0%	0.0%	0.0%
Always	56 48.7%	3 60.0%	0	3	0	1 100.0%	1 50.0%	100.0%	1	1 50.0%	1 50.0%	2 66.7%	1 100.0%	0	0	0	0	1 33.3%	0	0	1 100.0%	0	0	0.0%	2 66.7%	1 100.0%
Significantly different from column:*																										
Usually or Always	81 70.4%	3 60.0%	0 0.0%	75.0%	0	1 100.0%	1 50.0%	1 100.0%	1 100.0%	1 50.0%	1 50.0%	2 66.7%	1 100.0%	0 0.0%	0	0	0	33.3%	0	0	1 100.0%	0	0	0.0%	2 66.7%	1 100.0%
Significantly different from column:*																										,

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

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 16

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

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

			Respo	ondent's G Identity			Child's Age		Respon	dent's Edi	ucation	Child	's Health S	Status				P	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	117	5	1	4	0	1	2	1	1	2	2	3	1	1	0	0	0	3	0	0	1	0	0	1	3	
Number missing or multiple answer	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Number no experience	NA	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	N/
Usable responses	116 99.1%	5 100.0%	1 100.0%	4 100.0%	0	1 100.0%	2 100.0%	1 100.0%	1 100.0%	2 100.0%	2 100.0%	3 100.0%	1 100.0%	1 100.0%	0	0	0	3 100.0%	0	0	1 100.0%	0	0	1 100.0%	3 100.0%	1 100.0%
Yes	89	2	0	2	0	1	1	0	1	1	0	1	1	0	0	0	0	1	0	0	0	0	0	0	1	
	76.7%	40.0%	0.0%	50.0%		100.0%	50.0%	0.0%	100.0%	50.0%	0.0%	33.3%	100.0%	0.0%				33.3%			0.0%			0.0%	33.3%	100.0%
No	27 23.3%	60.0%	1 100.0%	50.0%	0	0 0.0%	1 50.0%	1 100.0%	0 0.0%	1 50.0%	2 100.0%	2 66.7%	0 0.0%	1 100.0%	0	0	0	66.7%	0	0	1 100.0%	0	0	1 100.0%	2 66.7%	0.0%
Significantly different from column:*	23.370	33.070	100.070	30.070		0.070	30.070	100.070	0.070	30.070	100.070	00.770	0.070	100.070				33.770			100.070			100.070	00.770	0.070

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 17

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

			Respo	ondent's G Identity			Child's Age		Respon	dent's Edu	cation	Child'	s Health S	tatus				Pı	rimary Rac	е				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	3,970	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	1
Number missing or multiple answer	25	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Number no experience	NA	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	N
Usable responses	3,945 99.4%	225 100.0%		181 100.0%		71 100.0%	90 100.0%	60 100.0%	24 100.0%	57 100.0%	141 100.0%	181 100.0%	33 100.0%	8 100.0%	9 100.0%	5 100.0%	3 100.0%	40 100.0%	0	2 100.0%	98 100.0%	6 	16 100.0%	82 100.0%	119 100.0%	1 100.0
Yes	419	28	6	21	0	12	7	7	2	8	17	19	7	1	0	0	0	7	0	0	12	1	3	5	15	
	10.6%	12.4%	16.7%	11.6%	0.0%	16.9%	7.8%	11.7%	8.3%	14.0%	12.1%	10.5%	21.2%	12.5%	0.0%	0.0%	0.0%	17.5%		0.0%	12.2%	16.7%	18.8%	6.1%	12.6%	44.4
No	3,526 89.4%	197 87.6%		160 88.4%		59 83.1%	83 92.2%	53 88.3%	22 91.7%	49 86.0%	124 87.9%	162 89.5%	26 78.8%	7 87.5%	9 100.0%	5 100.0%	3 100.0%	33 82.5%	0	2 100.0%	86 87.8%	5 83.3%	13 81.3%	77 93.9%	104 87.4%	55.6
Significantly different from column:*																	·								·	

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

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 18

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

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

			Respo	ondent's G	iender		Child's Age		Respon	dent's Edi	ucation	Child	s Health S	Status				F	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	HP			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	419	28	6	21	. 0	12	7	7	2	8	17	19	7	1	0	0	0	7	0	0	12	1	3	5	15	8
Number missing or multiple answer	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	. NA	NA	NA	. NA	NA NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	414	28		21	0	12	7	7	2	8	17	19	7	1	0	0	0	7	0	0	12	1	3	5	15	8
	98.8%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				100.0%			100.0%		100.0%	100.0%	100.0%	100.0%
Never	45 10.9%	4 14.3%	1 16.7%	3 14.3%	0	1 8.3%	2 28.6%	1 14.3%	0 0.0%	1 12.5%	3 17.6%	3 15.8%	1 14.3%	0.0%	0	0	0	0.0%	0	0	1 8.3%	1 100.0%	0 0.0%	1 20.0%	1 6.7%	2 25.0%
Sometimes	62	5	3	2	0	1	1	2	1	0	4	3	2	0	0	0	0) 2	0	0	2	0	1	0	4	1
	15.0%	17.9%	50.0%	9.5%		8.3%	14.3%	28.6%	50.0%	0.0%	23.5%	15.8%	28.6%	0.0%				28.6%			16.7%	0.0%	33.3%	0.0%	26.7%	12.5%
Usually	107	5	0	5	0	2	1	2	0	3	2	4	1	0	0	0	0) 1	0	0	3	0	0	0	4	1
	25.8%	17.9%	0.0%	23.8%		16.7%	14.3%	28.6%	0.0%	37.5%	11.8%	21.1%	14.3%	0.0%				14.3%			25.0%	0.0%	0.0%	0.0%	26.7%	12.5%
Always	200	14	2	11	. 0	8	3	2	1	4	8	9	3	1	0	0	0	4	0	0	6	0	2	4	6	4
	48.3%	50.0%	33.3%	52.4%		66.7%	42.9%	28.6%	50.0%	50.0%	47.1%	47.4%	42.9%	100.0%				57.1%			50.0%	0.0%	66.7%	80.0%	40.0%	50.0%
Significantly different from column:*																										
Usually or Always	307	19	2	16	0	10	4	4	1	7	10	13	4	1	0	0	0	5	0	0	9	0	2	4	10	5
	74.2%	67.9%	33.3%	76.2%		83.3%	57.1%	57.1%	50.0%	87.5%	58.8%	68.4%	57.1%	100.0%				71.4%			75.0%	0.0%	66.7%	80.0%	66.7%	62.5%
Significantly different from column:*															-										1	

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 19

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

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

	ď		Respo	ondent's G Identity		(Child's Age		Respon	dent's Edu	ıcation	Child'	s Health S	Status				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	рооб	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	419	28	6	21	0	12	7	7	2	8	17	19	7	1	0	0	0	7	0	0	12	1	3	5	15	8
Number missing or multiple answer	9	2	0	2	0	1	1	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	1	0	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	410 97.9%	26 92.9%		19 90.5%	0	11 91.7%	6 85.7%	7 100.0%	2 100.0%	8 100.0%	15 88.2%	17 89.5%	7 100.0%	1 100.0%	0	0	0	7 100.0%	0	0	12 100.0%	1	2 66.7%	5 100.0%	14 93.3%	7 87.5%
Yes	287	19		15	0	6	4	7	1	5	12	11	6	1	0	0	0	5	0	0	9	0	1	3	10	6
	70.0%	73.1%	50.0%	78.9%		54.5%	66.7%	100.0%	50.0%	62.5%	80.0%	64.7%	85.7%	100.0%				71.4%			75.0%	0.0%	50.0%	60.0%	71.4%	85.7%
No	123	7	3	4	0	5	2	0	1	3	3	6	1	0	0	0	0	2	0	0	3	1	1	2	4	1
	30.0%	26.9%	50.0%	21.1%		45.5%	33.3%	0.0%	50.0%	37.5%	20.0%	35.3%	14.3%	0.0%				28.6%			25.0%	100.0%	50.0%	40.0%	28.6%	14.3%
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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 20

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

			Respo	ondent's G Identity		(Child's Age		Respon	dent's Edu	ıcation	Child'	s Health S	tatus				P	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	3,970	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	18
Number missing or multiple answer	23	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	(
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,947 99.4%	224 99.6%		181 100.0%		71 100.0%	90 100.0%	60 100.0%	24 100.0%	57 100.0%	141 100.0%		33 100.0%	8 100.0%	9 100.0%	5 100.0%	3 100.0%	40 100.0%	0	2 100.0%	98 100.0%	6	16 100.0%	82 100.0%	118 99.2%	18 100.0%
Yes	614	41	4	34	2	6	16	18	2	8	30	22	16	2	1	0	1	4	0	0	21	0	4	5	23	13
	15.6%	18.3%	11.1%	18.8%	100.0%	8.5%	17.8%	30.0%	8.3%	14.0%	21.3%	12.2%	48.5%	25.0%	11.1%	0.0%	33.3%	10.0%		0.0%	21.4%	0.0%	25.0%	6.1%	19.5%	72.2%
No	3,333			147		65	74	42	22	49	111		17	6	8	5	2	36	0	2	77	6	12	77	95	27.00
	84.4%	81.7%	88.9%	81.2%	0.0%	91.5%	82.2%	70.0%	91.7%	86.0%	78.7%		51.5%	75.0%	88.9%	100.0%	66.7%	90.0%		100.0%	78.6%	100.0%	75.0%	93.9%	80.5%	27.89
Significantly different from column:*						Н		F				M	L											Υ	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.

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 21

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

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

			Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edi	ucation	Child'	s Health S	tatus				Р	Primary Race	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	614	41	4	34	2	6	16	18	2	8	30	22	16	2	1	0	1	4	0	0	21	0	4	5	23	13
Number missing or multiple answer	8	1	0	1	0	0	1	0	0	0	1	0	1	0	0	0	0	1	0	0	0	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	606 98.7%	40 97.6%		33 97.1%	2 100.0%	6 100.0%	15 93.8%	18 100.0%	2 100.0%	8 100.0%	29 96.7%	22 100.0%	15 93.8%		1 100.0%	0	1 100.0%	75.0%	0	0	21 100.0%	0	4 100.0%	5 100.0%	23 100.0%	12 92.3%
Never	90	571075	1	37.1278	1	1	2	2	1	0	4	3	1	1	1	0	1	0	0	0	2	0	1	2	2	1
	14.9%	12.5%	25.0%	9.1%	50.0%	16.7%	13.3%	11.1%	50.0%	0.0%	13.8%	13.6%	6.7%	50.0%	100.0%		100.0%	0.0%			9.5%		25.0%	40.0%	8.7%	8.3%
Sometimes	112	7	1	5	1	1	2	4	1	2	4	4	3	0	0	0	0	2	0	0	3	0	1	0	5	2
	18.5%	17.5%	25.0%	15.2%	50.0%	16.7%	13.3%	22.2%	50.0%	25.0%	13.8%	18.2%	20.0%	0.0%	0.0%		0.0%	66.7%			14.3%		25.0%	0.0%	21.7%	16.7%
Usually	139 22.9%	11 27.5%		10 30.3%		1 16.7%	4 26.7%	6 33.3%	0 0.0%	3 37.5%	8 27.6%	5 22.7%	6 40.0%	0 0.0%	0 0.0%	0	0.0%	0.0%	0	0	3 14.3%	0	2 50.0%	1 20.0%	4 17.4%	6 50.0%
Always	265	17		15	0.070	3	7	55.576	0.070	37.570	13	10	40.070	0.070	0.070	0	0.070	0.070	0	0	13	0	30.070	20.070	17.470	30.070
	43.7%	42.5%			0.0%	50.0%	46.7%	33.3%	0.0%	37.5%	44.8%	45.5%	33.3%	50.0%	0.0%		0.0%	33.3%			61.9%		0.0%	40.0%		25.0%
Significantly different from column:*																										
Usually or Always	404 66.7%	28 70.0%		25 75.8%	0 0.0%	4 66.7%	11 73.3%	12 66.7%	0 0.0%	6 75.0%	21 72.4%		11 73.3%		0.0%	0	0 0.0%	33.3%	0	0	16 76.2%	0	50.0%	3 60.0%	16 69.6%	9 75.0%
Significantly different from column:*	00.778	70.076	30.076	75.870	0.076	00.770	73.370	00.776	0.076	75.070	72.470	00.270	75.570	30.076	0.070		0.070	33.370			70.270		30.070	00.076	03.076	75.070

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.

72570

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 22

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

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

			Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edı	ucation	Child'	s Health S	Status				Р	rimary Race	е				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	614	41	4	34	2	6	16	18	2	8	30	22	16	2	1	0	1	4	0	0	21	0	4	5	23	13
Number missing or multiple answer	7	1	1	0	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1	C
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	607 98.9%	40 97.6%	_	34 100.0%	2 100.0%	6 100.0%	16 100.0%	17 94.4%	2 100.0%	8 100.0%	29 96.7%	22 100.0%	15 93.8%	_	1 100.0%	0	1 100.0%	4 100.0%	0	0	21 100.0%	0	4 100.0%	5 100.0%	22 95.7%	13 100.0%
Yes	342	24		22	0	3	9	11	1	5	17	12	9	2	0	0	0	4	0	0	14	0	1	1	16	
	56.3%	60.0%		64.7%	0.0%	50.0%	56.3%	64.7%	50.0%	62.5%	58.6%		60.0%	100.0%	0.0%		0.0%	100.0%			66.7%		25.0%	20.0%	72.7%	
No	265	16		12	2	3	7	6	1	3	12	10	6	0	1	0	1	0	0	0	7	0	3	4	6	
	43.7%	40.0%	66.7%	35.3%	100.0%	50.0%	43.8%	35.3%	50.0%	37.5%	41.4%	45.5%	40.0%	0.0%	100.0%		100.0%	0.0%			33.3%		75.0%	80.0%	27.3%	46.2%
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.

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 23

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

			Respo	ondent's G Identity		(Child's Age		Respon	dent's Edu	cation	Child'	s Health S	tatus				P	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	ı	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	3,970	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	18
Number missing or multiple answer	40	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	C
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,930	225	36	181		71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82		18
	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
Yes	753	51		46	1	12	21	18	2 224	12	37	32	18	12.5%	1	0	1	10	0	0	24	22 204	3	3 70/	33	14
No	19.2%	22.7%	11.1%	25.4%		16.9%		30.0%	8.3%		26.2%		54.5%	12.5%	11.1%	0.0%	33.3%	25.0%		0.0%	24.5%	33.3%	18.8%	3.7%	27.7%	77.8%
	3,177 80.8%	174 77.3%	32 88.9%	135 74.6%		59 83.1%	69 76.7%	42 70.0%	91.7%	45 78.9%	104 73.8%	149 82.3%	45.5%	7 87.5%	88.9%	100.0%	66.7%	30 75.0%		100.0%	74 75.5%	4 66.7%	13 81.3%	79 96.3%	72.3%	4 22.2%
Significantly different from column:*	00.870	77.370	55.570	74.070	30.070	03.170	70.770	70.070	51.770	70.570	73.070	M	+5.570 L	07.570	30.570	100.070	00.770	75.070		100.070	73.370	00.770	01.5/0	Υ	X,Z	Υ

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 24

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

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

			-	ndent's Ge Identity	ender	(Child's Age		Respond		ucation	Child	s Health S	tatus				P	rimary Rac	ce				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	1	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	753	51	4	46	1	12	21	18	2	12	37	32	18	1	1	0	1	10	0	0	24	2	3	3	33	14
Number missing or multiple answer	9	2	0	2	0	0	1	1	0	1	1	2	0	0	0	0	0	0	0	0	1	0	0	0	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	744 98.8%	49 96.1%	4 100.0%	44 95.7%	1 100.0%	12 100.0%	20 95.2%	17 94.4%	2 100.0%	11 91.7%	36 97.3%	30 93.8%	18 100.0%	1 100.0%	1 100.0%	0	1 100.0%	10 100.0%	0	0	23 95.8%	2	3 100.0%	3 100.0%	32 97.0%	13 92.9%
Yes	455	30	1	29	0	10	12	8	1	7	22	18	11	1	0	0	1	7	0	0	15	1	3	1	19	9
	61.2%	61.2%	25.0%	65.9%	0.0%	83.3%	60.0%	47.1%	50.0%	63.6%	61.1%	60.0%	61.1%	100.0%	0.0%		100.0%	70.0%			65.2%	50.0%	100.0%	33.3%	59.4%	69.2%
No	289	19	3	15	1	2	8	9	1	4	14	12	7	0	1	0	0	3	0	0	8	1	0	2	13	4
	38.8%	38.8%	75.0%	34.1%	100.0%	16.7%	40.0%	52.9%	50.0%	36.4%	38.9%	40.0%	38.9%	0.0%	100.0%		0.0%	30.0%			34.8%	50.0%	0.0%	66.7%	40.6%	30.8%
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.

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 25

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

			Respo	ondent's G Identity		(Child's Age		Respor	ıdent's Edu	ıcation	Child'	s Health S	tatus				Pi	rimary Rac	е				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)	_					(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	3,970	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	18
Number missing or multiple answer	39	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	C
Number no experience	NA	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,931	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	18
	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
Yes	3,398	208	33	169	1	68	82	54	19	54	132	170	28	8	8	4	2	37	0	1	90	5	16	73	113	18
	86.4%	92.4%	91.7%	93.4%	50.0%	95.8%	91.1%	90.0%	79.2%	94.7%	93.6%	93.9%	84.8%	100.0%	88.9%	80.0%	66.7%	92.5%		50.0%	91.8%	83.3%	100.0%	89.0%	95.0%	100.0%
No	533			12		3	8	6	5	3	9	11	5	0	1 10/	1	1	3 7 50/	0	1	8	1 1 70/	0	9	6	0
	13.6%	7.6%	8.3%	6.6%	50.0%	4.2%	8.9%	10.0%	20.8%	5.3%	6.4%	6.1%	15.2%	0.0%	11.1%	20.0%	33.3%	7.5%		50.0%	8.2%	16.7%	0.0%	11.0%	5.0%	0.0%
Significantly different from column:*		Α																							1	

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 26

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

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

			Resp	ondent's G Identity	ender	,	Child's Age		Respon	dent's Edu	ıcation	Child'	s Health S	itatus				Р	rimary Race	е				Child's Do	ctor Visits i Months	n Last 6
	HP.			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample Number missing or multiple answer Number no experience	3,398 76	208 2 NA	0	2	1 0 NA	68 0 NA	82 0 NA	54 2	19 0 NA	54 0 NA	132 2 NA	170 2 NA	28 0 NA	8 0 NA	8 0 NA	4 0 NA	2 0 NA	37 0 NA	0 0 NA	1 0 NA	90 1 NA	5 0 NA	16 1 NA	73 0 NA	113 2 NA	18 0 NA
Usable responses	3,322	206	33		1	68	82	52	19	54	130	168	28	NA 8	NA 8	INA Δ	2	37	na O	1	89	NA 5	15	73	111	18
esaule responses	97.8%	99.0%			100.0%	100.0%	100.0%	96.3%	100.0%	100.0%	98.5%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	98.9%		93.8%	100.0%	98.2%	100.0%
None	1,315	82	17	61	1	20	41	21	10	20	51	72	6	4	4	2	1	11	0	1	36	2	4	65	11	4
	39.6%	39.8%	51.5%	36.5%	100.0%	29.4%	50.0%	40.4%	52.6%	37.0%	39.2%	42.9%	21.4%	50.0%	50.0%	50.0%	50.0%	29.7%		100.0%	40.4%	40.0%	26.7%	89.0%	9.9%	22.2%
1 time	1,193 35.9%	68 33.0%	7 21.2%	59 35.3%		23 33.8%	25 30.5%	18 34.6%	6 31.6%	17 31.5%	43 33.1%	56 33.3%	10 35.7%	0 0.0%	3 37.5%	1 25.0%	0 0.0%	13 35.1%	0	0 0.0%	30 33.7%	2 40.0%	6 40.0%	7 9.6%	59 53.2%	1 5.6%
2	439 13.2%	33 16.0%		25 15.0%		12 17.6%	8 9.8%	11 21.2%	2 10.5%	10 18.5%	21 16.2%	23 13.7%	7 25.0%	3 37.5%	0.0%	1 25.0%	0 0.0%	7 18.9%	0	0 0.0%	15 16.9%	1 20.0%	4 26.7%	1 1.4%	27 24.3%	4 22.2%
3	209	12 5.8%		11	0	8 11.8%	3.7%	1.9%	0	4 7.4%	8 6.2%	10	7.1%	0	0.0%	0	1	3 8.1%	0	0.0%	5.6%	0.0%	0.0%	0.0%	11 9.9%	5.6%
4	82 2.5%	4 1.9%	0	4	0	1 1.5%	3.7%	0.0%	1	1.9%	2 1.5%	2 1.2%	3.6%	1	0	0	0	2 5.4%	0	0.0%	2.2%	0.0%	0.0%	0.0%	3 2.7%	5.6%
5 to 9	71 2.1%	5 2.4%	0	5	0	3 4.4%	1 1.2%	1.9%	0	1.9%	3.1%	5	0.0%	0	1 12.5%	0.0%	0	0.0%	0	0.0%	1 1.1%	0.0%	1 6.7%	0	0	27.8%
10 or more times	13 0.4%	2.4%	0	2	0	1.5%	1.2%	0.0%	0	1.9%	0.8%	0	7.1%	0	0.0%	0	0	1 2.7%	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	27.3%
2 or more times	814 24.5%	56 27.2%		47	0	25 36.8%	16 19.5%	13 25.0%	3	17 31.5%	36 27.7%	40 23.8%	12 42.9%	4 50.0%	1 12.5%	1	1	13 35.1%	0	0.0%	23 25.8%	1 20.0%	5 33.3%	1	41 36.9%	13 72.2%
Significantly different from column:*	2570		27.370	23.170	3.370	G	F	23.370	23.370	32.370	27.770	M	L	33.370	12.570	25.076	33.370	55.170		3.370	23.370	23.370	23.370	Υ	X,Z	Υ Υ

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 26a

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

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

			Respo	ondent's (Identity			Child's Age		Respor	ndent's Edu	ucation	Child's	s Health S	tatus				Р	rimary Rac	e				Child's D	octor Visits Months	; in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	2,007	124	16	106	5 0	48	41	31	9	34	79	96	22	4	4	2	1	26	0	0	53	3	11	8	100	1
Number missing or multiple answer	9	0	0	(0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1 '
Number no experience	NA	NA	NA	N/	A NA	NA NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	N/
Usable responses	1,998	124	16	106	5 0	48	41	31	9	34	79	96	22	4	4	2	1	26	0	0	53	3	11	8	100	14
	99.6%	100.0%	100.0%	100.0%	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%
Never	1,825	120	15	103	3 0	47	39	31	8	31	79	94	21	3	3	2	1	24	0	0	52	3	11	7	97	14
	91.3%	96.8%	93.8%	97.2%	6	97.9%	95.1%	100.0%	88.9%	91.2%	100.0%	97.9%	95.5%	75.0%	75.0%	100.0%	100.0%	92.3%			98.1%	100.0%	100.0%	87.5%	97.0%	100.0%
Sometimes	103	2	1	. 1	1 0	0	1	0	0	2	0	1	0	1	1	0	0	1	0	0	0	0	0	1	1	
	5.2%	1.6%	6.3%	0.9%	6	0.0%	2.4%	0.0%	0.0%	5.9%	0.0%	1.0%	0.0%	25.0%	25.0%	0.0%	0.0%	3.8%			0.0%	0.0%	0.0%	12.5%	1.0%	0.0%
Usually	27	2	0	2	2 0	1	1	0	1	1	0	1	1	0	0	0	0	1	0	0	1	0	0	0	2	
	1.4%	1.6%	0.0%	1.9%	6	2.1%	2.4%	0.0%	11.1%	2.9%	0.0%	1.0%	4.5%	0.0%	0.0%	0.0%	0.0%	3.8%			1.9%	0.0%	0.0%	0.0%	2.0%	0.0%
Always	43	0	0	(0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	(
	2.2%	0.0%	0.0%	0.0%	6	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Significantly different from column:*																										<u></u>
Usually or Always	70	2	0	2	2 0	1	1	0	1	1	0	1	1	0	0	0	0	1	0	0	1	0	0	0	2	(
	3.5%	1.6%	0.0%	1.9%	6	2.1%	2.4%	0.0%	11.1%	2.9%	0.0%	1.0%	4.5%	0.0%	0.0%	0.0%	0.0%	3.8%			1.9%	0.0%	0.0%	0.0%	2.0%	0.0%
Significantly different from column:*																										1

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 27

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

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

			Respo	ondent's G Identity	iender		Child's Age		Respon	dent's Ed	ucation	Child'	s Health S	tatus				P	rimary Rac	e				Child's Do	octor Visits i Months	n Last 6
	문			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	2,007	124	16	106	0	48	41	31	9	34	79	96	22	4	4	2	1	26	0	0	53	3	11	8	100	14
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
Usable responses	1,998	124		106	0	48	41	31	9	34	79	96	22	4	4	2	1	26	0	0	53	3	11	8	100	14
	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%
Never	65 3.3%	2 1.6%	0 0.0%	2 1.9%	0	0.0%	1 2.4%	1 3.2%	0 0.0%	2 5.9%	0 0.0%	1 1.0%	1 4.5%	0 0.0%	0 0.0%	0.0%	0.0%	3.8%	0	0	0 0.0%	0.0%	0 0.0%	0 0.0%	1 1.0%	1 7.1%
Sometimes	52 2.6%	0.0%	0	0	0	0.0%	0.0%	0 0.0%	0	0.0%	0 0.0%	0	0 0.0%	0.0%	0.0%	0	0	0 0.0%	0	0	0 0.0%	0.0%	0.0%	0 0.0%	0	0 0.0%
Usually	255 12.8%	15 12.1%	4	11	. 0	4 8.3%	7 17.1%	4 12.9%	4	8 23.5%	3.8%	12 12.5%	9.1%	1	2	0.0%	0	6 23.1%	0	0	6 11.3%	0.0%	0.0%	3	10	2 14.3%
Always	1,626 81.4%	107 86.3%	12	93	0	44 91.7%	33 80.5%	26 83.9%	5	24 70.6%	76 96.2%	83 86.5%	19 86.4%	3	2	2	1	19 73.1%	0	0	47 88.7%	3 100.0%	11 100.0%	5	89	11 78.6%
Significantly different from column:*	01.470	30.376	75.076	37.770		31.770	30.570	33.376	33.070	70.070	30.270	30.376	30.470	75.076	30.070	100.070	100.070	75.170			33.770	100.070	100.070	02.576	05.070	70.076
Usually or Always	1,881 94.1%	122 98.4%		104 98.1%	0	48 100.0%	40 97.6%	30 96.8%	9 100.0%	32 94.1%	79 100.0%	95 99.0%	21 95.5%		4 100.0%	2 100.0%	1 100.0%	25 96.2%	0	0	53 100.0%	3 100.0%	11 100.0%	8 100.0%	99 99.0%	13 92.9%
Significantly different from column:*		Α																							<i>i</i>	ļ

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 28

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

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

			Respo	ondent's G Identity	ender	(Child's Age		Respon	dent's Edi	ucation	Child	s Health S	tatus				Р	rimary Race	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	2,007	124	16	106	0	48	41	31	9	34	79	96	22	4	4	2	1	26	0	0	53	3	11	8	100	14
Number missing or multiple answer	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,993	124	16	106	0	48	41	31	9	34	79	96	22	4	4	2	1	26	0	0	53	3	11	8	100	14
	99.3%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			100.0%		100.0%	100.0%	100.0%	100.0%
Never	26 1.3%	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%	0.0%	0 0.0%	0 0.0%	0.0%	0 0.0%	0 0.0%	0.0%	0.0%	0 0.0%	0.0%	0.0%	0 0.0%	0	0	0 0.0%	0 0.0%	0.0%	0 0.0%	0 0.0%	0.0%
Sometimes	49	1	0.070	1	0	0	1	0.070	0.070	1	0.070	1	0.070	0.070	1	0	0	0	0	0	0	0.070	0	1	0.070	0
	2.5%	0.8%	0.0%	0.9%		0.0%	2.4%	0.0%	0.0%	2.9%	0.0%	1.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%			0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
Usually	279	20		17	0	9	5	5	1	6	12	16	3	1	1	0	0	3	0	0	10	0	2	2	13	5
	14.0%	16.1%	12.5%	16.0%		18.8%	12.2%	16.1%	11.1%	17.6%	15.2%	16.7%	13.6%	25.0%	25.0%	0.0%	0.0%	11.5%			18.9%	0.0%	18.2%	25.0%	13.0%	35.7%
Always	1,639	103			0	39	35	26	8	27	67	79	19	3	2	2	1	23	-	0	43	3	9	5	87	9
	82.2%	83.1%	87.5%	83.0%		81.3%	85.4%	83.9%	88.9%	79.4%	84.8%	82.3%	86.4%	75.0%	50.0%	100.0%	100.0%	88.5%			81.1%	100.0%	81.8%	62.5%	87.0%	64.3%
Significantly different from column:*																										
Usually or Always	1,918 96.2%	123 99.2%		105 99.1%	0	48 100.0%	40 97.6%	31 100.0%	9 100.0%	33 97.1%	79 100.0%	95 99.0%	22 100.0%		3 75.0%	2 100.0%	1 100.0%	26 100.0%	0	0	53 100.0%	3 100.0%	11 100.0%	7 87.5%	100 100.0%	14 100.0%
Significantly different from column:*	90.2%	33.2%	100.0%	99.1%		100.0%	97.0%	100.0%	100.0%	97.1%	100.0%	33.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%			100.0%	100.0%	100.0%	67.3%	100.0%	100.0%

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 29

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

			Respo	ondent's G Identity	ender	(Child's Age		Respon	dent's Edi	ucation	Child	s Health S	tatus				Р	rimary Race	e				Child's Do	ctor Visits Months	in Last 6
	F.			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	2,007	124	16	106	0	48	41	31	9	34	79	96	22	4	4	2	1	26	0	0	53	3	11	8	100	14
Number missing or multiple answer	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,000	124	16	106	0	48	41	31	9	34	79	96	22	4	4	2	1	26	0	0	53	3	11	8	100	14
	99.7%	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	19 1.0%	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0.0%	0 0.0%	0 0.0%	0.0%	0.0%	0 0.0%	0.0%	0.0%	0.0%	0	0	0 0.0%	0 0.0%	0.0%	0 0.0%	0 0.0%	0 0.0%
Sometimes	36 1.8%	0.8%	0	1	0	0.0%	0.0%	1 3.2%	0	0.0%	1	1	0.0%	0	0	0	0	0.0%	0	0	1 1.9%	0.0%	0.0%	0	1 1.0%	0.0%
Usually	198 9.9%	12 9.7%	1	11	0	7 14.6%	5 12.2%	0.0%	1	4 11.8%	7	11	1 4.5%	0	2	0	0	3 11.5%	0	0	5 9.4%	0.0%	0.0%	3	5.0%	28.6%
Always	1,747	9.7%		94	0	14.0% Δ1	36	30	11.1% 8	30	0.9% 71	11.5%	4.5%		30.0%	0.0%	0.0%	23	0		3.4% Δ7	3	11	37.3% 5	94	10
	87.4%	89.5%				85.4%	87.8%	96.8%	88.9%	88.2%	89.9%	_	95.5%	100.0%	50.0%	100.0%	100.0%	88.5%			88.7%	100.0%	100.0%	62.5%	94.0%	71.4%
Significantly different from column:*																										
Usually or Always	1,945 97.3%	123 99.2%		105 99.1%	0	48 100.0%	41 100.0%	30 96.8%	9 100.0%	34 100.0%	78 98.7%	95 99.0%	22 100.0%	4 100.0%	4 100.0%	2 100.0%	1 100.0%	26 100.0%	0	0	52 98.1%	3 100.0%	11 100.0%	8 100.0%	99 99.0%	14 100.0%
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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 30

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

			Respo	ndent's G Identity		(Child's Age	:	Respon	dent's Edi	ucation	Child	's Health S	Status				Р	rimary Rad	ce				Child's Doo	ctor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	2,007	124	16	106	0	48	41	31	9	34	79	96	22	4	. 4	2	1	26	0	0	53	3	11	8	100	14
Number missing or multiple answer	13	2	. 0	2	. 0	1	1	0	0	2	0	2	0	0	0	0	0	0	0	0	1	0	0	0	2	. (
Number no experience	NA	NA	NA	NA	NA NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	N/
Usable responses	1,994	122	16	104	. 0	47	40	31	9	32	79	94	22	4	. 4	2	1	26	0	0	52	3	11	8	98	14
	99.4%	98.4%	100.0%	98.1%		97.9%	97.6%	100.0%	100.0%	94.1%	100.0%	97.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			98.1%		100.0%	100.0%	98.0%	100.0%
Yes	1,349	80	12	67	0	13	34	31	9	19	51	59	18	2	. 2	0	0	20	0	0	35	2	10	3	65	10
	67.7%	65.6%	75.0%	64.4%		27.7%	85.0%	100.0%	100.0%	59.4%	64.6%	62.8%	81.8%	50.0%	50.0%	0.0%	0.0%	76.9%			67.3%	66.7%	90.9%	37.5%	66.3%	71.49
No	645	42	4	37	0	34	6	0	0	13	28	35	4	2	. 2	2	1	6	0	0	17	1	1	5	33	
	32.3%	34.4%	25.0%	35.6%		72.3%	15.0%	0.0%	0.0%	40.6%	35.4%	37.2%	18.2%	50.0%	50.0%	100.0%	100.0%	23.1%			32.7%	33.3%	9.1%	62.5%	33.7%	28.69
Significantly different from column:*						G,H	F	F																		

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 31

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

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

			Respo	ondent's G Identity	ender	(Child's Age		Respon	dent's Edi	ucation	Child'	s Health S	tatus				Р	rimary Race	9				Child's Do	ctor Visits Months	in Last 6
	HP			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	1,349	80	12	67	0	13	34	31	9	19	51	59	18	2	2	0	0	20	0	0	35	2	10	3	65	10
Number missing or multiple answer	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,336	80	12	67	0	13	34	31	9	19	51	59	18	2	2	0	0	20	0	0	35	2	10	3	65	10
	99.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			100.0%			100.0%		100.0%	100.0%	100.0%	100.0%
Never	11 0.8%	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0	0	0 0.0%	0	0	0 0.0%	0 0.0%	0.0%	0 0.0%	0 0.0%	0 0.0%
Sometimes	52	0.0%	0.0%	0.076		0.0%	0.0%	0.078	0.076	0.0%	0.0%	0.076	0.0%	0.078	0.070	0	0	0.070	0	0	0.0%	0.0%	0.070	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%
Usually	258	15	1	14	0	3	7	5	3	8	4	9	4	2	0	0	0	5	0	0	9	0	0	2	13	0
	19.3%	18.8%	8.3%	20.9%		23.1%	20.6%	16.1%	33.3%	42.1%	7.8%	15.3%	22.2%	100.0%	0.0%			25.0%			25.7%	0.0%	0.0%	66.7%	20.0%	0.0%
Always	1,014	65		53	0	10	27	26	6	11	47	50	14	0	2	0	0	15	0	0	26	2	10	1	52	10
	75.9%	81.3%	91.7%	79.1%		76.9%	79.4%	83.9%	66.7%	57.9%	92.2%	84.7%	77.8%	0.0%	100.0%			75.0%			74.3%	100.0%	100.0%	33.3%	80.0%	100.0%
Significantly different from column:*																										
Usually or Always	1,272	80	12	67	0	13	34	31	9	19	51	59	18	2	2	0	0	20	0	0	35	2	10	3	65	10
	95.2%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			100.0%			100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 32

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

			Respo	ondent's G Identity	ender	(Child's Age		Respon	dent's Edi	ucation	Child'	s Health S	tatus				Р	rimary Race	9				Child's Do	ctor Visits Months	in Last 6
	F			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	2,007	124	16	106	0	48	41	31	9	34	79	96	22	4	4	2	1	26	0	0	53	3	11	8	100	14
Number missing or multiple answer	21	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,986	123	16	106	0	48	41	31	9	34	79	95	22	4	4	2	1	26	0	0	53	3	11	8	99	14
	99.0%	99.2%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			100.0%		100.0%	100.0%	99.0%	100.0%
Never	47 2.4%	2 1.6%	0 0.0%	2 1.9%	0	0 0.0%	1 2.4%	1 3.2%	0 0.0%	1 2.9%	1 1.3%	2 2.1%	0.0%	0 0.0%	1 25.0%	0 0.0%	0 0.0%	1 3.8%	0	0	0 0.0%	0 0.0%	0 0.0%	1 12.5%	1.0%	0 0.0%
Sometimes	138	3	0	3	0	1	2	0	1	1	1	3	0	0	0	0	0	1	0	0	2	0	0	0	2	1
	6.9%	2.4%	0.0%	2.8%		2.1%	4.9%	0.0%	11.1%	2.9%	1.3%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%			3.8%	0.0%	0.0%	0.0%	2.0%	7.1%
Usually	387	29	3	26	0	15	7	7	4	11	14	23	4	2	1	1	1	8	0	0	10	1	3	3	22	4
	19.5%	23.6%	18.8%	24.5%		31.3%	17.1%	22.6%	44.4%	32.4%	17.7%	24.2%	18.2%	50.0%	25.0%	50.0%	100.0%	30.8%			18.9%	33.3%	27.3%	37.5%	22.2%	28.6%
Always	1,414	89	13	75	0	32	31	23	4	21	63	67	18	2	2	1	0	16	0	0	41	2	8	4	74	9
	71.2%	72.4%	81.3%	70.8%		66.7%	75.6%	74.2%	44.4%	61.8%	79.7%	70.5%	81.8%	50.0%	50.0%	50.0%	0.0%	61.5%			77.4%	66.7%	72.7%	50.0%	74.7%	64.3%
Significantly different from column:*										K	J															
Usually or Always	1,801	118		101	0	47	38	30	8	32	77	90	22	4	3	2	1	24	0	0	51	3	11	7	96	13
	90.7%	95.9%	100.0%	95.3%		97.9%	92.7%	96.8%	88.9%	94.1%	97.5%	94.7%	100.0%	100.0%	75.0%	100.0%	100.0%	92.3%			96.2%	100.0%	100.0%	87.5%	97.0%	92.9%
Significantly different from column:*		Α		I	l																					

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

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 33

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

			Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	itatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	роо9	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	2,007	124	16	106	0	48	41	31	9	34	79	96	22	4	4	2	1	26	0	0	53	3	11	8	100	14
Number missing or multiple answer	16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	(
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,991 99.2%	124 100.0%		106 100.0%	0	48 100.0%	41 100.0%	31 100.0%	9 100.0%	34 100.0%	79 100.0%	96 100.0%	22 100.0%	4 100.0%	4 100.0%	2 100.0%	1 100.0%	26 100.0%	0	0	53 100.0%	3 	11 100.0%	8 100.0%	100 100.0%	
Yes	1,749	112	14	96	0	46	37	26	8	29	73	86	21	3	3	2	1	22	0	0	50	2	10	7	90	13
	87.8%	90.3%	87.5%	90.6%		95.8%	90.2%	83.9%	88.9%	85.3%	92.4%	89.6%	95.5%	75.0%	75.0%	100.0%	100.0%	84.6%			94.3%	66.7%	90.9%	87.5%	90.0%	92.9%
No	242	12		10	0	2	4	5	1	5	6	10	1	1	1	0	0 000	4	0	0	3	1	1	12.5%	10	1
Significantly different from column:*	12.2%	9.7%	12.5%	9.4%		4.2%	9.8%	16.1%	11.1%	14.7%	7.6%	10.4%	4.5%	25.0%	25.0%	0.0%	0.0%	15.4%			5.7%	33.3%	9.1%	12.5%	10.0%	7.1%

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 34

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

			Respo	ondent's G Identity	ender	,	Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	itatus				Р	rimary Rac	ce				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	9009	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	2,007	124	16	106	0	48	41	31	9	34	79	96	22	4	4	2	1	26	0	0	53	3	11	8	100	14
Number missing or multiple answer	8	2	0	2	0	0	1	1	0	2	0	1	1	0	0	0	0	1	0	0	0	0	0	0	1	(
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	N/
Usable responses	1,999	122	16	104	0	48	40	30	9	32	79	95	21	4	4	2	1	25	0	0	53	3	11	8	99	14
	99.6%	98.4%	100.0%	98.1%		100.0%	97.6%	96.8%	100.0%	94.1%	100.0%	99.0%	95.5%	100.0%	100.0%	100.0%	100.0%	96.2%			100.0%		100.0%	100.0%	99.0%	100.0%
Yes	715	45	8	37	0	13	18	13	3	10	32	29	13	3	2	0	1	11	0	0	20	2	2	1	33	11
	35.8%	36.9%	50.0%	35.6%		27.1%	45.0%	43.3%	33.3%	31.3%	40.5%	30.5%	61.9%	75.0%	50.0%	0.0%	100.0%	44.0%			37.7%	66.7%	18.2%	12.5%	33.3%	78.6%
No	1,284	77	8	67	0	35	22	17	6	22	47	66	8	1	2	2	0	14	0	0	33	1	9	7	66	3
	64.2%	63.1%	50.0%	64.4%		72.9%	55.0%	56.7%	66.7%	68.8%	59.5%	69.5%	38.1%	25.0%	50.0%	100.0%	0.0%	56.0%			62.3%	33.3%	81.8%	87.5%	66.7%	21.4%
Significantly different from column:*												М	L												Z	Υ

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 35

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

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

			Respo	ondent's G Identity	ender	(Child's Age		Respon	dent's Edi	ucation	Child'	s Health S	tatus				Р	rimary Race	e				Child's Do	ctor Visits Months	in Last 6
	표			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	715	45	8	37	0	13	18	13	3	10	32	29	13	3	2	0	1	11	0	0	20	2	2	1	33	11
Number missing or multiple answer	15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	700	45	_	37	0	13	18	13	3	10	32	29	13	3	2	0	1	11	0	0	20	2	2	1	33	11
	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%	100.0%	100.0%
Never	29 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	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Sometimes	62	3	0	3	0	2	0	1	0	2	1	2	1	0	0	0	0	0	0	0	2	0	0	0	1	2
	8.9%	6.7%	0.0%	8.1%		15.4%	0.0%	7.7%	0.0%	20.0%	3.1%	6.9%	7.7%	0.0%	0.0%		0.0%	0.0%			10.0%	0.0%	0.0%	0.0%	3.0%	18.2%
Usually	192	15		13	0	2	5	7	2	2	11	8	6	1	1	0	0	4	0	0	5	2	0	1	11	3
Alveres	27.4%	33.3%				15.4%	27.8%	53.8%	66.7%	20.0%	34.4%		46.2%	33.3%	50.0%		0.0%	36.4%			25.0%	100.0%	0.0%	100.0%	33.3%	27.3%
Always	417 59.6%	27 60.0%		21 56.8%	0	9 69.2%	13 72.2%	5 38.5%	33.3%	6 60.0%	20 62.5%	19 65.5%	6 46.2%	2 66.7%	50.0%	0	100.0%	7 63.6%	0	0 	13 65.0%	0 0.0%	2 100.0%	0.0%	21 63.6%	6 54.5%
Significantly different from column:*																										
Usually or Always	609	42		34	0	11	18	12	3	80.0%	31	27	12	3	100.0%	0	100.0%	11	0	0	18	2	100.00/	100.0%	32	9
Significantly different from column:*	87.0%	93.3%	100.0%	91.9%		84.6%	100.0%	92.3%	100.0%	80.0%	96.9%	93.1%	92.3%	100.0%	100.0%		100.0%	100.0%			90.0%	100.0%	100.0%	100.0%	97.0%	81.8%
Significantly different from column.																I	I				I					

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 36

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

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

Base: All respondents whose child has a pe			Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edı	ucation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits i Months	n Last 6
	불			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	9009	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	3,398	208	33	169	1	68	82	54	19	54	132	170	28	8	8	4	2	37	0	1	90	5	16	73	113	18
Number missing or multiple answer	87	2	0	2	0	1	0	1	0	1	1	2	0	0	0	0	0	0	0	0	1	0	1	0	2	0
Number no experience	NA	NA			NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	. NA	NA	NA	NA	NA			NA	NA
Usable responses	3,311	206		_	1	67	82	53	19	53	131	168	28	8	8	4 00 00/	2	37	0	1	89	5	15		111	18
0 Worst personal doctor possible	97.4%	99.0%	100.0%	98.8%	100.0%	98.5%	100.0%	98.1%	100.0%	98.1%	99.2%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	98.9%		93.8%	100.0%	98.2%	100.0%
o worst personal doctor possible	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	3	0.0%	0.0%	0.0%	0.0%	0.0%	0.078	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.070	0.0%	0.078	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	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	C
	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	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	
	0.4%	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%	0.0%
4	18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	C
-	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
5	87	4	0	3	1	1	1	2	0	2	2	4	0	0	0	0	0	0	0	0	4	0	0	2	1	1
6	2.6%	1.9%	0.0%	1.8%	100.0%	1.5%	1.2%	3.8%	0.0%	3.8%	1.5%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	4.5%	0.0%	0.0%	2.7%	0.9%	5.6%
	56 1.7%	4 1.9%	0.0%	2.4%	0.0%	3.0%	0.0%	3.8%	0.0%	1.9%	2.3%	4 2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	3.4%	20.0%	0.0%	2.7%	1.8%	0.0%
7	183	1.3%	0.0%	2.4%	0.0%	3.0%	0.070	3.6/0	0.0 <i>%</i>	1.5%	2.3%	2.4%	0.0%	0.0% 0	0.0% 0	0.0% n	0.0%	0.0%	n	0.0%	3.4% A	20.0% 0	0.0%	2.7%	2	0.0%
	5.5%	1.9%	6.1%	1.2%	0.0%	1.5%	1.2%	3.8%	0.0%	3.8%	1.5%	1.8%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	4.5%	0.0%	0.0%	2.7%	1.8%	0.0%
8	492	33		28		11	12	10	2	9	22	25	6	2	4	1	0	3	0	0	15	1	2	11	17	4
	14.9%	16.0%	15.2%	16.8%	0.0%	16.4%	14.6%	18.9%	10.5%	17.0%	16.8%	14.9%	21.4%	25.0%	50.0%	25.0%	0.0%	8.1%		0.0%	16.9%	20.0%	13.3%	15.1%	15.3%	22.2%
9	595	42	9	33	0	14	20	7	4	14	24	33	7	2	1	2	0	12	0	0	14	1	2	17	20	
	18.0%	20.4%	27.3%	19.8%	0.0%	20.9%	24.4%	13.2%	21.1%	26.4%	18.3%	19.6%	25.0%	25.0%	12.5%	50.0%	0.0%	32.4%		0.0%	15.7%	20.0%	13.3%	23.3%	18.0%	27.8%
10 Best personal doctor possible	1,855	119	17	97	0	38	48	30	13	25	78	99	14	4	3	1	2	22	0	1	49	2	11	39	69	8
	56.0%	57.8%	51.5%	58.1%	0.0%	56.7%	58.5%	56.6%	68.4%	47.2%	59.5%	58.9%	50.0%	50.0%	37.5%	25.0%	100.0%	59.5%		100.0%	55.1%	40.0%	73.3%	53.4%	62.2%	44.4%

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 36

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

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

			Respo	ondent's G Identity	iender		Child's Age		Respor	ndent's Edu	cation	Child's	s Health S	tatus				Pi	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample Number missing or multiple answer	3,398 87	2	0	2	. 0	68 1	82 0	54 1	19 0	1	132	170 2	28	0	0	0	0	37 0	0	0	90	0	16 1	73	113 2	18
Number no experience Usable responses	3,311	NA 206				NA 67	NA 82	NA 53	NA 19	NA 53	NA 131	NA 168	NA 28	NA 0	. NA	NA 4	NA 2	NA 37	NA	NA 1	NA 89		NA 15	NA 73	NA 111	N/
Usable responses	97.4%					98.5%	100.0%	98.1%	100.0%		99.2%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	98.9%	_	93.8%	100.0%	98.2%	100.0%
0 to 4	43 1.3%	0.0%	O	0	0	0.0%	0 0.0%	0 0.0%	0.0%	0	0 0.0%	0 0.0%	0 0.0%	0.0%	0	0.0%	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	87 2.6%	4 1.9%	0.0%	3 1.8%	1 100.0%	1 1.5%	1 1.2%	2 3.8%	0 0.0%	2 3.8%	2 1.5%	4 2.4%	0 0.0%	0 0.0%	0.0%	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%	4 4.5%	0 0.0%	0 0.0%	2 2.7%	1 0.9%	5.6%
6 or 7	239 7.2%		6.1%	3.6%	0.0%	3 4.5%	1 1.2%	4 7.5%	0 0.0%	3 5.7%	5 3.8%	7 4.2%	1 3.6%	0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%	7 7.9%	1 20.0%	0 0.0%	4 5.5%	4 3.6%	0.0%
8 to 10	2,942 88.9%					63 94.0%	80 97.6%	47 88.7%	19 100.0%	48 90.6%	124 94.7%	157 93.5%	27 96.4%	8 100.0%	8 100.0%	4 100.0%	2 100.0%	37 100.0%	0	1 100.0%	78 87.6%	•	15 100.0%	67 91.8%	106 95.5%	1 94.49
Significantly different from column:*		Α																	-							
0 to 6	186 5.6%		0.0%	4.2%	1 100.0%	3 4.5%	1 1.2%	4 7.5%	0 0.0%	3 5.7%	5 3.8%	8 4.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%	7 7.9%	1 20.0%	0 0.0%	4 5.5%	3 2.7%	5.6%
7 to 8	675 20.4%			30 18.0%		12 17.9%		12 22.6%	2 10.5%	11 20.8%	24 18.3%	28 16.7%	7 25.0%	2 25.0%	4 50.0%	1 25.0%	0 0.0%	3 8.1%	0	0 0.0%	19 21.3%		2 13.3%	13 17.8%	19 17.1%	22.2%
9 to 10	2,450 74.0%					52 77.6%	68 82.9%	37 69.8%	17 89.5%	33	102 77.9%	132 78.6%	21 75.0%	6 75.0%	4 50.0%	3 75.0%	2 100.0%	34 91.9%	0	1 100.0%	63 70.8%		13 86.7%	56 76.7%	89 80.2%	72.29
Significantly different from column:*																		U			R					

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 37

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

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

			Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	itatus				P	rimary Rac	ce				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	роо9	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	3,398	208	33	169	1	68	82	54	19	54	132	170	28	8	8	4	2	37	0	1	90	5	16	73	113	18
Number missing or multiple answer	55	2	1	1	0	1	0	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	1	1	1	(
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,343 98.4%	206 99.0%		168 99.4%		67 98.5%	82 100.0%	53 98.1%	19 100.0%	54 100.0%	130 98.5%	168 98.8%	28 100.0%	8 100.0%	8 100.0%	4 100.0%	2 100.0%	37 100.0%	0	1 100.0%	90 100.0%	5 	15 93.8%	72 98.6%	112 99.1%	
Yes	859	53	4	47	1	7	28	16	3	11	38	33	15	4	3	0	0	8	0	0	22	0	5	6	33	
	25.7%	25.7%	12.5%	28.0%	100.0%	10.4%	34.1%	30.2%	15.8%	20.4%	29.2%	19.6%	53.6%	50.0%	37.5%	0.0%	0.0%	21.6%		0.0%	24.4%	0.0%	33.3%	8.3%	29.5%	77.8%
No	2,484	153	28	121	0	60	54	37	16	43	92	135	13	4	5	4	2	29	0	1	68	5	10	66	79	4
	74.3%	74.3%	87.5%	72.0%	0.0%	89.6%	65.9%	69.8%	84.2%	79.6%	70.8%	80.4%	46.4%	50.0%	62.5%	100.0%	100.0%	78.4%		100.0%	75.6%	100.0%	66.7%	91.7%	70.5%	22.29
Significantly different from column:*						G,H	F	F				М	L											Υ	X,Z	Υ

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 38

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

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

	Д		Respo	ndent's G	ender	(Child's Age		Respon	dent's Edu	ıcation	Child'	s Health S	itatus				P	rimary Race	е				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)	T		T			(Q90RC)						(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	роо9	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	ı	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	859	53	4	47	1	7	28	16	3	11	38	33	15	4	3	0	0	8	0	0	22	0	5	6	33	14
Number missing or multiple answer	23	0	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
Usable responses	836	53		47	1	7	28	16	3	11	38	33	15	4	3	0	0	8	0	0	22	0	5	6	33	14
	97.3%	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	771	52		46	1	6	28	16	2	11	38	32	15	4	3	0	0	8	0	0	21	0	5	5	33	14
	92.2%	98.1%	100.0%	97.9%	100.0%	85.7%	100.0%	100.0%	66.7%	100.0%	100.0%	97.0%	100.0%	100.0%	100.0%			100.0%			95.5%		100.0%	83.3%	100.0%	100.0%
No	65	1	0	1	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	0	1	0	0
	7.8%	1.9%	0.0%	2.1%	0.0%	14.3%	0.0%	0.0%	33.3%	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%			0.0%			4.5%		0.0%	16.7%	0.0%	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.

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 39

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

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

	۵		Respo	Identity	ender	,	Child's Age		Respon	dent's Edu	ıcation	Child'	s Health S	itatus				Р	rimary Race	е				Child's Do	octor Visits Months	in Last 6
	HO			(Q73)			(Q69)		1	(Q74)		1	(Q53)	ı		ı	ı	Г	(Q90RC)		1				(Q7)	
	2021 State	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	poog	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	1	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	859	53	4	47	1	7	28	16	3	11	38	33	15	4	3	0	0	8	0	0	22	0	5	6	33	14
Number missing or multiple answer	24	1	0	1	0	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	835	52		46	1	7	28	15	3	10	38	33	14	4	3	0	0	8	0	0	22	0	5	6	32	14
W	97.2%	98.1%		97.9%	100.0%	100.0%	100.0%	93.8%	100.0%	90.9%	100.0%	100.0%	93.3%	100.0%	100.0%			100.0%			100.0%		100.0%	100.0%	97.0%	100.0%
Yes	739	50		44	1	6	27	15	2	10	37	31	14	4	3	0	0	8	0	0	20	0	5	5	31	14
No	88.5%	96.2%	100.0%	95.7%	100.0%	85.7%	96.4%	100.0%	66.7%	100.0%	97.4%	93.9%	100.0%	100.0%	100.0%			100.0%			90.9%		100.0%	83.3%	96.9%	100.0%
No	96	2	0	2	0	1	1	0	1	0	1	2	0	0	0	0	0	0	0	0	2	0	0	1	1	0
	11.5%	3.8%	0.0%	4.3%	0.0%	14.3%	3.6%	0.0%	33.3%	0.0%	2.6%	6.1%	0.0%	0.0%	0.0%			0.0%			9.1%		0.0%	16.7%	3.1%	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.

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 40

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

Base: All respondents

	0		•	ndent's G Identity		C	Child's Age		Respon	dent's Edi	ucation	Child	s Health S	tatus				Р	rimary Rac					Child's Doo	Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)					_	(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	3,970	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	18
Number missing or multiple answer	17	1	0	1	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,953	224	36	180	2	70	90	60	24	57	140	180	33	8	9	5	3	40	0	2	98	6	15	82	118	18
	99.6%	99.6%	100.0%	99.4%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	99.3%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		93.8%	100.0%	99.2%	100.0%
Yes	633	47	6	40	0	10	23	12	3	12	31	32	10	4	2	0	0	9	0	0	21	2	2	3	31	13
	16.0%	21.0%	16.7%	22.2%	0.0%	14.3%	25.6%	20.0%	12.5%	21.1%	22.1%	17.8%	30.3%	50.0%	22.2%	0.0%	0.0%	22.5%		0.0%	21.4%	33.3%	13.3%	3.7%	26.3%	72.2%
No	3,320	177	30	140	2	60	67	48	21	45	109	148	23	4	7	5	3	31	0	2	77	4	13	79	87	5
	84.0%	79.0%	83.3%	77.8%	100.0%	85.7%	74.4%	80.0%	87.5%	78.9%	77.9%	82.2%	69.7%	50.0%	77.8%	100.0%	100.0%	77.5%		100.0%	78.6%	66.7%	86.7%	96.3%	73.7%	27.8%
Significantly different from column:*																								Υ	X,Z	Υ

72570

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 41

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

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

			Respo	ondent's G Identity	iender		Child's Age		Respon	dent's Ed	ucation	Child'	s Health S	itatus				Р	rimary Race	е				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	633	47	6	40	0	10	23	12	3	12	31	32	10	4	2	0	0	9	0	0	21	2	2	3	31	13
Number missing or multiple answer	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	. NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	630 99.5%	47 100.0%		40 100.0%	ı	10 100.0%	23 100.0%	12 100.0%	3 100.0%	12 100.0%	31 100.0%	32 100.0%	10 100.0%	4 100.0%	2 100.0%	0	0	9 100.0%	0	0	21 100.0%	2	2 100.0%	3 100.0%	31 100.0%	13 100.0%
Never	33 5.2%	2 4.3%	1	1	0	1 10.0%	1 4.3%	0.0%	0	0.0%	2 6.5%	1 3.1%	10.0%	0.0%	0	0	0	1 11.1%	0	0	1 4.8%	0.0%	0.0%	0	1 3.2%	1 7.7%
Sometimes	126 20.0%	9	1	8	0	20.0%	5 21.7%	2 16.7%	2	2	5	8	10.0%	0	0	0	0	33.3%	0	0	6 28.6%	0.0%	0.0%	0	8 25.8%	1 7.7%
Usually	170 27.0%	16 34.0%	3	13	0	0.0%	10 43.5%	5 41.7%	1	5 41.7%	10 32.3%	10 31.3%	40.0%	50.0%	1	0	0	33.3%	0	0	3 14.3%	1 50.0%	50.0%	2	9 29.0%	5 38.5%
Always	301 47.8%	20 42.6%	1	18	0	70.0%	7 30.4%	5 41.7%	0	5 41.7%	14 45.2%	13	40.0%	2	1	0	0	22.2%	0	0	11 52.4%	1 50.0%	1 50.0%	1	13	6 46.2%
Significantly different from column:*																										
Usually or Always	471 74.8%	36 76.6%		31 77.5%	0	7 70.0%	17 73.9%	10 83.3%	1 33.3%	10 83.3%	24 77.4%	23 71.9%	80.0%	4 100.0%	2 100.0%	0	0	5 55.6%	0	0	14 66.7%	2 100.0%	2 100.0%	3 100.0%	22 71.0%	11 84.6%
Significantly different from column:*					1									I		I										

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 42

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

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

base. All respondents who made all appointme			Respor	ndent's G Identity	ender	(Child's Age	2	Respor	dent's Ed	ucation	Child	s Health S	tatus				Р	rimary Rad	ce				Child's Doo	tor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	633	47	6	40	0	10	23	12	3	12	31	32	10	4	2	0	0	9	0	0	21	2	2	3	31	13
Number missing or multiple answer	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA		NA	NA	NA	NA	NA		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	625 98.7%	47 100.0%	6 100.0%	40 100.0%	0	10 100.0%	23 100.0%	12 100.0%	3 100.0%	12 100.0%	31 100.0%	32 100.0%	10 100.0%	4 100.0%	100.0%	0	0	9 100.0%	0	0	21 100.0%	2	2 100.0%	3 100.0%	31 100.0%	13 100.0%
None	55.776	100.0%	100.0%	100.0%	0	100.0%	100.0%	100.0%	100.0%	100.0%	100.078	100.0%	100.0%	100.0%	100.0%	0	0	100.070	0	0	100.0%	0	100.0% 0	100.0%	100.0%	100.0%
	8.8%	4.3%	16.7%	2.5%		0.0%	8.7%	0.0%	0.0%	0.0%	6.5%	3.1%	10.0%	0.0%	0.0%			11.1%			4.8%	0.0%	0.0%	0.0%	3.2%	7.7%
1 specialist	359	28	3	24		7	12	8	2	8	17	21	4	2	1	0	0	5	0	0	13	2	1	3	22	3
	57.4%	59.6%	50.0%	60.0%		70.0%	52.2%	66.7%	66.7%	66.7%	54.8%	65.6%	40.0%	50.0%	50.0%			55.6%			61.9%	100.0%	50.0%	100.0%	71.0%	23.1%
2	129	9	2	7	0	2	4	2	1	3	5	5	2	2	0	0	0	2	0	0	5	0	0	0	7	2
	20.6%	19.1%	33.3%	17.5%		20.0%	17.4%	16.7%	33.3%	25.0%	16.1%	15.6%	20.0%	50.0%	0.0%			22.2%			23.8%	0.0%	0.0%	0.0%	22.6%	15.4%
3	47	5	0	5	0	1	2	2	0	1	4	4	1 2 2 2 2 4	0	1	0	0	0	0	0	1	0	1	0	1	4
4	7.5%	10.6%	0.0%	12.5%		10.0%	8.7%	16.7%	0.0%	8.3%	12.9%	12.5%	10.0%	0.0%	50.0%			0.0%			4.8%	0.0%	50.0%	0.0%	3.2%	30.8%
	2.6%	2.1%	0.0%	2.5%		0.0%	4.3%	0.0%	0.0%	0.0%	3.2%	3.1%	0.0%	0.0%	0.0%			0.0%			4.8%	0.0%	0.0%	0.0%	0.0%	7.7%
5 or more specialists	19	2.170	0.076	2.5%	0	0.0%	4 .5%	0.0%	0.070	0.5%	2.270	0.176	2.0%	0.070	0.0%	0	0	1	0	0	7.5%	0.0%	0.0%	0.078	0.070	2
	3.0%	4.3%	0.0%	5.0%		0.0%	8.7%	0.0%	0.0%	0.0%	6.5%	0.0%	20.0%	0.0%	0.0%			11.1%			0.0%	0.0%	0.0%	0.0%	0.0%	15.4%
3 or more specialists	82	8	0	8	0	1	5	2	0	1	7	5	3	0	1	0	0	1	0	0	2	0	1	0	1	7
	13.1%	17.0%	0.0%	20.0%		10.0%	21.7%	16.7%	0.0%	8.3%	22.6%	15.6%	30.0%	0.0%	50.0%			11.1%			9.5%	0.0%	50.0%	0.0%	3.2%	53.8%
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.

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 43

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

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

			Respo	ndent's G Identity	ender	C	hild's Age		Respor	ident's Ed	ucation	Child	s Health S	tatus				P	rimary Ra	ce				Child's Do	ctor Visits Months	in Last 6
	H			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	рооб	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample Number missing or multiple answer Number no experience	570 6 NA	45 0 NA	5 0 NA	39 0 NA	0	10 0 NA	21 0 NA	12 0 NA	3 0 NA	12 0 NA	0	31 0 NA	9 0 NA	4 0 NA	2 0 NA	0 0 NA	0 0 NA	8 0 NA	0 0 NA	0 0 0 NA	20 0 NA	2 0 NA	2 0 NA	3 0 NA	30 0 NA	12 0 NA
Usable responses	564 98.9%	45 100.0%	5	39 100.0%		10 100.0%	21	12 100.0%	3 100.0%	12	29	31 100.0%	9	4 100.0%	2	0	0	100.0%	0	0	20 100.0%	2	2 100.0%	3 100.0%	30 100.0%	12 100.0%
0 Worst specialist possible	0 0.0%	0 0.0%	0 0.0%	0.0%	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0.0%	0	0 	0 0.0%	0	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0.0%
1	2 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	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0.0%
2	1 0.2%	0 0.0%	0 0.0%	0.0%	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0.0%	0.0%	0 0.0%	0 0.0%	0 0.0%	0.0%	0	0 	0 0.0%	0	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0.0%
3	7 1.2%	0 0.0%	0 0.0%	0.0%	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0	0 	0 0.0%	0	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0.0%
4	4 0.7%	0 0.0%	0 0.0%	0.0%	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0	0 	0 0.0%	0	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0.0%
5	18 3.2%	0.0%	0 0.0%	0.0%	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0.0%	0	0 	0.0%	0	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0.0%
6	13 2.3%	1 2.2%	0 0.0%	1 2.6%	0	0 0.0%	1 4.8%	0 0.0%	0 0.0%	0 0.0%	1 3.4%	1 3.2%	0 0.0%	0 0.0%	0.0%	0	0 	0 0.0%	0	0	1 5.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 8.3%
7	41 7.3%	6 13.3%	0 0.0%	5 12.8%	0	1 10.0%	2 9.5%	2 16.7%	1 33.3%	0 0.0%	4 13.8%	5 16.1%	0 0.0%	0 0.0%	0.0%	0	0	1 12.5%	0	0	2 10.0%	2 100.0%	0 0.0%	0 0.0%	6 20.0%	0.0%
8	92 16.3%	9 20.0%	1 20.0%	20.5%	0	1 10.0%	5 23.8%	3 25.0%	1 33.3%	4 33.3%	4 13.8%	5 16.1%	2 22.2%	2 50.0%	1 50.0%	0	0 	2 25.0%	0	0	3 15.0%	0 0.0%	1 50.0%	1 33.3%	5 16.7%	25.0%
9	124 22.0%	9 20.0%	2 40.0%	7 17.9%	0	2 20.0%	3 14.3%	3 25.0%	0 0.0%	5 41.7%	4 13.8%	4 12.9%	3 33.3%	2 50.0%	1 50.0%	0	0 	1 12.5%	0	0	4 20.0%	0 0.0%	0 0.0%	0 0.0%	7 23.3%	16.7%
10 Best specialist possible	262 46.5%	20 44.4%		18 46.2%		6 60.0%	10 47.6%	4 33.3%	1 33.3%	3 25.0%	16 55.2%	16 51.6%	4 44.4%	0 0.0%	0 0.0%	0	0 	50.0%	0	0	10 50.0%	0 0.0%	1 50.0%	2 66.7%	12 40.0%	6 50.0%

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 43

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

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

		,	Respo	ndent's G Identity	Gender	(Child's Age	!	Respor	ndent's Ed	ucation	Child	's Health S	itatus				P	rimary Ra	ce				Child's Doo	ctor Visits Months	in Last 6
	H			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Χ	Υ	Z
Number in sample Number missing or multiple answer	570 6	0	5 0	39	0	10 0	21 0	12 0	3	12 0	0	0	0	0	0	0	0	0	0	0 0	20 0	0	2 0	3	30 0	0
Number no experience Usable responses	NA 564 98.9%	NA 45 100.0%	5	NA 39 100.0%	0	NA 10 100.0%	NA 21 100.0%	NA 12 100.0%	NA 3 100.0%	12	29	NA 31 100.0%	NA 9 100.0%	NA 4 100.0%	2	0 	0	NA 8 100.0%	0 	0 0	NA 20 100.0%	NA 2 	NA 2 100.0%	NA 3 100.0%	NA 30 100.0%	
0 to 4	14 2.5%	0 0.0%	0	0.0%	0	0 0.0%	0 0.0%	0 0.0%	0.0%	0	0	0 0.0%	0.0%	0 0.0%	0 0.0%	0	0	0 0.0%	O 	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0.0%
5	18 3.2%	0 0.0%	0 0.0%	0.0%	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0	0	0 0.0%	0	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
6 or 7	54 9.6%	7 15.6%	0 0.0%	6 15.4%	6 0 5	1 10.0%	3 14.3%	2 16.7%	1 33.3%	0.0%	5 17.2%	6 19.4%	0 0.0%	0 0.0%	0 0.0%	0	0	1 12.5%	O 	0	3 15.0%	2 100.0%	0 0.0%	0 0.0%	6 20.0%	1 8.3%
8 to 10	478 84.8%	38 84.4%	_	33 84.6%		9 90.0%	18 85.7%	10 83.3%	2 66.7%	12 100.0%			9 100.0%	4 100.0%	2 100.0%	0	0	7 87.5%	O 	0	17 85.0%	0 0.0%	2 100.0%	3 100.0%	24 80.0%	
Significantly different from column:*																										<u> </u>
0 to 6	45 8.0%	1 2.2%	0.0%	2.6%	0	0 0.0%	1 4.8%	0 0.0%	0 0.0%	0.0%	1 3.4%	1 3.2%	0 0.0%	0 0.0%	0 0.0%	0	0	0 0.0%	O 	0	1 5.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 8.3%
7 to 8	133 23.6%			13 33.3%		2 20.0%	7 33.3%	5 41.7%	2 66.7%	4 33.3%	8 27.6%	10 32.3%	2 22.2%	2 50.0%	1 50.0%	0	0	3 37.5%	0	0	5 25.0%	2 100.0%	1 50.0%	1 33.3%	11 36.7%	
9 to 10	386 68.4%	29 64.4%		25 64.1%		8 80.0%	13 61.9%	7 58.3%	1 33.3%	66.7%	20 69.0%	20 64.5%	7 77.8%	2 50.0%	1 50.0%	0	0	5 62.5%	0	0	14 70.0%	0 0.0%	1 50.0%	2 66.7%	19 63.3%	8 66.7%
Significantly different from column:*																										

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

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

72570

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 44

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

				ndent's G Identity		(Child's Age	2	Respor	ident's Edi	ucation	Child	's Health S	Status				Р	rimary Rad	ce				Child's Doo	ctor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	К	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	3,970	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	1
Number missing or multiple answer	62	4	0	4	0	0	2	2	1	1	2	3	1	0	0	0	0	2	0	0	1	0	0	0	2	
Number no experience	NA	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	N.
Usable responses	3,908	221	36	177	2	71	88	58	23	56	139	178	32	8	9	5	3	38	0	2	97	6	16	82	117	18
	98.4%	98.2%	100.0%	97.8%	100.0%	100.0%	97.8%	96.7%	95.8%	98.2%	98.6%	98.3%	97.0%	100.0%	100.0%	100.0%	100.0%	95.0%		100.0%	99.0%		100.0%	100.0%	98.3%	100.0%
Yes	761	44	8	34	1	20	11	13	7	13	24	36	7	1	1	1	1	10	0	0	20	1	2	11	28	
	19.5%	19.9%	22.2%	19.2%	50.0%	28.2%	12.5%	22.4%	30.4%	23.2%	17.3%	20.2%	21.9%	12.5%	11.1%	20.0%	33.3%	26.3%		0.0%	20.6%	16.7%	12.5%	13.4%	23.9%	27.89
No	3,147	177	28	143	1	51	77	45	16	43	115	142	25	7	8	4	2	28	0	2	77	5	14	71	89	1
	80.5%	80.1%	77.8%	80.8%	50.0%	71.8%	87.5%	77.6%	69.6%	76.8%	82.7%	79.8%	78.1%	87.5%	88.9%	80.0%	66.7%	73.7%		100.0%	79.4%	83.3%	87.5%	86.6%	76.1%	72.29
Significantly different from column:*						G	F																			

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 45

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

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

			Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Ed	ucation	Child'	s Health S	itatus				F	Primary Race	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	E	F	G	Н	I	J	К	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	761	44	8	34	1	20	11	13	7	13	24	36	7	1	1	1	1	10	0	0	20	1	2	11	28	5
Number missing or multiple answer	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	749	44	8	34	1	20	11	13	7	13	24	36	7	1	1	1	1	10	0	0	20	1	2	11	28	5
	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%	100.0%
Never	33 4.4%	2 4.5%	0 0.0%	1 2.9%	1 100.0%	1 5.0%	0 0.0%	1 7.7%	0 0.0%	1 7.7%	1 4.2%	2 5.6%	0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 10.0%	0	0	1 5.0%	0 0.0%	0 0.0%	2 18.2%	0 0.0%	0.0%
Sometimes	101	7	2	5	0	2	4	1	2	2	3	6	1	0	0	0	0	1	0	0	4	1	0	3	4	0
	13.5%	15.9%	25.0%	14.7%	0.0%	10.0%	36.4%	7.7%	28.6%	15.4%	12.5%	16.7%	14.3%	0.0%	0.0%	0.0%	0.0%	10.0%			20.0%	100.0%	0.0%	27.3%	14.3%	0.0%
Usually	194	15	•	10		7	5	3	3	4	8	11	4	0	0	1	1	5	0	0	4	0	0	3	9	3
	25.9%	34.1%	50.0%	29.4%	0.0%	35.0%	45.5%	23.1%	42.9%	30.8%	33.3%	30.6%	57.1%	0.0%	0.0%	100.0%	100.0%	50.0%			20.0%	0.0%	0.0%	27.3%	32.1%	60.0%
Always	421	20		18	0	10	2	8	2	6	12	17	2	1	1	0	0	3	0	0	11	0	2	3	15	2
	56.2%	45.5%	25.0%	52.9%	0.0%	50.0%	18.2%	61.5%	28.6%	46.2%	50.0%	47.2%	28.6%	100.0%	100.0%	0.0%	0.0%	30.0%			55.0%	0.0%	100.0%	27.3%	53.6%	40.0%
Significantly different from column:*																										
Usually or Always	615	35	6	28	0	17	7	11	5	10	20	28	6	1	1	1	1	8	0	0	15	0	2	6	24	5
	82.1%	79.5%	75.0%	82.4%	0.0%	85.0%	63.6%	84.6%	71.4%	76.9%	83.3%	77.8%	85.7%	100.0%	100.0%	100.0%	100.0%	80.0%			75.0%	0.0%	100.0%	54.5%	85.7%	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.

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 46

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

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

			Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Ed	ucation	Child	s Health S	tatus				Р	Primary Race	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	E	F	G	Н	I	J	К	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	761	44	8	34	1	20	11	13	7	13	24	36	7	1	1	1	1	10	0	0	20	1	2	11	28	5
Number missing or multiple answer	16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	745	44	8	34	1	20	11	13	7	13	24	36	7	1	1	1	1	10	0	0	20	1	2	11	28	5
	97.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			100.0%		100.0%	100.0%	100.0%	100.0%
Never	19 2.6%	1 2.3%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0.0%	1 7.7%	0 0.0%	0.0%	1 4.2%	1 2.8%	0.0%	0 0.0%	0 0.0%	0 0.0%	0.0%	0 0.0%	0	0	1 5.0%	0 0.0%	0 0.0%	1 9.1%	0 0.0%	0.0%
Sometimes	29	2	0	2	0	1	0	1	1	0	1	2	0	0	0	0	0	0	0	0	1	1	0	1	1	0
	3.9%	4.5%	0.0%	5.9%	0.0%	5.0%	0.0%	7.7%	14.3%	0.0%	4.2%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			5.0%	100.0%	0.0%	9.1%	3.6%	0.0%
Usually	129	8	1	6	0	3	4	1	2	2	4	6	2	0	0	0	1	3	0	0	3	0	0	2	6	0
	17.3%	18.2%	12.5%	17.6%	0.0%	15.0%	36.4%	7.7%	28.6%	15.4%	16.7%	16.7%	28.6%	0.0%	0.0%	0.0%	100.0%	30.0%			15.0%	0.0%	0.0%	18.2%	21.4%	0.0%
Always	568	33	7	26	0	16	7	10	4	11	18	27	5	1	1	1	0	7	0	0	15	0	2	7	21	5
	76.2%	75.0%	87.5%	76.5%	0.0%	80.0%	63.6%	76.9%	57.1%	84.6%	75.0%	75.0%	71.4%	100.0%	100.0%	100.0%	0.0%	70.0%			75.0%	0.0%	100.0%	63.6%	75.0%	100.0%
Significantly different from column:*																										
Usually or Always	697	41	8	32	0	19	11	11	6	13	22	33	7	1	1	1	1	10	-	0	18	0	2	9	27	5
	93.6%	93.2%	100.0%	94.1%	0.0%	95.0%	100.0%	84.6%	85.7%	100.0%	91.7%	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			90.0%	0.0%	100.0%	81.8%	96.4%	100.0%
Significantly different from column:*																										

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

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 47

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

Base: All respondents

			Respo	ondent's G Identity			Child's Age	!	Respon	ndent's Edu	ucation	Child'	s Health S	Status				Pı	rimary Rac	е				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	3,970	225	36	181	1 2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	1
Number missing or multiple answer	125	11	1	10	0	4	7	0	0	4	7	10	1	0	0	0	0	1	0	0	2	1	2	2	7	
Number no experience	NA	NA	NA	NA	NA NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	N
Usable responses	3,845 96.9%	214 95.1%		171 94.5%		67 94.4%	83 92.2%	60 100.0%	24 100.0%	53 93.0%	134 95.0%		32 97.0%	8 100.0%	9 100.0%	5 100.0%	3 100.0%	39 97.5%	0	2 100.0%	96 98.0%	5 	14 87.5%	80 97.6%	112 94.1%	1 94.4
Yes	1,015	59	8	46	0	22	19	16	6	15	35	46	9	1	4	2	0	10	0	0	22	3	2	14	37	
	26.4%	27.6%	22.9%	26.9%	0.0%	32.8%	22.9%	26.7%	25.0%	28.3%	26.1%	26.9%	28.1%	12.5%	44.4%	40.0%	0.0%	25.6%		0.0%	22.9%	60.0%	14.3%	17.5%	33.0%	35.39
No	2,830 73.6%	155 72.4%		125 73.1%		45 67.2%	64 77.1%	44 73.3%	18 75.0%	38 71.7%	99 73.9%	_	23 71.9%	7 87.5%	5 55.6%	3 60.0%	3 100.0%	29 74.4%	0	2 100.0%	74 77.1%	2 40.0%	12 85.7%	66 82.5%	75 67.0%	1 64.7
Significantly different from column:*					-	,,,,,,,		0.0,1	0.0,1			91273			3010,1							0.07		Y	Х	

72570

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 48

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

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

			Respo	ndent's G Identity	ender		Child's Age		Respon	dent's Edi	ucation	Child'	s Health S	itatus				Р	rimary Rac	e				Child's Do	ctor Visits i Months	n Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	3,845	214	35	171	2	67	83	60	24	53	134	171	32	8	9	5	3	39	0	2	96	5	14	80	112	17
Number missing or multiple answer	30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,815	214	35	171	2	67	83	60	24	53	134	171	32	8	9	5	3	39	0	2	96	5	14	80	112	17
	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
Never	49 1.3%	3 1.4%	0 0.0%	3 1.8%	0 0.0%	1 1.5%	1 1.2%	1 1.7%	0 0.0%	2 3.8%	1 0.7%	2 1.2%	0 0.0%	0 0.0%	1 11.1%	0 0.0%	0 0.0%	0 0.0%	0	0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.3%	2 1.8%	0 0.0%
Sometimes	168 4.4%	9 4.2%	1 2.9%	6	0	0 0.0%	4 4.8%	5 8.3%	2 8.3%	1 1.9%	5 3.7%	6	3 9.4%	0 0.0%	0 0.0%	0	0	5 12.8%	0	0.0%	0 0.0%	1 20.0%	0 0.0%	5 6.3%	3 2.7%	1 5.9%
Usually	315 8.3%	14 6.5%	4	9	0	6 9.0%	5 6.0%	3 5.0%	2	7.5%	8 6.0%	11	6.3%	0	2 22.2%	1	0	5.1%	0	0.0%	5.2%	1 20.0%	7.1%	2	10	2 11.8%
Always	3,283 86.1%	188 87.9%	30	153	2	60 89.6%	73 88.0%	51 85.0%	20	46 86.8%	120 89.6%	152 88.9%	27 84.4%	8	6	4 80.0%	3	32 82.1%	0	2 100.0%	91 94.8%	3 60.0%	13 92.9%	72	97 86.6%	14 82.4%
Significantly different from column:*	331270	211070	22.770	22.370		22:370	22.276	22.370	22.376	22.370	22.070	22.370	2		22.770	22.070		3=:2/0			23/0	22.370	0 = 1.370	22.376		
Usually or Always	3,598 94.3%	202 94.4%		_	2 100.0%	66 98.5%	78 94.0%	54 90.0%	22 91.7%	50 94.3%	128 95.5%	163 95.3%	29 90.6%	8 100.0%	8 88.9%	5 100.0%	3 100.0%	34 87.2%	0	2 100.0%	96 100.0%	4 80.0%	14 100.0%	74 92.5%	107 95.5%	16 94.1%
Significantly different from column:*																										,

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

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

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 49

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

Base: All respondents

base. All respondents			Respo	ondent's G Identity	ender	C	Child's Age		Respor	ndent's Ed	ucation	Child	's Health St	atus				Р	rimary Rac	ce				Child's D	octor Visits Months	in Last 6
	ЭНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)	_					(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample Number missing or multiple answer Number no experience	3,970 98 NA	225 1 NA	36 0 NA	1	0	71 0 NA	90 0 NA	60 1 NA	24 0 NA	57 0 NA	141 1 NA	181 1 NA	33 0 NA	8 0 NA	9 1 NA	5 0 NA	3 0 NA	40 0 NA	0	2 0 NA	98 0 NA	6 0 NA	16 0 NA	1	119 0 NA	18 (N/
Usable responses	3,872 97.5%	224 99.6%	36 100.0%			71 100.0%	90 100.0%	59 98.3%	24 100.0%	57 100.0%	140 99.3%		33 100.0%	8 100.0%	8 88.9%	5 100.0%	3 100.0%	40 100.0%	0	2 100.0%	98 100.0%	6 	16 100.0%		119 100.0%	100.0%
0 Worst health plan possible	11 0.3%	1 0.4%	0.0%	0.0%	1 50.0%	0 0.0%	0 0.0%	1 1.7%	0 0.0%	0.0%	1 0.7%	1 0.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0.0%	0 0.0%	0	0 0.0%	1 1.0%	0 0.0%	0 0.0%	1 1.2%	0.0%	0.0%
1	6 0.2%	0 0.0%	0.0%	0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0.0%	0 0.0%	0.0%
2	6 0.2%	1 0.4%	0.0%	0.6%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	0 0.0%	0 0.0%	1 0.7%	1 0.6%	0 0.0%	0 0.0%	1 12.5%	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0.0%	0 0.0%	5.6%
3	22 0.6%		0.0%	0.6%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	0 0.0%	0 0.0%	1 0.7%	1 0.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%	1 1.0%	0 0.0%	0 0.0%	1 1.2%	0 0.0%	0.09
4	28 0.7%	_	0.0%	0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0.0%	0 0.0%	0.09
5	171 4.4%	8 3.6%	1 2.8%	3.9%	0 0.0%	0 0.0%	5 5.6%	3 5.1%	1 4.2%	0 0.0%	7 5.0%	5 2.8%	3 9.1%	0 0.0%	0 0.0%	0 0.0%	1 33.3%	2 5.0%	0	0 0.0%	1 1.0%	2 33.3%	1 6.3%	4 4.9%	3 2.5%	5.69
6	137 3.5%		2.8%	3.3%	0 0.0%	2 2.8%	3 3.3%	2 3.4%	2 8.3%	2 3.5%	4 2.9%	7 3.9%	0 0.0%	1 12.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%	5 5.1%	0 0.0%	0 0.0%	4 4.9%	4 3.4%	0.0%
7	329 8.5%		8.3%	16 8.9%		6 8.5%	6 6.7%	7 11.9%	0 0.0%	6 10.5%	13 9.3%		3 9.1%	1 12.5%	0 0.0%	0 0.0%	1 33.3%	2 5.0%	0	1 50.0%	11 11.2%	0 0.0%	1 6.3%	9.9%	10 8.4%	5.6%
8	710 18.3%	60 26.8%	22.2%	49 27.2%		17 23.9%	27 30.0%	16 27.1%	7 29.2%	18 31.6%	35 25.0%	24.4%	14 42.4%	2 25.0%	4 50.0%	0 0.0%	0 0.0%	12 30.0%		0 0.0%	28 28.6%	1 16.7%	1 6.3%	25 30.9%	26 21.8%	38.9%
9	662 17.1%		22.2%	34 18.9%		16 22.5%	13 14.4%	12 20.3%	5 20.8%	13 22.8%	24 17.1%	_	7 21.2%	4 50.0%	2 25.0%	2 40.0%	0 0.0%	12 30.0%	0	0 0.0%	14 14.3%	1 16.7%	4 25.0%	11 13.6%	27 22.7%	22.2%
10 Best health plan possible	1,790 46.2%		15 41.7%			30 42.3%	34 37.8%	18 30.5%	9 37.5%	18 31.6%	54 38.6%	77 42.8%	6 18.2%	0 0.0%	1 12.5%	3 60.0%	1 33.3%	12 30.0%	0	1 50.0%	37 37.8%	2 33.3%	9 56.3%	27 33.3%	49 41.2%	22.2%

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 49

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

			Resp	ondent's G Identity	ender		Child's Age		Respon	dent's Ed	ucation	Child'	s Health S	itatus				Р	rimary Rac	e				Child's Do	octor Visits i Months	in Last 6
	F			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	ı	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample Number missing or multiple answer Number no experience	3,970 98 NA	225 1 NA	C	1	2 0 NA	71 0 NA	90 0 NA	60 1 NA	24 0 NA	57 0 NA	141 1 NA	181 1 NA	33 0 NA	0	9 1 NA	5 0 NA	3 0 NA	40 0 NA	0 0 NA	2 0 NA	98 0 NA	6 0 NA	16 0 NA	82 1 NA	119 0 NA	18 0 NA
Usable responses	3,872 97.5%	224 99.6%	36	180	2	71 100.0%	90	59 98.3%	24	57	140 99.3%	180 99.4%	33	8	8 88.9%	5	3	40 100.0%	0	100.0%	98 100.0%	6	16 100.0%	81	119	18 100.0%
0 to 4	73 1.9%	3 1.3%	0.0%	1.1%	1 50.0%	0 0.0%	2 2.2%	1 1.7%	0 0.0%	0.0%	3 2.1%	3 1.7%	0.0%	0 0.0%	1 12.5%	0.0%	0.0%	0 0.0%	0	0 0.0%	2 2.0%	0 0.0%	0 0.0%	2 2.5%	0.0%	1 5.6%
5	171 4.4%	8 3.6%	2.8%	. 7 3.9%	0 0.0%	0 0.0%	5 5.6%	3 5.1%	1 4.2%	0 0.0%	7 5.0%	5 2.8%	3 9.1%	0 0.0%	0 0.0%	0.0%	33.3%	2 5.0%	0	0 0.0%	1 1.0%	2 33.3%	1 6.3%	4 4.9%	2.5%	1 5.6%
6 or 7	466 12.0%	27 12.1%		. 22 12.2%		8 11.3%	9 10.0%	9 15.3%	2 8.3%	8 14.0%	17 12.1%	22 12.2%	3 9.1%	2 25.0%	0 0.0%	0.0%	33.3%	5.0%	0	1 50.0%	16 16.3%	0 0.0%	1 6.3%	12 14.8%	14 11.8%	1 5.6%
8 to 10	3,162 81.7%	186 83.0%	_			63 88.7%	74 82.2%	46 78.0%		49 86.0%	113 80.7%	150 83.3%	27 81.8%	_	7 87.5%	5 100.0%	33.3%	36 90.0%	0	1 50.0%	79 80.6%	4 66.7%	14 87.5%	63 77.8%	102 85.7%	15 83.3%
Significantly different from column:*																										
0 to 6	381 9.8%	19 8.5%		15 8.3%		2 2.8%	10 11.1%	6 10.2%	3 12.5%	2 3.5%	14 10.0%	15 8.3%	3 9.1%	1 12.5%	1 12.5%	0.0%	33.3%	5.0%	0	0 0.0%	8 8.2%	2 33.3%	1 6.3%	10 12.3%	7 5.9%	2 11.1%
7 to 8	1,039 26.8%	79 35.3%				23 32.4%	33 36.7%	23 39.0%		24 42.1%	48 34.3%	59 32.8%	17 51.5%	-	4 50.0%	0.0%	33.3%	14 35.0%		1 50.0%	39 39.8%	1 16.7%	2 12.5%	33 40.7%		8 44.4%
9 to 10	2,452 63.3%	126 56.3%				46 64.8%	47 52.2%	30 50.8%	14 58.3%	31 54.4%	78 55.7%	106 58.9%	13 39.4%		3 37.5%	5 100.0%	33.3%	24 60.0%	0	1 50.0%	51 52.0%	3 50.0%	13 81.3%	38 46.9%	1 '	8 44.4%
Significantly different from column:*		Α										М	L								W		U	Υ	Х	

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.

72570

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 50

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

	Q .			ndent's G Identity	ender	C	hild's Age	2	Respor	dent's Ed	ucation	Child'	s Health S	tatus				Р	rimary Rac	ce				Child's Doo	Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	1	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	3,970	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	18
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
Usable responses	3,934	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	18
	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
Yes	1,115	77	8	65	2	25	27	23	3	20	53	53	18	4	2	1	1	13	0	0	31	2	3	9	52	16
	28.3%	34.2%	22.2%	35.9%	100.0%	35.2%	30.0%	38.3%	12.5%	35.1%	37.6%	29.3%	54.5%	50.0%	22.2%	20.0%	33.3%	32.5%		0.0%	31.6%	33.3%	18.8%	11.0%	43.7%	88.9%
No	2,819	148	28	116	0	46	63	37	21	37	88	128	15	4	7	4	2	27	0	2	67	4	13	73	67	2
	71.7%	65.8%	77.8%	64.1%	0.0%	64.8%	70.0%	61.7%	87.5%	64.9%	62.4%	70.7%	45.5%	50.0%	77.8%	80.0%	66.7%	67.5%		100.0%	68.4%	66.7%	81.3%	89.0%	56.3%	11.1%
Significantly different from column:*									J,K	1	I	М	L	·										Υ	X,Z	Υ

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 51

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

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

			Respo	ondent's G Identity	ender	(Child's Age		Respon	dent's Edi	ucation	Child'	s Health S	tatus				Р	rimary Race	2				Child's Do	ctor Visits i Months	in Last 6
	HP			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	1,115	77	8	65	2	25	27	23	3	20	53	53	18	4	2	1	1	13	0	0	31	2	3	9	52	16
Number missing or multiple answer	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,110	77	8	65	2	25	27	23	3	20	53	53	18	4	2	1	1	13	0	0	31	2	3	9	52	16
	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	27 2.4%	1 1.3%	0.0%	0.0%	1 50.0%	0 0.0%	0 0.0%	1 4.3%	0 0.0%	0.0%	1 1.9%	1 1.9%	0 0.0%	0 0.0%	0 0.0%	0.0%	0.0%	0.0%	0	0	1 3.2%	0.0%	0 0.0%	1 11.1%	0 0.0%	0 0.0%
Sometimes	83 7.5%	9 11.7%	0	9 13.8%	0	2	5 18.5%	2 8.7%	0	5 25.0%	4	5	3 16.7%	1	1 50.0%	0	0	2 15.4%	0	0	0 0.0%	1 50.0%	0.0%	2	4 7.7%	3 18.8%
Usually	237	17 22.1%	0	16	1	4	5 18.5%	8 34.8%	2	5.0%	14 26.4%	9	7 38.9%	1	0	0	0	4 30.8%	0	0	7 22.6%	1 50.0%	33.3%	2	10 19.2%	5 31.3%
Always	763 68.7%	50 64.9%	8	40	0	19 76.0%	17 63.0%	12 52.2%	1	14 70.0%	34 64.2%	38	8 44.4%	2	1	1	1	7 53.8%	0	0	23 74.2%	0.0%	66.7%	4	38 73.1%	8 50.0%
Significantly different from column:*	55.776	2370	200.070	52.570	2.070	7 3.370	33.370	52.270	33.370	. 5.570	5270	M	L	33.370	33.370	200.070	200.070	22.370			7270	3.370	33.770	170	, 3.2,0	23.570
Usually or Always	1,000 90.1%	67 87.0%		56 86.2%		23 92.0%	22 81.5%	20 87.0%	3 100.0%	15 75.0%	48 90.6%	47 88.7%	15 83.3%	3 75.0%	1 50.0%	1 100.0%	1 100.0%	11 84.6%	0	0 	30 96.8%	1 50.0%	3 100.0%	6 66.7%	48 92.3%	13 81.3%
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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 52

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

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

			Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edı	ucation	Child'	s Health S	Status				Р	rimary Race	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	роо9	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	1,115	77	8	65	2	25	27	23	3	20	53	53	18	4	2	1	1	13	0	0	31	2	3	9	52	16
Number missing or multiple answer	24	1	0	1	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,091 97.8%	76 98.7%	_	64 98.5%	2 100.0%	24 96.0%	27 100.0%	23 100.0%	3 100.0%	20 100.0%	52 98.1%	52 98.1%	18 100.0%	4 100.0%	2 100.0%	1 100.0%	1 100.0%	13 100.0%	0	0	31 100.0%	2	3 100.0%	9 100.0%	52 100.0%	15 93.8%
Yes	691	44	5	37	1	13	16	13	2	12	29	28	12	3	1	0	0	8	0	0	18	1	2	1	31	12
	63.3%	57.9%	62.5%	57.8%	50.0%	54.2%	59.3%	56.5%	66.7%	60.0%	55.8%	53.8%	66.7%	75.0%	50.0%	0.0%	0.0%	61.5%			58.1%	50.0%	66.7%	11.1%	59.6%	80.0%
No	400	32	3	27	1	11	11	10	1	8	23	24	6	1	1	1	1	5	0	0	13	1	1	8	21	3
	36.7%	42.1%	37.5%	42.2%	50.0%	45.8%	40.7%	43.5%	33.3%	40.0%	44.2%	46.2%	33.3%	25.0%	50.0%	100.0%	100.0%	38.5%			41.9%	50.0%	33.3%	88.9%	40.4%	20.0%
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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 52a

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

			Respo	ondent's G Identity		(Child's Age		Respon	dent's Edu	cation	Child's	Health S	tatus				Pı	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)		_	(Q53)						(Q90RC)						(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	3,970	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	18
Number missing or multiple answer	87	5	1	3	0	0	2	2	2	0	2	3	1	0	0	0	0	1	0	0	1	0	1	2	2	0
Number no experience	NA	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,883 97.8%	220 97.8%	35 97.2%	178 98.3%		71 100.0%	88 97.8%	58 96.7%	22 91.7%	57 100.0%	139 98.6%	178 98.3%	32 97.0%	8 100.0%	9 100.0%	5 100.0%	3 100.0%	39 97.5%	0	2 100.0%	97 99.0%	6 	15 93.8%	80 97.6%	117 98.3%	18 100.0%
Yes	2,922	160	24	132	1	40	75	43	19	33	107	132	22	6	7	3	2	28	0	1	75	6	12	60	88	9
	75.3%	72.7%	68.6%	74.2%	50.0%	56.3%	85.2%	74.1%	86.4%	57.9%	77.0%	74.2%	68.8%	75.0%	77.8%	60.0%	66.7%	71.8%		50.0%	77.3%	100.0%	80.0%	75.0%	75.2%	50.0%
No	961	60	11	46	1	31	13	15	3	24	32	46	10	2	2	2	1	11	0	1	22	0	3	20	29	9
	24.7%	27.3%	31.4%	25.8%	50.0%	43.7%	14.8%	25.9%	13.6%	42.1%	23.0%	25.8%	31.3%	25.0%	22.2%	40.0%	33.3%	28.2%		50.0%	22.7%	0.0%	20.0%	25.0%	24.8%	50.0%
Significantly different from column:*		-				G,H	F	F	J	I,K	J			-									-	Z	Z	X,Y

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.

72570

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 52b

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

			Respo	ondent's G Identity			Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	Status				Р	rimary Rac	e				Child's Do	octor Visits i Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	роо9	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	3,970	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	18
Number missing or multiple answer	76	3	1	1	0	0	1	1	1	0	1	2	0	0	0	0	0	0	0	0	1	0	0	2	1	0
Number no experience	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,894 98.1%	222 98.7%		180 99.4%		71 100.0%	89 98.9%	59 98.3%	23 95.8%		140 99.3%		33 100.0%	8 100.0%	9 100.0%	5 100.0%	3 100.0%	40 100.0%	0 	2 100.0%	97 99.0%	6 	16 100.0%	80 97.6%	118 99.2%	18 100.0%
Yes	1,934	111	15	93	1	24	56	30	13	24	74	94	15	2	6	3	1	19	0	0	49	5	10	35	65	7
	49.7%	50.0%	42.9%	51.7%	50.0%	33.8%	62.9%	50.8%	56.5%	42.1%	52.9%	52.5%	45.5%	25.0%	66.7%	60.0%	33.3%	47.5%		0.0%	50.5%	83.3%	62.5%	43.8%	55.1%	38.9%
No	1,960	111		87	1	47	33	29	10	33		85	18	6	3	2	2	21	0	2	48	1	6	45	53	11
	50.3%	50.0%	57.1%	48.3%	50.0%		37.1%	49.2%	43.5%	57.9%	47.1%	47.5%	54.5%	75.0%	33.3%	40.0%	66.7%	52.5%		100.0%	49.5%	16.7%	37.5%	56.3%	44.9%	61.1%
Significantly different from column:*						G,H	F	F									<u> </u>							<u> </u>		

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 52c

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

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

			Respo	ndent's G Identity	ender	(Child's Age		Respon	dent's Ed	ucation	Child'	s Health S	tatus				Р	rimary Race	9				Child's Do	ctor Visits i Months	in Last 6
	H			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	1,934	111	15	93	1	24	56	30	13	24	74	94	15	2	6	3	1	19	0	0	49	5	10	35	65	7
Number missing or multiple answer	32	2	0	2	0	0	2	0	1	0	1	1	1	0	0	0	0	0	0	0	1	0	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
Usable responses	1,902	109	15	91	1	24	54	30	12	24	73	93	14	2	6	3	1	19	0	0	48	5	10	34	65	6
	98.3%	98.2%	100.0%	97.8%	100.0%	100.0%	96.4%	100.0%	92.3%	100.0%	98.6%	98.9%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%			98.0%		100.0%	97.1%	100.0%	85.7%
Never	33 1.7%	1 0.9%	0.0%	1 1.1%	0 0.0%	0 0.0%	1 1.9%	0 0.0%	0 0.0%	0.0%	1 1.4%	1 1.1%	0.0%	0 0.0%	0.0%	0.0%	0.0%	0.0%	0	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.5%	0 0.0%
Sometimes	107 5.6%	4 3.7%	0.0%	4 4.4%	0.0%	1	3 5.6%	0.0%	0	2 8.3%	2 2.7%	3 3.2%	7.1%	0	1 16.7%	0	0	1 5.3%	0	0	0 0.0%	0 0.0%	0.0%	1 2.9%	3 4.6%	0 0.0%
Usually	322 16.9%	14 12.8%	3	11	0	3	6 11.1%	5 16.7%	6	2 8.3%	6	8	5 35.7%	1	1	0	0	6 31.6%	0	0	3 6.3%	0.0%	30.0%	2	9 13.8%	1 16.7%
Always	1,440 75.7%	90	12	75	1	20	44 81.5%	25 83.3%	6	20 83.3%	64 87.7%	81 87.1%	8 57.1%	1	4	3	1	12 63.2%	0	0	45 93.8%	5 100.0%	70.0%	31	52 80.0%	5 83.3%
Significantly different from column:*								-					<u>-</u>													
Usually or Always	1,762 92.6%	104 95.4%		86 94.5%		23 95.8%	50 92.6%	30 100.0%	12 100.0%	22 91.7%	70 95.9%	89 95.7%	13 92.9%	2 100.0%	5 83.3%	3 100.0%	1 100.0%	18 94.7%	0	0	48 100.0%	5 100.0%	10 100.0%	33 97.1%	61 93.8%	6 100.0%
Significantly different from column:*																										

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

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

72570

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 52d

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

·			Respo	ondent's G	iender		Child's Age		Respon	dent's Ed	ucation	Child'	s Health S	tatus				F	Primary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State O	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	goog	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	3,970	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	18
Number missing or multiple answer	209	7	1	4	0	1	4	1	1	1	3	5	1	0	0	0	0	1	. 0	1	3	0	1	3	3	1
Number no experience	2950	182	29	148	2	63	66	52	19	43	119	149	26	5	5	4	3	29	0	1	83	5	13	69	94	14
Usable responses	811 20.4%	36 16.0%		29 16.0%		7 9.9%	20 22.2%	7 11.7%	4 16.7%	13 22.8%	19 13.5%	27 14.9%	6 18.2%	3 37.5%	4 44.4%	20.0%	0 0.0%	10 25.0%	_	0 0.0%	12 12.2%	1	2 12.5%	10 12.2%	22 18.5%	3 16.7%
Never	372	14	1	13		3.370	6	2	10.770	6	13.570	14.570	10.270	37.370	14.470	20.070	0.070	23.070	0	0.070	12.270	0	12.570	12.270	20.570	10.77
	45.9%	38.9%			ľ	57.1%	30.0%	42.9%	0.0%	46.2%	42.1%	40.7%	16.7%	66.7%	0.0%	0.0%		50.0%			41.7%	0.0%	100.0%	60.0%	36.4%	0.0%
Sometimes	115	50.576	10.770	5	0	0	50.076	1	1	3	72.170	3	3	00.770	3	0.070	0	1	0	0	1	0.070	0	1	1	5.07
	14.2%	16.7%	16.7%	17.2%		0.0%	25.0%	14.3%	25.0%	23.1%	10.5%	11.1%	50.0%	0.0%	75.0%	0.0%		10.0%			8.3%	0.0%	0.0%	10.0%	4.5%	100.0%
Usually	136	6	1	4	0	0	4	2	2	1	3	4	1	1	0	0	0	2	. 0	0	3	1	0	1	5	(
	16.8%	16.7%	16.7%	13.8%		0.0%	20.0%	28.6%	50.0%	7.7%	15.8%	14.8%	16.7%	33.3%	0.0%	0.0%		20.0%			25.0%	100.0%	0.0%	10.0%	22.7%	0.0%
Always	188	10	3	7	0	3	5	1	1	3	6	9	1	0	1	1	0	2	0	0	3	0	0	2	8	
	23.2%	27.8%	50.0%	24.1%		42.9%	25.0%	14.3%	25.0%	23.1%	31.6%	33.3%	16.7%	0.0%	25.0%	100.0%		20.0%			25.0%	0.0%	0.0%	20.0%	36.4%	0.0%
Significantly different from column:*																										
Usually or Always	324	16	4	11	0	3	9	3	3	4	9	13	2	1	1	1	0	4	. 0	0	6	1	0	3	13	C
	40.0%	44.4%	66.7%	37.9%		42.9%	45.0%	42.9%	75.0%	30.8%	47.4%	48.1%	33.3%	33.3%	25.0%	100.0%		40.0%			50.0%	100.0%	0.0%	30.0%	59.1%	0.0%
Significantly different from column:*																										

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 52e

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

Base: All respondents

			Respo	ndent's G Identity	iender		Child's Age		Respon	dent's Edu	ıcation	Child's	s Health St	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
1	상		,	(Q73)			(Q69)			(Q74)			(Q53)					T	(Q90RC)	-			T		(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
1	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	3,970	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	15
Number missing or multiple answer	304	16	2	12	0	10	3	2	0	7	8	12	2	0	1	0	0	2	0	1	5	0	1	7	5	,
Number no experience	NA	NA	NA	NA		NA		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		NA	N/
Usable responses	3,666	209	34	169		61	_	58	24	50	133	169	31	8	8	5	3	38	0	1	93	6	15		114	14
0 Extremely Difficult	92.3%	92.9%	94.4%	93.4%	100.0%	85.9%	96.7%	96.7%	100.0%	87.7%	94.3%	93.4%	93.9%	100.0%	88.9%	100.0%	100.0%	95.0%		50.0%	94.9%		93.8%	91.5%	95.8%	77.8%
S Exercisely Difficult	152 4.1%	10 4.8%	5.9%	4.1%	50.0%	5 8.2%	1 1.1%	3.4%	4.2%	4 8.0%	3.8%	5.3%	0.0%	1 12.5%	0.0%	0.0%	0.0%	5.3%		0.0%	4.3%	0.0%	13.3%	3 4.0%	6.1%	0.0%
1	71	5	0.570	5	0	1	1.170	3.470	1	2.070	2.076	3.578	1	0	0.070	0.070	0.070	2.570	0	0.070	1.570	0.070	0	0	5.170	0.07
1	1.9%	2.4%	0.0%	3.0%	0.0%	1.6%	1.1%	5.2%	4.2%	4.0%	1.5%	2.4%	3.2%	0.0%	0.0%	0.0%	0.0%	5.3%		0.0%	1.1%	0.0%	0.0%	0.0%	4.4%	0.0%
2	69	5	0	5	0	1	2	2	1	2	2	4	1	0	0	0	0	1	0	0	1	0	0	1	3	
	1.9%	2.4%	0.0%	3.0%	0.0%	1.6%	2.3%	3.4%	4.2%	4.0%	1.5%	2.4%	3.2%	0.0%	0.0%	0.0%	0.0%	2.6%		0.0%	1.1%	0.0%	0.0%	1.3%	2.6%	7.1%
3	93	5	0	5	0	0	3	2	1	1	3	2	0	3	0	0	0	1	0	0	1	0	0	5	0	, I
	2.5%	2.4%	0.0%	3.0%	0.0%	0.0%	3.4%	3.4%	4.2%	2.0%	2.3%	1.2%	0.0%	37.5%	0.0%	0.0%	0.0%	2.6%		0.0%	1.1%	0.0%	0.0%	6.7%	0.0%	0.0%
4	89	3	0	3	0	2	0	1	0	1	2	3	0	0	0	0	0	0	0	0	3	0	0	2	1)
	2.4% 321	1.4% 16	0.0%	1.8%		3.3%	0.0%	1.7%	0.0%	2.0%	1.5%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	3.2%	0.0%	0.0%	2.7%	0.9%	0.0%
- I	8.8%	7.7%	11.8%		_	6.6%	6.9%	10.3%	4.2%	4.0%	9.8%	4.7%	22.6%	0.0%	12.5%	20.0%	0.0%	10.5%		0.0%	5.4%	0.0%	6.7%	5.3%	4.4%	35.7%
	161	6	0	6.576	0	1	4	10.576	7.270	1.076	5.0%	4.776	2	0.076	0	20.070	0.070	0	0	0.070	3. 4 /0	0.070	0.770	2.576	2.470	
1	4.4%	2.9%	0.0%	3.6%	0.0%	1.6%	4.6%	1.7%	0.0%	2.0%	3.8%	2.4%	6.5%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	4.3%	0.0%	0.0%	2.7%	1.8%	14.3%
7	264	14	2	12		2	5	7	1	3	10	10	4	0	0	0	1	3	0	0	9	0	0	4	9	
<u></u>	7.2%	6.7%	5.9%	7.1%	0.0%	3.3%	5.7%	12.1%	4.2%	6.0%	7.5%	5.9%	12.9%	0.0%	0.0%	0.0%	33.3%	7.9%		0.0%	9.7%	0.0%	0.0%	5.3%	7.9%	7.1%
	494	32	6	25	0	12	13	7	4	9	19	25	4	3	3	1	2	4	0	1	14	1	2	14	16	
	13.5%	15.3%	17.6%	14.8%		19.7%	14.9%	12.1%	16.7%	18.0%	14.3%	14.8%	12.9%	37.5%	37.5%	20.0%	66.7%	10.5%		100.0%	15.1%	16.7%	13.3%	18.7%	14.0%	14.3%
9	460	30	3	26		10	11	9	7	8	14	23	7	0	1	0	0	11	0	0	12	2	1	15	14	; I –
10 Extremely Easy	12.5%	14.4%	8.8%	15.4%	0.0%	16.4%		15.5%	29.2%	16.0%	10.5%	13.6%	22.6%	0.0%	12.5%	0.0%	0.0%	28.9%		0.0%	12.9%	33.3%	6.7%	•	12.3%	7.1%
TO EXILEMENT EGSA	1,492	83	17	64	0	23	41	18	7	17	58	77	5	1	37.5%	3	0	10	0	0	39	3	l 9	25	52	, ,

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 52e

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

			Resp	ondent's G Identity	ender	(Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	HP			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	К	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample Number missing or multiple answer Number no experience	3,970 304 NA	225 16 NA	2	12	2 0 NA	71 10 NA	90 3 NA	60 2 NA	24 0 NA	57 7 NA	141 8 NA	181 12 NA	33 2 NA	8 0 NA	9 1 NA	5 0 NA	3 0 NA	40 2 NA	0 0 NA	2 1 NA	98 5 NA	6 0 NA	16 1 NA	82 7 NA	119 5 NA	18 4 NA
Usable responses	3,666 92.3%	209 92.9%	34	169	2	61 85.9%	87 96.7%	58 96.7%	24	50 87.7%	133 94.3%	169 93.4%	31 93.9%	8	8 88.9%	5	3	38 95.0%		1 50.0%	93 94.9%	6	15 93.8%	75	114 95.8%	14 77.8%
0 to 4	474 12.9%	28 13.4%		25	1 50.0%	9 14.8%	7 8.0%	10 17.2%	4	10 20.0%	14 10.5%	22 13.0%	2 6.5%	4 50.0%	0 0.0%	0 0.0%	0	6 15.8%	0	0 0.0%	10 10.8%	0 0.0%	2 13.3%	11	16 14.0%	1 7.1%
5	321 8.8%	16 7.7%		11 6.5%	1 50.0%	4 6.6%	6 6.9%	6 10.3%	1 4.2%	2 4.0%	13 9.8%	8 4.7%	7 22.6%	0 0.0%	1 12.5%	1 20.0%	0 0.0%	4 10.5%	0	0 0.0%	5 5.4%	0 0.0%	1 6.7%	4 5.3%	5 4.4%	5 35.7%
6 or 7	425 11.6%	20 9.6%		18 10.7%	0 0.0%	3 4.9%	9 10.3%	8 13.8%	1 4.2%	4 8.0%	15 11.3%	14 8.3%	6 19.4%	0 0.0%	0 0.0%	0 0.0%	1 33.3%	3 7.9%	0	0 0.0%	13 14.0%	0 0.0%	0 0.0%	6 8.0%	11 9.6%	3 21.4%
8 to 10	2,446 66.7%	145 69.4%			0 0.0%	45 73.8%	65 74.7%	34 58.6%		34 68.0%	91 68.4%	125 74.0%	16 51.6%	4 50.0%	7 87.5%	4 80.0%	2 66.7%	25 65.8%	0	1 100.0%	65 69.9%	6 100.0%	12 80.0%		82 71.9%	5 35.7%
Significantly different from column:*							Н	G				М	L													
0 to 6	956 26.1%	50 23.9%		42 24.9%	2 100.0%	14 23.0%	17 19.5%	17 29.3%	5 20.8%	13 26.0%	32 24.1%	34 20.1%	11 35.5%	4 50.0%	1 12.5%	1 20.0%	0 0.0%	10 26.3%	0	0 0.0%	19 20.4%	0 0.0%	3 20.0%	17 22.7%	23 20.2%	
7 to 8	758 20.7%	46 22.0%	_	37 21.9%	0 0.0%	14 23.0%	18 20.7%	14 24.1%	_	12 24.0%	29 21.8%	35 20.7%	8 25.8%	3 37.5%	3 37.5%	1 20.0%	3 100.0%	7 18.4%	0	1 100.0%	23 24.7%	1 16.7%	2 13.3%	18 24.0%	25 21.9%	21.4%
9 to 10	1,952 53.2%	113 54.1%			_	33 54.1%	52 59.8%	27 46.6%		25 50.0%	72 54.1%	100 59.2%	12 38.7%	1 12.5%	4 50.0%	3 60.0%	0 0.0%	21 55.3%	0	0 0.0%	51 54.8%	5 83.3%	10 66.7%	_	66 57.9%	21.4%
Significantly different from column:*												М	L											Z	Z	X,Y

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.

72570

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 53

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

Base. All respondents			I			1		1																		
			Resp	ondent's G Identity	iender		Child's Age		Respor	ndent's Edu	ucation	Child'	s Health S	tatus				Pı	rimary Rac	е				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	3,970	225	36	181	. 2	71	. 90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	1/
Number missing or multiple answer	91	3	1	. 1	. 0	2	0	0	0	0	2	0	0	0	0	1	0	0	0	0	0	0	0	0	3	1 (
Number no experience	NA	NA	NA	NA	. NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	N/
Usable responses	3,879	222	35	180	2	69	90	60	24	57	139	181	33	8	9	4	3	40	0	2	98	6	16	82	116	1/
	97.7%	98.7%	97.2%	99.4%	100.0%	97.2%	100.0%	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	97.5%	100.0%
Poor	17 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	0 0.0%	0 0.0%	0 0.0%	0.0%	0.0%	0 0.0%	0.0%
Fair	142	0.0%	0.070	7	0.0%	0.0%	0.076	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.076	0.0%	0.0%	0.076	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.07
	3.7%	3.6%	2.9%	3.9%	0.0%	1.4%	3.3%	5.0%	8.3%	5.3%	2.2%	0.0%	0.0%	100.0%	11.1%	0.0%	0.0%	2.5%		0.0%	3.1%	0.0%	0.0%	4.9%	3.4%	0.0%
Good	654	33		28		5	15	13	6	8	19	0	33		1	0	1	14	0	0	10		0.070	4	19	0.07
	16.9%	14.9%	14.3%	15.6%	0.0%	7.2%	16.7%	21.7%	25.0%	14.0%	13.7%	0.0%	100.0%	0.0%	11.1%	0.0%	33.3%	35.0%		0.0%	10.2%	0.0%	0.0%	4.9%	16.4%	44.4%
Very Good	1,328	67		54		14	1	22	7	20	39	67	0	0	5	1	1	12	0	0	29	2	5	24	35	1
	34.2%	30.2%	28.6%	30.0%	50.0%	20.3%	32.2%	36.7%	29.2%	35.1%	28.1%	37.0%	0.0%	0.0%	55.6%	25.0%	33.3%	30.0%		0.0%	29.6%	33.3%	31.3%	29.3%	30.2%	33.3%
Excellent	1,738	114	19	91	. 1	49	43	22	9	26	78	114	0	0	2	3	1	13	0	2	56	4	11	50	58	
	44.8%	51.4%	54.3%	50.6%	50.0%	71.0%	47.8%	36.7%	37.5%	45.6%	56.1%	63.0%	0.0%	0.0%	22.2%	75.0%	33.3%	32.5%		100.0%	57.1%	66.7%	68.8%	61.0%	50.0%	22.2%
Significantly different from column:*						G,H	F	F				М	L					U,W			R		R	Z	Z	X,Y
Excellent, Very Good, or Good	3,720	214	34	173	2	68	87	57	22	54	136	181	33	0	8	4	3	39	0	2	95	6	16	78	112	1
	95.9%	96.4%	97.1%	96.1%	100.0%	98.6%	96.7%	95.0%	91.7%	94.7%	97.8%	100.0%	100.0%	0.0%	88.9%	100.0%	100.0%	97.5%		100.0%	96.9%	100.0%	100.0%	95.1%	96.6%	100.0%
Significantly different from column:*																										

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

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 54

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

Ваве: 7 111 гевропаеттв			1																							
			Resp	ondent's G Identity	iender		Child's Age	:	Respor	ndent's Edu	ıcation	Child's	s Health S	tatus				P	rimary Rac	e				Child's Do	octor Visits Months	; in Last €
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	E	F	G	Н	I	J	К	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	3,970	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	1
Number missing or multiple answer	101	1		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	d
Number no experience	NA	NA	NA NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	N
Usable responses	3,869	224	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	118	1
	97.5%	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%	99.2%	100.0
Poor	90 2.3%	2.7%	0.0%	3.3%	0.0%	0.0%	2 2.2%	4 6.7%	1 4.2%	1 1.8%	4 2.8%	4 2.2%	2 6.1%	0.0%	1 11.1%	0 0.0%	0 0.0%	1 2.5%	0	0 0.0%	4 4.1%	0 0.0%	0 0.0%	1 1.2%	3 2.5%	11.1
Fair	343		1	18		1	8	10	1.270	8	11	9	7	3	0	0.070	1	1	0	0.070	8	0.070	3	5	2.570	
	8.9%	_	_		_	1.4%	8.9%	16.7%	0.0%	14.0%	7.8%	5.0%	21.2%	37.5%	0.0%	0.0%	33.3%	2.5%		0.0%	8.2%	0.0%	18.8%	6.1%	6.8%	33.3
Good	879			32		4	21	15	5	9	27	24	14	3	2	1	0	7	0	0	18		2	11	26	1
	22.7%	18.3%	22.2%	17.7%	50.0%	5.6%	23.3%	25.0%	20.8%	15.8%	19.1%	13.3%	42.4%	37.5%	22.2%	20.0%	0.0%	17.5%		0.0%	18.4%	16.7%	12.5%	13.4%	22.0%	22.2
Very Good	1,114	71	. 19	50	0	22	30	17	10	19	41	60	8	2	4	3	2	16	0	0	29	2	3	37	30	1
	28.8%	31.7%	52.8%	27.6%	0.0%	31.0%	33.3%	28.3%	41.7%	33.3%	29.1%	33.1%	24.2%	25.0%	44.4%	60.0%	66.7%	40.0%		0.0%	29.6%	33.3%	18.8%	45.1%	25.4%	11.1
Excellent	1,443	87	9	75	0	44	29	14	8	20	58	84	2	0	2	1	0	15	0	2	39	3	8	28	51	_
	37.3%	38.8%	25.0%	41.4%	0.0%	62.0%	32.2%	23.3%	33.3%	35.1%	41.1%	46.4%	6.1%	0.0%	22.2%	20.0%	0.0%	37.5%		100.0%	39.8%	50.0%	50.0%	34.1%	43.2%	22.2
Significantly different from column:*						G,H	F	F				М	L													
Excellent, Very Good, or Good	3,436	199	36	157	1	70	80	46	23	48	126	168	24	5	8	5	2	38	0	2	86	6	13	76	107	1
	88.8%	88.8%	100.0%	86.7%	50.0%	98.6%	88.9%	76.7%	95.8%	84.2%	89.4%	92.8%	72.7%	62.5%	88.9%	100.0%	66.7%	95.0%		100.0%	87.8%	100.0%	81.3%	92.7%	90.7%	55.6
Significantly different from column:*						Н	Н	F,G																		1

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 55

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

			Respo	ndent's G Identity		(Child's Age	:	Respor	ndent's Ed	ucation	Child	s Health S	Status				Р	rimary Ra	ce				Child's Doo	ctor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	3,970	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	1
Number missing or multiple answer	97	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	ı
Number no experience	NA	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	N.
Usable responses	3,873	224	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	118	1
	97.6%	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	99.2%	100.0%
Yes	743	53	6	47	0	11	20	21	4	13	36	32	16	5	2	0	1	12	0	0	18	2	3	6	35	12
	19.2%	23.7%	16.7%	26.0%	0.0%	15.5%	22.2%	35.0%	16.7%	22.8%	25.5%	17.7%	48.5%	62.5%	22.2%	0.0%	33.3%	30.0%		0.0%	18.4%	33.3%	18.8%	7.3%	29.7%	66.79
No	3,130	171	30	134	2	60	70	39	20	44	105	149	17	3	7	5	2	28	0	2	80	4	13	76	83	
	80.8%	76.3%	83.3%	74.0%	100.0%	84.5%	77.8%	65.0%	83.3%	77.2%	74.5%	82.3%	51.5%	37.5%	77.8%	100.0%	66.7%	70.0%		100.0%	81.6%	66.7%	81.3%	92.7%	70.3%	33.39
Significantly different from column:*						Н		F				М	L											Υ	X,Z	Υ

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 56

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

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

	а		Respo	ondent's G Identity		(Child's Age		Respor	dent's Edu	cation	Child's	Health S	tatus				Pr	imary Race	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)		1	(Q53)		ł			1	(Q90RC)						(Q7)	
	2021 State	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Χ	Υ	Z
Number in sample	743	53	6	47	0	11	20	21	4	13	36	32	16	5	2	0	1	12	0	0	18	2	3	6	35	12
Number missing or multiple answer	9	1	0	1	0	0	1	0	0	0	1	0	1	0	0	0	0	1	0	0	0	0	0	0	0	1
Number no experience	NA	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	734	52	6	46	0	11	19	21	4	13	35	32	15	5	2	0	1	11	0	0	18	2	3	6	35	11
	98.8%	98.1%	100.0%	97.9%		100.0%	95.0%	100.0%	100.0%	100.0%	97.2%	100.0%	93.8%	100.0%	100.0%		100.0%	91.7%			100.0%		100.0%	100.0%	100.0%	91.7%
Yes	624	38	5	33	0	4	17	16	3	8	27	20	13	5	2	0	1	8	0	0	13	0	3	3	25	10
	85.0%	73.1%	83.3%	71.7%		36.4%	89.5%	76.2%	75.0%	61.5%	77.1%	62.5%	86.7%	100.0%	100.0%		100.0%	72.7%			72.2%	0.0%	100.0%	50.0%	71.4%	90.9%
No	110	14	1	13	0	7	2	5	1	5	8	12	2	0	0	0	0	3	0	0	5	2	0	3	10	1
	15.0%	26.9%	16.7%	28.3%		63.6%	10.5%	23.8%	25.0%	38.5%	22.9%	37.5%	13.3%	0.0%	0.0%		0.0%	27.3%			27.8%	100.0%	0.0%	50.0%	28.6%	9.1%
Significantly different from column:*		Α																								

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 57

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

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

	۵		Respo	ondent's G Identity			Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	HO			(Q73)	1		(Q69)		1	(Q74)		1	(Q53)			1	1		(Q90RC)			1			(Q7)	
	2021 State	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	роод	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н		J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	624	38	5	33	0	4	17	16	3	8	27	20	13	5	2	0	1	8	0	0	13	0	3	3	25	10
Number missing or multiple answer	10	1	1	0	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	614	37		33	0	4	17	15	3	8	26		12	5	2	0	1	8	0	0	13	0	3	3	24	100 004
Yes	98.4%	97.4%				100.0%	100.0%	93.8%	100.0%	100.0%	96.3%		92.3%	100.0%	100.0%		100.0%	100.0%			100.0%		100.0%	100.0%	96.0%	100.0%
Tes	577	30		28		3 75 00/	13	13	2	07.50/	21		75.00/	5	400.00/	0	0 000	5	0	0	13	Ü	2	3	70 204	8
No	94.0%	81.1%	50.0%	84.8%		75.0%	76.5%	86.7%	66.7%	87.5%	80.8%	80.0%	75.0%	100.0%	100.0%		0.0%	62.5%			100.0%		66.7%	100.0%	79.2%	80.0%
	6.0%	7 18.9%	50.0%	15.2%	"	25.0%	23.5%	13.3%	33.3%	12.5%	19.2%	20.0%	3 25.0%	0.0%	0.0%		100.0%	37.5%	ا		0.0%	U	33.3%	0.0%	20.8%	20.0%
Significantly different from column:*	0.0%	10.5%	30.0%	13.2%		23.0%	23.3%	13.3%	33.3%	12.3%	13.2%	20.0%	23.0%	0.0%	0.0%		100.0%	37.3%			0.0%		33.3%	0.0%	20.6%	20.0%

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 58

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

			Respo	ondent's G Identity		(Child's Age		Respon	dent's Edu	cation	Child'	s Health S	tatus				P	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	3,970	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	18
Number missing or multiple answer	125	6	0	4	0	0	3	1	0	1	3	5	0	0	1	0	0	0	0	0	1	0	1	0	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
Usable responses	3,845 96.9%	219 97.3%		177 97.8%		71 100.0%	87 96.7%	59 98.3%	24 100.0%	56 98.2%	138 97.9%	176 97.2%	33 100.0%	8 100.0%	88.9%	5 100.0%	3 100.0%	40 100.0%	0	2 100.0%	97 99.0%	6 	15 93.8%	82 100.0%	114 95.8%	17 94.4%
Yes	682			28		4	15	13	1	9	23	15	13	5	2	0	1	6	0	0	16	0	0	4	17	11
	17.7%			_	_	5.6%	_	22.0%	4.2%	16.1%	16.7%	8.5%	39.4%	62.5%	25.0%	0.0%	33.3%	15.0%		0.0%	16.5%	0.0%	0.0%	4.9%	14.9%	64.7%
No	3,163	186	31	149	2	67	72	46	23	47	115	161	20	3	6	5	2	34	0	2	81	6	15	78	97	6
	82.3%	84.9%	86.1%	84.2%	100.0%	94.4%	82.8%	78.0%	95.8%	83.9%	83.3%	91.5%	60.6%	37.5%	75.0%	100.0%	66.7%	85.0%		100.0%	83.5%	100.0%	100.0%	95.1%	85.1%	35.3%
Significantly different from column:*						G,H	F	F																Υ	Х	

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 59

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

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

	ď		Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edu	ıcation	Child	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ᆼ			(Q73)			(Q69)			(Q74)			(Q53)			1		1	(Q90RC)						(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	роод	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	1	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	682	33	5	28	0	4	15	13	1	9	23	15	13	5	2	0	1	6	0	0	16	0	0	4	17	11
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
Usable responses	673	33	5	28	0	4	15	13	1	9	23	15	13	5	2	0	1	6	0	0	16	0	0	4	17	11
	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%
Yes	583	31	5	26	0	3	15	12	1	7	23	13	13	5	2	0	1	6	0	0	15	0	0	3	16	11
	86.6%	93.9%	100.0%	92.9%		75.0%	100.0%	92.3%	100.0%	77.8%	100.0%	86.7%	100.0%	100.0%	100.0%		100.0%	100.0%			93.8%			75.0%	94.1%	100.0%
No	90	2	0	2	0	1	0	1	0	2	0	2	0	0	0	0	0	0	0	0	1	0	0	1	1	0
	13.4%	6.1%	0.0%	7.1%		25.0%	0.0%	7.7%	0.0%	22.2%	0.0%	13.3%	0.0%	0.0%	0.0%		0.0%	0.0%			6.3%			25.0%	5.9%	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.

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 60

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

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

	Д		Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edu	ıcation	Child'	s Health S	tatus				Р	rimary Race	e				Child's Do	octor Visits Months	in Last 6
	HO			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)				1		(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	poog	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	583	31	5	26	0	3	15	12	1	7	23	13	13	5	2	0	1	6	0	0	15	0	0	3	16	11
Number missing or multiple answer	7	1	1	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	576 98.8%	30 96.8%		26 100.0%	0	2 66.7%	15 100.0%	12 100.0%	1 100.0%	7 100.0%	22 95.7%	12 92.3%	13 100.0%	5 100.0%	2 100.0%	0	1 100.0%	6 100.0%	0	0	15 100.0%	0	0	2 66.7%	16 100.0%	11 100.0%
Yes	549	29	4	25	0	2	15	11	1	6	22	12	13	4	2	0	1	6	0	0	15	0	0	1	16	11
	95.3%	96.7%	100.0%	96.2%		100.0%	100.0%	91.7%	100.0%	85.7%	100.0%	100.0%	100.0%	80.0%	100.0%		100.0%	100.0%			100.0%			50.0%	100.0%	100.0%
No	27	1	0	1	0	0	0	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0
	4.7%	3.3%	0.0%	3.8%		0.0%	0.0%	8.3%	0.0%	14.3%	0.0%	0.0%	0.0%	20.0%	0.0%		0.0%	0.0%			0.0%			50.0%	0.0%	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.

72570

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 61

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

			Respo	ondent's G Identity			Child's Age		Respon	dent's Edu	cation	Child'	s Health S	itatus				Pr	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	рооб	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	3,970	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	18
Number missing or multiple answer	119	4	0	2	0	0	0	2	1	1	0	2	1	0	0	0	0	1	0	0	0	0	0	0	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,851 97.0%	221 98.2%		179 98.9%		71 100.0%	90 100.0%	58 96.7%	23 95.8%		141 100.0%		32 97.0%	8 100.0%	9 100.0%	5 100.0%	3 100.0%	39 97.5%	0	2 100.0%	98 100.0%	6 	16 100.0%	82 100.0%		18 100.0%
Yes	542			23		1	16	9	1	5	21		10	4	2	0	1	4	0	0	14	0	1	4	14	8
	14.1%			12.8%	50.0%	1.4%	17.8%	15.5%	4.3%	8.9%	14.9%		31.3%	50.0%	22.2%	0.0%	33.3%	10.3%		0.0%	14.3%	0.0%	6.3%	4.9%	12.1%	44.4%
No	3,309	194		156		70	74	49	22	51	120		22	4	7	5	2	35	0	2	84	6	15	78	102	10
	85.9%	87.8%	91.7%	87.2%	50.0%	98.6%	82.2%	84.5%	95.7%	91.1%	85.1%	92.7%	68.8%	50.0%	77.8%	100.0%	66.7%	89.7%		100.0%	85.7%	100.0%	93.8%	95.1%	87.9%	55.6%
Significantly different from column:*						G	F					I													<u>. </u>	

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 62

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

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

			Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Ed	ucation	Child	s Health S	Status				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	9009	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	542	27	3	23	1	1	16	9	1	5	21	13	10	4	2	0	1	4	0	0	14	0	1	4	14	8
Number missing or multiple answer	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	(
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	N/
Usable responses	532 98.2%	27 100.0%		23 100.0%	1 100.0%	1 100.0%	16 100.0%	9 100.0%	1 100.0%	5 100.0%	21 100.0%	13 100.0%	10 100.0%	4 100.0%	2 100.0%	0	1 100.0%	4 100.0%	0	0	14 100.0%	0	1 100.0%	4 100.0%	14 100.0%	100.0%
Yes	394	22	2	19	1	1	12	8	0	5	17	9	9	4	1	0	1	2	0	0	13	0	0	2	12	8
	74.1%	81.5%	66.7%	82.6%	100.0%	100.0%	75.0%	88.9%	0.0%	100.0%	81.0%	69.2%	90.0%	100.0%	50.0%		100.0%	50.0%			92.9%		0.0%	50.0%	85.7%	100.0%
No	138 25.9%	5 18.5%	1 33.3%	4 17.4%	0 0.0%	0 0.0%	4 25.0%	1 11.1%	1 100.0%	0.0%	4 19.0%	4 30.8%	1 10.0%	0 0.0%	1 50.0%	0	0 0.0%	2 50.0%	0	0	1 7.1%	0	1 100.0%	2 50.0%	2 14.3%	0.0%
Significantly different from column:*					0.07		0.07		3.0107			3010/1		0.0,1	70.071			3 6 1 6 1 1					76.67	30.075		

72570

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 63

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

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

	ď		•	ndent's G Identity (Q73)	ender	C	Child's Age (Q69)		Respor	dent's Ed	ucation	Child'	s Health S	itatus				Р	rimary Rad	ce				Child's Do	Months	in Last 6
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	(Q53)	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4 (07)	5 or more
	Α	В	С	D	E	F	G	Н	1	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	394	22	2	19	1	1	12	8	0	5	17	9	9	4	1	0	1	2	0	0	13	0	0	2	12	8
Number missing or multiple answer	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	387 98.2%	22 100.0%	2 100.0%	19 100.0%	1 100.0%	1 100.0%	12 100.0%	8 100.0%	0	5 100.0%	17 100.0%	9 100.0%	9 100.0%	4 100.0%	1 100.0%	0	1 100.0%	2 100.0%	0	0	13 100.0%	0 	0	2 100.0%	12 100.0%	8 100.0%
Yes	377	22	2	19	1	1	12	8	0	5	17	9	9	4	1	0	1	2	0	0	13	0	0	2	12	8
	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%
No	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%			0.0%			0.0%	0.0%	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.

72570

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 64

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

	0		Respo	ndent's G	ender	(Child's Age		Respon	dent's Edu	ucation	Child's	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	3,970	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	18
Number missing or multiple answer	111	2	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,859 97.2%	223 99.1%		181 100.0%	2 100.0%	71 100.0%	90 100.0%	60 100.0%	24 100.0%	57 100.0%	141 100.0%	180 99.4%	33 100.0%	8 100.0%	9 100.0%	5 100.0%	3 100.0%	40 100.0%	0	2 100.0%	98 100.0%	6	16 100.0%	82 100.0%	117 98.3%	
Yes	493	29	5	23	1	11	11	6	3	8	18	21	6	2	1	0	1	5	0	0	13	1	3	8	15	6
	12.8%	13.0%	13.9%	12.7%	50.0%	15.5%	12.2%	10.0%	12.5%	14.0%	12.8%	11.7%	18.2%	25.0%	11.1%	0.0%	33.3%	12.5%		0.0%	13.3%	16.7%	18.8%	9.8%	12.8%	33.3%
No	3,366	194	31	158	1	60	79	54	21	49	123	159	27	6	8	5	2	35	0	2	85	5	13	74	102	12
	87.2%	87.0%	86.1%	87.3%	50.0%	84.5%	87.8%	90.0%	87.5%	86.0%	87.2%	88.3%	81.8%	75.0%	88.9%	100.0%	66.7%	87.5%		100.0%	86.7%	83.3%	81.3%	90.2%	87.2%	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.

72570

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 65

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

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

	۵		Respo	ndent's G Identity	ender	(Child's Age		Respon	dent's Edu	ıcation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)		-	(Q53)			1			(Q90RC)						(Q7)	
	2021 State	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	рооб	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	493	29	5	23	1	11	11	6	3	8	18	21	6	2	1	0	1	5	0	0	13	1	3	8	15	6
Number missing or multiple answer	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	484	29		23	1	11	11	6	3	8	18	21	6	2	1	0	1	5	0	0	13	1	3	8	15	6
	98.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%			100.0%		100.0%	100.0%	100.0%	100.0%
Yes	347	19	4	14	1	2	10	6	2	3	14	12	5	2	1	0	1	3	0	0	8	0	1	5	8	6
	71.7%	65.5%	80.0%	60.9%	100.0%	18.2%	90.9%	100.0%	66.7%	37.5%	77.8%	57.1%	83.3%	100.0%	100.0%		100.0%	60.0%			61.5%	0.0%	33.3%	62.5%	53.3%	100.0%
No	137	10	1	9	0	9	1	0	1	5	4	9	1	0	0	0	0	2	0	0	5	1	2	3	7	0
	28.3%	34.5%	20.0%	39.1%	0.0%	81.8%	9.1%	0.0%	33.3%	62.5%	22.2%	42.9%	16.7%	0.0%	0.0%		0.0%	40.0%			38.5%	100.0%	66.7%	37.5%	46.7%	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.

72570

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 66

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

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

	۵		Respo	ondent's G Identity	ender	(Child's Age		Respon	dent's Edu	ucation	Child	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	HO			(Q73)			(Q69)			(Q74)			(Q53)			ī		ı	(Q90RC)						(Q7)	
	2021 State	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	роод	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Χ	Υ	Z
Number in sample	347	19	4	14	1	2	10	6	2	3	14	12	5	2	1	0	1	3	0	0	8	0	1	5	8	6
Number missing or multiple answer	7	1	1	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	340 98.0%	18 94.7%		14 100.0%	1 100.0%	1 50.0%	10 100.0%	6 100.0%	2 100.0%	3 100.0%	13 92.9%	11 91.7%	5 100.0%	2 100.0%	1 100.0%	0	1 100.0%	3 100.0%	0 	0	8 100.0%	0	1 100.0%	4 80.0%	8 100.0%	6 100.0%
Yes	318	16	3	12	1	1	10	4	2	3	11	9	5	2	1	0	1	3	0	0	7	0	0	4	7	5
	93.5%	88.9%	100.0%	85.7%	100.0%	100.0%	100.0%	66.7%	100.0%	100.0%	84.6%	81.8%	100.0%	100.0%	100.0%		100.0%	100.0%			87.5%		0.0%	100.0%	87.5%	83.3%
No	22	2	0	2	0	0	0	2	0	0	2	2	0	0	0	0	0	0	0	0	1	0	1	0	1	1
	6.5%	11.1%	0.0%	14.3%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	15.4%	18.2%	0.0%	0.0%	0.0%		0.0%	0.0%			12.5%		100.0%	0.0%	12.5%	16.7%
Significantly different from column:*		_	·																							

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

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 67

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

			Respo	ondent's G Identity		(Child's Age		Respon	dent's Edu	ıcation	Child'	s Health S	itatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	Е	F	G	Н	ı	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	3,970	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	18
Number missing or multiple answer	120	2	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	0
Number no experience	NA	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,850 97.0%	223 99.1%		181 100.0%		71 100.0%	90 100.0%	60 100.0%	24 100.0%	57 100.0%	141 100.0%		33 100.0%	8 100.0%	9 100.0%	5 100.0%	3 100.0%	40 100.0%	0	2 100.0%	98 100.0%	6	16 100.0%	82 100.0%	117 98.3%	18 100.0%
Yes	715	48	5	41	2	5	22	20	2	11	35	29	16	3	3	0	1	6	0	0	24	0	3	9	26	13
	18.6%	21.5%	13.9%	22.7%	100.0%	7.0%	24.4%	33.3%	8.3%	19.3%	24.8%	16.1%	48.5%	37.5%	33.3%	0.0%	33.3%	15.0%		0.0%	24.5%	0.0%	18.8%	11.0%	22.2%	72.2%
No	3,135	175		140		66		40	22	46	106		17	5	6	5	2	34	0	2	74	6	13	73	91	5
	81.4%	78.5%	86.1%	77.3%	0.0%	93.0%	75.6%	66.7%	91.7%	80.7%	75.2%		51.5%	62.5%	66.7%	100.0%	66.7%	85.0%		100.0%	75.5%	100.0%	81.3%	89.0%	77.8%	27.8%
Significantly different from column:*						G,H	F	F				M	L											Υ	X,Z	Υ

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 68

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

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

	ď		•	ndent's G Identity		(Child's Age		Respor	dent's Ed	ucation	Child	s Health S	tatus				Р	rimary Rac	ce				Child's Doo	Months	in Last 6
	ОНР			(Q73)		1	(Q69)		1	(Q74)			(Q53)		1	1			(Q90RC)	1	-	1			(Q7)	
	2021 State	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	роод	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	715	48	5	41	2	5	22	20	2	11	35	29	16	3	3	0	1	6	0	0	24	0	3	9	26	13
Number missing or multiple answer	28	3	1	2	0	1	1	1	0	1	2	2	1	0	0	0	0	0	0	0	1	0	0	1	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	687	45	4	39	2	4	21	19	2	10	33	27	15	3	3	0	1	6	0	0	23	0	3	8	24	13
	96.1%	93.8%	80.0%	95.1%	100.0%	80.0%	95.5%	95.0%	100.0%	90.9%	94.3%	93.1%	93.8%	100.0%	100.0%		100.0%	100.0%			95.8%		100.0%	88.9%	92.3%	100.0%
Yes	632	42	4	37	1	3	20	18	2	10	30	24	15	3	3	0	1	6	0	0	21	0	2	8	22	12
	92.0%	93.3%	100.0%	94.9%	50.0%	75.0%	95.2%	94.7%	100.0%	100.0%	90.9%	88.9%	100.0%	100.0%	100.0%		100.0%	100.0%			91.3%		66.7%	100.0%	91.7%	92.3%
No	55	3	0	2	1	1	1	1	0	0	3	3	0	0	0	0	0	0	0	0	2	0	1	0	2	1
	8.0%	6.7%	0.0%	5.1%	50.0%	25.0%	4.8%	5.3%	0.0%	0.0%	9.1%	11.1%	0.0%	0.0%	0.0%		0.0%	0.0%			8.7%		33.3%	0.0%	8.3%	7.7%
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.

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 69

What is your child's age?

			Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	H			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	1	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	3,970	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	18
Number missing or multiple answer	132	4	2	0	0	0	0	0	0	1	1	2	0	1	0	0	0	1	0	0	1	0	0	0	4	C
Number no experience	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	. NA	NA	NA
Usable responses	3,838	221	34		2	71	90	60	24	56	140	179	33	7	9	5	3	39	0	2	97	6	16	82	115	18
	96.7%	98.2%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.2%	99.3%	98.9%	100.0%	87.5%	100.0%	100.0%	100.0%	97.5%		100.0%	99.0%		100.0%	100.0%	96.6%	100.0%
Less than 1 year old	82	7	1	. 6	0	7	0	0	1	2	4	4	1	1	1	0	0	0	0	0	2	0	0	1	2	22.22
1 year old	2.1%	3.2%	2.9%	3.3%		9.9%	0.0%	0.0%	4.2%	3.6%	2.9%	2.2%	3.0%	14.3%	11.1%	0.0%	0.0%	0.0%		0.0%	2.1%	0.0%	0.0%	1.2%	1.7%	22.2%
1 yeur old	190 5.0%	12 5.4%	5.9%			12 16.9%	0.0%	0.0%	0.0%	12.5%	3.6%	11 6.1%	3.0%	0.0%	0.0%	0.0%	33.3%	5.1%		50.0%	6.2%	0.0%	0.0%	4.9%	7.0%	0.0%
2 years old	186	15	3.570	14		15.3%	0.070	0.0%	0.0%	12.5/0	10		0.070	0.0%	0.070	0.070	0	0.170	0	0	8	0.070	0.070	4.570	11	0.07
	4.8%	6.8%	2.9%			21.1%	0.0%	0.0%	0.0%	8.9%	7.1%	8.4%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%		0.0%	8.2%	16.7%	6.3%	4.9%	9.6%	0.0%
3 years old	180	12	2	10		12	0	0	0	2	10	11	0	0	0	2	0	1	0	0	5	1	1	3	8	
	4.7%	5.4%	5.9%	5.5%	0.0%	16.9%	0.0%	0.0%	0.0%	3.6%	7.1%	6.1%	0.0%	0.0%	0.0%	40.0%	0.0%	2.6%		0.0%	5.2%	16.7%	6.3%	3.7%	7.0%	5.6%
4 to 6 years old	616	34	2	32	0	25	9	0	5	11	18	31	3	0	1	0	0	7	0	0	18	0	4	13	21	(
	16.1%	15.4%	5.9%	17.7%	0.0%	35.2%	10.0%	0.0%	20.8%	19.6%	12.9%	17.3%	9.1%	0.0%	11.1%	0.0%	0.0%	17.9%		0.0%	18.6%	0.0%	25.0%	15.9%	18.3%	0.0%
7 to 9 years old	651	36	12			0	36	0	5	7	23	29	5	2	2	1	0	9	0	1	13	0	3	18	14	
	17.0%	16.3%	35.3%	12.2%	50.0%	0.0%	40.0%	0.0%	20.8%	12.5%	16.4%	16.2%	15.2%	28.6%	22.2%	20.0%	0.0%	23.1%		50.0%	13.4%	0.0%	18.8%	22.0%	12.2%	22.2%
10 to 13 years old	899	45	5	38	0	0	45	0	5	8	32	34	10	1	3	1	1	7	0	0	16	3	2	17	20	Ĺ
	23.4%	20.4%	14.7%	21.0%	0.0%	0.0%	50.0%	0.0%	20.8%	14.3%	22.9%	19.0%	30.3%	14.3%	33.3%	20.0%	33.3%	17.9%		0.0%	16.5%	50.0%	12.5%	20.7%	17.4%	27.8%
14 to 18 years old	1,034	60	9	49	_	0	0	60	8	14	38	44	13	3	2	0	1	13	0	0	29	1	5	22	31	
	26.9%	27.1%	26.5%	1		0.0%	0.0%	100.0%	33.3%	25.0%	27.1%		39.4%	42.9%	22.2%	0.0%	33.3%	33.3%		0.0%	29.9%	16.7%	31.3%		27.0%	22.2%
3 years old or younger	638	46	6	40	ŭ	46	-	0	1	16	29	41	2	1	1	3	1	3	0	1	21	2	2	12	29	
	16.6%	20.8%	17.6%	22.1%	0.0%	64.8%	0.0%	0.0%	4.2%	28.6%	20.7%	22.9%	6.1%	14.3%	11.1%	60.0%	33.3%	7.7%		50.0%	21.6%	33.3%	12.5%	14.6%	25.2%	27.8%
Significantly different from column:*						G.H	F	F	J			M				I						I				

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.

72570

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 70

What was your child's biological sex at birth?

			Respo	ondent's G	ender	(Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	3,970	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	18
Number missing or multiple answer	140	3	0	1	0	0	1	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	1	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,830 96.5%	222 98.7%		180 99.4%		71 100.0%	89 98.9%	60 100.0%	23 95.8%	57 100.0%	141 100.0%	180 99.4%	33 100.0%	7 87.5%	9 100.0%	5 100.0%	3 100.0%	40 100.0%	0	2 100.0%	98 100.0%	6 	16 100.0%	81 98.8%	117 98.3%	
Male	2,047	99	17	80	0	39	35	25	12	19	68	80	16	2	2	2	2	15	0	1	45	2	7	33	54	9
	53.4%	44.6%	47.2%	44.4%	0.0%	54.9%	39.3%	41.7%	52.2%	33.3%	48.2%	44.4%	48.5%	28.6%	22.2%	40.0%	66.7%	37.5%		50.0%	45.9%	33.3%	43.8%	40.7%	46.2%	50.0%
Female	1,783	123	19	100	2	32	54	35	11	38	73	100	17	5	7	3	1	25	0	1	53	4	9	48	63	9
	46.6%	55.4%	52.8%	55.6%	100.0%	45.1%	60.7%	58.3%	47.8%	66.7%	51.8%	55.6%	51.5%	71.4%	77.8%	60.0%	33.3%	62.5%		50.0%	54.1%	66.7%	56.3%	59.3%	53.8%	50.0%
Significantly different from column:*		Α				G	F																			

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 71

What is your child's current gender identity?

			Respo	ondent's G Identity	ender	(Child's Age		Respon	dent's Edı	ucation	Child':	s Health S	tatus				Р	rimary Rac	e				Child's Do	ctor Visits i Months	n Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	X	Υ	Z
Number in sample	3,970	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	18
Number missing or multiple answer	184	6	1	2	0	0	3	1	1	0	3	4	0	1	0	0	0	0	0	0	1	0	1	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
Usable responses	3,786 95.4%	219 97.3%		179 98.9%	2 100.0%	71 100.0%	87 96.7%	59 98.3%	23 95.8%	57 100.0%	138 97.9%	177 97.8%	33 100.0%	7 87.5%	9 100.0%	5 100.0%	3 100.0%	40 100.0%	0	2 100.0%	97 99.0%	6	15 93.8%	79 96.3%	117 98.3%	17 94.4%
Male	2,017 53.3%	99 45.2%	17	80		40 56.3%	35 40.2%	24 40.7%	12	19 33.3%	68 49.3%	81 45.8%	15 45.5%	2 28.6%	2 22.2%	3	2	15 37.5%	0	1 50.0%	45 46.4%	2 33.3%	7 46.7%	33	56 47.9%	7 41.2%
Female	1,726 45.6%	117 53.4%	18	97	1 50.0%	31 43.7%	52 59.8%	32 54.2%	11	37 64.9%	68 49.3%	94 53.1%	17 51.5%	5 71.4%	7 77.8%	2	1	25		1 50.0%	49 50.5%	4 66.7%	53.3%	44	60 51.3%	10 58.8%
Transgender	5 0.1%	1 0.5%	0	1	0 0.0%	0.0%	0.0%	1 1.7%	0	1.8%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	0 0.0%	0	0	0.0%	0	0.0%	1 1.0%	0.0%	0.0%	1 1.3%	0 0.0%	0 0.0%
Non-binary, genderqueer, or other	38 1.0%	2 0.9%	0.0%	1 0.6%	1 50.0%	0 0.0%	0 0.0%	2 3.4%	0 0.0%	0 0.0%	2 1.4%	1 0.6%	1 3.0%	0 0.0%	0 0.0%	0	0	0 0.0%	0	0 0.0%	2 2.1%	0 0.0%	0.0%	1	1 0.9%	0 0.0%
Transgender, Non-binary, genderqueer, or other	43 1.1%	3 1.4%	0 0.0%	2 1.1%	1 50.0%	0 0.0%	0 0.0%	3 5.1%	0 0.0%	1 1.8%	2 1.4%	2 1.1%	1 3.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%	3 3.1%	0 0.0%	0 0.0%	2 2.5%	1 0.9%	0 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.

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 72

What is your age?

			-	ndent's G Identity	Gender	(Child's Age		Respor	ndent's Ed	ucation	Child	s Health S	itatus				Р	rimary Ra	ce				Child's Do	ctor Visits Months	in Last 6
	문			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	3,970	225	36	181	. 2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	18
Number missing or multiple answer	154	4	0	1	. 0	0	1	1	0	1	0	2	1	0	0	0	0	2	0	0	0	0	0	1	3	0
Number no experience	NA	NA		NA	1	NA	NA	NA	NA	NA			NA	NA	NA	NA	NA			NA	NA	NA	NA	NA	NA	
Usable responses	3,816		36	180		71	89	59	24	56		179	32	8	9	5	3	38	0	2	98	6	16	81	116	
	96.1%		100.0%	99.4%	100.0%	100.0%	98.9%	98.3%	100.0%	98.2%	100.0%	98.9%	97.0%	100.0%	100.0%	100.0%	100.0%	95.0%		100.0%	100.0%		100.0%	98.8%	97.5%	100.0%
Under 18	152 4.0%	8 3.6%	3 8.3%	2.2%	0.0%	3 4.2%	3 3.4%	2 3.4%	3 12.5%	0.0%	5 3.5%	7 3.9%	1 3.1%	0.0%	0.0%	0 0.0%	0.0%	0.0%	0	0.0%	7 7.1%	0.0%	1 6.3%	4 4.9%	4 3.4%	0.0%
18 to 24	132	t	0	5	0	4	1	0	1	2	2	4	0	1	1	0	0	1	0	0	2	0	1	2	3	C
	3.5%	2.3%	0.0%	2.8%	0.0%	5.6%	1.1%	0.0%	4.2%	3.6%	1.4%	2.2%	0.0%	12.5%	11.1%	0.0%	0.0%	2.6%		0.0%	2.0%	0.0%	6.3%	2.5%	2.6%	0.0%
25 to 34	931	61	6	54	1	39	22	0	5	21		54	5	0	3	3	1	8	0	2	23	2	3	15	37	7
	24.4%	27.6%	16.7%	30.0%	50.0%	54.9%	24.7%	0.0%	20.8%	37.5%	24.8%	30.2%	15.6%	0.0%	33.3%	60.0%	33.3%	21.1%		100.0%	23.5%	33.3%	18.8%	18.5%	31.9%	38.9%
35 to 44	1,511	93	14	77	0	22	43	28	9	23	61	74	16	3	1	0	2	24	0	0	41	2	5	39	46	6
	39.6%	42.1%	38.9%	42.8%	0.0%	31.0%	48.3%	47.5%	37.5%	41.1%	43.3%	41.3%	50.0%	37.5%	11.1%	0.0%	66.7%	63.2%		0.0%	41.8%	33.3%	31.3%	48.1%	39.7%	33.3%
45 to 54	718	34	7	27	0	3	15	16	6	5	23	25	7	2	2	2	0	4	0	0	13	0	6	12	16	4
	18.8%	15.4%	19.4%	15.0%	0.0%	4.2%	16.9%	27.1%	25.0%	8.9%	16.3%	14.0%	21.9%	25.0%	22.2%	40.0%	0.0%	10.5%		0.0%	13.3%	0.0%	37.5%	14.8%	13.8%	22.2%
55 to 64	222	14	6	7	1	0	3	9	0	4	10	9	3	2	2	0	0	1	0	0	9	0	0	7	7	0
	5.8%	6.3%	16.7%	3.9%	50.0%	0.0%	3.4%	15.3%	0.0%	7.1%	7.1%	5.0%	9.4%	25.0%	22.2%	0.0%	0.0%	2.6%		0.0%	9.2%	0.0%	0.0%	8.6%	6.0%	0.0%
65 to 74	117		0	3	0	0	1	2	0	1	2	3	0	0	0	0	0	0	0	0	2	1	0	1	1	1
	3.1%	1.4%	0.0%	1.7%	0.0%	0.0%	1.1%	3.4%	0.0%	1.8%	1.4%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	2.0%	16.7%	0.0%	1.2%	0.9%	5.6%
75 or older	33	_	0	3	0	0	1	2	0	0	3	3	0	0	0	0	0	0	0	0	1	1	0	1	2	0
	0.9%	1	0.0%	1.7%	0.0%	0.0%	1.1%	3.4%	0.0%	0.0%	2.1%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	1.0%	16.7%	0.0%	1.2%	1.7%	0.0%
35 or older	2,601			117		25	63	57	15	33			26	7	5	2	2	29	0	0	66	4	11	60	72	
	68.2%	66.5%	75.0%	65.0%	50.0%	35.2%	70.8%	96.6%	62.5%	58.9%	70.2%	63.7%	81.3%	87.5%	55.6%	40.0%	66.7%	76.3%		0.0%	67.3%	66.7%	68.8%	74.1%	62.1%	61.1%
Significantly different from column:*						G,H	F,H	F,G																		1

Significantly different from column:*

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

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 73

What is your current gender identity?

			Respo	ondent's G Identity	ender	(Child's Age		Respon	dent's Edu	cation	Child'	s Health S	tatus				Pr	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	OHP			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	3,970	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	18
Number missing or multiple answer	170	6	0	0	0	0	3	1	0	0	3	5	0	0	0	0	0	1	0	0	1	0	0	3	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,800 95.7%	219 97.3%	36 100.0%	181 100.0%		71 100.0%	87 96.7%	59 98.3%	24 100.0%	57 100.0%	138 97.9%	176 97.2%	33 100.0%	8 100.0%	9 100.0%	5 100.0%	3 100.0%	39 97.5%	0	2 100.0%	97 99.0%	6	16 100.0%	79 96.3%	116 97.5%	18 100.0%
Male	631 16.6%	36 16.4%	36 100.0%		0	7 9.9%	18 20.7%	9 15.3%	5 20.8%	7 12.3%	24 17.4%	29	5 15.2%	1 12.5%	1	3 60.0%	1 33.3%	6 15.4%	0	1 50.0%	16 16.5%	0 0.0%	3 18.8%	18	17 14.7%	1 5.6%
Female	3,151 82.9%	181 82.6%	0.0%	181 100.0%		64	68 78.2%	49 83.1%	19 79.2%	50	112 81.2%	145 82.4%	28 84.8%	7 87.5%	8 88.9%	2 40.0%	2 66.7%	33 84.6%	0	1 50.0%	79 81.4%	6 100.0%	13 81.3%	60	99 85.3%	16 88.9%
Transgender	2 0.1%	0.0%	0.0%	0	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0.0%	0.0%	0 0.0%	0.0%	0 0.0%	0.0%	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	16 0.4%	2 0.9%	0.0%	0.0%	2	0.0%	1 1.1%	1.7%	0.0%	0.0%	2	2	0.0%	0.0%	0	0.0%	0.0%	0.0%	0	0.0%	2.1%	0.0%	0.0%	1	0.0%	1 5.6%
Transgender, Non-binary, genderqueer, or other	18 0.5%	2 0.9%	0 0.0%	0 0.0%	2 100.0%	0 0.0%	1 1.1%	1 1.7%	0 0.0%	0 0.0%	2 1.4%	2 1.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%	2 2.1%	0 0.0%	0 0.0%	1 1.3%	0 0.0%	1 5.6%
Significantly different from column:*																										

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

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 74

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

Base: All respondents			Respondent's Gender																							
			Resp	ondent's G Identity	iender		Child's Age	!	Respor	ndent's Edu	cation	Child's	s Health S	tatus				Pr	imary Race	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	3,970	225	36	181	2	71	. 90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	1
Number missing or multiple answer Number no experience	208 NA	NA	NA NA	NA NA	NA NA	NA	NA	U NA	U NA	NA	0 NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	U NA	NA	NA	NA	N
Usable responses	3,762	222				71	. 89	60	24	57	141	179	33	8	9	5	3	39	0	2	98	6	16	81	117	1
	94.8%	98.7%	100.0%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	97.5%		100.0%	100.0%		100.0%	98.8%	98.3%	100.09
8th grade or less	357 9.5%	12 5.4%		5.0%	0.0%	2 2.8%	9.0%	2 3.3%	12 50.0%	0 0.0%	0 0.0%	7 3.9%	4 12.1%	1 12.5%	2 22.2%	1 20.0%	0 0.0%	6 15.4%	0	0 0.0%	0 0.0%	0 0.0%	1 6.3%	6 7.4%	4 3.4%	0.0
Some high school, but did not graduate	385	12	2	10	0	3	3	6	12	0	0	9	2	1	1	0	0	8	0	0	2	0	0	5	5	
High school graduate or GED	10.2%	5.4% 57		5.5%		4.2% 24	1	10.0% 14	50.0%	0.0% 57	0.0%	5.0%	6.1%	12.5%	11.1%	0.0%	0.0%	20.5% 13		0.0%	2.0%		0.0%	6.2%	4.3%	0.0
riigh school graduate of GLD	1,045 27.8%	_			-			23.3%	0.0%		0.0%	25.7%	8 24.2%	37.5%	33.3%	0.0%	0.0%	33.3%		100.0%	22.4%		6.3%	23 28.4%	24.8%	16.7
Some college or 2-year degree	1,312	91	12	. 77	1	28	40	22	0	0	91	79	9	2	3	2	3	8	0	0	44	2	8	34	51	
4 year adding analysis	34.9%					39.4%	1	36.7%	0.0%	0.0%	64.5%	44.1%	27.3%	25.0%	33.3%	40.0%	100.0%	20.5%		0.0%	44.9%		50.0%	42.0%	43.6%	33.3
4-year college graduate	410 10.9%	27 12.2%		9.4%	-	9.9%	12 13.5%	8 13.3%	0.0%	0.0%	27 19.1%	20 11.2%	5 15.2%	1 12.5%	0.0%	20.0%	0 0.0%	2.6%	0	0.0%	18 18.4%		3 18.8%	10 12.3%	12 10.3%	27.8
More than 4-year college degree	253			18	1	7.570	8	8	0.070	0.070	23	18	5	0	0.070	1	0.070	3	0	0.070	12	+	3	3	16	27.0
	6.7%	10.4%	11.1%	9.9%	50.0%	9.9%	9.0%	13.3%	0.0%	0.0%	16.3%	10.1%	15.2%	0.0%	0.0%	20.0%	0.0%	7.7%		0.0%	12.2%	33.3%	18.8%	3.7%	13.7%	22.29
4-year college graduate or more	663 17.6%		12 33.3%			14 19.7%	20 22.5%	16 26.7%	0 0.0%	0 0.0%	50 35.5%	38 21.2%	10 30.3%	1 12.5%	0 0.0%	2 40.0%	0 0.0%	4 10.3%	0	0 0.0%	30 30.6%		6 37.5%	13 16.0%	28 23.9%	50.0
Significantly different from column:*	17.0%	22.3/0	33.3/0	19.3/0	30.0%	13.7/0	22.3/0	20.7/0	K	K	1,J	21.2/0	30.376	12.3/0	0.076	40.076		U 10.3%		0.076	R	33.370	37.3/0	10.0%	23.3/0	30.07

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.

72570

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 75

How are you related to the child?

Base: All respondents

Васе: 7 на теоропастио			-												-											
			Respo	ondent's G Identity	Gender		Child's Age		Respor	ıdent's Edu	cation	Child's	Health S	tatus				P	rimary Race	9				Child's D	octor Visits Months	; in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	Е	F	G	Н	Ī	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	3,970	225	36	181	. 2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	18
Number missing or multiple answer	210	7	0	4	. 0	1	4	0	1	1	2	5	1	0	0	0	0	2	0	0	2	1	0	1	5	0
Number no experience	NA	NA	NA	. NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	. NA	NA
Usable responses	3,760	218	36	177	2	70	86	60	23	56	139	176	32	8	9	5	3	38	0	2	96	5	16	81	114	18
	94.7%	96.9%	100.0%	97.8%	100.0%	98.6%	95.6%	100.0%	95.8%	98.2%	98.6%	97.2%	97.0%	100.0%	100.0%	100.0%	100.0%	95.0%		100.0%	98.0%		100.0%	98.8%	95.8%	100.0%
Mother or father	3,461	205				68		54	22	53	130	167	29	7	8	5	2	38	0	2	91	4	15	75	110	15
Grandparent	92.0%	94.0%	91.7%	94.4%	100.0%	97.1%	94.2%	90.0%	95.7%	94.6%	93.5%	94.9%	90.6%	87.5%	88.9%	100.0%	66.7%	100.0%		100.0%	94.8%	80.0%	93.8%	92.6%	96.5%	83.3%
ordinaparent	170 4.5%	2.3%	0.0%	2.8%	0.0%	0.0%	0.0%	8.3%	0.0%	1.8%	2.9%	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	3.1%	20.0%	0.0%	3.7%	0.9%	5.6%
Aunt or uncle	21	2	1	1	. 0	1	1	0	0	0	2	2	0	0	1	0	0	0	0	0	0	0	0	1	0	1
	0.6%	0.9%	2.8%	0.6%	0.0%	1.4%	1.2%	0.0%	0.0%	0.0%	1.4%	1.1%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	1.2%	0.0%	5.6%
Older brother or sister	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	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%
Other relative	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Legal guardian	73	4	1	3	0	0	3	1	0	1	3	1	3	0	0	0	1	0	0	0	1	0	0	1	2	1
	1.9%	1.8%	2.8%	1.7%	0.0%	0.0%	3.5%	1.7%	0.0%	1.8%	2.2%	0.6%	9.4%	0.0%	0.0%	0.0%	33.3%	0.0%		0.0%	1.0%	0.0%	0.0%	1.2%	1.8%	5.6%
Someone else	18	2	1	1	0	1	1	0	1	1	0	1	0	1	0	0	0	0	0	0	1	0	1	1	1	0
	0.5%	0.9%	2.8%	0.6%	0.0%	1.4%	1.2%	0.0%	4.3%	1.8%	0.0%	0.6%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%		0.0%	1.0%	0.0%	6.3%	1.2%	0.9%	0.0%

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 76

How well does your child speak English?

			Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edı	ucation	Child's	s Health S	tatus				Р	rimary Rac	e				Child's Do	ctor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	3,970	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	18
Number missing or multiple answer	217	7	1	3	0	2	1	1	0	2	2	4	0	1	0	0	0	2	0	0	1	0	1	2	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
Usable responses	3,753 94.5%	218 96.9%		178 98.3%		69 97.2%	89 98.9%	59 98.3%	24 100.0%	55 96.5%	139 98.6%	177 97.8%	33 100.0%	7 87.5%	9 100.0%	5 100.0%	3 100.0%	38 95.0%	Ĭ	2 100.0%	97 99.0%	6	15 93.8%	80 97.6%	114 95.8%	18 100.0%
Very well	-	172				41	77	30.3 <i>/</i> 0	13	90.3 <i>7</i> 0		144		67.3%	100.076	100.0%	100.0%	21		100.0%	99.0%		93.070	37.0%		100.0%
very wen	2,715 72.3%	78.9%					86.5%	89.8%	-	72.7%	119 85.6%	81.4%	22 66.7%	85.7%	77.8%	40.0%	66.7%			100.0%	86.6%	100.0%	100.0%	82.5%	91 79.8%	66.7%
Well	665	32		26		15	12	5	9	10	13	23	8	1	2	2	00.776	14	0	0	8	0	0	11	16	2
	17.7%	14.7%		14.6%	0.0%	21.7%	13.5%	8.5%	37.5%	18.2%	9.4%	13.0%	24.2%	14.3%	22.2%	40.0%	0.0%	36.8%		0.0%	8.2%	0.0%	0.0%	13.8%	14.0%	11.1%
Not well	221	4	1	3	0	3	0	1	2	0	2	2	1	0	0	1	0	2	0	0	1	0	0	0	4	0
	5.9%	1.8%	2.9%	1.7%	0.0%	4.3%	0.0%	1.7%	8.3%	0.0%	1.4%	1.1%	3.0%	0.0%	0.0%	20.0%	0.0%	5.3%		0.0%	1.0%	0.0%	0.0%	0.0%	3.5%	0.0%
Not at all	152	10	3	7	0	10	0	0	0	5	5	8	2	0	0	0	1	1	0	0	4	0	0	3	3	4
	4.1%	4.6%	8.6%	3.9%	0.0%	14.5%	0.0%	0.0%	0.0%	9.1%	3.6%	4.5%	6.1%	0.0%	0.0%	0.0%	33.3%	2.6%		0.0%	4.1%	0.0%	0.0%	3.8%	2.6%	22.2%
Very well or Well	3,380	204		168		56	89	58	22	50	132	167	30	7	9	4	2	35	0	2	92	6	15	77	107	14
	90.1%	93.6%	88.6%	94.4%	100.0%	81.2%	100.0%	98.3%	91.7%	90.9%	95.0%	94.4%	90.9%	100.0%	100.0%	80.0%	66.7%	92.1%		100.0%	94.8%	100.0%	100.0%	96.3%	93.9%	77.8%
Significantly different from column:*						G,H	F	F																		J

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 77

What language does your child mainly speak at home?

Base: All respondents

Date: 7th respondence			Respo	ondent's G Identity		(Child's Age		Respon	dent's Edu	ıcation	Child'	s Health S	tatus				Pr	imary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	Е	F	G	Н	I	J	К	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	3,970	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	18
Number missing or multiple answer	267	10	3	4	0	2	4	1	1	4	2	8	0	1	0	1	0	4	0	1	1	0	1	4	6	(
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	N/
Usable responses	3,703	215	33	177	2	69	86	59	23	53	139	173	33	7	9	4	3	36	0	1	97	6	15	78	113	18
	93.3%	95.6%	91.7%	97.8%	100.0%	97.2%	95.6%	98.3%	95.8%	93.0%	98.6%	95.6%	100.0%	87.5%	100.0%	80.0%	100.0%	90.0%		50.0%	99.0%		93.8%	95.1%	95.0%	100.0%
English	2,731	179	28	146	2	60	69	49	6	39	134	150	23	5	6	3	3	12	0	1	96	4	15	64	99	15
	73.8%	83.3%	84.8%	82.5%	100.0%	87.0%	80.2%	83.1%	26.1%	73.6%	96.4%	86.7%	69.7%	71.4%	66.7%	75.0%	100.0%	33.3%		100.0%	99.0%	66.7%	100.0%	82.1%	87.6%	83.3%
Spanish	736	30	4	26	0	5	16	9	16	11	3	18	10	2	3	0	0	22	0	0	1	0	0	10	13	2
	19.9%	14.0%	12.1%	14.7%	0.0%	7.2%	18.6%	15.3%	69.6%	20.8%	2.2%	10.4%	30.3%	28.6%	33.3%	0.0%	0.0%	61.1%		0.0%	1.0%	0.0%	0.0%	12.8%	11.5%	11.1%
Other	215	5	1	4	0	4	1	0	0	3	2	4	0	0	0	1	0	1	0	0	0	2	0	3	1	1
	5.8%	2.3%	3.0%	2.3%	0.0%	5.8%	1.2%	0.0%	0.0%	5.7%	1.4%	2.3%	0.0%	0.0%	0.0%	25.0%	0.0%	2.8%		0.0%	0.0%	33.3%	0.0%	3.8%	0.9%	5.6%

72570

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

72570

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 78

Does your child need an <u>interpreter</u> for us to communicate with them?

			Respo	ondent's G Identity	ender	(Child's Age		Respon	dent's Edu	ucation	Child	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	роо9	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	1	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	3,970	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	18
Number missing or multiple answer	192	6	1	2	0	1	1	1	0	2	1	4	0	1	0	0	0	3	0	0	0	0	1	1	5	(
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	N/
Usable responses	3,778 95.2%	219 97.3%		179 98.9%	2 100.0%	70 98.6%	89 98.9%	59 98.3%	24 100.0%	55 96.5%	140 99.3%	177 97.8%	33 100.0%	7 87.5%	9 100.0%	5 100.0%	3 100.0%	37 92.5%	0 	2 100.0%	98 100.0%	6 	15 93.8%	81 98.8%	114 95.8%	18 100.0%
Yes	215	8	1	7	0	6	1	1	3	2	3	4	2	0	0	1	0	2	0	0	0	0	0	1	5	2
	5.7%	3.7%	2.9%	3.9%	0.0%	8.6%	1.1%	1.7%	12.5%	3.6%	2.1%	2.3%	6.1%	0.0%	0.0%	20.0%	0.0%	5.4%		0.0%	0.0%	0.0%	0.0%	1.2%	4.4%	11.1%
No	3,563	211		172	100.0%	64	88	58	21	53	137		31	7	9	4 80.0%	100.0%	35	0	2 100.0%	98	6	15	80	109	
Significantly different from column:*	94.3%	96.3%	97.1%	96.1%	100.0%	91.4%	98.9%	98.3%	87.5%	96.4%	97.9%	97.7%	93.9%	100.0%	100.0%	80.0%	100.0%	94.6%		100.0%	100.0%	100.0%	100.0%	98.8%	95.6%	88.9%

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.

72570

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 79

Does your child need a <u>sign language interpreter</u> for us to communicate with them?

			Respo	ondent's G Identity		(Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	роо9	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	3,970	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	18
Number missing or multiple answer	173	4	0	1	0	0	1	1	0	0	1	3	0	0	0	0	0	1	0	0	0	0	1	1	3	C
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,797 95.6%	221 98.2%		180 99.4%		71 100.0%	89 98.9%	59 98.3%	24 100.0%	57 100.0%	140 99.3%	178 98.3%	33 100.0%	8 100.0%	9 100.0%	5 100.0%	3 100.0%	39 97.5%	0	2 100.0%	98 100.0%	6	15 93.8%	81 98.8%	116 97.5%	
Yes	39 1.0%	1 0.5%	0.0%	1 0.6%	0 0.0%	1 1.4%	0 0.0%	0 0.0%	1 4.2%	0 0.0%	0 0.0%	0 0.0%	1 3.0%	0 0.0%	0 0.0%	0 0.0%	0.0%	1 2.6%	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.9%	0.0%
No	3,758 99.0%	220 99.5%		179 99.4%		70 98.6%	89 100.0%	59 100.0%	23 95.8%	57 100.0%	140 100.0%	178 100.0%	32 97.0%	8 100.0%	9 100.0%	5 100.0%	3 100.0%	38 97.4%		2 100.0%	98 100.0%	6 100.0%	15 100.0%	81 100.0%	115 99.1%	
Significantly different from column:*								-																		

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

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 80

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

Base: All respondents

			•	dent's Goldentity		C	Child's Age		Respor	ıdent's Edı	ucation	Child	s Health S	Status				Р	rimary Rad	ce				Child's Doo	Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	3,970	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	18
Number missing or multiple answer	644	27	3	21	0	5	11	7	6	8	10	19	4	3	3	0	0	8	0	0	7	0	1	13	11	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	N/
Usable responses	3,326	198	33	160	2	66	79	53	18	49	131	162	29	5	6	5	3	32	0	2	91	6	15	69	108	16
	83.8%	88.0%	91.7%	88.4%	100.0%	93.0%	87.8%	88.3%	75.0%	86.0%	92.9%	89.5%	87.9%	62.5%	66.7%	100.0%	100.0%	80.0%		100.0%	92.9%		93.8%	84.1%	90.8%	88.9%
Yes	48	3	0	3	0	0	1	2	1	0	2	1	2	0	0	0	0	1	0	0	2	0	0	0	2	1
	1.4%	1.5%	0.0%	1.9%	0.0%	0.0%	1.3%	3.8%	5.6%	0.0%	1.5%	0.6%	6.9%	0.0%	0.0%	0.0%	0.0%	3.1%		0.0%	2.2%	0.0%	0.0%	0.0%	1.9%	6.3%
No	3,278	195	33	157	2	66	78	51	17	49	129	161	27	5	6	5	3	31	0	2	89	6	15	69	106	15
	98.6%	98.5%	100.0%	98.1%	100.0%	100.0%	98.7%	96.2%	94.4%	100.0%	98.5%	99.4%	93.1%	100.0%	100.0%	100.0%	100.0%	96.9%		100.0%	97.8%	100.0%	100.0%	100.0%	98.1%	93.8%
Significantly different from column:*																										

72570

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.

72570

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 81

Is your child <u>deaf</u> or does your child have <u>serious difficulty hearing</u>?

			Respo	ondent's G Identity		(Child's Age		Respon	dent's Edu	ıcation	Child'	s Health S	status				P	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	2 or ad ad ad a fine fine fine fine fine fine fine fine												Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more		
	А	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	3,970	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	18
Number missing or multiple answer	410	14	1	10	0	2	6	3	4	6	1	8	3	2	2	0	0	5	0	0	0	0	1	6	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
Usable responses	3,560 89.7%	211 93.8%		171 94.5%		69 97.2%	84 93.3%	57 95.0%	20 83.3%	51 89.5%	140 99.3%		30 90.9%	6 75.0%	7 77.8%	5 100.0%	3 100.0%	35 87.5%	0	2 100.0%	98 100.0%	6 	15 93.8%	76 92.7%	113 95.0%	17 94.4%
Yes	45	4	0	4	0	1	2	1	1	2	1	3	1	0	0	0	0	0	0	0	1	0	0	1	1	1
	1.3%	1.9%	0.0%	2.3%	0.0%	1.4%	2.4%	1.8%	5.0%	3.9%	0.7%	1.7%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	1.0%	0.0%	0.0%	1.3%	0.9%	5.9%
No	3,515 98.7%	207 98.1%		167 97.7%		68 98.6%	82 97.6%	56 98.2%	19 95.0%	49 96.1%	139 99.3%	170 98.3%	29 96.7%	6 100.0%	7 100.0%	5 100.0%	3 100.0%	35 100.0%	0	2 100.0%	97 99.0%	6 100.0%	15 100.0%	75 98.7%	112 99.1%	16 94.1%
Significantly different from column:*	361770		_30.070	3776		30.070	271070	20.270	30.070	20.270	33.370	30.070	30,								23.070			3670	23.270	3270

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.

72570

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 82

Is your child <u>blind</u> or does your child have <u>serious difficulty seeing</u>, even when wearing glasses?

	Ь		Respo	ondent's G Identity		(Child's Age		Respon	dent's Edu	ıcation	Child'	s Health S	tatus				Pi	imary Rac	e				Child's Do	Months	in Last 6
	OHE			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	Ī	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	3,970	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	18
Number missing or multiple answer	185	6	0	3	0	0	2	2	1	1	1	5	0	0	0	0	0	1	0	0	0	0	1	2	4	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,785	219	36	178	2	71	88	58	23	56	140	176	33	8	9	5	3	39	0	2	98	6	15	80	115	18
	95.3%	97.3%	100.0%	98.3%	100.0%	100.0%	97.8%	96.7%	95.8%	98.2%	99.3%	97.2%	100.0%	100.0%	100.0%	100.0%	100.0%	97.5%		100.0%	100.0%		93.8%	97.6%	96.6%	100.0%
Yes	73	3	1	2	0	1	0	1	2	1	0	2	0	1	0	0	0	2	0	0	1	0	0	2	1	0
	1.9%	1.4%	2.8%	1.1%	0.0%	1.4%	0.0%	1.7%	8.7%	1.8%	0.0%	1.1%	0.0%	12.5%	0.0%	0.0%	0.0%	5.1%		0.0%	1.0%	0.0%	0.0%	2.5%	0.9%	0.0%
No	3,712	216	35	176	2	70	88	57	21	55	140	174	33	7	9	5	3	37	0	2	97	6	15	78	114	18
	98.1%	98.6%	97.2%	98.9%	100.0%	98.6%	100.0%	98.3%	91.3%	98.2%	100.0%	98.9%	100.0%	87.5%	100.0%	100.0%	100.0%	94.9%		100.0%	99.0%	100.0%	100.0%	97.5%	99.1%	100.0%
Significantly different from column:*																										

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

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 83

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

Base: All respondents

			Respo	ondent's G Identity		(Child's Age		Respon	dent's Edu	cation	Child'	s Health S	tatus				Pi	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	13 13 13 13 13 13 13 13 13 14 18 19 19 10 10 10 10 10 10 10 10 10 10 10 10 10												Multiracial	None	1 to 4	5 or more					
	А	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	3,970	225	36	181	2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	18
Number missing or multiple answer	177	7	0	4	0	0	2	3	0	2	2	5	1	0	0	0	0	1	0	0	1	0	1	1	6	. 0
Number no experience	NA	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,793 95.5%	218 96.9%	36 100.0%	177 97.8%		71 100.0%	88 97.8%	57 95.0%	24 100.0%	55 96.5%	139 98.6%	176 97.2%	32 97.0%	8 100.0%	9 100.0%	5 100.0%	3 100.0%	39 97.5%	0	2 100.0%	97 99.0%	6	15 93.8%	81 98.8%	113 95.0%	18 100.0%
Yes	428	24	3	19	2	1	13	9	2	5	17	10	11	3	2	0	1	4	0	0	12	0	1	3	8	13
	11.3%	11.0%	8.3%	10.7%	100.0%	1.4%	14.8%	15.8%	8.3%	9.1%	12.2%	5.7%	34.4%	37.5%	22.2%	0.0%	33.3%	10.3%		0.0%	12.4%	0.0%	6.7%	3.7%	7.1%	72.2%
No	3,365 88.7%	194 89.0%	33 91.7%	158 89.3%		70 98.6%	75 85.2%	48 84.2%	22 91.7%	50 90.9%	122 87.8%	166 94.3%	21 65.6%	5 62.5%	7 77.8%	5 100.0%	2 66.7%	35 89.7%	0	2 100.0%	85 87.6%	6 100.0%	14 93.3%	78 96.3%	105 92.9%	5 27.8%
Significantly different from column:*	00.770	03.070	31.770	33.370	0.070	G	F	54.270	31.770	30.370	37.070	34.370	33.070	32.370	77.070	100.070	20.770	33.770		100.070	37.070	100.070	33.370	30.370	32.370	

72570

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 84

Does your child have serious difficulty walking or climbing stairs?

Base: All respondents with children 5 or older

			Respo	ondent's G Identity		(Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	tatus				P	rimary Rac	ce				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	3,030	166	28	132	2	16	90	60	23	37	105	129	31	6	8	2	2	36	0	1	69	4	13	65	82	13
Number missing or multiple answer	151	5	0	4	0	0	2	3	0	1	3	5	0	0	0	0	0	1	0	0	1	0	1	2	3	C
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,879 95.0%	161 97.0%		128 97.0%		16 100.0%	88 97.8%	57 95.0%	23 100.0%	36 97.3%	102 97.1%	124 96.1%	31 100.0%	6 100.0%	8 100.0%	2 100.0%	2 100.0%	35 97.2%	0	1 100.0%	68 98.6%	4	12 92.3%	63 96.9%	79 96.3%	13 100.0%
Yes	54	1	0	1	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
	1.9%	0.6%	0.0%	0.8%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	1.0%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%
No	2,825	160		127	2	16	88	56	23	36	101		30	6	8	2	2	35	0	1	68	4	12	63	79	
	98.1%	99.4%	100.0%	99.2%	100.0%	100.0%	100.0%	98.2%	100.0%	100.0%	99.0%	100.0%	96.8%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	92.3%
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.

72570

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 85

Does your child have difficulty dressing or bathing?

Base: All respondents with children 5 or older

	0		Respo	ndent's G	ender	(Child's Age		Respon	dent's Edı	ucation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	дооб	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	3,030	166	28	132	2	16	90	60	23	37	105	129	31	6	8	2	2	36	0	1	69	4	13	65	82	13
Number missing or multiple answer	160	6	0	5	0	1	2	3	0	2	3	6	0	0	0	0	0	1	0	0	1	0	1	2	4	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,870	160	28	127	2	15	88	57	23	35	102	123	31	6	8	2	2	35	0	1	68	4	12	63	78	13
	94.7%	96.4%	100.0%	96.2%	100.0%	93.8%	97.8%	95.0%	100.0%	94.6%	97.1%	95.3%	100.0%	100.0%	100.0%	100.0%	100.0%	97.2%		100.0%	98.6%		92.3%	96.9%	95.1%	100.0%
Yes	112	4	0	4	0	0	3	1	0	1	3	2	1	1	0	0	0	0	0	0	1	0	0	0	2	2
	3.9%	2.5%	0.0%	3.1%	0.0%	0.0%	3.4%	1.8%	0.0%	2.9%	2.9%	1.6%	3.2%	16.7%	0.0%	0.0%	0.0%	0.0%		0.0%	1.5%	0.0%	0.0%	0.0%	2.6%	15.4%
No	2,758	156	28	123	2	15	85	56	23	34	99	121	30	5	8	2	2	35	0	1	67	4	12	63	76	11
	96.1%	97.5%	100.0%	96.9%	100.0%	100.0%	96.6%	98.2%	100.0%	97.1%	97.1%	98.4%	96.8%	83.3%	100.0%	100.0%	100.0%	100.0%		100.0%	98.5%	100.0%	100.0%	100.0%	97.4%	84.6%
Significantly different from column:*																										

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

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 86

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

Base: All respondents with children 5 or older

	0		Respo	ondent's G Identity	ender	(Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	tatus				Р	rimary Rac	ce				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	3,030	166	28	132	2	16	90	60	23	37	105	129	31	6	8	2	2	36	0	1	69	4	13	65	82	13
Number missing or multiple answer	172	5	0	4	0	1	1	3	0	2	2	5	0	0	0	0	0	1	0	0	0	0	1	2	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,858	161	28	128	2	15	89	57	23	35	103	124	31	6	8	2	2	35	0	1	69	4	12	63	79	13
	94.3%	97.0%	100.0%	97.0%	100.0%	93.8%	98.9%	95.0%	100.0%	94.6%	98.1%	96.1%	100.0%	100.0%	100.0%	100.0%	100.0%	97.2%		100.0%	100.0%		92.3%	96.9%	96.3%	100.0%
Yes	535	34	3	30	1	2	22	10	2	4	28	19	12	3	2	0	1	2	0	0	19	0	1	8	15	11
	18.7%	21.1%	10.7%	23.4%	50.0%	13.3%	24.7%	17.5%	8.7%	11.4%	27.2%	15.3%	38.7%	50.0%	25.0%	0.0%	50.0%	5.7%		0.0%	27.5%	0.0%	8.3%	12.7%	19.0%	84.6%
No	2,323	127	25	98	1	13	67	47	21	31	75	105	19	3	6	2	1	33	0	1	50	4	11	55	64	2
	81.3%	78.9%	89.3%	76.6%	50.0%	86.7%	75.3%	82.5%	91.3%	88.6%	72.8%	84.7%	61.3%	50.0%	75.0%	100.0%	50.0%	94.3%		100.0%	72.5%	100.0%	91.7%	87.3%	81.0%	15.4%
Significantly different from column:*												М	L					U			R					

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 87

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

Base: All respondents with children 15 or older

	Д		Respo	ndent's G	ender		Child's Age		Respon	dent's Edi	ıcation	Child'	s Health S	itatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)	T		T			(Q90RC)		T.		T		(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	765	45	6	37	1	0	0	45	5	10	30	32	10	3	1	0	1	9	0	0	23	1	4	17	21	4
Number missing or multiple answer	92	2	0	2	0	0	0	2	0	0	2	2	0	0	0	0	0	0	0	0	1	0	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	673 88.0%	43 95.6%		35 94.6%	1 100.0%	0	0	43 95.6%	5 100.0%	10 100.0%	28 93.3%	30 93.8%	10 100.0%	3 100.0%	1 100.0%	0	1 100.0%	9 100.0%	0	0	22 95.7%	1	4 100.0%	16 94.1%	20 95.2%	4 100.0%
Yes	91	7	1	5	1	0	0	7	1	2	4	3	3	1	1	0	0	1	0	0	2	0	0	2	3	2
	13.5%	16.3%	16.7%	14.3%	100.0%			16.3%	20.0%	20.0%	14.3%	10.0%	30.0%	33.3%	100.0%		0.0%	11.1%			9.1%	0.0%	0.0%	12.5%	15.0%	50.0%
No	582	36	5	30		0	0	36	4	8	24	27	7	2	0	0	1	8	0	0	20	1	4	14	17	2
	86.5%	83.7%	83.3%	85.7%	0.0%			83.7%	80.0%	80.0%	85.7%	90.0%	70.0%	66.7%	0.0%		100.0%	88.9%			90.9%	100.0%	100.0%	87.5%	85.0%	50.0%
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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 89

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

Base: All respondents

			Resp	ondent's G Identity	Gender		Child's Age		Respon	ıdent's Ed	ucation	Child	s Health S	tatus				Р	rimary Rac	ce				Child's Do	octor Visits Months	s in Last 6
	OHP			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample Number missing or multiple answer	3,970 766	225 46	36 5	37	0	71 14	21	60 9 NA	24 3	57 14 NA	141 27 NA	181 34	33 7	3	9	5 0	3 0 NA	40 0	0 0 NA	0	98 0	0	16 0	82 16	119 22	18 7
Number no experience Usable responses	3,204 80.7%	NA 179 79.6%	31 86.1%	144	. 2	NA 57 80.3%	69	51 85.0%	NA 21 87.5%	43	114 80.9%	NA 147 81.2%	NA 26 78.8%	NA 5 62.5%	NA 9 100.0%	NA 5 100.0%	3	NA 40 100.0%		NA 2 100.0%	98 100.0%		NA 16 100.0%	NA 66 80.5%	NA 97 81.5%	11 61.1%
American Indian or Alaska Native	392 12.2%	15 8.4%	6.5%	2 12	. 0	3 5.3%	7 10.1%	5 9.8%	3 14.3%	4 9.3%	8 7.0%	13 8.8%	1 3.8%	1 20.0%	9	0.0%	0 0.0%	0 0.0%	0	0 0.0%	3 3.1%	0.0%	3 18.8%	7 10.6%	4 4.1%	27.3%
Asian	314 9.8%	12 6.7%	12.9%	1 8 5.6%	0.0%	7 12.3%	3 4.3%	2 3.9%	1 4.8%	1 2.3%	10 8.8%	11 7.5%	0 0.0%	0 0.0%	1 11.1%	5 100.0%	0 0.0%	0 0.0%	0	1 50.0%	1 1.0%	0 0.0%	4 25.0%	3 4.5%	9 9.3%	0.0%
Black or African American	206 6.4%	8 4.5%	9.7%	3 5 3.5%	0.0%	4 7.0%	2 2.9%	2 3.9%	1 4.8%	0 0.0%	7 6.1%	7 4.8%	1 3.8%	0 0.0%	0 0.0%	0 0.0%	3 100.0%	0 0.0%	0	0 0.0%	0 0.0%	0 0.0%	5 31.3%	3 4.5%	5 5.2%	0.0%
Hispanic or Latino/a	1,259 39.3%	54 30.2%	19.4%	5 47 6 32.6%	0.0%	10 17.5%	26 37.7%	17 33.3%	15 71.4%	18 41.9%	20 17.5%	38 25.9%	15 57.7%	1 20.0%	3 33.3%	0.0%	0 0.0%	40 100.0%	0	1 50.0%	4 4.1%	0 0.0%	6 37.5%	20 30.3%	27 27.8%	27.3%
Middle Eastern/Northern African	31 1.0%	0 0.0%	0.0%	0.0%	0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0.0%	0 0.0%	0 0.0%	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0.0%
Native Hawaiian or Pacific Islander	47 1.5%	4 2.2%	3.2%	3 2.1%	0.0%	3 5.3%	1 1.4%	0 0.0%	0 0.0%	2 4.7%	2 1.8%	4 2.7%	0 0.0%	0 0.0%	0.0%	0 0.0%	0.0%	0 0.0%	0	2 100.0%	0 0.0%	0 0.0%	2 12.5%	2 3.0%	2 2.1%	0.0%
White	1,762 55.0%	123 68.7%	19 61.3%	_		42 73.7%	43 62.3%	37 72.5%	7 33.3%	26 60.5%	90 78.9%	107 72.8%	12 46.2%	4 80.0%	3 33.3%	0 0.0%	0 0.0%	8 20.0%	0	0 0.0%	98 100.0%	0 0.0%	14 87.5%	47 71.2%	66 68.0%	72.7%
Other	177 5.5%	11 6.1%	6.5%	2 8 5.6%	50.0%	2 3.5%	6 8.7%	3 5.9%	0 0.0%	3 7.0%	8 7.0%	10 6.8%	1 3.8%	0 0.0%	2 22.2%	0 0.0%	0 0.0%	1 2.5%	0	0 0.0%	1 1.0%	6 100.0%	1 6.3%	4 6.1%	6 6.2%	9.1%

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 90

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

			Respo	ndent's G	Gender	(Child's Age	2	Respor	ndent's Ed	ucation	Child	's Health S	tatus				P	rimary Ra	ce				Child's Doo	ctor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)					<u> </u>	(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	роо9	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	К	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	3,970	225	36	181	. 2	71	90	60	24	57	141	181	33	8	9	5	3	40	0	2	98	6	16	82	119	18
Number missing or multiple answer	0	0	0	C	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	766	46	5	37		14	21	9	3	14	27	34	7	3	0	0	0	0	0	0	0	0	0	16	22	
Usable responses	3,204	179	31	144		57	69	51	21		114	147	26	5	9	5	3	40	0	2	98	6	16	66	97	
	80.7%		86.1%	79.6%	100.0%	80.3%	76.7%	85.0%	87.5%	75.4%	80.9%	81.2%	78.8%	62.5%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	80.5%	81.5%	61.1%
American Indian or Alaska Native	181 5.6%	9 5.0%	1 3.2%	5.6%	0 0.0%	2 3.5%	5 7.2%	2 3.9%	3 14.3%	7.0%	3 2.6%	7 4.8%	1 3.8%	1 20.0%	9 100.0%	0 0.0%	0.0%	0 0.0%	0	0.0%	0 0.0%	0.0%	0.0%	5 7.6%	2.1%	9.1%
Asian	226 7.1%		3	1.4%	2 0	3 5.3%	2 2.9%	0	1 4.8%	0	4	4 2.7%	0.0%	0.0%	0	5 100.0%	0 0.0%	0	0	0.0%	0.0%	0 0.0%	0	0 0.0%	5 5.2%	0
Black or African American	116		9.7%	1.4%	0.0%	5.5% 1	2.9%	0.0%	4.6%	0.0%	3.5%	2.7%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	3.2%	0.0%
	3.6%	1.7%	3.2%	1.4%	0.0%	1.8%	1.4%	2.0%	0.0%	0.0%	2.6%	1.4%	3.8%	0.0%	0.0%	0.0%	100.0%	0.0%		0.0%	0.0%	0.0%	0.0%	1.5%	2.1%	0.0%
Hispanic or Latino/a	970	40	6	33		7	19	13	14			25	14	1	0	0	0	40	Ĭ	0	0	0	0	13	21	
Middle Eastern/Northern African	30.3%	22.3% 0	19.4% 0	22.9%	0.0%	12.3% 0	27.5% 0	25.5% 0	66.7%	30.2% 0	10.5% 0	17.0% 0	53.8% 0	20.0%	0.0%	0.0%	0.0%	100.0%		0.0%	0.0%	0.0%	0.0%	19.7% 0	21.6%	18.2% 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%
Native Hawaiian or Pacific Islander	20	2	1	1	. 0	1	1	0	0	2	0	2	0	0	0	0	0	0	0	2	0	0	0	2	0	С
	0.6%	1.1%	3.2%	0.7%	0.0%	1.8%	1.4%	0.0%	0.0%	4.7%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		100.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%
White	1,295	98	16	79	2	35	33	29	2	22	74	85	10	3	0	0	0	0	0	0	98	0	0	38	53	7
	40.4%	54.7%	51.6%	54.9%	100.0%	61.4%	47.8%	56.9%	9.5%	51.2%	64.9%	57.8%	38.5%	60.0%	0.0%	0.0%	0.0%	0.0%		0.0%	100.0%	0.0%	0.0%	57.6%	54.6%	63.6%
Other	65	6	0	6	0	2	3	1	0	2	4	6	0	0	0	0	0	0	0	0	0	6	0	3	3	0
	2.0%	3.4%	0.0%	4.2%	0.0%	3.5%	4.3%	2.0%	0.0%	4.7%	3.5%	4.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	100.0%	0.0%	4.5%	3.1%	0.0%
Multiracial	320	16	3	13	0	6	5	5	1	1	14	16	0	0	0	0	0	0	0	0	0	0	16	4	11	1
	10.0%	8.9%	9.7%	9.0%	0.0%	10.5%	7.2%	9.8%	4.8%	2.3%	12.3%	10.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	100.0%	6.1%	11.3%	9.1%
Significantly different from column:*										ĺ	ĺ								1			ĺ	1	1		Í

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.

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Satisfaction With the Experience of Care

	Global Pro	oportions
	2024 Chaha OUD	Plan Rate
Survey Measures*	2021 State OHP	2021
Ratings		
Rating of Personal Doctor	86.86%	91.41%
Rating of Specialist	81.96%	87.93%
Rating of All Health Care	81.77%	84.31%
Rating of Health Plan	73.74%	78.52%
Composites		
Getting Needed Care	81.22%	82.02%
Getting Care Quickly	88.78%	85.09%
How Well Doctors Communicate	94.92%	97.19%
Customer Service	87.69%	92.42%
Additional Content Areas		
Coordination of Care	82.39%	91.38%
Children with Chronic Conditions Composites		
Access to Prescription Medicine	89.51%	87.91%
Access to Specialized Services	68.21%	78.87%
Getting Needed Information	90.91%	91.18%
Personal Doctor or Nurse Who Knows Child	89.62%	89.35%
Coordination of Care w/CCC (Q16 & Q27)	75.90%	77.86%

^{*} 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).



CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 3

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

Base: All respondents

			Respo				Child's Age		Respon	ndent's Edu	ıcation	Child'	s Health S	tatus				Pr	imary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			Child's Age Respondent's Education Child's Health State															(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, enderqueer, o	to	7	4 to	S gra	gr	ome College more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	Е	F	G	Н	I	J	К	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	2,281	136	14	121	. 1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	3
Number missing or multiple answer	49	3	0	3	0	1	2	0	0	1	2	1	1	1	0	1	0	0	0	0	0	0	1	0	2	
Number no experience	NA	NA	NA	NA	NA NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	N
Usable responses	2,232	133	14	118	1	14	67	50	11	24	97	83	38	11	5	2	3	16	0	1	66	2	12	30	72	2
	97.9%	97.8%	100.0%	97.5%	100.0%	93.3%	97.1%	100.0%	100.0%	96.0%	98.0%	98.8%	97.4%	91.7%	100.0%	66.7%	100.0%	100.0%		100.0%	100.0%		92.3%	100.0%	97.3%	96.7
Yes	562	38	7	30	1	5	14	17	3	7	28	23	11	3	2	1	1	4	0	1	14	1	8	4	20	1
	25.2%	28.6%	50.0%	25.4%	100.0%	35.7%	20.9%	34.0%	27.3%	29.2%	28.9%	27.7%	28.9%	27.3%	40.0%	50.0%	33.3%	25.0%		100.0%	21.2%	50.0%	66.7%	13.3%	27.8%	41.4
No	1,670	95	7	88	0	9	53	33	8	17	69	60	27	8	3	1	2	12	0	0	52	1	4	26	52	1
	74.8%	71.4%	50.0%	74.6%	0.0%	64.3%	79.1%	66.0%	72.7%	70.8%	71.1%	72.3%	71.1%	72.7%	60.0%	50.0%	66.7%	75.0%		0.0%	78.8%	50.0%	33.3%	86.7%	72.2%	58.6
Significantly different from column·*								-			_							W					R	7		X

72570

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 4

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

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

			Respo	ondent's G Identity	ender	(Child's Age		Respon	dent's Edi	ucation	Child'	s Health S	itatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	HP HP			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	562	38	7	30	1	5	14	17	3	7	28	23	11	3	2	1	1	4	0	1	14	1	8	4	20	12
Number missing or multiple answer	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	554	38	7	30	1	5	14	17	3	7	28	23	11	3	2	1	1	4	0	1	14	1	8	4	20	12
	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
Never	6 1.1%	1 2.6%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1 5.9%	0 0.0%	0.0%	1 3.6%	1 4.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%	1 7.1%	0 0.0%	0 0.0%	1 25.0%	0 0.0%	0.0%
Sometimes	43	4	1	3	0	0.070	1	2.370	0.070	1	3.070	3	0.070	1	1	0.070	0.070	1	0	0.070	1	0.070	1	0	2	2
	7.8%	10.5%	14.3%	10.0%	0.0%	0.0%	7.1%	11.8%	0.0%	14.3%	10.7%	13.0%	0.0%	33.3%	50.0%	0.0%	0.0%	25.0%		0.0%	7.1%	0.0%	12.5%	0.0%	10.0%	16.7%
Usually	93	8	3	5	0	0	4	4	1	1	6	5	2	0	0	0	0	1	0	0	2	1	3	0	6	2
	16.8%	21.1%	42.9%	16.7%	0.0%	0.0%	28.6%	23.5%	33.3%	14.3%	21.4%	21.7%	18.2%	0.0%	0.0%	0.0%	0.0%	25.0%		0.0%	14.3%	100.0%	37.5%	0.0%	30.0%	16.7%
Always	412	25	1	22	0	5	9	10	2	5	18	14	9	2	1	1	1	2	0	1	10	0	4	3	12	8
	74.4%	65.8%	42.9%	73.3%	0.0%	100.0%	64.3%	58.8%	66.7%	71.4%	64.3%	60.9%	81.8%	66.7%	50.0%	100.0%	100.0%	50.0%		100.0%	71.4%	0.0%	50.0%	75.0%	60.0%	66.7%
Significantly different from column:*																_			_							
Usually or Always	505	33	6	27	0	5	13	14	3	6	24	19	11	2	1	1	1	3	0	1	12	1	7	3	18	10
	91.2%	86.8%	85.7%	90.0%	0.0%	100.0%	92.9%	82.4%	100.0%	85.7%	85.7%	82.6%	100.0%	66.7%	50.0%	100.0%	100.0%	75.0%		100.0%	85.7%	100.0%	87.5%	75.0%	90.0%	83.3%
Significantly different from column:*																										

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

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 5

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

Base: All respondents

			Respo	ondent's G Identity			Child's Age		Respor	ıdent's Edu	cation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	Е	F	G	Н	ı	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	. 5	3	3	16	0	1	66	2	13	30	74	30
Number missing or multiple answer	31	1	. 0	1	0	1	0	0	0	0	1	1	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	N/
Usable responses	2,250	135	14	120	1	14	69	50	11	25	98	83	39	12	. 5	3	3	16	0	1	65	2	13	30	73	30
	98.6%	99.3%	100.0%	99.2%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	99.0%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	98.5%		100.0%	100.0%	98.6%	100.0%
Yes	1,630	102	10	91	1	11	48	41	9	19	73	54	36	11	. 5	3	2	14	0	0	45	2	10	7	64	29
	72.4%	75.6%	71.4%	75.8%	100.0%	78.6%	69.6%	82.0%	81.8%	76.0%	74.5%	65.1%	92.3%	91.7%	100.0%	100.0%	66.7%	87.5%		0.0%	69.2%	100.0%	76.9%	23.3%	87.7%	96.7%
No	620	33	4	29	0	3	21	9	2	6	25	29	3	1	. 0	0	1	2	0	1	20	0	3	23	9	1
	27.6%	24.4%	28.6%	24.2%	0.0%	21.4%	30.4%	18.0%	18.2%	24.0%	25.5%	34.9%	7.7%	8.3%	0.0%	0.0%	33.3%	12.5%		100.0%	30.8%	0.0%	23.1%	76.7%	12.3%	3.3%
Significantly different from column:*												М	L											Y,Z	x	Х

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 6

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

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

			Respo	ondent's G Identity	ender	(Child's Age		Respon	dent's Ed	ucation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits i Months	in Last 6
	Η̈́			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	1,630	102	10	91	1	11	48	41	9	19	73	54	36	11	5	3	2	14	0	0	45	2	10	7	64	29
Number missing or multiple answer	27	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	(
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	N/
Usable responses	1,603	102	10	91	1	11	48	41	9	19	73	54	36	11	5	3	2	14	0	0	45	2	10	7	64	29
	98.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			100.0%		100.0%	100.0%	100.0%	100.0%
Never	25 1.6%	3 2.9%	0 0.0%	2 2.2%	1 100.0%	0 0.0%	1 2.1%	2 4.9%	0 0.0%	0 0.0%	3 4.1%	3 5.6%	0 0.0%	0 0.0%	0 0.0%	1 33.3%	0 0.0%	0 0.0%	0	0	2 4.4%	0 0.0%	0 0.0%	1 14.3%	1 1.6%	3.4%
Sometimes	193	14	1	13	0	1	6	6	0	5	8	6	4	4	1	0	0	3	0	0	6	0	2	4	8	•
	12.0%	13.7%	10.0%	14.3%	0.0%	9.1%	12.5%	14.6%	0.0%	26.3%	11.0%	11.1%	11.1%	36.4%	20.0%	0.0%	0.0%	21.4%			13.3%	0.0%	20.0%	57.1%	12.5%	6.9%
Usually	398	32	4	28	0	2	17	13	4	5	23	18	11	2	2	0	1	3	0	0	13	2	2	1	21	1/
	24.8%	31.4%	40.0%	30.8%	0.0%	18.2%	35.4%	31.7%	44.4%	26.3%	31.5%	33.3%	30.6%	18.2%	40.0%	0.0%	50.0%	21.4%			28.9%	100.0%	20.0%	14.3%	32.8%	34.5%
Always	987	53	5	48	0	8	24	20	5	9	39	27	21	5	2	2	1	8	0	0	24	0	6	1	34	10
	61.6%	52.0%	50.0%	52.7%	0.0%	72.7%	50.0%	48.8%	55.6%	47.4%	53.4%	50.0%	58.3%	45.5%	40.0%	66.7%	50.0%	57.1%			53.3%	0.0%	60.0%	14.3%	53.1%	55.2%
Significantly different from column:*																										
Usually or Always	1,385	85	9	76	0	10	41	33	9	14	62	45	32	7	4	2	2	11	0	0	37	2	8	2	55	20
	86.4%	83.3%	90.0%	83.5%	0.0%	90.9%	85.4%	80.5%	100.0%	73.7%	84.9%	83.3%	88.9%	63.6%	80.0%	66.7%	100.0%	78.6%			82.2%	100.0%	80.0%	28.6%	85.9%	89.7%

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

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 7

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

Base: All respondents

			Respo	ondent's G Identity	iender		Child's Age		Respon	dent's Edı	ucation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
)HP			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	роо9	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample Number missing or multiple answer	2,281 67	136 2 NA	0	2	0	15 0 NA	69 2 NA	50 0 NA	11 1 NA	25 1 NA	99 0 NA	84 1 NA	39 1 NA	0	5 0 NA	3 0 NA	3 0 NA	16 1 NA	0 0 NA	1 0 NA	66 0 NA	2 0 NA	13 0	30 0 NA	74 0	30 0
Number no experience Usable responses	2,214	134		NA 119		15	67	50	10	24	99	NA 83	38		INA 5	INA 2	INA 2	15	NA O	1 NA	1NA 66	NA 2	1VA 12	30	NA 74	30
Osable responses	97.1%	98.5%					97.1%	100.0%		96.0%	100.0%	98.8%	97.4%		100.0%	100.0%	100.0%	93.8%		100.0%	100.0%		100.0%	100.0%		100.0%
None	562 25.4%	30 22.4%	1	28	1	2 13.3%	19 28.4%	9 18.0%	3	5 20.8%	21 21.2%	24 28.9%	2 5.3%	4 33.3%	1 20.0%	0.0%	0	2 13.3%	0	0 0.0%	20 30.3%	0 0.0%	2 15.4%	30	0 0.0%	0 0.0%
1 time	479 21.6%	23 17.2%		20 16.8%		3 20.0%	10 14.9%	10 20.0%	20.0%	8 33.3%	13 13.1%	17 20.5%	5 13.2%	1 8.3%	2 40.0%	33.3%	33.3%	2 13.3%	0	1 100.0%	9 13.6%	0.0%	2 15.4%	0 0.0%	23 31.1%	0 0.0%
2	399 18.0%	28 20.9%	_	25 21.0%	1	5 33.3%	13 19.4%	8 16.0%	3 30.0%	5 20.8%	20 20.2%	17 20.5%	7 18.4%	3 25.0%	0 0.0%	33.3%	0.0%	4 26.7%	0	0 0.0%	14 21.2%	1 50.0%	3 23.1%	0 0.0%	28 37.8%	0 0.0%
3	265 12.0%	13 9.7%		10 8.4%	1	1 6.7%	3 4.5%	9 18.0%	1 10.0%	1 4.2%	11 11.1%	7 8.4%	5 13.2%	1 8.3%	0 0.0%	0.0%	0.0%	0 0.0%	0	0 0.0%	7 10.6%	0 0.0%	2 15.4%	0 0.0%	13 17.6%	0 0.0%
4	141 6.4%	10 7.5%		9 7.6%	0.0%	1 6.7%	7 10.4%	2 4.0%	1 10.0%	1 4.2%	8 8.1%	4 4.8%	4 10.5%	2 16.7%	0 0.0%	0.0%	33.3%	3 20.0%	0 	0 0.0%	4 6.1%	0 0.0%	1 7.7%	0 0.0%	10 13.5%	0 0.0%
5 to 9	206 9.3%	16 11.9%	_	13 10.9%	ľ	2 13.3%	7 10.4%	7 14.0%	0.0%	2 8.3%	14 14.1%	9 10.8%	7 18.4%	0 0.0%	1 20.0%	0.0%	33.3%	2 13.3%	0	0 0.0%	8 12.1%	0 0.0%	1 7.7%	0 0.0%	0.0%	16 53.3%
10 or more times	162 7.3%	14 10.4%		14 11.8%	1	1 6.7%	8 11.9%	5 10.0%	0 0.0%	2 8.3%	12 12.1%		8 21.1%	1 8.3%	1 20.0%	1 33.3%	0.0%	2 13.3%	0	0 0.0%	4 6.1%	1 50.0%	2 15.4%	0 0.0%	0 0.0%	14 46.7%
5 or more times	368 16.6%	30 22.4%	_	27 22.7%	1	3 20.0%	15 22.4%	12 24.0%	0 0.0%	4 16.7%	26 26.3%	14 16.9%	15 39.5%		2 40.0%	33.3%	33.3%	4 26.7%	0	0 0.0%	12 18.2%	1 50.0%	3 23.1%	0 0.0%	0 0.0%	30 100.0%
Significantly different from column:*												М	L											Z	Z	X,Y

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

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 8

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

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

			Kespo	ondent's G Identity	ender	(Child's Age		Respon	dent's Edı	ucation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits i Months	n Last 6
	표			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	1,652	104	13	91	0	13	48	41	7	19	78	59	36	8	4	3	3	13	0	1	46	2	11	0	74	30
Number missing or multiple answer	13	2	0	2	0	0	0	2	0	0	2	2	0	0	0	0	1	0	0	0	0	0	1	0	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,639	102	13	89	0	13	48	39	7	19	76	57	36	8	4	3	2	13	0	1	46	2	10	0	73	29
	99.2%	98.1%	100.0%	97.8%		100.0%	100.0%	95.1%	100.0%	100.0%	97.4%	96.6%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%		100.0%	100.0%		90.9%		98.6%	96.7%
Never	23 1.4%	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%	0.0%
Sometimes	126	9	1	8	0	0	3	6	0	0	9	5	4	0	1	0	0	1	0	0	5	0	1	0	4	
·	7.7%	8.8%	7.7%	9.0%		0.0%	6.3%	15.4%	0.0%	0.0%	11.8%	8.8%	11.1%	0.0%	25.0%	0.0%	0.0%	7.7%		0.0%	10.9%	0.0%	10.0%		5.5%	17.2%
Usually	323	22	3	19	0	3	9	10	3	7	12	10	9	3	0	0	1	4	0	0	9	0	2	0	18	
	19.7%	21.6%	23.1%	21.3%		23.1%	18.8%	25.6%	42.9%	36.8%	15.8%	17.5%	25.0%	37.5%	0.0%	0.0%	50.0%	30.8%		0.0%	19.6%	0.0%	20.0%		24.7%	13.8%
Always	1,167	71	9	62	0	10	36	23	4	12	55	42	23	5	3	3	1	8	0	1	32	2	7	0	51	20
	71.2%	69.6%	69.2%	69.7%		76.9%	75.0%	59.0%	57.1%	63.2%	72.4%	73.7%	63.9%	62.5%	75.0%	100.0%	50.0%	61.5%		100.0%	69.6%	100.0%	70.0%		69.9%	69.0%
Significantly different from column:*																										
Usually or Always	1,490	93	12	81	0	13	45	33	7	19	67	52	32	8	3	3	2	12	0	1	41	2	9	0	69	24
	90.9%	91.2%	92.3%	91.0%		100.0%	93.8%	84.6%	100.0%	100.0%	88.2%	91.2%	88.9%	100.0%	75.0%	100.0%	100.0%	92.3%		100.0%	89.1%	100.0%	90.0%		94.5%	82.8%

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 9

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

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

	4		Respo	ondent's G	Gender		Child's Age		Respor	ident's Edu	cation	Child's	Health S	tatus				Pr	imary Rac	e				Child's D	octor Visits Months	in Last 6
	동			(Q73)	_		(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	1,652	104	13	91	. 0	13	48	41	7	19	78	59	36	8	4	3	3	13	0	1	46	2	11	0	74	30
Number missing or multiple answer	17	2	1	1	. 0	0	0	1	0	1	1	1	0	1	0	0	1	1	0	0	0	0	0	0	2	ſ
Number no experience	NA	NA				NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		N/
Usable responses	1,635 99.0%					13 100.0%	48 100.0%	40 97.6%	7 100.0%	18 94.7%	77 98.7%	58 98.3%	36 100.0%	7 87.5%	4 100.0%	3 100.0%	2 66.7%	12 92.3%	0	1 100.0%	46 100.0%	2	11 100.0%	0	72 97.3%	30 100.0%
0 Worst health care possible	99.0%	96.1%	92.5%	96.9%		100.0%	100.0%	97.0%	100.0%	94.7%	96.7%	96.5%	100.0%	87.3% 0	100.0%	100.0%	00.7%	92.5%	0	100.0%	100.0%		100.0%	0	97.5%	100.0%
o no se neallin care possible	0.1%	0.0%	0.0%	0.0%	5	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%		0.0%	0.0%
1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	(
	0.1%	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	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
2	0.4%		0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%		0.0%	0.0%
3	11	_	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00
4	0.7%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%		0.0%	0.09
	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%	U	0.0%	0.0%	0.0%	0.0%	0	0.0%	0.0%
5	39		0.0%	0.076	0	0.0%	0.076	0.0%	0.0%	0.078	1	0.0%	0.0%	0.0%	0.070	0.070	0.070	0.070	0	0.0%	0.070	0.070	0.070	0	0.0%	0.07
	2.4%	_	0.0%	1.1%		0.0%	2.1%	0.0%	0.0%	0.0%	1.3%	1.7%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%		0.0%	3.3%
6	76		0	3	0	1	0	2	0	0	3	1	1	1	0	0	0	0	0	0	2	1	0	0	2	:
	4.6%	2.9%	0.0%	3.3%		7.7%	0.0%	5.0%	0.0%	0.0%	3.9%	1.7%	2.8%	14.3%	0.0%	0.0%	0.0%	0.0%		0.0%	4.3%	50.0%	0.0%		2.8%	3.3%
7	157	12	1	11	. 0	1	5	5	0	2	10	6	5	1	1	1	1	1	0	0	4	0	2	0	8	
	9.6%	11.8%	8.3%	12.2%		7.7%	10.4%	12.5%	0.0%	11.1%	13.0%	10.3%	13.9%	14.3%	25.0%	33.3%	50.0%	8.3%		0.0%	8.7%	0.0%	18.2%		11.1%	13.3%
8	347	29		25		2	11	16	1	8	20	14	13	2	1	0	0	5	0	0	14	0	3	0	19	10
	21.2%			•		15.4%	22.9%	40.0%	14.3%	44.4%	26.0%	24.1%	36.1%	28.6%	25.0%	0.0%	0.0%	41.7%		0.0%	30.4%	0.0%	27.3%		26.4%	33.3%
9	342			19		0	15	8	5	3	15	11	10	1	1	0	0	5	0	0	10	1	2	0	16	1
10 Best health care possible	20.9%	22.5%	1			0.0%	31.3%	20.0%	71.4%	16.7%	19.5%	19.0%	27.8%	14.3%	25.0%	0.0%	0.0%	41.7%		0.0%	21.7%	50.0%	18.2%		22.2%	23.3%
To best health care possible	648			31		60.224	16	9	1 4 204	5	28	25	7	20.600	25.00/	1	1 FO 00/	1	0	100 00/	16	0	26.400	0	27	22.22
	39.6%	33.3%	25.0%	34.4%		69.2%	33.3%	22.5%	14.3%	27.8%	36.4%	43.1%	19.4%	28.6%	25.0%	33.3%	50.0%	8.3%		100.0%	34.8%	0.0%	36.4%		37.5%	23.3

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 9

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

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

			Resp	ondent's G Identity	iender		Child's Age		Respon	ıdent's Edı	ucation	Child'	s Health S	Status				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	표			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample Number missing or multiple answer Number no experience	1,652 17 NA	104 2 NA	1	91 1 NA	. 0 . 0 . NA	13 0 NA	48 0 NA	41 1 NA	7 0 NA	19 1 NA	78 1 NA	59 1 NA	36 0 NA	8 1 NA	4 0 NA	3 0 NA	3 1 NA	13 1 NA	0 0 NA	1 0 NA	46 0 NA	2 0 NA	11 0 NA	0 0 NA	74 2 NA	30 0 NA
Usable responses	1,635 99.0%	102 98.1%	12	90	0	13 100.0%	48 100.0%	40 97.6%	7	18	77 98.7%	58 98.3%	36 100.0%	7	4	3	2	12	0	100.0%	46	2	11	0	72 97.3%	30
0 to 4	26 1.6%	0.0%	0.0%	0.0%	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%	0 0.0%	0 0.0%	0.0%	0	0 0.0%	0.0%
5	39 2.4%	1 1.0%	0.0%	1.1%	. 0	0 0.0%	1 2.1%	0 0.0%	0 0.0%	0 0.0%	1 1.3%	1 1.7%	0 0.0%	0 0.0%	0 0.0%	1 33.3%	0 0.0%	0.0%	0 	0 0.0%	0 0.0%	0 0.0%	0.0%	0	0 0.0%	1 3.3%
6 or 7	233 14.3%	15 14.7%		14 15.6%		2 15.4%	5 10.4%	7 17.5%	0 0.0%	2 11.1%	13 16.9%		6 16.7%	2 28.6%	1 25.0%	1 33.3%	1 50.0%	1 8.3%	0 	0 0.0%	6 13.0%	1 50.0%	18.2%	0	10 13.9%	5 16.7%
8 to 10	1,337 81.8%	86 84.3%		. 75 83.3%	0	11 84.6%	42 87.5%	33 82.5%	7 100.0%	16 88.9%	63 81.8%	50 86.2%	30 83.3%	5 71.4%	3 75.0%	1 33.3%	50.0%	11 91.7%	0	1 100.0%	40 87.0%	1 50.0%	9 81.8%	0	62 86.1%	24 80.0%
Significantly different from column:*																										
0 to 6	141 8.6%	4 3.9%	0.0%	4.4%	0	7.7%	1 2.1%	2 5.0%	0 0.0%	0 0.0%	4 5.2%	2 3.4%	1 2.8%	1 14.3%	0 0.0%	1 33.3%	0.0%	0.0%	0	0 0.0%	2 4.3%	1 50.0%	0.0%	0	2 2.8%	2 6.7%
7 to 8	504 30.8%	41 40.2%		36 40.0%		3 23.1%	16 33.3%	21 52.5%		10 55.6%	30 39.0%		18 50.0%	_	2 50.0%	1 33.3%	1 50.0%	6 50.0%	0	0 0.0%	18 39.1%	0 0.0%	45.5%	0	27 37.5%	14 46.7%
9 to 10	990 60.6%	57 55.9%		55.6%	0	9 69.2%	31 64.6%	17 42.5%	6 85.7%	8 44.4%	43 55.8%	36 62.1%	17 47.2%	3 42.9%	2 50.0%	1 33.3%	1 50.0%	6 50.0%	0	1 100.0%	26 56.5%	1 50.0%	54.5%	0	43 59.7%	14 46.7%
Significantly different from column:*							Н	G																		

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 10

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

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

			Respo	ondent's G Identity	iender		Child's Age		Respon	dent's Ed	ucation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits i Months	n Last 6
	Η̈́			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	Ι	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	1,652	104	13	91	0	13	48	41	7	19	78	59	36	8	4	3	3	13	0	1	46	2	11	0	74	30
Number missing or multiple answer	10	1	0	1	0	0	0	1	0	0	1	1	0	0	0	0	1	0	0	0	0	0	0	0	1	C
Number no experience	NA	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,642	103	13	90	0	13	48	40	7	19	77	58	36	8	4	3	2	13	0	1	46	2	11	0	73	30
	99.4%	99.0%	100.0%	98.9%		100.0%	100.0%	97.6%	100.0%	100.0%	98.7%	98.3%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%		100.0%	100.0%		100.0%		98.6%	100.0%
Never	19 1.2%	1 1.0%	0 0.0%	1 1.1%	0	0.0%	1 2.1%	0 0.0%	0 0.0%	1 5.3%	0 0.0%	1 1.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0	1 1.4%	0.0%
Sometimes	191	12		10	1	2	2	8	0	2	10	6	5	1	0	1	0	1	0	0	6	0	1	0	7	
	11.6%	11.7%	15.4%	11.1%		15.4%	4.2%	20.0%	0.0%	10.5%	13.0%	10.3%	13.9%	12.5%	0.0%	33.3%	0.0%	7.7%		0.0%	13.0%	0.0%	9.1%		9.6%	16.7%
Usually	523	37		34	0	2	19	14	3	8	26	15	17	4	2	1	1	7	0	0	16	2	3	0	24	13
	31.9%	35.9%	23.1%	37.8%		15.4%	39.6%	35.0%	42.9%	42.1%	33.8%	25.9%	47.2%	50.0%	50.0%	33.3%	50.0%	53.8%		0.0%	34.8%	100.0%	27.3%		32.9%	43.3%
Always	909	53	8	45	0	9	26	18	4	8	41	36	14	3	2	1	1	5	0	1	24	0	7	0	41	12
	55.4%	51.5%	61.5%	50.0%		69.2%	54.2%	45.0%	57.1%	42.1%	53.2%	62.1%	38.9%	37.5%	50.0%	33.3%	50.0%	38.5%		100.0%	52.2%	0.0%	63.6%		56.2%	40.0%
Significantly different from column:*												М	L													
Usually or Always	1,432	90	11	79	0	11	45	32	7	16	67	51	31	7	4	2	2	12	0	1	40	2	10	0	65	25
	87.2%	87.4%	84.6%	87.8%		84.6%	93.8%	80.0%	100.0%	84.2%	87.0%	87.9%	86.1%	87.5%	100.0%	66.7%	100.0%	92.3%		100.0%	87.0%	100.0%	90.9%		89.0%	83.3%
Significantly different from column:*																										·

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

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 11

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

Base: All respondents

	Ь		Respo	ondent's G	ender	(Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	2021 State OHI	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13 (69D)	14 to 18	Less than HS grad	HS grad (Q74)	Some College or more	Excellent or Very Good	(Q53)	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle (O) Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4 (02)	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
Number missing or multiple answer	19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,262	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
Yes	1,887	118	13	105	0	8	63	45	9	25	84	71	37	9	5	3	3	14	0	1	53	2	12	26	65	25
	83.4%	86.8%	92.9%	86.8%	0.0%	53.3%	91.3%	90.0%	81.8%	100.0%	84.8%	84.5%	94.9%	75.0%	100.0%	100.0%	100.0%	87.5%		100.0%	80.3%	100.0%	92.3%	86.7%	87.8%	83.3%
No	375	18	1	16	1	7	6	5	2	0	15	13	2	3	0	0	0	2	0	0	13	0	1	4	9	5
	16.6%	13.2%	7.1%	13.2%	100.0%	46.7%	8.7%	10.0%	18.2%	0.0%	15.2%	15.5%	5.1%	25.0%	0.0%	0.0%	0.0%	12.5%		0.0%	19.7%	0.0%	7.7%	13.3%	12.2%	16.7%
Significantly different from column:*		·			·	·					·									·	·		•			

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

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 12

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

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

			Respo	ondent's G Identity			Child's Age		Respor	dent's Edu	cation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	рооб	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	Е	F	G	Н	ĺ	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	1,887	118	13	105	0	8	63	45	9	25	84	71	37	9	5	3	3	14	0	1	53	2	12	26	65	25
Number missing or multiple answer	38	3	1	2	. 0	0	2	1	1	0	2	2	0	0	0	0	0	0	0	0	2	0	0	1	2	C
Number no experience	NA	NA	NA	NA	NA NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,849	115	12	103	0	8	61	44	8	25	82	69	37	9	5	3	3	14	0	1	51	2	12	25	63	25
	98.0%	97.5%	92.3%	98.1%		100.0%	96.8%	97.8%	88.9%	100.0%	97.6%	97.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	96.2%		100.0%	96.2%	96.9%	100.0%
Yes	258	11	2	9	0	1	6	4	1	2	8	6	4	1	0	0	0	1	0	0	4	0	1	0	5	6
	14.0%	9.6%	16.7%	8.7%		12.5%	9.8%	9.1%	12.5%	8.0%	9.8%	8.7%	10.8%	11.1%	0.0%	0.0%	0.0%	7.1%		0.0%	7.8%	0.0%	8.3%	0.0%	7.9%	24.0%
No	1,591	104	10	94	0	7	55	40	7	23	74	63	33	8	5	3	3	13	0	1	47	2	11	25	58	19
	86.0%	90.4%	83.3%	91.3%		87.5%	90.2%	90.9%	87.5%	92.0%	90.2%	91.3%	89.2%	88.9%	100.0%	100.0%	100.0%	92.9%		100.0%	92.2%	100.0%	91.7%	100.0%	92.1%	76.0%
Significantly different from column:*																					_					·i

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 13

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

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

			Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edi	ucation	Child	's Health S	Status				F	Primary Rac	e				Child's Do	octor Visits Months	in Last 6
	어머			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	258	11	2	9	0	1	6	4	1	2	8	6	4	1	0	0	0	1	0	0	4	0	1	. 0	5	6
Number missing or multiple answer	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA NA	NA	NA
Usable responses	254	11	2	9	0	1	6	4	1	2	8	6	4	1	0	0	0	1	0	0	4	0	1	. 0	5	6
	98.4%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				100.0%			100.0%		100.0%		100.0%	100.0%
Yes	236	11	2	9	0	1	6	4	1	2	8	6	4	1	0	0	0	1	0	0	4	0	1	. 0	5	6
	92.9%	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%
No	18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	C
	7.1%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				0.0%			0.0%		0.0%		0.0%	0.0%
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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Ouestion 14

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

Base: All respondents

	НР		Respo	ondent's G Identity (Q73)			Child's Age (Q69)		Respon	dent's Edu (Q74)	cation	Child'	s Health S (Q53)	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months (Q7)	in Last 6
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	poog	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
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
Usable responses	2,272	136		121		15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
	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%	100.0%
Yes	188	10	2	8	0	1	5	3	1	1	8	8	1	1	0	0	0	3	0	0	5	0	1	2	6	2
	8.3%	7.4%	14.3%	6.6%	0.0%	6.7%	7.2%	6.0%	9.1%	4.0%	8.1%	9.5%	2.6%	8.3%	0.0%	0.0%	0.0%	18.8%		0.0%	7.6%	0.0%	7.7%	6.7%	8.1%	6.7%
No	2,084	126	12	113	1	14	64	47	10	24	91	76	38	11	5	3	3	13	0	1	61	2	12	28	68	28
	91.7%	92.6%	85.7%	93.4%	100.0%	93.3%	92.8%	94.0%	90.9%	96.0%	91.9%	90.5%	97.4%	91.7%	100.0%	100.0%	100.0%	81.3%		100.0%	92.4%	100.0%	92.3%	93.3%	91.9%	93.3%
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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 15

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

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

			Respo	ondent's G Identity			Child's Age		Respon	dent's Edi	ucation	Child	s Health S	tatus				Р	rimary Race	e				Child's Do	octor Visits Months	in Last 6
	H			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	188	10	2	8	0	1	5	3	1	1	8	8	1	1	0	0	0	3	0	0	5	0	1	2	6	2
Number missing or multiple answer	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	184 97.9%	10 100.0%		100.0%	0	1 100.0%	5 100.0%	3 100.0%	1 100.0%	1 100.0%	8 100.0%	8 100.0%	1 100.0%	1 100.0%	0	0	0	3 100.0%	0	0	5 100.0%	0	1 100.0%	2 100.0%	6 100.0%	2 100.0%
Never	21	1	1	0	0	0	0	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	1	0
Sometimes	11.4%	10.0%	50.0%	0.0%		0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%				33.3%			0.0%		0.0%	0.0%	16.7%	0.0%
Sometimes	42 22.8%	1 10.0%	0.0%	12.5%		0.0%	20.0%	0.0%	0.0%	0.0%	1 12.5%	1 12.5%	0.0%	0.0%				33.3%			0.0%		0.0%	50.0%	0.0%	0 0.0%
Usually	45 24.5%	20.0%	1 50.0%	1 12.5%	0	1 100.0%	0 0.0%	1 33.3%	0 0.0%	0.0%	2 25.0%	2 25.0%	0.0%	0.0%	0	0	0	0 0.0%	0	0	1 20.0%	0	1 100.0%	0 0.0%	2 33.3%	0 0.0%
Always	76 41.3%	60.0%	0	6	0	0.0%	4 80.0%	2 66.7%	1	0	5 62.5%	5 62.5%	100.0%	0	0	0	0	1 33.3%	0	0	4 80.0%	0	0.0%	1	3	2
Significantly different from column:*	71.3/0	00.076	0.076	75.076		0.076	30.076	00.776	100.076	0.070	02.570	02.370	100.070	0.076				33.370			50.070		0.070	30.076	30.076	100.076
Usually or Always	121 65.8%	80.0%	1 50.0%	7 87.5%	0	1 100.0%	4 80.0%	3 100.0%	1 100.0%	0.0%	7 87.5%	7 87.5%	1 100.0%	0.0%	0	0	0	1 33.3%	0	0	5 100.0%	0	1 100.0%	1 50.0%	5 83.3%	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.

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 16

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

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

	ᅀ		Respo	ondent's G Identity (Q73)		1	Child's Age (Q69)		Respor	dent's Edu (Q74)	cation	Child'	's Health S (Q53)	Status				Р	rimary Rac (Q90RC)	e				Child's Do	octor Visits Months (Q7)	in Last 6
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	poog	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	К	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	188	10	2	8	0	1	5	3	1	1	8	8	1	1	0	0	0	3	0	0	5	0	1	2	6	2
Number missing or multiple answer	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	186 98.9%	10 100.0%	2 100.0%	100.0%	0	1 100.0%	5 100.0%	3 100.0%	1 100.0%	1 100.0%	8 100.0%	8 100.0%	1 100.0%	1 100.0%	0	0	0	3 100.0%	0	0	5 100.0%	0 	1 100.0%	2 100.0%	6 100.0%	2 100.0%
Yes	144	5	1	4	. 0	1	3	1	1	0	4	5	0	0	0	0	0	1	0	0	2	0	1	1	3	1
	77.4%	50.0%	50.0%	50.0%	<u></u>	100.0%	60.0%	33.3%	100.0%	0.0%	50.0%	62.5%	0.0%	0.0%				33.3%			40.0%		100.0%	50.0%	50.0%	50.0%
No	42 22.6%	5 50.0%	1 50.0%	50.0%	0	0.0%	2	2 66.7%	0 0.0%	1	4 50.0%	3 37.5%	1 100.0%	1 100.0%	0	0	0	2 66.7%	0	0	3 60.0%	0	0 0.0%	1 50.0%	3 50.0%	1 50.0%
Significantly different from column:*	22.0%	50.0%	30.0%	30.0%		0.0%	40.0%	00.7%	0.0%	100.0%	30.0%	37.5%	100.0%	100.0%				00.7%			30.0%		0.0%	30.0%	30.0%	30.0%

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 17

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

Base: All respondents

			Respo	ondent's G Identity			Child's Age		Respon	dent's Edu	cation	Child's	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
Number missing or multiple answer	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,267	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
Yes	638	32	4	28	0	5	12	14	3	7	22	15	14	3	0	2	1	6	0	1	14	1	2	2	16	13
	28.1%	23.5%	28.6%	23.1%	0.0%	33.3%	17.4%	28.0%	27.3%	28.0%	22.2%	17.9%	35.9%	25.0%	0.0%	66.7%	33.3%	37.5%		100.0%	21.2%	50.0%	15.4%	6.7%	21.6%	43.3%
No	1,629	104	10	93	1	10	57	36	8	18	77	69	25	9	5	1	2	10	0	0	52	1	11	28	58	17
	71.9%	76.5%	71.4%	76.9%	100.0%	66.7%	82.6%	72.0%	72.7%	72.0%	77.8%	82.1%	64.1%	75.0%	100.0%	33.3%	66.7%	62.5%		0.0%	78.8%	50.0%	84.6%	93.3%	78.4%	56.7%
Significantly different from column:*												M	L											Z	Z	X,Y

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 18

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

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

			Respo	ondent's G Identity	iender		Child's Age		Respon	dent's Edi	ucation	Child	s Health S	itatus				Р	rimary Rac	e				Child's Do	octor Visits i Months	n Last 6
	표			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	638	32	4	28	0	5	12	14	3	7	22	15	14	3	0	2	1	6	0	1	14	1	2	2	16	13
Number missing or multiple answer	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	630	32	4	28	0	5	12	14	3	7	22	15	14	3	0	2	1	6	0	1	14	1	2	2	16	13
	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%
Never	79 12.5%	3 9.4%	0.0%	3 10.7%	0	0.0%	1 8.3%	2 14.3%	0 0.0%	0.0%	3 13.6%	2 13.3%	1 7.1%	0 0.0%	0	0 0.0%	0.0%	0 0.0%	0	0 0.0%	1 7.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 23.1%
Sometimes	118	4	3	1	. 0	0	1	3	1	1	2	1	3	0	0	0	0	2	0	0	2	0	0	0	2	2
	18.7%	12.5%	75.0%	3.6%		0.0%	8.3%	21.4%	33.3%	14.3%	9.1%	6.7%	21.4%	0.0%		0.0%	0.0%	33.3%		0.0%	14.3%	0.0%	0.0%	0.0%	12.5%	15.4%
Usually	156	11		11	. 0	1	3	6	1	3	7	3	7	1	0	2	0	2	0	0	5	1	0	0	8	3
	24.8%	34.4%	0.0%	39.3%		20.0%	25.0%	42.9%	33.3%	42.9%	31.8%	20.0%	50.0%	33.3%		100.0%	0.0%	33.3%		0.0%	35.7%	100.0%	0.0%	0.0%	50.0%	23.1%
Always	277	14	1	13	0	4	7	3	1	3	10	9	3	2	0	0	1	2	0	1	6	0	2	2	6	5
	44.0%	43.8%	25.0%	46.4%		80.0%	58.3%	21.4%	33.3%	42.9%	45.5%	60.0%	21.4%	66.7%		0.0%	100.0%	33.3%		100.0%	42.9%	0.0%	100.0%	100.0%	37.5%	38.5%
Significantly different from column:*												М	L													
Usually or Always	433	25	1	24	. 0	5	10	9	2	6	17	12	10	3	0	2	1	4	0	1	11	1	2	2	14	8
	68.7%	78.1%	25.0%	85.7%		100.0%	83.3%	64.3%	66.7%	85.7%	77.3%	80.0%	71.4%	100.0%		100.0%	100.0%	66.7%		100.0%	78.6%	100.0%	100.0%	100.0%	87.5%	61.5%
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.

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 19

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

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

	Ь		Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	tatus				Р	rimary Rac	ce				Child's Do	octor Visits i	n Last 6
	2021 State OH	2021	Male	Lemale Female	Non-binary, genderqueer, or other	0 to 5	6 to 13 (69D)	14 to 18	Less than HS grad	HS grad (Q74)	Some College or more	Excellent or Very Good	(Q53)	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Castern/Northern African C	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4 (02)	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	638	32	4	28	0	5	12	14	3	7	22	15	14	3	0	2	1	6	0	1	14	1	2	2	16	13
Number missing or multiple answer	11	1	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	627	31	4	27	0	5	11	14	3	7	21	14	14	3	0	2	1	6	0	1	14	1	2	2	16	12
	98.3%	96.9%	100.0%	96.4%		100.0%	91.7%	100.0%	100.0%	100.0%	95.5%	93.3%	100.0%	100.0%		100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%	92.3%
Yes	441	25	2	23	0	5	10	9	3	5	17	12	10	3	0	2	1	5	0	1	10	1	2	2	14	8
	70.3%	80.6%	50.0%	85.2%		100.0%	90.9%	64.3%	100.0%	71.4%	81.0%	85.7%	71.4%	100.0%		100.0%	100.0%	83.3%		100.0%	71.4%	100.0%	100.0%	100.0%	87.5%	66.7%
No	186	6	2	4	0	0	1	5	0	2	4	2	4	0	0	0	0	1	0	0	4	0	0	0	2	4
	29.7%	19.4%	50.0%	14.8%		0.0%	9.1%	35.7%	0.0%	28.6%	19.0%	14.3%	28.6%	0.0%		0.0%	0.0%	16.7%		0.0%	28.6%	0.0%	0.0%	0.0%	12.5%	33.3%
Significantly different from column:*																										

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

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 20

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

Base: All respondents

	Ь		Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	OH			(Q73)			(Q69)			(Q74)			(Q53)			1	1	1	(Q90RC)						(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	роод	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
Number missing or multiple answer	14	2	0	2	0	0	1	1	0	0	2	2	0	0	0	0	0	0	0	0	1	0	1	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,267	134	14	119	1	15	68	49	11	25	97	82	39	12	5	3	3	16	0	1	65	2	12	29	73	30
	99.4%	98.5%	100.0%	98.3%	100.0%	100.0%	98.6%	98.0%	100.0%	100.0%	98.0%	97.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	98.5%		92.3%	96.7%	98.6%	100.0%
Yes	1,155	80	6	73	1	5	37	37	3	14	63	44	32	4	2	1	3	6	0	1	41	2	8	8	48	23
	50.9%	59.7%	42.9%	61.3%	100.0%	33.3%	54.4%	75.5%	27.3%	56.0%	64.9%	53.7%	82.1%	33.3%	40.0%	33.3%	100.0%	37.5%		100.0%	63.1%	100.0%	66.7%	27.6%	65.8%	76.7%
No	1,112	54	8	46	0	10	31	12	8	11	34	38	7	8	3	2	0	10	0	0	24	0	4	21	25	7
	49.1%	40.3%	57.1%	38.7%	0.0%	66.7%	45.6%	24.5%	72.7%	44.0%	35.1%	46.3%	17.9%	66.7%	60.0%	66.7%	0.0%	62.5%		0.0%	36.9%	0.0%	33.3%	72.4%	34.2%	23.3%
Significantly different from column:*		Α				Н	Н	F,G				М	L											Y,Z	Х	Х

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 21

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

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

			Respo	ondent's G Identity	ender	ı	Child's Age		Respon	dent's Ed	ucation	Child'	s Health S	tatus				Р	rimary Rac	ce				Child's Do	octor Visits i Months	n Last 6
	표			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	1,155	80	6	73	1	5	37	37	3	14	63	44	32	4	2	1	3	6	0	1	41	2	8	8	48	23
Number missing or multiple answer	13	1	0	1	0	0	1	0	0	0	1	0	1	0	0	0	0	1	0	0	0	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,142	79	6	72	1	5	36	37	3	14	62	44	31	4	2	1	3	5	0	1	41	2	8	8	48	22
	98.9%	98.8%	100.0%	98.6%	100.0%	100.0%	97.3%	100.0%	100.0%	100.0%	98.4%	100.0%	96.9%	100.0%	100.0%	100.0%	100.0%	83.3%		100.0%	100.0%		100.0%	100.0%	100.0%	95.7%
Never	151 13.2%	9 11.4%	1 16.7%	7 9.7%	1 100.0%	0.0%	3 8.3%	6 16.2%	0 0.0%	7.1%	8 12.9%	6 13.6%	2 6.5%	1 25.0%	1 50.0%	0 0.0%	33.3%	0 0.0%	0	0 0.0%	6 14.6%	0 0.0%	1 12.5%	2 25.0%	5 10.4%	9.1%
Sometimes	190	8	10.770	7.770	0	1	2	5	1	7.170	5	3	4	1	0	0.070	0	2	0	0.070	3	1	0	23.070	7	1
	16.6%	10.1%	16.7%	9.7%	0.0%	20.0%	5.6%	13.5%	33.3%	14.3%	8.1%	6.8%	12.9%	25.0%	0.0%	0.0%	0.0%	40.0%		0.0%	7.3%	50.0%	0.0%	0.0%	14.6%	4.5%
Usually	289	26		24	0	1	13	12	0	5	21		12		1	0	0	0	0	0	14	1	4	2	14	10
	25.3%	32.9%		33.3%	0.0%	20.0%	36.1%	32.4%	0.0%	35.7%	33.9%	29.5%	38.7%	25.0%	50.0%	0.0%	0.0%	0.0%		0.0%	34.1%	50.0%	50.0%	25.0%	29.2%	45.5%
Always	512	36		34		3	18	14	2	6	28	22	13		0	1	2	3	0	1	18	0	3	4	22	9
	44.8%	45.6%	33.3%	47.2%	0.0%	60.0%	50.0%	37.8%	66.7%	42.9%	45.2%	50.0%	41.9%	25.0%	0.0%	100.0%	66.7%	60.0%		100.0%	43.9%	0.0%	37.5%	50.0%	45.8%	40.9%
Significantly different from column:*				_					_								_					_				·
Usually or Always	801	62	4	58	0	4	31	26	2	11	49	35	25	2	1	1	2	3	0	1	32	1	7	6	36	19
	70.1%	78.5%	66.7%	80.6%	0.0%	80.0%	86.1%	70.3%	66.7%	78.6%	79.0%	79.5%	80.6%	50.0%	50.0%	100.0%	66.7%	60.0%		100.0%	78.0%	50.0%	87.5%	75.0%	75.0%	86.4%
Significantly different from column:*																										

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

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 22

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

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

	Ь		Respo	ondent's G Identity			Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	tatus				Р	rimary Rac	ce				Child's Do	octor Visits Months	in Last 6
	2021 State OH	2021	Male	Female Female	Non-binary, genderqueer, or other	0 to 5	6 to 13 (69D)	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	(Q53)	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle (O) Eastern/Northern African (O)	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4 (02)	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	1,155	80	6	73	1	5	37	37	3	14	63	44	32	4	2	1	3	6	0	1	41	2	8	8	48	23
Number missing or multiple answer	15	1	1	0	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,140	79	5	73	1	5	37	36	3	14	62	44	31	4	2	1	3	6	0	1	41	2	8	8	47	23
	98.7%	98.8%	83.3%	100.0%	100.0%	100.0%	100.0%	97.3%	100.0%	100.0%	98.4%	100.0%	96.9%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	97.9%	100.0%
Yes	606	42	0	42	0	4	17	21	3	9	30	23	16	3	1	0	1	6	0	1	20	2	4	1	28	12
	53.2%	53.2%	0.0%	57.5%	0.0%	80.0%	45.9%	58.3%	100.0%	64.3%	48.4%	52.3%	51.6%	75.0%	50.0%	0.0%	33.3%	100.0%		100.0%	48.8%	100.0%	50.0%	12.5%	59.6%	52.2%
No	534	37	5	31	1	1	20	15	0	5	32	21	15	1	1	1	2	0	0	0	21	0	4	7	19	11
	46.8%	46.8%	100.0%	42.5%	100.0%	20.0%	54.1%	41.7%	0.0%	35.7%	51.6%	47.7%	48.4%	25.0%	50.0%	100.0%	66.7%	0.0%		0.0%	51.2%	0.0%	50.0%	87.5%	40.4%	47.8%
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.

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 23

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

Base: All respondents

	b		Respo	ondent's G Identity			Child's Age		Respon	dent's Edu	cation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)		-	(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
Number missing or multiple answer	21	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	C
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,260	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
Yes	1,050	73	5	68	0	9	31	32	6	12	55	39	29	4	2	2	0	11	0	1	32	1	9	3	43	26
	46.5%	53.7%	35.7%	56.2%	0.0%	60.0%	44.9%	64.0%	54.5%	48.0%	55.6%	46.4%	74.4%	33.3%	40.0%	66.7%	0.0%	68.8%		100.0%	48.5%	50.0%	69.2%	10.0%	58.1%	86.7%
No	1,210	63	9	53	1	6	38	18	5	13	44	45	10	8	3	1	3	5	0	0	34	1	4	27	31	Δ
	53.5%	46.3%	64.3%	43.8%	100.0%	40.0%	55.1%	36.0%	45.5%	52.0%	44.4%	53.6%	25.6%	66.7%	60.0%	33.3%	100.0%	31.3%		0.0%	51.5%	50.0%	30.8%	90.0%	41.9%	13.3%
Significantly different from column:*							Н	G				М	L											Y,Z	X,Z	X,Y

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 24

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

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

	0		Respo	ondent's G Identity	ender	,	Child's Age		Respon	dent's Edı	ucation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	1,050	73	5	68	0	9	31	32	6	12	55	39	29	4	2	2	0	11	0	1	32	1	9	3	43	26
Number missing or multiple answer	14	3	0	3	0	0	1	2	0	1	2	3	0	0	0	0	0	0	0	0	2	0	0	0	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
Usable responses	1,036	70	5	65	0	9	30	30	6	11	53	36	29	4	2	2	0	11	0	1	30	1	9	3	42	24
	98.7%	95.9%	100.0%	95.6%		100.0%	96.8%	93.8%	100.0%	91.7%	96.4%	92.3%	100.0%	100.0%	100.0%	100.0%		100.0%		100.0%	93.8%		100.0%	100.0%	97.7%	92.3%
Yes	610	39	3	36	0	6	19	14	5	5	29	20	14	4	0	1	0	9	0	1	18	1	4	2	20	16
	58.9%	55.7%	60.0%	55.4%		66.7%	63.3%	46.7%	83.3%	45.5%	54.7%	55.6%	48.3%	100.0%	0.0%	50.0%		81.8%		100.0%	60.0%	100.0%	44.4%	66.7%	47.6%	66.7%
No	426	31	2	29	0	3	11	16	1	6	24	16	15	0	2	1	0	2	0	0	12	0	5	1	22	8
	41.1%	44.3%	40.0%	44.6%		33.3%	36.7%	53.3%	16.7%	54.5%	45.3%	44.4%	51.7%	0.0%	100.0%	50.0%		18.2%		0.0%	40.0%	0.0%	55.6%	33.3%	52.4%	33.3%
Significantly different from column:*																										

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

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Ouestion 25

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

Base: All respondents

			Respo	ondent's G Identity			Child's Age		Respon	dent's Edu	cation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)	_		(Q69)		_	(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	l	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
Number missing or multiple answer	18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	C
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,263	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
Yes	2,130	131	14	117	0	15	67	47	11	24	95	80	38	12	5	3	2	16	0	1	62	2	13	26	73	30
	94.1%	96.3%	100.0%	96.7%	0.0%	100.0%	97.1%	94.0%	100.0%	96.0%	96.0%	95.2%	97.4%	100.0%	100.0%	100.0%	66.7%	100.0%		100.0%	93.9%	100.0%	100.0%	86.7%	98.6%	100.0%
No	133		0	4	1	0	2	3	0	1	4	4	1	0	0	0	1	0	0	0	4	0	0	4	1	0
	5.9%	3.7%	0.0%	3.3%	100.0%	0.0%	2.9%	6.0%	0.0%	4.0%	4.0%	4.8%	2.6%	0.0%	0.0%	0.0%	33.3%	0.0%		0.0%	6.1%	0.0%	0.0%	13.3%	1.4%	0.0%
Significantly different from column:*																										1

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 26

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

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

			Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	tatus				Р	rimary Race	e				Child's Do	octor Visits Months	in Last 6
	H			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	M	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample Number missing or multiple answer Number no experience	2,130 43 NA	131 2 NA	14 0 NA	117 2 NA	0 0 NA	15 0 NA	67 0 NA	47 2 NA	11 0 NA	24 0 NA	95 2 NA	80 2 NA	38 0 NA	12 0 NA	5 0 NA	3 0 NA	2 0 NA	16 0 NA	0 0 NA	1 0 NA	62 2 NA	2 0 NA	13 0 NA	26 0 NA	73 1 NA	30 1 NA
Usable responses	2,087 98.0%	129 98.5%	14 100.0%	113	0	15 100.0%	67 100.0%	45 95.7%	11 100.0%	24 100.0%	93 97.9%	78 97.5%	38 100.0%		5	3	2	16 100.0%	0	1 100.0%	60 96.8%	2	13 100.0%	26 100.0%	72 98.6%	29 96.7%
None	539 25.8%	39 30.2%	4 28.6%	35 30.4%	0	4 26.7%	23 34.3%	12 26.7%	2 18.2%	9 37.5%	27 29.0%	28 35.9%	8 21.1%	3 25.0%	0 0.0%	0 0.0%	1 50.0%	1 6.3%	0	1 100.0%	22 36.7%	0 0.0%	5 38.5%	20 76.9%	13 18.1%	5 17.2%
1 time	726 34.8%	42 32.6%	5	37	0	5 33.3%	24 35.8%	13 28.9%	5 45.5%	7 29.2%	30 32.3%	27 34.6%	12 31.6%	3	4 80.0%	1	0	5 31.3%	0	0 0.0%	19 31.7%	2 100.0%	4 30.8%	6	31 43.1%	5 17.2%
2	406 19.5%	26 20.2%	3 21.4%	23 20.0%	0	3 20.0%	10 14.9%	11 24.4%	2 18.2%	8 33.3%	16 17.2%	13 16.7%	9 23.7%	4 33.3%	0 0.0%	2 66.7%	0 0.0%	5 31.3%	0	0 0.0%	10 16.7%	0 0.0%	1 7.7%	0 0.0%	17 23.6%	8 27.6%
3	215 10.3%	6 4.7%	0.0%	5.2%	0	1 6.7%	2 3.0%	3 6.7%	0 0.0%	0 0.0%	6 6.5%	3 3.8%	3 7.9%	0 0.0%	0 0.0%	0.0%	0.0%	1 6.3%	0	0 0.0%	4 6.7%	0 0.0%	0 0.0%	0 0.0%	5 6.9%	1 3.4%
4	96 4.6%	10 7.8%	1 7.1%	7.8%	0	1 6.7%	6 9.0%	3 6.7%	1 9.1%	0 0.0%	9 9.7%	4 5.1%	5 13.2%	1 8.3%	0 0.0%	0.0%	50.0%	3 18.8%	0	0 0.0%	3 5.0%	0 0.0%	1 7.7%	0 0.0%	5 6.9%	5 17.2%
5 to 9	83 4.0%	4 3.1%	0.0%	4 3.5%	0	1 6.7%	1 1.5%	2 4.4%	0 0.0%	0 0.0%	4 4.3%	3 3.8%	0 0.0%	1 8.3%	1 20.0%	0 0.0%	0 0.0%	0 0.0%	0 	0 0.0%	1 1.7%	0 0.0%	2 15.4%	0 0.0%	0 0.0%	4 13.8%
10 or more times	22 1.1%	2 1.6%	1 7.1%	0.9%	0	0.0%	1 1.5%	1 2.2%	1 9.1%	0 0.0%	1 1.1%	0 0.0%	1 2.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 6.3%	0	0 0.0%	1 1.7%	0 0.0%	0 0.0%	0 0.0%	1 1.4%	1 3.4%
2 or more times	822 39.4%	48 37.2%	5 35.7%	43 37.4%	0	6 40.0%	20 29.9%	20 44.4%	4 36.4%	8 33.3%	36 38.7%	23 29.5%	18 47.4%		1 20.0%	2 66.7%	1 50.0%	10 62.5%	0	0 0.0%	19 31.7%	0 0.0%	4 30.8%	0 0.0%	28 38.9%	19 65.5%
Significantly different from column:*																		U			R			Y,Z	X,Z	X,Y

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 26a

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

			Respo	ondent's G Identity			Child's Age		Respor	ndent's Edu	ucation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's D	octor Visits Months	s in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	1,548	90	10	80	0	11	44	33	9	15	66	50	30	9	5	3	1	15	0	0	38	2	8	6	59	24
Number missing or multiple answer	6	2	1	1	. 0	0	1	1	1	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	2	C
Number no experience	NA	NA	NA	NA	NA NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,542	88	9	79	0	11	43	32	8	15	65	49	30	9	5	3	1	15	0	0	37	2	8	6	57	24
	99.6%	97.8%	90.0%	98.8%	<u></u>	100.0%	97.7%	97.0%	88.9%	100.0%	98.5%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			97.4%		100.0%	100.0%	96.6%	100.0%
Never	1,441	85	8	77	0	11	41	32	6	14	65	48	30	7	5	3	1	12	0	0	37	2	8	6	54	24
	93.5%	96.6%	88.9%	97.5%	<u></u>	100.0%	95.3%	100.0%	75.0%	93.3%	100.0%	98.0%	100.0%	77.8%	100.0%	100.0%	100.0%	80.0%			100.0%	100.0%	100.0%	100.0%	94.7%	100.0%
Sometimes	56	1	1	0	0	0	0	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	1	0
	3.6%	1.1%	11.1%	0.0%	<u></u>	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	6.7%			0.0%	0.0%	0.0%	0.0%	1.8%	0.0%
Usually	17	2	0	2	2 0	0	2	0	2	0	0	1	0	1	0	0	0	2	0	0	0	0	0	0	2	0
	1.1%	2.3%	0.0%	2.5%		0.0%	4.7%	0.0%	25.0%	0.0%	0.0%	2.0%	0.0%	11.1%	0.0%	0.0%	0.0%	13.3%			0.0%	0.0%	0.0%	0.0%	3.5%	0.0%
Always	28	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.8%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Significantly different from column:*																										
Usually or Always	45	2	0	2	2 0	0	2	0	2	0	0	1	0	1	0	0	0	2	0	0	0	0	0	0	2	0
	2.9%	2.3%	0.0%	2.5%		0.0%	4.7%	0.0%	25.0%	0.0%	0.0%	2.0%	0.0%	11.1%	0.0%	0.0%	0.0%	13.3%			0.0%	0.0%	0.0%	0.0%	3.5%	0.0%
Significantly different from column:*																										, '

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

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 27

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

			Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edi	ucation	Child	s Health S	Status				P	rimary Race	e				Child's Do	octor Visits Months	in Last 6
	HP			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	1,548	90	10	80	0	11	44	33	9	15	66	50	30	9	5	3	1	15	0	0	38	2	8	6	59	24
Number missing or multiple answer	3	1	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,545	89	9	80	0	11	44	32	8	15	66	50	30	9	5	3	1	15	0	0	37	2	8	6	58	24
	99.8%	98.9%	90.0%	100.0%		100.0%	100.0%	97.0%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			97.4%		100.0%	100.0%	98.3%	100.0%
Never	30 1.9%	4 4.5%	1 11.1%	3 3.8%	0	0 0.0%	1 2.3%	3 9.4%	0 0.0%	1 6.7%	3 4.5%	3 6.0%	3.3%	0.0%	0 0.0%	33.3%	0.0%	0 0.0%	0	0	1 2.7%	0 0.0%	1 12.5%	0 0.0%	1 1.7%	3 12.5%
Sometimes	42	0	0	0.070	0	0.070	0	0	0.070	0.770	0	0.070	0.570	0.070	0.070	0	0.070	0.070	0	0	0	0.070	0	0.070	0	0
	2.7%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Usually	220	15		12	0	3	7	4	2	5	8	7	5	3	2	1	0	4	0	0	5	0	0	0	11	4
	14.2%	16.9%	33.3%	15.0%		27.3%	15.9%	12.5%	25.0%	33.3%	12.1%	14.0%	16.7%	33.3%	40.0%	33.3%	0.0%	26.7%			13.5%	0.0%	0.0%	0.0%	19.0%	16.7%
Always	1,253	70		65	0	8	36	25	6	9	55	40	24		3	1	1	11	0	0	31	2	7	6	46	17
	81.1%	78.7%	55.6%	81.3%		72.7%	81.8%	78.1%	75.0%	60.0%	83.3%	80.0%	80.0%	66.7%	60.0%	33.3%	100.0%	73.3%			83.8%	100.0%	87.5%	100.0%	79.3%	70.8%
Significantly different from column:*																										
Usually or Always	1,473 95.3%	85 95.5%		77 96.3%	0	11 100.0%	43 97.7%	29 90.6%	8 100.0%	14 93.3%	63 95.5%	47 94.0%	29 96.7%		5 100.0%	2 66.7%	1 100.0%	15 100.0%	0	0	36 97.3%	2 100.0%	7 87.5%	6 100.0%	57 98.3%	21 87.5%
Significantly different from column:*	33.370	33.370	36.570	30.370		100.070	37.770	30.070	100.070	23.370	33.370	34.070	30.770	100.070	100.070	30.770	100.070	100.070			37.370	100.070	37.370	100.070	30.370	37.370

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 28

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

			Respo	ondent's G Identity	ender	(Child's Age		Respon	dent's Edi	ucation	Child'	s Health S	itatus				Р	rimary Rac	e				Child's Do	octor Visits i Months	n Last 6
	НР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	1,548	90	10	80	0	11	44	33	9	15	66	50	30	9	5	3	1	15	0	0	38	2	8	6	59	24
Number missing or multiple answer	8	1	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,540	89	9	80	0	11	44	32	8	15	66	50	30	9	5	3	1	15	0	0	37	2	8	6	58	24
	99.5%	98.9%	90.0%	100.0%		100.0%	100.0%	97.0%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			97.4%		100.0%	100.0%	98.3%	100.0%
Never	12 0.8%	1 1.1%	0 0.0%	1 1.3%	0	0 0.0%	0 0.0%	1 3.1%	0 0.0%	0 0.0%	1 1.5%	1 2.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0	0	1 2.7%	0 0.0%	0 0.0%	0.0%	0 0.0%	1 4.2%
Sometimes	47	1	0	1	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
	3.1%	1.1%	0.0%	1.3%		0.0%	0.0%	3.1%	0.0%	0.0%	1.5%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%	0.0%	0.0%	0.0%	1.7%	0.0%
Usually	257	17	2	15	0	3	9	4	1	4	12	9	7	1	2	3	0	3	0	0	4	1	1	0	10	7
	16.7%	19.1%	22.2%	18.8%		27.3%	20.5%	12.5%	12.5%	26.7%	18.2%	18.0%	23.3%	11.1%	40.0%	100.0%	0.0%	20.0%			10.8%	50.0%	12.5%	0.0%	17.2%	29.2%
Always	1,224	70	7	63	0	8	35	26	7	11	52	40	22	8	3	0	1	12	0	0	32	1	7	6	47	16
	79.5%	78.7%	77.8%	78.8%		72.7%	79.5%	81.3%	87.5%	73.3%	78.8%	80.0%	73.3%	88.9%	60.0%	0.0%	100.0%	80.0%			86.5%	50.0%	87.5%	100.0%	81.0%	66.7%
Significantly different from column:*																										
Usually or Always	1,481	87	9	78	0	11	44	30	8	15	64	49	29	9	5	3	1	15	0	0	36	2	8	6	57	23
	96.2%	97.8%	100.0%	97.5%		100.0%	100.0%	93.8%	100.0%	100.0%	97.0%	98.0%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%			97.3%	100.0%	100.0%	100.0%	98.3%	95.8%
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.

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 29

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

			Respo	ondent's G Identity	ender	(Child's Age		Respon	dent's Edi	ucation	Child'	s Health S	tatus				Р	rimary Race	e				Child's Do	octor Visits Months	in Last 6
	ЭНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	1,548	90	10	80	0	11	44	33	9	15	66	50	30	9	5	3	1	15	0	0	38	2	8	6	59	24
Number missing or multiple answer	3	1	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,545	89	9	80	0	11	44	32	8	15	66	50	30	9	5	3	1	15	0	0	37	2	8	6	58	24
	99.8%	98.9%	90.0%	100.0%		100.0%	100.0%	97.0%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			97.4%		100.0%	100.0%	98.3%	100.0%
Never	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.8%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	39	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.5%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Usually	182	13		11	0	4	5	4	1	3	9	6	5	2	2	0	0	3	0	0	5	0	1	1	7	5
	11.8%	14.6%	22.2%	13.8%		36.4%	11.4%	12.5%	12.5%	20.0%	13.6%	12.0%	16.7%	22.2%	40.0%	0.0%	0.0%	20.0%			13.5%	0.0%	12.5%	16.7%	12.1%	20.8%
Always	1,311	76	7	69	0	7	39	28	7	12	57	44	25	7	3	3	1	12		0	32	2	7	5	51	19
	84.9%	85.4%	77.8%	86.3%		63.6%	88.6%	87.5%	87.5%	80.0%	86.4%	88.0%	83.3%	77.8%	60.0%	100.0%	100.0%	80.0%			86.5%	100.0%	87.5%	83.3%	87.9%	79.2%
Significantly different from column:*																										
Usually or Always	1,493	89		80	0	11	44	32	8	15	66	50	30	9	5	3	1	15	0	0	37	2	8	6	58	24
	96.6%	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%
Significantly different from column:*																			1						ı I	J

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 30

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

			Respo	ondent's G Identity			Child's Age		Respon	dent's Edu	cation	Child's	s Health S	itatus				P	rimary Race	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)	_		(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	9009	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	1,548	90	10	80	0	11	44	33	9	15	66	50	30	9	5	3	1	15	0	0	38	2	8	6	59	24
Number missing or multiple answer	11	2	0	2	2 0	1	1	0	0	1	1	1	1	0	0	0	0	1	0	0	0	0	0	0	1	1
Number no experience	NA	NA	NA	NA	NA NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,537	88	10	78	0	10	43	33	9	14	65	49	29	9	5	3	1	14	0	0	38	2	8	6	58	23
	99.3%	97.8%	100.0%	97.5%	<u></u>	90.9%	97.7%	100.0%	100.0%	93.3%	98.5%	98.0%	96.7%	100.0%	100.0%	100.0%	100.0%	93.3%			100.0%		100.0%	100.0%	98.3%	95.8%
Yes	1,105	70	7	63	0	4	35	31	5	12	53	39	26	4	4	1	1	10	0	0	32	2	6	3	45	22
	71.9%	79.5%	70.0%	80.8%		40.0%	81.4%	93.9%	55.6%	85.7%	81.5%	79.6%	89.7%	44.4%	80.0%	33.3%	100.0%	71.4%			84.2%	100.0%	75.0%	50.0%	77.6%	95.7%
No	432	18	3	15	0	6	8	2	4	2	12	10	3	5	1	2	0	4	0	0	6	0	2	3	13	1
	28.1%	20.5%	30.0%	19.2%		60.0%	18.6%	6.1%	44.4%	14.3%	18.5%	20.4%	10.3%	55.6%	20.0%	66.7%	0.0%	28.6%			15.8%	0.0%	25.0%	50.0%	22.4%	4.3%
Significantly different from column:*																										i

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 31

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

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

			Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edi	ucation	Child'	s Health S	status				P	rimary Race	9				Child's Do	octor Visits Months	in Last 6
	ЭНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	рооб	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	1,105	70	7	63	0	4	35	31	5	12	53	39	26	4	4	1	1	10	0	0	32	2	6	3	45	22
Number missing or multiple answer	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,100	70	7	63	0	4	35	31	5	12	53	39	26	4	4	1	1	10	0	0	32	2	6	3	45	22
	99.5%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			100.0%		100.0%	100.0%	100.0%	100.0%
Never	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	50	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	4.5%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Usually	245	23	1	22	0	1	12	10	3	9	11	12	9	2	1	1	0	4	0	0	11	1	1	1	17	5
	22.3%	32.9%	14.3%	34.9%		25.0%	34.3%	32.3%	60.0%	75.0%	20.8%	30.8%	34.6%	50.0%	25.0%	100.0%	0.0%	40.0%			34.4%	50.0%	16.7%	33.3%	37.8%	22.7%
Always	799	47	6	41	0	3	23	21	2	3	42	27	17	2	3	0	1	6	0	0	21	1	5	2	28	17
	72.6%	67.1%	85.7%	65.1%		75.0%	65.7%	67.7%	40.0%	25.0%	79.2%	69.2%	65.4%	50.0%	75.0%	0.0%	100.0%	60.0%			65.6%	50.0%	83.3%	66.7%	62.2%	77.3%
Significantly different from column:*																										
Usually or Always	1,044	70	7	63	0	4	35	31	5	12	53	39	26	4	4	1	1	10	0	0	32	2	6	3	45	22
	94.9%	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%	100.0%	100.0%	100.0%	100.0%
Significantly different from column:*																									ı l	

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

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 32

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

			Respo	ondent's G Identity	ender	(Child's Age		Respon	dent's Edı	ucation	Child'	s Health S	tatus				Р	rimary Race	e				Child's Do	octor Visits Months	in Last 6
	표			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	1,548	90	10	80	0	11	44	33	9	15	66	50	30	9	5	3	1	15	0	0	38	2	8	6	59	24
Number missing or multiple answer	10	1	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,538	89	9	80	0	11	44	32	8	15	66	50	30	9	5	3	1	15	0	0	37	2	8	6	58	24
	99.4%	98.9%	90.0%	100.0%		100.0%	100.0%	97.0%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			97.4%		100.0%	100.0%	98.3%	100.0%
Never	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.5%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	107	4	1	3	0	1	2	1	1	0	3	3	1	0	0	1	0	2	0	0	0	0	1	0	2	2
	7.0%	4.5%	11.1%	3.8%		9.1%	4.5%	3.1%	12.5%	0.0%	4.5%	6.0%	3.3%	0.0%	0.0%	33.3%	0.0%	13.3%			0.0%	0.0%	12.5%	0.0%	3.4%	8.3%
Usually	315	19	0	19	0	2	11	5	3	6	10	10	5	4	3	1	0	4	0	0	5	0	2	2	12	5
	20.5%	21.3%	0.0%	23.8%		18.2%	25.0%	15.6%	37.5%	40.0%	15.2%	20.0%	16.7%	44.4%	60.0%	33.3%	0.0%	26.7%			13.5%	0.0%	25.0%	33.3%	20.7%	20.8%
Always	1,093	66	8	58	0	8	31	26	4	9	53	37	24	5	2	1	1	9	0	0	32	2	5	4	44	17
	71.1%	74.2%	88.9%	72.5%		72.7%	70.5%	81.3%	50.0%	60.0%	80.3%	74.0%	80.0%	55.6%	40.0%	33.3%	100.0%	60.0%			86.5%	100.0%	62.5%	66.7%	75.9%	70.8%
Significantly different from column:*																										
Usually or Always	1,408	85	8	77	0	10	42	31	7	15	63	47	29	9	5	2	1	13	0	0	37	2	7	6	56	22
	91.5%	95.5%	88.9%	96.3%		90.9%	95.5%	96.9%	87.5%	100.0%	95.5%	94.0%	96.7%	100.0%	100.0%	66.7%	100.0%	86.7%			100.0%	100.0%	87.5%	100.0%	96.6%	91.7%
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.

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 33

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

	0		Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edı	ucation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	роо9	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н		J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	1,548	90	10	80	0	11	44	33	9	15	66	50	30	9	5	3	1	15	0	0	38	2	8	6	59	24
Number missing or multiple answer	12	1	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,536	89	9	80	0	11	44	32	8	15	66	50	30	9	5	3	1	15	0	0	37	2	8	6	58	24
	99.2%	98.9%	90.0%	100.0%		100.0%	100.0%	97.0%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			97.4%		100.0%	100.0%	98.3%	100.0%
Yes	1,363	80	8	72	0	11	40	28	6	12	62	45	27	8	5	1	1	13	0	0	36	2	7	6	52	21
	88.7%	89.9%	88.9%	90.0%		100.0%	90.9%	87.5%	75.0%	80.0%	93.9%	90.0%	90.0%	88.9%	100.0%	33.3%	100.0%	86.7%			97.3%	100.0%	87.5%	100.0%	89.7%	87.5%
No	173	9	1	8	0	0	4	4	2	3	4	5	3	1	0	2	0	2	0	0	1	0	1	0	6	3
	11.3%	10.1%	11.1%	10.0%		0.0%	9.1%	12.5%	25.0%	20.0%	6.1%	10.0%	10.0%	11.1%	0.0%	66.7%	0.0%	13.3%			2.7%	0.0%	12.5%	0.0%	10.3%	12.5%
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.

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 34

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

			Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edi	ucation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	1,548	90	10	80	0	11	44	33	9	15	66	50	30	9	5	3	1	15	0	0	38	2	8	6	59	24
Number missing or multiple answer	7	1	0	1	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,541	89	10	79	0	11	43	33	9	14	66	49	30	9	5	3	1	15	0	0	38	2	8	6	58	24
	99.5%	98.9%	100.0%	98.8%		100.0%	97.7%	100.0%	100.0%	93.3%	100.0%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			100.0%		100.0%	100.0%	98.3%	100.0%
Yes	867	59	8	51	0	6	27	24	6	11	42	29	24	5	3	2	1	11	0	0	25	2	5	3	33	22
	56.3%	66.3%	80.0%	64.6%		54.5%	62.8%	72.7%	66.7%	78.6%	63.6%	59.2%	80.0%	55.6%	60.0%	66.7%	100.0%	73.3%			65.8%	100.0%	62.5%	50.0%	56.9%	91.7%
No	674	30	2	28	0	5	16	9	3	3	24	20	6	4	2	1	0	4	0	0	13	0	3	3	25	2
	43.7%	33.7%	20.0%	35.4%		45.5%	37.2%	27.3%	33.3%	21.4%	36.4%	40.8%	20.0%	44.4%	40.0%	33.3%	0.0%	26.7%			34.2%	0.0%	37.5%	50.0%	43.1%	8.3%
Significantly different from column:*																									Z	Υ

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 35

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

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

			Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edi	ucation	Child'	s Health S	tatus				Р	rimary Race	e				Child's Do	octor Visits Months	in Last 6
	HP			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	867	59	8	51	0	6	27	24	6	11	42	29	24	5	3	2	1	11	0	0	25	2	5	3	33	22
Number missing or multiple answer	21	1	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	846	58	7	51	0	6	27	23	5	11	42	29	24	5	3	2	1	11	0	0	24	2	5	3	32	22
	97.6%	98.3%	87.5%	100.0%		100.0%	100.0%	95.8%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			96.0%		100.0%	100.0%	97.0%	100.0%
Never	47 5.6%	1 1.7%	1 14.3%	0 0.0%	0	0.0%	0 0.0%	1 4.3%	0 0.0%	0.0%	1 2.4%	1 3.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0	0	0 0.0%	0 0.0%	1 20.0%	0 0.0%	1 3.1%	0 0.0%
Sometimes	102	4	0	4	0	1	0.070	3	0.070	1	3	2	2	0.070	0.070	0.070	0.070	0.070	0	0	1	0.070	1	0.070	2	2
	12.1%	6.9%	0.0%	7.8%		16.7%	0.0%	13.0%	0.0%	9.1%	7.1%	6.9%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%			4.2%	0.0%	20.0%	0.0%	6.3%	9.1%
Usually	250	21		18	0	2	10	7	2	3	16	9	10	2	2	1	0	5	0	0	8	2	1	1	12	8
	29.6%	36.2%		35.3%		33.3%	37.0%	30.4%	40.0%	27.3%	38.1%	31.0%	41.7%	40.0%	66.7%	50.0%	0.0%	45.5%			33.3%	100.0%	20.0%	33.3%	37.5%	36.4%
Always	447	32		29	0	3	17	12	3	7	22	17	12	3	1	1	1	6	0	0	15	0	2	2	17	12
	52.8%	55.2%	42.9%	56.9%		50.0%	63.0%	52.2%	60.0%	63.6%	52.4%	58.6%	50.0%	60.0%	33.3%	50.0%	100.0%	54.5%			62.5%	0.0%	40.0%	66.7%	53.1%	54.5%
Significantly different from column:*																										
Usually or Always	697 82.4%	53 91.4%		47 92.2%	0	5 83.3%	27 100.0%	19 82.6%	5 100.0%	10 90.9%	38 90.5%	26 89.7%	22 91.7%	5 100.0%	3 100.0%	2 100.0%	1 100.0%	11 100.0%	0	0	23 95.8%	2 100.0%	3 60.0%	3 100.0%	29 90.6%	20 90.9%
Significantly different from column:*	02.470	91.4%	03.7/0	32.270		03.370	100.076	02.0%	100.076	30.370	90.370	03.7/0	91.7/0	100.076	100.076	100.076	100.0%	100.076			93.070	100.070	00.076	100.070	30.070	90.970

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 36

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

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

	<u>a</u>		Respo	ondent's G Identity	ender	(Child's Age		Respor	ndent's Edi	ucation	Child'	Health S	tatus				Р	rimary Rac	ce				Child's Do	octor Visits Months	in Last
	ОНР			(Q73)			(Q69)		-	(Q74)			(Q53)					1	(Q90RC)			-			(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	2,130	131	14	117	0	15	67	47	11	24	95	80	38	12	5	3	2	16	0	1	62	2	13	26	73	
Number missing or multiple answer	44	3	1	2	0	0	0	3	1	0	2	1	1	0	0	0	0	0	0	0	3	0	0	1	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Jsable responses	2,086	128	13	115	0	15	67	44	10		93	79	37	12	5	3	2	16	0	1	59	2	13	25	72	
	97.9%	97.7%	92.9%	98.3%		100.0%	100.0%	93.6%	90.9%	100.0%	97.9%	98.8%	97.4%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	95.2%		100.0%	96.2%	98.6%	96
Worst personal doctor possible	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	
	0.1%	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%	C
L	5	1	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	
	0.2%	0.8%	0.0%	0.9%		0.0%	1.5%	0.0%	0.0%	0.0%	1.1%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	1.7%	0.0%	0.0%	0.0%	1.4%	0
1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.1%	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
•	13 0.6%	0.0%	0.0%	0.0%	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	U	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0
<u> </u>	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%	0.0%	0.0%	0.0%	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
	0.7%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0
5	59	2	0.070	2	0	0.070	1	1	0.070	0.070	2	1	1	0.070	0.070	1	0.070	0.070	0	0.070	0.070	0.070	1	0.070	1	
	2.8%	1.6%	0.0%	1.7%		0.0%	1.5%	2.3%	0.0%	0.0%	2.2%	1.3%	2.7%	0.0%	0.0%	33.3%	0.0%	0.0%		0.0%	0.0%	0.0%	7.7%	0.0%	1.4%	3
)	52	1	0	1	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1	
	2.5%	0.8%	0.0%	0.9%		6.7%	0.0%	0.0%	0.0%	4.2%	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		100.0%	0.0%	0.0%	0.0%	0.0%	1.4%	0
·	126	7	0	7	0	2	2	3	0	2	5	6	1	0	0	0	0	0	0	0	4	0	1	2	5	
	6.0%	5.5%	0.0%	6.1%		13.3%	3.0%	6.8%	0.0%	8.3%	5.4%	7.6%	2.7%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	6.8%	0.0%	7.7%	8.0%	6.9%	0.
3	293	26	8	18	0	3	14	8	1	7	18	16	6	4	3	1	0	1	0	0	14	0	1	5	14	
	14.0%	20.3%	61.5%	15.7%		20.0%	20.9%	18.2%	10.0%	29.2%	19.4%	20.3%	16.2%	33.3%	60.0%	33.3%	0.0%	6.3%		0.0%	23.7%	0.0%	7.7%	20.0%	19.4%	20
)	420	24	3	21	0	0	16	7	2	5	17	10	11	3	1	1	0	4	0	0	10	2	1	2	16	
	20.1%	18.8%	23.1%	18.3%		0.0%	23.9%	15.9%	20.0%	20.8%	18.3%	12.7%	29.7%	25.0%	20.0%	33.3%	0.0%	25.0%		0.0%	16.9%	100.0%	7.7%	8.0%	22.2%	20
.0 Best personal doctor possible	1,099	67	2	65	0	9	33	25	7	9	50	44	18	5	1	0	2	11	0	0	30	0	9	16	34	
	52.7%	52.3%	15.4%	56.5%		60.0%	49.3%	56.8%	70.0%	37.5%	53.8%	55.7%	48.6%	41.7%	20.0%	0.0%	100.0%	68.8%		0.0%	50.8%	0.0%	69.2%	64.0%	47.2%	55.

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 36

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

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

			Respo	ondent's G Identity	ender	(Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits i Months	n Last 6
	표			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	E	F	G	Н	ı	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Χ	Υ	Z
Number in sample Number missing or multiple answer	2,130 44	131 3	14 1	117 2	0	15 0	67 0	47 3	11 1	24 0	95 2	80 1	38 1	12 0	5 0	3	0	16 0	0	1 0	62 3	0	13 0	26 1	73 1	30 1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,086 97.9%	128 97.7%				15 100.0%	67 100.0%	44 93.6%	10 90.9%	24 100.0%	93 97.9%	79 98.8%	37 97.4%		5 100.0%	3 100.0%	2 100.0%	16 100.0%	0	1 100.0%	59 95.2%	2	13 100.0%	25 96.2%	72 98.6%	29 96.7%
0 to 4	37 1.8%	1 0.8%	0 0.0%	1 0.9%	0	0 0.0%	1 1.5%	0 0.0%	0 0.0%	0 0.0%	1 1.1%	1 1.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%	1 1.7%	0 0.0%	0 0.0%	0 0.0%	1 1.4%	0 0.0%
5	59 2.8%	2 1.6%	0 0.0%	2 1.7%	0	0 0.0%	1 1.5%	1 2.3%	0 0.0%	0 0.0%	2 2.2%	1 1.3%	1 2.7%	0 0.0%	0 0.0%	1 33.3%	0 0.0%	0 0.0%	0	0 0.0%	0 0.0%	0 0.0%	1 7.7%	0 0.0%	1 1.4%	1 3.4%
6 or 7	178 8.5%	8 6.3%	0 0.0%	8 7.0%	0	3 20.0%	2 3.0%	3 6.8%	0 0.0%	3 12.5%	5 5.4%	7 8.9%	1 2.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0	1 100.0%	4 6.8%	0 0.0%	1 7.7%	2 8.0%	6 8.3%	0 0.0%
8 to 10	1,812 86.9%	117 91.4%		104 90.4%	0	12 80.0%	63 94.0%	40 90.9%	10 100.0%	21 87.5%	85 91.4%	70 88.6%	35 94.6%		5 100.0%	2 66.7%	2 100.0%	16 100.0%	0	0 0.0%	54 91.5%	2 100.0%	11 84.6%	23 92.0%	64 88.9%	28 96.6%
Significantly different from column:*																										
0 to 6	148 7.1%	4 3.1%	0 0.0%	4 3.5%	0	1 6.7%	2 3.0%	1 2.3%	0 0.0%	1 4.2%	3 3.2%	3 3.8%	1 2.7%	0 0.0%	0 0.0%	1 33.3%	0 0.0%	0 0.0%	0	1 100.0%	1 1.7%	0 0.0%	1 7.7%	0 0.0%	3 4.2%	1 3.4%
7 to 8	419 20.1%	33 25.8%		25 21.7%		5 33.3%	16 23.9%	11 25.0%	1 10.0%	9 37.5%	23 24.7%	22 27.8%	7 18.9%	4 33.3%	3 60.0%	1 33.3%	0 0.0%	1 6.3%	0	0 0.0%	18 30.5%	0 0.0%	2 15.4%	7 28.0%	19 26.4%	6 20.7%
9 to 10	1,519 72.8%	91 71.1%		86 74.8%	0	9 60.0%	49 73.1%	32 72.7%	9 90.0%	14 58.3%	67 72.0%	54 68.4%	29 78.4%	8 66.7%	2 40.0%	1 33.3%	2 100.0%	15 93.8%	0	0 0.0%	40 67.8%	2 100.0%	10 76.9%	_	50 69.4%	22 75.9%
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.

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 37

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

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

	d		Respo	ondent's G Identity	ender	,	Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	tatus				Р	rimary Rac	ce				Child's Do	Months	in Last 6
	ᆼ			(Q73)			(Q69)			(Q74)			(Q53)			1	1		(Q90RC)			-			(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	роо9	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	Ι	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	2,130	131	14	117	0	15	67	47	11	24	95	80	38	12	5	3	2	16	0	1	62	2	13	26	73	30
Number missing or multiple answer	29	2	1	1	0	0	0	2	1	0	1	1	0	0	0	0	0	0	0	0	2	0	0	0	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,101	129	13	116	0	15	67	45	10	24	94	79	38	12	5	3	2	16	0	1	60	2	13	26	72	29
	98.6%	98.5%	92.9%	99.1%		100.0%	100.0%	95.7%	90.9%	100.0%	98.9%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	96.8%		100.0%	100.0%	98.6%	96.7%
Yes	1,627	103	10	93	0	15	53	33	8	16	79	60	34	9	5	2	0	13	0	1	47	2	10	15	60	27
	77.4%	79.8%	76.9%	80.2%		100.0%	79.1%	73.3%	80.0%	66.7%	84.0%	75.9%	89.5%	75.0%	100.0%	66.7%	0.0%	81.3%		100.0%	78.3%	100.0%	76.9%	57.7%	83.3%	93.1%
No	474	26	3	23	0	0	14	12	2	8	15	19	4	3	0	1	2	3	0	0	13	0	3	11	12	2
	22.6%	20.2%	23.1%	19.8%		0.0%	20.9%	26.7%	20.0%	33.3%	16.0%	24.1%	10.5%	25.0%	0.0%	33.3%	100.0%	18.8%		0.0%	21.7%	0.0%	23.1%	42.3%	16.7%	6.9%
Significantly different from column:*																							•	Y,Z	Х	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.

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 38

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

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

			Respo	ondent's G Identity			Child's Age		Respon	dent's Edı	ucation	Child'	s Health S	itatus				Р	rimary Rac	e				Child's Do	ctor Visits i Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	рооб	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	1	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	1,627	103	10	93	0	15	53	33	8	16	79	60	34	9	5	2	0	13	0	1	47	2	10	15	60	27
Number missing or multiple answer	43	1	0	1	0	1	0	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,584	102	10	92	0	14	53	33	8	16	78	60	34	8	5	2	0	13	0	1	46	2	10	15	59	27
	97.4%	99.0%	100.0%	98.9%		93.3%	100.0%	100.0%	100.0%	100.0%	98.7%	100.0%	100.0%	88.9%	100.0%	100.0%		100.0%		100.0%	97.9%		100.0%	100.0%	98.3%	100.0%
Yes	1,453	93	10	83	0	12	49	31	6	15	72	57	28	8	5	0	0	12	0	0	43	2	9	13	54	26
	91.7%	91.2%	100.0%	90.2%		85.7%	92.5%	93.9%	75.0%	93.8%	92.3%	95.0%	82.4%	100.0%	100.0%	0.0%		92.3%		0.0%	93.5%	100.0%	90.0%	86.7%	91.5%	96.3%
No	131	9	0	9	0	2	4	2	2	1	6	3	6	0	0	2	0	1	0	1	3	0	1	2	5	1
	8.3%	8.8%	0.0%	9.8%		14.3%	7.5%	6.1%	25.0%	6.3%	7.7%	5.0%	17.6%	0.0%	0.0%	100.0%		7.7%		100.0%	6.5%	0.0%	10.0%	13.3%	8.5%	3.7%
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.

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 39

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

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

			Respo	ondent's G Identity		(Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	itatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	рооб	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	1,627	103	10	93	0	15	53	33	8	16	79	60	34	9	5	2	0	13	0	1	47	2	10	15	60	27
Number missing or multiple answer	40	3	0	3	0	1	0	2	0	1	2	0	3	0	0	0	0	1	0	0	1	0	0	1	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,587	100	10	90	0	14	53	31	8	15	77	60	31	9	5	2	0	12	0	1	46	2	10	14	59	26
	97.5%	97.1%	100.0%	96.8%		93.3%	100.0%	93.9%	100.0%	93.8%	97.5%	100.0%	91.2%	100.0%	100.0%	100.0%		92.3%		100.0%	97.9%		100.0%	93.3%	98.3%	96.3%
Yes	1,403	87	10	77	0	11	48	27	6	14	67	55	24	8	5	0	0	11	0	0	40	2	9	12	52	23
	88.4%	87.0%	100.0%	85.6%		78.6%	90.6%	87.1%	75.0%	93.3%	87.0%	91.7%	77.4%	88.9%	100.0%	0.0%		91.7%		0.0%	87.0%	100.0%	90.0%	85.7%	88.1%	88.5%
No	184	13	0	13	0	3	5	4	2	1	10	5	7	1	0	2	0	1	0	1	6	0	1	2	7	3
	11.6%	13.0%	0.0%	14.4%		21.4%	9.4%	12.9%	25.0%	6.7%	13.0%	8.3%	22.6%	11.1%	0.0%	100.0%		8.3%		100.0%	13.0%	0.0%	10.0%	14.3%	11.9%	11.5%
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.

72570

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 40

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

	Ь		Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	Status				Р	rimary Rac	ce				Child's Do	octor Visits Months	in Last 6
	HO			(Q73)			(Q69)			(Q74)			(Q53)			ī	ī	1	(Q90RC)			T			(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
Number missing or multiple answer	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,268	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
Yes	840	60	5	55	0	9	27	22	5	13	42	35	18	6	3	2	0	8	0	1	25	1	7	3	33	24
	37.0%	44.1%	35.7%	45.5%	0.0%	60.0%	39.1%	44.0%	45.5%	52.0%	42.4%	41.7%	46.2%	50.0%	60.0%	66.7%	0.0%	50.0%		100.0%	37.9%	50.0%	53.8%	10.0%	44.6%	80.0%
No	1,428	76	9	66	1	6	42	28	6	12	57	49	21	6	2	1	3	8	0	0	41	1	6	27	41	6
	63.0%	55.9%	64.3%	54.5%	100.0%	40.0%	60.9%	56.0%	54.5%	48.0%	57.6%	58.3%	53.8%	50.0%	40.0%	33.3%	100.0%	50.0%		0.0%	62.1%	50.0%	46.2%	90.0%	55.4%	20.0%
Significantly different from column:*																							•	Y,Z	X,Z	X,Y

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 41

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

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

			Respo	ondent's G Identity	iender		Child's Age		Respon	dent's Ed	ucation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits i Months	n Last 6
	Η̈́			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	840	60	5	55	0	9	27	22	5	13	42	35	18	6	3	2	0	8	0	1	25	1	7	3	33	24
Number missing or multiple answer	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	836	60		55		9	27	22	5	13	42	35	18	6	3	2	0	8	0	1	25	1	7	3	33	24
	99.5%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%		100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
Never	44 5.3%	2 3.3%	1 20.0%	1 1.8%	0	0.0%	1 3.7%	1 4.5%	0 0.0%	0 0.0%	2 4.8%	1 2.9%	1 5.6%	0 0.0%	0 0.0%	0 0.0%	0	1 12.5%	0	0 0.0%	1 4.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 8.3%
Sometimes	163	12		11	0	0.070	6	6	3	1	8	8	4	0.070	0.070	0.070	0	3	0	0.070	5	1	2	0.070	10	2
	19.5%	20.0%		20.0%		0.0%	22.2%	27.3%	60.0%	7.7%	19.0%	22.9%	22.2%	0.0%	0.0%	0.0%		37.5%		0.0%	20.0%	100.0%	28.6%	0.0%	30.3%	8.3%
Usually	251	19		17		3	7	8	1	5	13	9	7	2	2	0	0	2	0	0	5	0	3	0	8	11
	30.0%	31.7%	40.0%	30.9%		33.3%	25.9%	36.4%	20.0%	38.5%	31.0%	25.7%	38.9%	33.3%	66.7%	0.0%		25.0%		0.0%	20.0%	0.0%	42.9%	0.0%	24.2%	45.8%
Always	378	27		26	1	6	13	7	1	7	19	17	6	4	1	2	0	2	0	1	14	0	2	3	15	9
	45.2%	45.0%	20.0%	47.3%		66.7%	48.1%	31.8%	20.0%	53.8%	45.2%	48.6%	33.3%	66.7%	33.3%	100.0%		25.0%		100.0%	56.0%	0.0%	28.6%	100.0%	45.5%	37.5%
Significantly different from column:*																										
Usually or Always	629	46	3	43	0	9	20	15	2	12	32	26	13	6	3	2	0	4	0	1	19	0	5	3	23	20
	75.2%	76.7%	60.0%	78.2%		100.0%	74.1%	68.2%	40.0%	92.3%	76.2%	74.3%	72.2%	100.0%	100.0%	100.0%		50.0%		100.0%	76.0%	0.0%	71.4%	100.0%	69.7%	83.3%
Significantly different from column:*																										

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

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 42

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

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

			Respo	ondent's G Identity	ender	(Child's Age		Respon	dent's Edu	ıcation	Child'	s Health S	tatus				Р	rimary Race	е				Child's Do	octor Visits i Months	in Last 6
	H			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	X	Υ	Z
Number in sample	840	60	5	55	0	9	27	22	5	13	42	35	18	6	3	2	0	8	0	1	25	1	7	3	33	24
Number missing or multiple answer	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA -	NA	NA	NA	NA	NA	NA -	NA	NA	NA	NA	NA	NA	NA	NA	. NA	NA	NA		NA	NA -	NA	NA	NA
Usable responses	827	60	5	55	0	100.0%	27	22	100.00/	13	42	35	18	100.000	100.0%	100.00/	0	100.00/	0	100.0%	25	1	100.00/	100.00/	33	100.0%
None	98.5%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%		100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
None	45 5.4%	3.3%	20.0%	1.8%		0.0%	7.4%	0.0%	0.0%	0.0%	4.8%	2.9%	5.6%	0.0%	0.0%	0.0%		12.5%		0.0%	4.0%	0.0%	0.0%	0.0%	3.0%	4.2%
1 specialist	428	3.376	3	31	0	6	15	12	4	9	21	2.370	3.0%	2	2	2	0	4	0	0.070	15	1	4	3	21	10
	51.8%	56.7%	60.0%	~ =		66.7%	55.6%	54.5%	80.0%	69.2%	50.0%	65.7%	44.4%	33.3%	66.7%	100.0%		50.0%		100.0%		100.0%	57.1%	100.0%	63.6%	41.7%
2	194	11		10	0	1	5	4	1	3	7	5	3	3	0	0	0	2	0	0	5	0	1	0	8	3
	23.5%	18.3%	20.0%	18.2%		11.1%	18.5%	18.2%	20.0%	23.1%	16.7%	14.3%	16.7%	50.0%	0.0%	0.0%		25.0%		0.0%	20.0%	0.0%	14.3%	0.0%	24.2%	12.5%
3	85	9	0	9	0	1	2	6	0	1	8	5	4	0	1	0	0	0	0	0	3	0	1	0	3	6
	10.3%	15.0%	0.0%	16.4%		11.1%	7.4%	27.3%	0.0%	7.7%	19.0%	14.3%	22.2%	0.0%	33.3%	0.0%		0.0%		0.0%	12.0%	0.0%	14.3%	0.0%	9.1%	25.0%
4	36	2	0	2	0	1	1	0	0	0	2	1	0	1	0	0	0	0	0	0	1	0	1	0	0	2
E au manua anna sialista	4.4%	3.3%	0.0%	3.6%		11.1%	3.7%	0.0%	0.0%	0.0%	4.8%	2.9%	0.0%	16.7%	0.0%	0.0%		0.0%		0.0%	4.0%	0.0%	14.3%	0.0%	0.0%	8.3%
5 or more specialists	39 4.7%	2 3.3%	0 00/	2 3.6%	0	0 0.0%	2 7.4%	0 00/	0.0%	0 00/	2 4.8%	0 00/	2 11.1%	0 0.0%	0.0%	0.0%	0	1 12.5%	0	0 0.0%	0.0%	0 0.0%	0 0.0%	0 00/	0.0%	2
3 or more specialists	160	13	0.0%	3.6%		0.0%	7.4%	0.0%	0.0%	0.0%	4.8%	0.0%	11.1%	0.0%	0.0%	0.0%		12.5%		0.0%	0.0%	0.0%	ປ.ປ%	0.0%	0.0%	8.3%
5 55. 5 Specialists	19.3%	21.7%	0.0%			22.2%	18.5%	ە 27.3%	0.0%	7.7%	28.6%	17.1%	33.3%	16.7%	33.3%	0.0%		12.5%		0.0%	16.0%	0.0%	28.6%	0.0%	9.1%	41.7%
Significantly different from column:*	25.570		3.370	20.070		22.270	20.070	27.370	5.576	70	23.370	27.270	33.370	23.770	33.370	2.370				3.370	20.370	3.370	20.070	3.370	Z	Υ Υ

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 43

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

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

	d.		Respo	ondent's G Identity		(Child's Age		Respor	ident's Edu	cation	Child's	Health S	tatus				Pı	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	Ξ			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	Е	F	G	Н	1	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	782	58	4	54	1 0	9	25	22	5	13	40	34	17	6	3	2	0	7	0	1	24	1	7	3	32	23
Number missing or multiple answer	6	0	0	C	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	l		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		NA	NA	NA	N/
Usable responses	776		4	100.0%		9	25	22	5	130.0%	40	34	17	100.000	3	100.00/	0	7	0	100.0%	24		100.00	3	32	23
0 Worst specialist possible	99.2%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%		100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
o worst specialist hossinie	4 0.5%	0.0%	0.0%	0.0%	6	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	3	0	0	C	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%	6	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	2 0.3%	0 0.0%	0.0%	0.0%	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0.0%	0 0.0%	0 0.0%	0.0%	0.0%	0	0.0%	0	0 0.0%	0.0%	0.0%	0 0.0%	0.0%	0 0.0%	0.09
3	10	0.078	0.070	0.070	0 0	0.070	0.070	0.070	0.070	0.070	0.070	0.070	0.070	0.070	0.070	0.070	0	0.070	0	0.070	0.070	0.070	0.070	0.070	0.070	0.07
	1.3%	0.0%	0.0%	0.0%	6	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.09
4	4	0	0	C	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.5%	0.0%	0.0%	0.0%	6	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
5	32	0	0	C	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	4.1%	0.0%	0.0%	0.0%	6	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.09
6	26		1	2	0	0	1	2	0	0	3	2	1	0	0	0	0	0	0	0	1	0	1	0	2	:
7	3.4%	5.2%	25.0%	3.7%	6	0.0%	4.0%	9.1%	0.0%	0.0%	7.5%	5.9%	5.9%	0.0%	0.0%	0.0%		0.0%		0.0%	4.2%	0.0%	14.3%	0.0%	6.3%	4.3%
\mathbf{I}'	59	-	0	4	0	1	1	2	1	0	3	2	2	0	0	0	0	2	0	0	1	0	1	0	3	
8	7.6%	6.9%	0.0%			11.1%	4.0%	9.1%	20.0%	0.0%	7.5%	5.9%	11.8%	0.0%	0.0%	0.0%		28.6%		0.0%	4.2%	0.0%	14.3%	0.0%	9.4%	4.3%
	149 19.2%	14 24.1%	0.0%	25.9%		22.2%	28.0%	4 18.2%	40.0%	23.1%	9 22.5%	23.5%	3 17.6%	50.0%	33.3%	100.0%		28.6%		0.0%	4 16.7%	0.0%	28.6%	33.3%	21.9%	26.1%
9	15.270	12	3	23.370	9 0	0	5	10.276	1	6	5	3	17.0%	20.076	23.576	0	0	20.070	0	0.070	5	1	20.070 N	0.576	6	
	20.5%	20.7%	75.0%	16.7%	6	0.0%	20.0%	27.3%	20.0%	46.2%	12.5%	8.8%	35.3%	33.3%	66.7%	0.0%		14.3%		0.0%	20.8%	100.0%	0.0%	0.0%	18.8%	26.19
10 Best specialist possible	328		0	25		6	11	8	1	4	20	19	5	1	0	0	0	2	0	1	13		3	2	14	
	42.3%	43.1%	0.0%	46.3%	6	66.7%	44.0%	36.4%	20.0%	30.8%	50.0%	55.9%	29.4%	16.7%	0.0%	0.0%		28.6%		100.0%	54.2%	0.0%	42.9%	66.7%	43.8%	39.1%

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 43

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

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

			Resp	ondent's G Identity	iender		Child's Age		Respon	ıdent's Edı	ucation	Child'	s Health S	tatus				P	Primary Rac	e				Child's Do	octor Visits i Months	n Last 6
	H H			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample Number missing or multiple answer Number no experience	782 6 NA	58 0 NA	C	54 0 NA	. 0 0 NA	9 0 NA	25 0 NA	22 0 NA	5 0 NA	13 0 NA	40 0 NA	34 0 NA	17 0 NA	6 0 NA	3 0 NA	2 0 NA	0 0 NA	7 0 NA	0 0 NA	1 0 NA	24 0 NA	1 0 NA	7 0 NA	3 0 NA	32 0 NA	23 0 NA
Usable responses	776 99.2%	58 100.0%	3 4	54	. 0	9 100.0%	25 100.0%	100.0%	5	13	40	34	17 100.0%	6	3	2	0	7 100.0%	0	100.0%	24	1	7 100.0%	3	32	23
0 to 4	23 3.0%	0.0%	0.0%	0.0%	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0	0.0%	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0.0%
5	32 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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0.0%
6 or 7	85 11.0%	7 12.1%	25.0%	11.1%	0	1 11.1%	2 8.0%	4 18.2%	1 20.0%	0 0.0%	6 15.0%	4 11.8%	3 17.6%	0 0.0%	0 0.0%	0 0.0%	0	28.6%	0	0 0.0%	2 8.3%	0 0.0%	2 28.6%	0 0.0%	5 15.6%	2 8.7%
8 to 10	636 82.0%	51 87.9%		48 88.9%	0	88.9%	23 92.0%	18 81.8%	4 80.0%	13 100.0%	34 85.0%	30 88.2%	14 82.4%	~	3 100.0%	2 100.0%	0	5 71.4%	0	1 100.0%	22 91.7%	1 100.0%	5 71.4%	3 100.0%	27 84.4%	21 91.3%
Significantly different from column:*																										
0 to 6	81 10.4%	3 5.2%	5 25.0%	3.7%	0	0 0.0%	1 4.0%	2 9.1%	0 0.0%	0 0.0%	3 7.5%	2 5.9%	1 5.9%	0 0.0%	0 0.0%	0 0.0%	0	0.0%	0	0 0.0%	1 4.2%	0 0.0%	1 14.3%	0 0.0%	2 6.3%	4.3%
7 to 8	208 26.8%	18 31.0%		18 33.3%		3 33.3%	8 32.0%	6 27.3%	3 60.0%	3 23.1%	12 30.0%		5 29.4%	3 50.0%	1 33.3%	2 100.0%	0	57.1%	0	0 0.0%	5 20.8%	0 0.0%	3 42.9%	1 33.3%	10 31.3%	7 30.4%
9 to 10	487 62.8%	37 63.8%		34 63.0%	0	6 66.7%	16 64.0%	14 63.6%	2 40.0%	10 76.9%	25 62.5%	22 64.7%	11 64.7%	3 50.0%	2 66.7%	0 0.0%	0	42.9%	0	1 100.0%	18 75.0%	1 100.0%	3 42.9%	2 66.7%	20 62.5%	15 65.2%
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.

72570

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 44

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

			Respo	ondent's G Identity		(Child's Age		Respor	ndent's Edu	cation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	9009	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
Number missing or multiple answer	27	1	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,254	135	14	120	1	15	68	50	11	25	98	83	39	12	5	3	3	16	0	1	65	2	13	30	73	30
	98.8%	99.3%	100.0%	99.2%	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	99.0%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	98.5%		100.0%	100.0%	98.6%	100.0%
Yes	483	33	4	28	1	5	16	12	4	9	20	23	8	2	1	2	2	3	0	1	15	0	1	6	16	11
	21.4%	24.4%	28.6%	23.3%	100.0%	33.3%	23.5%	24.0%	36.4%	36.0%	20.4%	27.7%	20.5%	16.7%	20.0%	66.7%	66.7%	18.8%		100.0%	23.1%	0.0%	7.7%	20.0%	21.9%	36.7%
No	1,771	102	10	92	0	10	52	38	7	16	78	60	31	10	4	1	1	13	0	0	50	2	12	24	57	19
	78.6%	75.6%	71.4%	76.7%	0.0%	66.7%	76.5%	76.0%	63.6%	64.0%	79.6%	72.3%	79.5%	83.3%	80.0%	33.3%	33.3%	81.3%		0.0%	76.9%	100.0%	92.3%	80.0%	78.1%	63.3%
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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 45

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

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

			Respo	ondent's G Identity	ender	(Child's Age		Respon	dent's Edi	ucation	Child'	s Health S	itatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	HP			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	483	33	4	28	1	5	16	12	4	9	20	23	8	2	1	2	2	3	0	1	15	0	1	6	16	11
Number missing or multiple answer	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	476	33	4	28	1	5	16	12	4	9	20	23	8	2	1	2	2	3	0	1	15	0	1	6	16	11
	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
Never	16 3.4%	3.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1 8.3%	0 0.0%	0.0%	1 5.0%	1 4.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0	0.0%	1 6.7%	0	0 0.0%	1 16.7%	0 0.0%	0 0.0%
Sometimes	3.4% 72	3.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.5%	0.0%	0.0%	5.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0	0.0%	0.7%		0.0%	10.7%	0.0%	0.0%
	15.3%	6.1%	0.0%	7.1%	0.0%	20.0%	0.0%	8.3%	25.0%	11.1%	0.0%	4.3%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	13.3%		0.0%	16.7%	6.3%	0.0%
Usually	123	12	1	11	0	1	8	3	3	2	7	8	3	1	0	0	1	3	0	0	4	0	1	2	5	5
	25.8%	36.4%	25.0%	39.3%	0.0%	20.0%	50.0%	25.0%	75.0%	22.2%	35.0%	34.8%	37.5%	50.0%	0.0%	0.0%	50.0%	100.0%		0.0%	26.7%		100.0%	33.3%	31.3%	45.5%
Always	264	18	3	15	0	3	8	7	0	6	12	13	4	1	1	2	1	0	0	1	8	0	0	2	10	6
	55.5%	54.5%	75.0%	53.6%	0.0%	60.0%	50.0%	58.3%	0.0%	66.7%	60.0%	56.5%	50.0%	50.0%	100.0%	100.0%	50.0%	0.0%		100.0%	53.3%		0.0%	33.3%	62.5%	54.5%
Significantly different from column:*																										
Usually or Always	387	30		26	0	4	16	10	3	8	19	21	7	2	1	2	2	3	0	1	12	0	1	4	15	11
	81.3%	90.9%	100.0%	92.9%	0.0%	80.0%	100.0%	83.3%	75.0%	88.9%	95.0%	91.3%	87.5%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	80.0%		100.0%	66.7%	93.8%	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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 46

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

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

			Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edi	ucation	Child'	s Health S	itatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ЭНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	483	33	4	28	1	5	16	12	4	9	20	23	8	2	1	2	2	3	0	1	15	0	1	6	16	11
Number missing or multiple answer	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	473	33	4	28	1	5	16	12	4	9	20	23	8	2	1	2	2	3	0	1	15	0	1	6	16	11
	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%	100.0%		100.0%	100.0%	100.0%	100.0%
Never	7 1.5%	1 3.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0.0%	1 8.3%	0 0.0%	0 0.0%	1 5.0%	1 4.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%	1 6.7%	0	0 0.0%	1 16.7%	0.0%	0 0.0%
Sometimes	21	1	0	1	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	0	1	0	0
	4.4%	3.0%	0.0%	3.6%	0.0%	20.0%	0.0%	0.0%	25.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	6.7%		0.0%	16.7%	0.0%	0.0%
Usually	77	6	1	5	0	0	3	3	2	2	2	2	3	1	0	0	1	2	0	0	2	0	0	0	4	2
	16.3%	18.2%	25.0%	17.9%	0.0%	0.0%	18.8%	25.0%	50.0%	22.2%	10.0%	8.7%	37.5%	50.0%	0.0%	0.0%	50.0%	66.7%		0.0%	13.3%		0.0%	0.0%	25.0%	18.2%
Always	368	25	3	22	0	4	13	8	1	7	17	19	5	1	1	2	1	1	0	1	11	0	1	4	12	9
	77.8%	75.8%	75.0%	78.6%	0.0%	80.0%	81.3%	66.7%	25.0%	77.8%	85.0%	82.6%	62.5%	50.0%	100.0%	100.0%	50.0%	33.3%		100.0%	73.3%		100.0%	66.7%	75.0%	81.8%
Significantly different from column:*																										
Usually or Always	445	31	4	27	0	4	16	11	3	9	19	21	8	2	1	2	2	3	0	1	13	0	1	4	16	11
	94.1%	93.9%	100.0%	96.4%	0.0%	80.0%	100.0%	91.7%	75.0%	100.0%	95.0%	91.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	86.7%		100.0%	66.7%	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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 47

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

	Ь		Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	n Last 6
	HO			(Q73)			(Q69)			(Q74)			(Q53)			T	T	T	(Q90RC)		7	· •			(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	роо9	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	ı	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
Number missing or multiple answer	50	6	0	6	0	0	4	2	0	2	4	4	2	0	0	0	0	1	0	0	3	0	0	1	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
Usable responses	2,231	130	14	115	1	15	65	48	11	23	95	80	37	12	5	3	3	15	0	1	63	2	13	29	72	28
	97.8%	95.6%	100.0%	95.0%	100.0%	100.0%	94.2%	96.0%	100.0%	92.0%	96.0%	95.2%	94.9%	100.0%	100.0%	100.0%	100.0%	93.8%		100.0%	95.5%		100.0%	96.7%	97.3%	93.3%
Yes	595	38	6	32	0	4	17	17	3	7	28	21	12	4	3	1	1	6	0	0	14	0	3	4	24	10
	26.7%	29.2%	42.9%	27.8%	0.0%	26.7%	26.2%	35.4%	27.3%	30.4%	29.5%	26.3%	32.4%	33.3%	60.0%	33.3%	33.3%	40.0%		0.0%	22.2%	0.0%	23.1%	13.8%	33.3%	35.7%
No	1,636	92	8	83	1	11	48	31	8	16	67	59	25	8	2	2	2	9	0	1	49	2	10	25	48	18
	73.3%	70.8%	57.1%	72.2%	100.0%	73.3%	73.8%	64.6%	72.7%	69.6%	70.5%	73.8%	67.6%	66.7%	40.0%	66.7%	66.7%	60.0%		100.0%	77.8%	100.0%	76.9%	86.2%	66.7%	64.3%
Significantly different from column:*																								Υ	Х	

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 48

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

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

			Respo	ondent's G Identity	ender	(Child's Age		Respon	dent's Edı	ucation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	ctor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	2,231	130	14	115	1	15	65	48	11	23	95	80	37	12	5	3	3	15	0	1	63	2	13	29	72	28
Number missing or multiple answer	22	0	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
Usable responses	2,209	130	14	115	1	15	65	48	11	23	95	80	37	12	5	3	3	15	0	1	63	2	13	29	72	28
	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
Never	28 1.3%	2 1.5%	0 0.0%	2 1.7%	0 0.0%	1 6.7%	0.0%	1 2.1%	0 0.0%	0 0.0%	2 2.1%	2 2.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0	0.0%	1 1.6%	0 0.0%	1 7.7%	1 3.4%	1 1.4%	0 0.0%
Sometimes	1.5%	1.5/6	0.0%	1.7 /0	0.0%	0.770	0.0%	2.170	0.0%	0.0%	2.1/0	2.3/0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0	0.0%	1.076	0.0%	1.770	3.4%	2.470	0.0%
	4.5%	4.6%	7.1%	4.3%	0.0%	6.7%	0.0%	10.4%	0.0%	4.3%	5.3%	1.3%	13.5%	0.0%	0.0%	0.0%	0.0%	13.3%		0.0%	1.6%	0.0%	7.7%	0.0%	4.2%	10.7%
Usually	203	14	2	12	0	1	10	3	2	3	9	9	2	3	3	1	0	2	0	0	4	0	0	2	9	3
	9.2%	10.8%	14.3%	10.4%	0.0%	6.7%	15.4%	6.3%	18.2%	13.0%	9.5%	11.3%	5.4%	25.0%	60.0%	33.3%	0.0%	13.3%		0.0%	6.3%	0.0%	0.0%	6.9%	12.5%	10.7%
Always	1,879	108	11	96		12	55	39	9	19	79	68	30	9	2	2	3	11	0	1	57	2	11	26	59	22
	85.1%	83.1%	78.6%	83.5%	100.0%	80.0%	84.6%	81.3%	81.8%	82.6%	83.2%	85.0%	81.1%	75.0%	40.0%	66.7%	100.0%	73.3%		100.0%	90.5%	100.0%	84.6%	89.7%	81.9%	78.6%
Significantly different from column:*																										
Usually or Always	2,082	122		108		13	65	42	11	22	88	77	32	12	5	100.00	3	13	0	100.00	61	2	11	28	68	25
Cincificantly, different frame calves w	94.3%	93.8%	92.9%	93.9%	100.0%	86.7%	100.0%	87.5%	100.0%	95.7%	92.6%	96.3%	86.5%	100.0%	100.0%	100.0%	100.0%	86.7%		100.0%	96.8%	100.0%	84.6%	96.6%	94.4%	89.3%
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.

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

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

			· ·	ndent's Go Identity	ender	(Child's Age		Respon	dent's Ed	ucation	Child	s Health S	tatus				Р	rimary Rac	ce				Child's Do	octor Visits Months	in Last
	H			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	•
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
lumber in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	1
Number missing or multiple answer	42	1	0	1	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	1
Number no experience	NA	NA		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		NA	NA	NA	NA	NA	NA	
Jsable responses	2,239	135		120	1	14	69	50	11	25	98	83	39	12	5	3	3	16	0	1	65	2	13	30	73	
Maret handth alon marible	98.2%	99.3%	100.0%	99.2%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	99.0%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	98.5%		100.0%	100.0%	98.6%	100
Worst health plan possible	11	1	0	0	1	0	0	2 224	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	2 204	0	Ι.
	0.5%	0.7%	0.0%	0.0%	100.0%	0.0%	0.0%	2.0%	0.0%	0.0%	1.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	1.5%	0.0%	0.0%	3.3%	0.0%	(
	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	(
2	11	2.0%	0.0%	0.078	0.0%	0.0%	0.076	0.078	0.0%	0.0%	0.078	0.078	0.0%	0.0%	0.0%	0.070	0.0%	0.0%	0	0.070	0.0%	0.070	0.070	0.0%	0.0%	
	0.5%	1.5%	7.1%	0.8%	0.0%	0.0%	1.4%	2.0%	0.0%	0.0%	2.0%	2.4%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	7.7%	0.0%	1.4%	3
	19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	(
1	32	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	(
	119	6	0	6	0	0	3	3	1	0	5	2	4	0	0	0	0	1	0	0	2	0	0	1	4	l
	5.3%	4.4%	0.0%	5.0%	0.0%	0.0%	4.3%	6.0%	9.1%	0.0%	5.1%	2.4%	10.3%	0.0%	0.0%	0.0%	0.0%	6.3%		0.0%	3.1%	0.0%	0.0%	3.3%	5.5%	3
	112	5	0	5	0	1	2	2	2	2	1	2	2	1	0	0	0	0	0	0	4	1	0	2	2	l
,	5.0%	3.7%		4.2%	0.0%	7.1%	2.9%	4.0%	18.2%	8.0%	1.0%	2.4%	5.1%	8.3%	0.0%	0.0%	0.0%	0.0%		0.0%	6.2%	50.0%	0.0%	6.7%	2.7%	3
	282	15		15	0 000	2	6	7	0	12.004	12	11	2	2	1	0	22.204	0	0	0	10	0 000	1	42 224	7	
	12.6% 423	11.1% 37		12.5% 32	0.0%	14.3%	8.7%	14.0% 13	0.0%	12.0%	12.2% 27	13.3% 22	5.1% 13	16.7%	20.0%	0.0%	33.3%	0.0%		0.0%	15.4% 16	0.0%	7.7%	13.3% 12	9.6% 15	13
	18.9%	37 27.4%	_	32 26.7%	0.0%	14.3%	21 30.4%	26.0%	36.4%	24.0%	27.6%	26.5%	33.3%	16.7%	20.0%	33.3%	0.0%	9 56.3%	"	0.0%	24.6%	0.0%	2 15.4%	40.0%	20.5%	
)	410	27.4%		25.7%	0.0 <i>%</i>	14.3/0	30.4%	20.0%	30.470 1	<u> </u>	27.0%	20.3%	73.370	±0.7 /0 5	20.0%	1	1	1	0	0.0%	16	0.0%	13.470	70.076	20.3% 19	
	18.3%	20.7%	_	20.8%	0.0%	14.3%	15.9%	28.0%	9.1%	20.0%	22.4%	18.1%	17.9%	41.7%	40.0%	33.3%	33.3%	6.3%		0.0%	24.6%	0.0%	23.1%	6.7%	26.0%	23
0 Best health plan possible	818	41	5	36	0	7	25	9	3	9	28	28	11	2	0	1	1	5	0	1	16	1	6	8	25	
	36.5%	30.4%	35.7%	30.0%	0.0%	50.0%	36.2%	18.0%	27.3%	36.0%	28.6%	33.7%	28.2%	16.7%	0.0%	33.3%	33.3%	31.3%		100.0%	24.6%	50.0%	46.2%	26.7%	34.2%	

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 49

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

			Resp	ondent's G Identity	iender		Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	status				Р	rimary Rac	e				Child's Do	octor Visits i Months	in Last 6
	H.			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample Number missing or multiple answer	2,281 42 NA	136 1	C	1	0	15 1 NA	69 0	50 0 NA	11 0 NA	25 0 NA	99 1 NA	84 1 NA	39 0 NA	12 0 NA	5 0 NA	3 0 NA	3 0 NA	16 0 NA	0 0 NA	1 0 NA	66 1 NA	2 0 NA	13 0 NA	30 0 NA	74 1	30 0
Number no experience Usable responses	2,239 98.2%	NA 135 99.3%	14	120	1	14	NA 69 100.0%	50 100.0%	11	25	98 99.0%	83 98.8%	39 100.0%	12	5 100.0%	3	3	16 100.0%		1 100.0%	65	2	13	30	NA 73 98.6%	30 100.0%
0 to 4	75 3.3%	3 2.2%	1	1	1	0.0%	1 1.4%	2 4.0%	0	0.0%	3.1%	3	0.0%	0	20.0%	0.0%	0	0.0%	0	0.0%	1 1.5%	0 0.0%	1	1	1.4%	3.3%
5	119 5.3%	6 4.4%	0.0%	5.0%	0.0%	0 0.0%	3 4.3%	3 6.0%	1 9.1%	0 0.0%	5 5.1%	2 2.4%	4 10.3%	0 0.0%	0.0%	0 0.0%	0 0.0%	1 6.3%	0	0 0.0%	2 3.1%	0 0.0%	0.0%	1 3.3%	4 5.5%	3.3%
6 or 7	394 17.6%	20 14.8%		20 16.7%	1	3 21.4%	8 11.6%	9 18.0%	2 18.2%	5 20.0%	13 13.3%		4 10.3%	3 25.0%	1 20.0%	0 0.0%	1 33.3%	0 0.0%	0 	0 0.0%	14 21.5%	1 50.0%	7.7%	6 20.0%	9 12.3%	5 16.7%
8 to 10	1,651 73.7%	106 78.5%		93 77.5%	1	11 78.6%	57 82.6%	36 72.0%	8 72.7%	20 80.0%	77 78.6%	65 78.3%	31 79.5%	9 75.0%	3 60.0%	3 100.0%	2 66.7%	15 93.8%	0	1 100.0%	48 73.8%	1 50.0%	11 84.6%	22 73.3%	59 80.8%	23 76.7%
Significantly different from column:*																										
0 to 6	306 13.7%	14 10.4%		12 10.0%	1 100.0%	7.1%	6 8.7%	7 14.0%	3 27.3%	2 8.0%	9 9.2%	7 8.4%	6 15.4%	1 8.3%	1 20.0%	0 0.0%	0 0.0%	6.3%	0	0 0.0%	7 10.8%	1 50.0%	7.7%	4 13.3%	7 9.6%	3 10.0%
7 to 8	705 31.5%	52 38.5%		47 39.2%	ľ	4 28.6%	27 39.1%	20 40.0%		9 36.0%	39 39.8%	33 39.8%	15 38.5%		2 40.0%	1 33.3%	1 33.3%	9 56.3%	0	0 0.0%	26 40.0%	0 0.0%	23.1%	16 53.3%	22 30.1%	14 46.7%
9 to 10	1,228 54.8%	69 51.1%		61 50.8%	0.0%	9 64.3%	36 52.2%	23 46.0%	4 36.4%	14 56.0%	50 51.0%	43 51.8%	18 46.2%	7 58.3%	2 40.0%	2 66.7%	2 66.7%	6 37.5%	0	1 100.0%	32 49.2%	1 50.0%	9 69.2%	10 33.3%	44 60.3%	13 43.3%
Significantly different from column:*																								Υ	Х	

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 50

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

			Respo	ondent's G Identity			Child's Age		Respon	dent's Edu	cation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
Number missing or multiple answer	12	1	0	1	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,269	135	14	120	1	14	69	50	11	25	98	83	39	12	5	3	3	16	0	1	65	2	13	30	73	30
	99.5%	99.3%	100.0%	99.2%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	99.0%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	98.5%		100.0%	100.0%	98.6%	100.0%
Yes	1,447	91	10	80	1	10	41	38	4	18	69	53	30	7	3	2	2	11	0	1	39	2	9	8	56	27
	63.8%	67.4%	71.4%	66.7%	100.0%	71.4%	59.4%	76.0%	36.4%	72.0%	70.4%	63.9%	76.9%	58.3%	60.0%	66.7%	66.7%	68.8%		100.0%	60.0%	100.0%	69.2%	26.7%	76.7%	90.0%
No	822	44	4	40	0	4	28	12	7	7	29	30	9	5	2	1	1	5	0	0	26	0	4	22	17	3
	36.2%	32.6%	28.6%	33.3%	0.0%	28.6%	40.6%	24.0%	63.6%	28.0%	29.6%	36.1%	23.1%	41.7%	40.0%	33.3%	33.3%	31.3%		0.0%	40.0%	0.0%	30.8%	73.3%	23.3%	10.0%
Significantly different from column:*																	_						•	Y,Z	Х	Х

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 51

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

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

			Respo	ondent's G Identity	ender	(Child's Age		Respon	dent's Edi	ucation	Child'	s Health S	itatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	HP HP			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	1,447	91	10	80	1	10	41	38	4	18	69	53	30	7	3	2	2	11	0	1	39	2	9	8	56	27
Number missing or multiple answer	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,440	91	10	80	1	10	41	38	4	18	69	53	30	7	3	2	2	11	0	1	39	2	9	8	56	27
	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
Never	41 2.8%	1 1.1%	0 0.0%	0.0%	1 100.0%	0 0.0%	0 0.0%	1 2.6%	0 0.0%	0.0%	1 1.4%	1 1.9%	0 0.0%	0.0%	0.0%	0.0%	0.0%	0 0.0%	0	0 0.0%	1 2.6%	0 0.0%	0.0%	1 12.5%	0 0.0%	0.0%
Sometimes	110	10		10		1	4	5	0	3	7	4	5	1	1	0	0	1	0	0	1	0	1	1	5	4
	7.6%	11.0%	0.0%	12.5%	0.0%	10.0%	9.8%	13.2%	0.0%	16.7%	10.1%	7.5%	16.7%	14.3%	33.3%	0.0%	0.0%	9.1%		0.0%	2.6%	0.0%	11.1%	12.5%	8.9%	14.8%
Usually	345	24	•	23	0	2	10	11	2	3	19	9	13	2	1	1	0	5	0	0	10	1	2	1	16	7
	24.0%	26.4%	10.0%	28.8%	0.0%	20.0%	24.4%	28.9%	50.0%	16.7%	27.5%	17.0%	43.3%	28.6%	33.3%	50.0%	0.0%	45.5%		0.0%	25.6%	50.0%	22.2%	12.5%	28.6%	25.9%
Always	944	56	9	47	0	7	27	21	2	12	42	39	12	4	1	1	2	5	0	1	27	1	6	5	35	16
	65.6%	61.5%	90.0%	58.8%	0.0%	70.0%	65.9%	55.3%	50.0%	66.7%	60.9%	73.6%	40.0%	57.1%	33.3%	50.0%	100.0%	45.5%		100.0%	69.2%	50.0%	66.7%	62.5%	62.5%	59.3%
Significantly different from column:*												М	L										-			
Usually or Always	1,289	80	10	70	0	9	37	32	4	15	61	48	25	6	2	2	2	10	0	1	37	2	8	6	51	23
	89.5%	87.9%	100.0%	87.5%	0.0%	90.0%	90.2%	84.2%	100.0%	83.3%	88.4%	90.6%	83.3%	85.7%	66.7%	100.0%	100.0%	90.9%		100.0%	94.9%	100.0%	88.9%	75.0%	91.1%	85.2%
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.

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 52

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

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

	Ы		Respo	ondent's G Identity			Child's Age		Respon	dent's Edu	ıcation	Child'	s Health S	Status				Р	rimary Rac	ce				Child's Do	octor Visits i	n Last 6
	2021 State OH	2021	Male	Female Female	Non-binary, genderqueer, or other	0 to 5	6 to 13 (69D)	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	(Q53)	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle (O) Eastern/Northern African (O)	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4 (02)	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	1,447	91	10	80	1	10	41	38	4	18	69	53	30	7	3	2	2	11	0	1	39	2	9	8	56	27
Number missing or multiple answer	28	1	0	1	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	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
Usable responses	1,419	90	10	79	1	10	41	37	4	18	68	52	30	7	3	2	2	11	0	1	39	2	8	8	56	26
	98.1%	98.9%	100.0%	98.8%	100.0%	100.0%	100.0%	97.4%	100.0%	100.0%	98.6%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		88.9%	100.0%	100.0%	96.3%
Yes	888	57	7	50	0	8	26	21	3	13	41	32	19	5	2	1	1	6	0	1	24	2	6	1	38	18
	62.6%	63.3%	70.0%	63.3%	0.0%	80.0%	63.4%	56.8%	75.0%	72.2%	60.3%	61.5%	63.3%	71.4%	66.7%	50.0%	50.0%	54.5%		100.0%	61.5%	100.0%	75.0%	12.5%	67.9%	69.2%
No	531	33	3	29	1	2	15	16	1	5	27	20	11	2	1	1	1	5	0	0	15	0	2	7	18	8
	37.4%	36.7%	30.0%	36.7%	100.0%	20.0%	36.6%	43.2%	25.0%	27.8%	39.7%	38.5%	36.7%	28.6%	33.3%	50.0%	50.0%	45.5%		0.0%	38.5%	0.0%	25.0%	87.5%	32.1%	30.8%
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.

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Ouestion 52a

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

	ТР		Respo	ondent's G Identity (Q73)		(Child's Age (Q69)		Respor	dent's Edu (Q74)	cation	Child'	s Health S (Q53)	tatus				Pı	rimary Raco	e				Child's Do	octor Visits Months (Q7)	in Last 6
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	poog	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
Number missing or multiple answer	20	1	1	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	С
Number no experience	NA	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,261	135	13	121	1	14	69	50	11	25	98	83	39	12	5	3	3	16	0	1	66	2	13	30	73	30
	99.1%	99.3%	92.9%	100.0%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	99.0%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	98.6%	100.0%
Yes	1,824	105	10	95	0	7	59	38	9	17	78	64	31	9	4	3	2	13	0	1	50	2	11	20	59	24
	80.7%	77.8%	76.9%	78.5%	0.0%	50.0%	85.5%	76.0%	81.8%	68.0%	79.6%	77.1%	79.5%	75.0%	80.0%	100.0%	66.7%	81.3%		100.0%	75.8%	100.0%	84.6%	66.7%	80.8%	80.0%
No	437	30	3	26	1	7	10	12	2	8	20	19	8	3	1	0	1	3	0	0	16	0	2	10	14	E
	19.3%	22.2%	23.1%	21.5%	100.0%	50.0%	14.5%	24.0%	18.2%	32.0%	20.4%	22.9%	20.5%	25.0%	20.0%	0.0%	33.3%	18.8%		0.0%	24.2%	0.0%	15.4%	33.3%	19.2%	20.0%
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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 52b

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

			Respo	ondent's G Identity			Child's Age		Respor	dent's Edu	cation	Child'	s Health S	tatus				Р	rimary Rac	е				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
Number missing or multiple answer	19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,262	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
Yes	1,225	79	8	71	0	7	44	27	7	15	56	50	22	6	3	2	2	7	0	1	37	2	11	14	47	17
	54.2%	58.1%	57.1%	58.7%	0.0%	46.7%	63.8%	54.0%	63.6%	60.0%	56.6%	59.5%	56.4%	50.0%	60.0%	66.7%	66.7%	43.8%		100.0%	56.1%	100.0%	84.6%	46.7%	63.5%	56.7%
No	1,037 45.8%	57 41.9%	6 42.9%	50 41.3%		8 53.3%	25 36.2%	23 46.0%	4 36.4%	10 40.0%	43 43.4%	34 40.5%	17 43.6%	6 50.0%	2 40.0%	1 33.3%	1 33.3%	9 56.3%	0	0 0.0%	29 43.9%	0 0.0%	2 15.4%	16 53.3%	27 36.5%	13 43.3%
Significantly different from column:*			,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			30.071		5.57	3 6 7 7 7	0.07	01171		0.071	30.07	101071	101011		3.010,1				0.0,1		70.07	3 0 10 / 1	

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 52c

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

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

			Respo	ondent's G Identity	Gender		Child's Age		Respon	dent's Ed	ucation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	Η̈́			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	1,225	79	8	71	. 0	7	44	27	7	15	56	50	22	6	3	2	2	7	0	1	37	2	11	14	47	17
Number missing or multiple answer	11	1	0	1	. 0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,214	78	8	70	0	7	43	27	7	15	55	50	21	6	3	2	2	7	0	1	36	2	11	14	47	16
	99.1%	98.7%	100.0%	98.6%		100.0%	97.7%	100.0%	100.0%	100.0%	98.2%	100.0%	95.5%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	97.3%		100.0%	100.0%	100.0%	94.1%
Never	28 2.3%	1 1.3%	0 0.0%	1 1.4%	. 0	0.0%	0 0.0%	1 3.7%	0 0.0%	0 0.0%	1 1.8%	0 0.0%	1 4.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0	0 0.0%	1 2.8%	0 0.0%	0 0.0%	0 0.0%	1 2.1%	0.0%
Sometimes	69	2	0	2	. 0	0	2	0	0	1	0	1	0	1	0	0	0	1	0	0	0	0	0	1	1	
	5.7%	2.6%	0.0%	2.9%		0.0%	4.7%	0.0%	0.0%	6.7%	0.0%	2.0%	0.0%	16.7%	0.0%	0.0%	0.0%	14.3%		0.0%	0.0%	0.0%	0.0%	7.1%	2.1%	0.0%
Usually	215	15		11	. 0	2	5	7	2	4	9	6	6	2	1	1	0	2	0	0	6	0	2	0	12	3
	17.7%	19.2%	50.0%	15.7%		28.6%	11.6%	25.9%	28.6%	26.7%	16.4%	12.0%	28.6%	33.3%	33.3%	50.0%	0.0%	28.6%		0.0%	16.7%	0.0%	18.2%	0.0%	25.5%	18.8%
Always	902	60	4	56	0	5	36	19	5	10	45	43	14	3	2	1	2	4	0	1	29	2	9	13	33	13
	74.3%	76.9%	50.0%	80.0%		71.4%	83.7%	70.4%	71.4%	66.7%	81.8%	86.0%	66.7%	50.0%	66.7%	50.0%	100.0%	57.1%		100.0%	80.6%	100.0%	81.8%	92.9%	70.2%	81.3%
Significantly different from column:*																										
Usually or Always	1,117	75	8	67	0	7	41	26	7	14	54	49	20	5	3	2	2	6	0	1	35	2	11	13	45	16
	92.0%	96.2%	100.0%	95.7%		100.0%	95.3%	96.3%	100.0%	93.3%	98.2%	98.0%	95.2%	83.3%	100.0%	100.0%	100.0%	85.7%		100.0%	97.2%	100.0%	100.0%	92.9%	95.7%	100.0%
Significantly different from column:*																										

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

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Ouestion 520

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

			Respo	ondent's G Identity	Gender		Child's Age		Respon	dent's Ed	ucation	Child	s Health S	Status				F	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	F			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	2,281	136	14	121	. 1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
Number missing or multiple answer	98	4	0	4	. 0	0	4	0	0	0	4	3	1	0	0	0	0	0	0	0	3	0	C	1	1	2
Number no experience	1693	103	9	93	1	14	49	40	6	17	79	64	31	8	3	2	3	10	0	1	53	2	10	26	53	23
Usable responses	490	29	5	24	. 0	1	16	10	5	8	16	17	7	4	2	1	. 0	6	0	0	10	0	3	3	20	5
	21.5%	21.3%	35.7%	19.8%	0.0%	6.7%	23.2%	20.0%	45.5%	32.0%	16.2%	20.2%	17.9%	33.3%	40.0%	33.3%	0.0%	37.5%		0.0%	15.2%		23.1%	10.0%	27.0%	16.7%
Never	215 43.9%	11 37.9%		10 41.7%	1	1 100.0%	5 31.3%	4 40.0%	1 20.0%	50.0%	6 37.5%	8 47.1%	1 14.3%	50.0%	0 0.0%	0 0.0%	0	33.3%	0	0	4 40.0%	0	66.7%	100.0%	8 40.0%	0 0.0%
Sometimes	61	4	1	3	0	0	31.570	1	0	20.070	27.570	1	3	0	1	0.070	0) 1	0	0	1	0	00.770	0	1	3
	12.4%	13.8%	20.0%	12.5%		0.0%	18.8%	10.0%	0.0%	25.0%	12.5%	5.9%	42.9%	0.0%	50.0%	0.0%		16.7%			10.0%		0.0%	0.0%	5.0%	60.0%
Usually	86	6	1	5	0	0	5	1	1	1	4	5	0	1	0	0	0) 1	0	0	2	0	1	. 0	6	0
	17.6%	20.7%	20.0%	20.8%		0.0%	31.3%	10.0%	20.0%	12.5%	25.0%	29.4%	0.0%	25.0%	0.0%	0.0%	,	16.7%			20.0%		33.3%	0.0%	30.0%	0.0%
Always	128	8	2	6	0	0	3	4	3	1	4	3	3	1	1	1	. 0	2	0	0	3	0	C	0	5	2
	26.1%	27.6%	40.0%	25.0%	<u> </u>	0.0%	18.8%	40.0%	60.0%	12.5%	25.0%	17.6%	42.9%	25.0%	50.0%	100.0%	,	33.3%			30.0%		0.0%	0.0%	25.0%	40.0%
Significantly different from column:*						_			_					_												
Usually or Always	214	14	3	11	. 0	0	8	5	4	2	8	8	3	2	1	1	. 0	3	0	0	5	0	1	. 0	11	2
	43.7%	48.3%	60.0%	45.8%		0.0%	50.0%	50.0%	80.0%	25.0%	50.0%	47.1%	42.9%	50.0%	50.0%	100.0%		50.0%			50.0%		33.3%	0.0%	55.0%	40.0%
Significantly different from column:*		<u> </u>																								

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

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

			II	ndent's Ge Identity	ender	(Child's Age	2	Respon	ndent's Ed	ucation	Child	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last
	HS			(Q73)			(Q69)			(Q74)	T		(Q53)		•	-	ı	-	(Q90RC)	1			T		(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	X	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	i
Number missing or multiple answer	105	6	1	5	0	2	2	2	0	1	5	4	2	0	1	0	0	0	0	0	4	0	1	1	2	i
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	<u> </u>
Usable responses	2,176	130	13	116	1	13	67	48	11		94	80	37	12	4	3	3	16	0	1	62	2	12	29	72	
	95.4%	95.6%	92.9%	95.9%	100.0%	86.7%	97.1%	96.0%	100.0%	96.0%	94.9%	95.2%	94.9%	100.0%	80.0%	100.0%	100.0%	100.0%		100.0%	93.9%		92.3%	96.7%	97.3%	90.
0 Extremely Difficult	128	7	1	5	1	2	1	3	1	1	5	5	1	1	0	0	0	1	0	0	4	0	1	3	3	i
1	5.9%	5.4%	7.7%	4.3%	100.0%	15.4%	1.5%	6.3%	9.1%	4.2%	5.3%	6.3%	2.7%	8.3%	0.0%	0.0%	0.0%	6.3%		0.0%	6.5%	0.0%	8.3%	10.3%	4.2%	3
1	54	1	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1 600	0	0	1	0	
2	2.5% 53	0.8%	0.0%	0.9%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	1.1%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	1.6%	0.0%	0.0%	3.4%	0.0%	0.
-	2.4%	3.1%	0.0%	3.4%	0.0%	0.0%	1.5%	6.3%	0.0%	8.3%	2.1%	3.8%	2.7%	0.0%	0.0%	0.0%	0.0%	6.3%		0.0%	3.2%	0.0%	0.0%	0.0%	4.2%	3.
3	70	7.1%	0.0%	5.4%	0.0%	0.0%	1.5%	0.570	0.0%	0.5/0	2.170	3.6%	2.7 /0	0.0%	0.0%	0.0%	0.0%	0.37	0	0.0%	3.270	0.0%	0.076	0.0%	4.270	3.
	3.2%	5.4%	7.7%	5.2%	0.0%	7.7%	4.5%	6.3%	0.0%	4.2%	6.4%	3.8%	2.7%	25.0%	0.0%	0.0%	0.0%	0.0%		0.0%	4.8%	0.0%	8.3%	6.9%	6.9%	0.
4	71	3.170	0	3.278	0.070	0	1.370	2	0.070	1.270	2	1	2.770	0	0.070	0.070	0.070	0.070	0	0.070	2	0.070	0.570	0.570	3	, <u> </u>
	3.3%	2.3%	0.0%	2.6%	0.0%	0.0%	1.5%	4.2%	0.0%	4.2%	2.1%	1.3%	5.4%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	3.2%	0.0%	0.0%	0.0%	4.2%	0
5	185	14	2	12	0	1	6	7	1	1	11	6	7	1	1	0	0	4	0	0	4	0	1	3	5	i
	8.5%	10.8%	15.4%	10.3%	0.0%	7.7%	9.0%	14.6%	9.1%	4.2%	11.7%	7.5%	18.9%	8.3%	25.0%	0.0%	0.0%	25.0%		0.0%	6.5%	0.0%	8.3%	10.3%	6.9%	22.
6	106	6	0	6	0	1	5	0	0	1	5	5	1	0	0	0	0	0	0	0	3	0	0	2	1	ĺ
	4.9%	4.6%	0.0%	5.2%	0.0%	7.7%	7.5%	0.0%	0.0%	4.2%	5.3%	6.3%	2.7%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	4.8%	0.0%	0.0%	6.9%	1.4%	11
7	172	12	1	11	0	1	6	5	0	0	12	8	4	0	0	0	1	1	0	0	7	0	1	4	7	i
	7.9%	9.2%	7.7%	9.5%	0.0%	7.7%	9.0%	10.4%	0.0%	0.0%	12.8%	10.0%	10.8%	0.0%	0.0%	0.0%	33.3%	6.3%		0.0%	11.3%	0.0%	8.3%	13.8%	9.7%	3
8	256	16	1	15	0	1	8	6	0	3	13	8	6	2	0	1	1	1	0	0	11	0	1	3	9	ı
	11.8%	12.3%	7.7%	12.9%	0.0%	7.7%	11.9%	12.5%	0.0%	12.5%	13.8%	10.0%	16.2%	16.7%	0.0%	33.3%	33.3%	6.3%		0.0%	17.7%	0.0%	8.3%	10.3%	12.5%	14.
9	280	21	2	19	0	1	10	10	5	4	12	10	8	2	1	0	0	5	0	0	11	1	1	2	13	
	12.9%	16.2%	15.4%	16.4%	0.0%	7.7%	14.9%	20.8%	45.5%		12.8%	12.5%	21.6%	16.7%	25.0%	0.0%	0.0%	31.3%		0.0%	17.7%	50.0%	8.3%	6.9%	18.1%	
10 Extremely Easy	801	39	5	34	0	5	25	9	4	10	25	30	6	3	2	2	1	3	0	1	14	1	6	9	23	
NA - There is no "no experience" category	36.8%	30.0%	38.5%	29.3%	0.0%	38.5%	37.3%	18.8%	36.4%	41.7%	26.6%	37.5%	16.2%	25.0%	50.0%	66.7%	33.3%	18.8%		100.0%	22.6%	50.0%	50.0%	31.0%	31.9%	18.

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Ouestion 526

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

			Resp	ondent's G Identity	ender		Child's Age		Respon	dent's Edı	ucation	Child	s Health S	tatus				P	rimary Rac	e				Child's Do	octor Visits i Months	in Last 6
	H P			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample Number missing or multiple answer Number no experience	2,281 105 NA	136 6 NA	1	. 5	1 0 NA	15 2 NA	69 2 NA	50 2 NA	11 0 NA	25 1 NA	99 5 NA	84 4 NA	39 2 NA	0	5 1 NA	3 0 NA	3 0 NA	16 0 NA	0 0 NA	1 0 NA	66 4 NA	2 0 NA	13 1 NA	30 1 NA	74 2 NA	30 3 NA
Usable responses	2,176 95.4%	130 95.6%	13	116	1	13	67 97.1%	48 96.0%	11	24 96.0%	94 94.9%	80	37 94.9%	12	4 80.0%	3	3	16 100.0%		1 100.0%	62	2	12 92.3%	29	72	90.0%
0 to 4	376 17.3%	22 16.9%		19 16.4%	1 100.0%	3 23.1%	7 10.4%	11 22.9%	1 9.1%	5 20.8%	16 17.0%	13 16.3%	5 13.5%	4 33.3%	0 0.0%	0 0.0%	0.0%	2 12.5%	0	0 0.0%	12 19.4%	0 0.0%	2 16.7%	6 20.7%	14 19.4%	7.4%
5	185 8.5%	14 10.8%		12 10.3%	0 0.0%	1 7.7%	6 9.0%	7 14.6%	1 9.1%	1 4.2%	11 11.7%	6 7.5%	7 18.9%	1 8.3%	1 25.0%	0.0%	0.0%	4 25.0%	0	0 0.0%	4 6.5%	0 0.0%	1 8.3%	3 10.3%	5 6.9%	22.2%
6 or 7	278 12.8%	18 13.8%		17 14.7%		2 15.4%	11 16.4%	5 10.4%	0 0.0%	1 4.2%	17 18.1%		5 13.5%	0 0.0%	0 0.0%	0.0%	33.3%	1 6.3%	0 	0 0.0%	10 16.1%	0 0.0%	1 8.3%	6 20.7%	8 11.1%	14.8%
8 to 10	1,337 61.4%	76 58.5%	_	68 58.6%	ľ	7 53.8%	43 64.2%	25 52.1%	9 81.8%	17 70.8%	50 53.2%	48 60.0%	20 54.1%	7 58.3%	3 75.0%	3 100.0%	66.7%	9 56.3%	0 	1 100.0%	36 58.1%	2 100.0%	8 66.7%	14 48.3%	45 62.5%	15 55.6%
Significantly different from column:*																										
0 to 6	667 30.7%	42 32.3%		37 31.9%	_	5 38.5%	18 26.9%	18 37.5%	2 18.2%	7 29.2%	32 34.0%	24 30.0%	13 35.1%	5 41.7%	1 25.0%	0.0%	0.0%	6 37.5%	0 	0 0.0%	19 30.6%	0 0.0%	3 25.0%	11 37.9%	20 27.8%	11 40.7%
7 to 8	428 19.7%	28 21.5%		26 22.4%	_	2 15.4%	14 20.9%	11 22.9%	0 0.0%	3 12.5%	25 26.6%	16 20.0%	10 27.0%	_	0 0.0%	33.3%	66.7%	2 12.5%	0	0 0.0%	18 29.0%	0 0.0%	2 16.7%	7 24.1%	16 22.2%	5 18.5%
9 to 10	1,081 49.7%	60 46.2%	53.8%	53 45.7%	0 0.0%	6 46.2%	35 52.2%	19 39.6%	9 81.8%	14 58.3%	37 39.4%	40 50.0%	14 37.8%	5 41.7%	3 75.0%	2 66.7%	33.3%	8 50.0%	0	1 100.0%	25 40.3%	2 100.0%	7 58.3%	11 37.9%	36 50.0%	11 40.7%
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.

72570

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 53

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

Base: All respondents			Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edi	ucation	Child	s Health S	itatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
				(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	роо9	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30 ¹
Number missing or multiple answer	19	1	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0
Number no experience	NA	NA		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,262	135		121	1	15	69	49	10	25	99	84	39	12	5	3	3	16	0	1	65	2	13	30	73	30 ¹
	99.2%	99.3%	92.9%	100.0%	100.0%	100.0%	100.0%	98.0%	90.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	98.5%		100.0%	100.0%	98.6%	100.0%
Poor	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Fair	207	12	1	11	0	2	6	3	1	3	7	0	0	12	1	0	0	3	0	0	5	0	1	4	7	1
	9.2%	8.9%	7.7%	9.1%	0.0%	13.3%	8.7%	6.1%	10.0%	12.0%	7.1%	0.0%	0.0%	100.0%	20.0%	0.0%	0.0%	18.8%		0.0%	7.7%	0.0%	7.7%	13.3%	9.6%	3.3%
Good	640	39	3	36	0	1	17	20	2	7	30	0	39	0	1	2	2	9	0	0	14	1	1	2	21	15
	28.3%	28.9%	23.1%	29.8%	0.0%	6.7%	24.6%	40.8%	20.0%	28.0%	30.3%	0.0%	100.0%	0.0%	20.0%	66.7%	66.7%	56.3%		0.0%	21.5%	50.0%	7.7%	6.7%	28.8%	50.0%
Very Good	883	48	6	42	0	5	26	17	5	8	35	48	0	0	2	0	1	3	0	0	27	0	7	11	26	11
	39.0%	35.6%	46.2%	34.7%	0.0%	33.3%	37.7%	34.7%	50.0%	32.0%	35.4%	57.1%	0.0%	0.0%	40.0%	0.0%	33.3%	18.8%		0.0%	41.5%	0.0%	53.8%	36.7%	35.6%	36.7%
Excellent	509	36	3	32	1	7	20	9	2	7	27	36	0	0	1	1	0	1	0	1	19	1	4	13	19	3
	22.5%	26.7%	23.1%	26.4%	100.0%	46.7%	29.0%	18.4%	20.0%	28.0%	27.3%	42.9%	0.0%	0.0%	20.0%	33.3%	0.0%	6.3%		100.0%	29.2%	50.0%	30.8%	43.3%	26.0%	10.0%
Significantly different from column:*												М	L											Z		Χ
Excellent, Very Good, or Good	2,032	123	12	110	1	13	63	46	9	22	92	84	39	0	4	3	3	13	0	1	60	2	12	26	66	29
	89.8%	91.1%	92.3%	90.9%	100.0%	86.7%	91.3%	93.9%	90.0%	88.0%	92.9%	100.0%	100.0%	0.0%	80.0%	100.0%	100.0%	81.3%		100.0%	92.3%	100.0%	92.3%	86.7%	90.4%	96.7%
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.

72570

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 54

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

			Respo	ondent's G Identity	iender		Child's Age		Respon	ident's Ed	ucation	Child'	s Health S	tatus				P	rimary Rac	e				Child's Do	octor Visits i Months	n Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
Number missing or multiple answer	20	1	0	1	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1
Number no experience	NA	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA NA	NA	NA
Usable responses	2,261	135	14	120	1	15	68	50	11	25	98	84	38	12	5	3	3	16	0	1	65	2	13	30	74	29
	99.1%	99.3%	100.0%	99.2%	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	99.0%	100.0%	97.4%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	98.5%		100.0%	100.0%	100.0%	96.7%
Poor	171	12		10		0	4	8	1	2	9	5	7	0	1	0	0	3	0	0	6	1	1	. 1	6	5
Fair	7.6% 564	8.9% 32		8.3%	1	0.0%	5.9% 15	16.0%	9.1%	8.0%	9.2% 24	6.0%	18.4%	0.0%	20.0%	0.0%	0.0%	18.8%		0.0%	9.2% 15	50.0%	7.7%	3.3%	8.1%	17.2%
	24.9%	32 23.7%			_	13.3%		28.0%	2 18.2%	20.0%	24 24.5%	11.9%	14 36.8%	58.3%	0.0%	33.3%	33.3%	18.8%		0.0%		0.0%	23.1%	26.7%	21.6%	8 27.6%
Good	777	59		52	100.070	3.570	32	23	10.270	14	41	41	15		3	33.370	23.570	7	0	0.070	28	1	23.170	13	36	27.070
	34.4%	43.7%			0.0%	20.0%	47.1%	46.0%	36.4%	= :	41.8%	48.8%	39.5%	_	60.0%	33.3%	66.7%	43.8%		0.0%		50.0%	46.2%	43.3%	48.6%	31.0%
Very Good	496	23		19		6	13	4	2	2	19	19	2	2	1	1	0	3	0	0.070	12	0	1	5	12	6
	21.9%	17.0%		15.8%	0.0%	40.0%	19.1%	8.0%	18.2%	8.0%	19.4%	22.6%	5.3%	16.7%	20.0%	33.3%	0.0%	18.8%		0.0%	18.5%	0.0%	7.7%	16.7%	16.2%	20.7%
Excellent	253	9	0	9	0	4	4	1	2	2	5	9	0	0	0	0	0	0	0	1	4	0	2	3	4	1
	11.2%	6.7%	0.0%	7.5%	0.0%	26.7%	5.9%	2.0%	18.2%	8.0%	5.1%	10.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		100.0%	6.2%	0.0%	15.4%	10.0%	5.4%	3.4%
Significantly different from column:*																										
Excellent, Very Good, or Good	1,526	91	11	80	0	13	49	28	8	18	65	69	17	5	4	2	2	10	0	1	44	1	9	21	52	16
	67.5%	67.4%	78.6%	66.7%	0.0%	86.7%	72.1%	56.0%	72.7%	72.0%	66.3%	82.1%	44.7%	41.7%	80.0%	66.7%	66.7%	62.5%		100.0%	67.7%	50.0%	69.2%	70.0%	70.3%	55.2%
Significantly different from column:*						Н		F				М	L													

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

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Ouestion 5!

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

			Respo	ondent's G Identity		(Child's Age		Respon	dent's Edu	cation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
Number missing or multiple answer	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	C
Number no experience	NA	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,273	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
	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%	100.0%
Yes	1,384	88	10	78	0	7	41	39	4	17	67	49	29	9	4	1	2	12	0	1	35	2	10	8	53	27
	60.9%	64.7%	71.4%	71.4% 64.5% 0.0% 46.7% 59.4% 78.0%							67.7%	58.3%	74.4%	75.0%	80.0%	33.3%	66.7%	75.0%		100.0%	53.0%	100.0%	76.9%	26.7%	71.6%	90.0%
No	889	48	4	43	1	8	28	11	7	8	32	35	10	3	1	2	1	4	0	0	31	0	3	22	21	3
	39.1%	35.3%	28.6%	35.5%	100.0%	53.3%	40.6%	22.0%	63.6%	32.0%	32.3%	41.7%	25.6%	25.0%	20.0%	66.7%	33.3%	25.0%		0.0%	47.0%	0.0%	23.1%	73.3%	28.4%	10.0%
Significantly different from column:*							Н	G																Y,Z	X,Z	X,Y

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 56

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

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

	ď		Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	tatus				Р	rimary Rac	ce				Child's Do	octor Visits i	n Last 6
	2021 State OH	2021	Male	Lemale Female	Non-binary, genderqueer, or other	0 to 5	6 to 13 (G9D)	14 to 18	Less than HS grad	HS grad (Q74)	Some College or more	Excellent or Very Good	(Q53)	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Castern/Northern African C	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4 (02)	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	1,384	88	10	78	0	7	41	39	4	17	67	49	29	9	4	1	2	12	0	1	35	2	10	8	53	27
Number missing or multiple answer	5	1	0	1	0	0	1	0	0	0	1	0	1	0	0	0	0	1	0	0	0	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,379	87	10	77	0	7	40	39	4	17	66	49	28	9	4	1	2	11	0	1	35	2	10	8	53	26
	99.6%	98.9%	100.0%	98.7%		100.0%	97.6%	100.0%	100.0%	100.0%	98.5%	100.0%	96.6%	100.0%	100.0%	100.0%	100.0%	91.7%		100.0%	100.0%		100.0%	100.0%	100.0%	96.3%
Yes	1,330	84	9	75	0	7	38	38	4	16	64	47	27	9	4	1	2	10	0	1	35	2	10	8	51	25
	96.4%	96.6%	90.0%	97.4%		100.0%	95.0%	97.4%	100.0%	94.1%	97.0%	95.9%	96.4%	100.0%	100.0%	100.0%	100.0%	90.9%		100.0%	100.0%	100.0%	100.0%	100.0%	96.2%	96.2%
No	49	3	1	2	0	0	2	1	0	1	2	2	1	0	0	0	0	1	0	0	0	0	0	0	2	1
	3.6%	3.4%	10.0%	2.6%		0.0%	5.0%	2.6%	0.0%	5.9%	3.0%	4.1%	3.6%	0.0%	0.0%	0.0%	0.0%	9.1%		0.0%	0.0%	0.0%	0.0%	0.0%	3.8%	3.8%
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.

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 57

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

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

			Respo	ondent's G Identity	ender	,	Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	tatus				Р	rimary Rac	ce				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	роо9	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	1,330	84	9	75	0	7	38	38	4	16	64	47	27	9	4	1	2	10	0	1	35	2	10	8	51	25
Number missing or multiple answer	8	1	1	0	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,322	83	8	75	0	7	38	37	4	16	63	47	26	9	4	1	2	10	0	1	35	2	10	8	50	25
	99.4%	98.8%	88.9%	100.0%		100.0%	100.0%	97.4%	100.0%	100.0%	98.4%	100.0%	96.3%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	98.0%	100.0%
Yes	1,295	79	7	72	0	6	36	36	4	15	60	46	24	8	4	1	2	8	0	1	34	2	10	8	48	23
	98.0%	95.2%	87.5%	96.0%		85.7%	94.7%	97.3%	100.0%	93.8%	95.2%	97.9%	92.3%	88.9%	100.0%	100.0%	100.0%	80.0%		100.0%	97.1%	100.0%	100.0%	100.0%	96.0%	92.0%
No	27	4	1	3	0	1	2	1	0	1	3	1	2	1	0	0	0	2	0	0	1	0	0	0	2	2
	2.0%	4.8%	12.5%	4.0%		14.3%	5.3%	2.7%	0.0%	6.3%	4.8%	2.1%	7.7%	11.1%	0.0%	0.0%	0.0%	20.0%		0.0%	2.9%	0.0%	0.0%	0.0%	4.0%	8.0%
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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Ouestion 58

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

	Ь		Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edı	ıcation	Child'	s Health S	itatus				Р	rimary Rac	ce				Child's Do	octor Visits Months	in Last 6
	OHI			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	роо9	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
Number missing or multiple answer	37	5	0	5	0	0	4	1	0	1	4	5	0	0	1	0	0	0	0	0	1	0	2	0	4	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,244	131	14	116	1	15	65	49	11	24	95	79	39	12	4	3	3	16	0	1	65	2	11	30	70	29
	98.4%	96.3%	100.0%	95.9%	100.0%	100.0%	94.2%	98.0%	100.0%	96.0%	96.0%	94.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%		100.0%	98.5%		84.6%	100.0%	94.6%	96.7%
Yes	1,426	82	8	74	0	10	40	30	8	15	58	41	30	10	3	2	1	11	0	1	41	2	7	12	43	25
	63.5%	62.6%	57.1%	63.8%	0.0%	66.7%	61.5%	61.2%	72.7%	62.5%	61.1%	51.9%	76.9%	83.3%	75.0%	66.7%	33.3%	68.8%		100.0%	63.1%	100.0%	63.6%	40.0%	61.4%	86.2%
No	818	49	6	42	1	5	25	19	3	9	37	38	9	2	1	1	2	5	0	0	24	0	4	18	27	4
	36.5%	37.4%	42.9%	36.2%	100.0%	33.3%	38.5%	38.8%	27.3%	37.5%	38.9%	48.1%	23.1%	16.7%	25.0%	33.3%	66.7%	31.3%		0.0%	36.9%	0.0%	36.4%	60.0%	38.6%	13.8%
Significantly different from column:*												M,N	L	L										Y,Z	X,Z	X,Y

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 59

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

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

			Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edı	ucation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	роо9	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	1,426	82	8	74	0	10	40	30	8	15	58	41	30	10	3	2	1	11	0	1	41	2	7	12	43	25
Number missing or multiple answer	10	1	0	1	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,416	81	8	73	0	10	40	29	8	15	57	40	30	10	3	2	1	11	0	1	40	2	7	12	43	24
	99.3%	98.8%	100.0%	98.6%		100.0%	100.0%	96.7%	100.0%	100.0%	98.3%	97.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	97.6%		100.0%	100.0%	100.0%	96.0%
Yes	1,351	80	8	72	0	10	40	28	8	14	57	39	30	10	3	2	1	11	0	1	39	2	7	11	43	24
	95.4%	98.8%	100.0%	98.6%		100.0%	100.0%	96.6%	100.0%	93.3%	100.0%	97.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	97.5%	100.0%	100.0%	91.7%	100.0%	100.0%
No	65	1	0	1	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	1	0	0
	4.6%	1.2%	0.0%	1.4%		0.0%	0.0%	3.4%	0.0%	6.7%	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	2.5%	0.0%	0.0%	8.3%	0.0%	0.0%
Significantly different from column:*																										7

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 60

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

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

	Ь		Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	tatus				Р	rimary Rac	ce				Child's Do	octor Visits Months	in Last 6
	2021 State OH	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13 (69D)	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	(Q53)	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle (O) Eastern/Northern African (O)	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4 (02)	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	1,351	80	8	72	0	10	40	28	8	14	57	39	30	10	3	2	1	11	0	1	39	2	7	11	43	24
Number missing or multiple answer	10	2	0	2	0	0	2	0	1	0	1	1	1	0	0	0	0	1	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,341	78	8	70	0	10	38	28	7	14	56	38	29	10	3	2	1	10	0	1	38	2	7	10	43	24
	99.3%	97.5%	100.0%	97.2%		100.0%	95.0%	100.0%	87.5%	100.0%	98.2%	97.4%	96.7%	100.0%	100.0%	100.0%	100.0%	90.9%		100.0%	97.4%		100.0%	90.9%	100.0%	100.0%
Yes	1,323	77	8	69	0	10	38	27	7	13	56	38	29	9	3	2	1	10	0	1	38	2	7	9	43	24
	98.7%	98.7%	100.0%	98.6%		100.0%	100.0%	96.4%	100.0%	92.9%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%
No	18	1	0	1	0	0	0	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0
	1.3%	1.3%	0.0%	1.4%		0.0%	0.0%	3.6%	0.0%	7.1%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	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.

72570

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 63

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

= 0.0 0 1 1 m 1 2 4 p 0 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1																										
			Respo	ondent's G Identity			Child's Age	2	Respor	ndent's Edu	cation	Child'	s Health S	itatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	2,281	136	14	121	1 1	15	69	50	11	25	99	84	39	12	2 5	3	3	16	0	1	66	2	13	30	74	3
Number missing or multiple answer	32	2	. 0	2	0	0	1	1	0	1	1	1	1	0	0	0	0	0	0	0	1	0	0	0	2	
Number no experience	NA	NA	NA NA	NA	NA NA	NA	NA NA	NA	NA	NA	NA	NA	NA	NA	NA NA	NA	NA	NA	NA	NA	NA	NA	NA	. NA	NA	N.
Usable responses	2,249	134	14	119	1	15	68	49	11	24	98	83	38	12	2 5	3	3	16	0	1	65	2	13	30	72	3
	98.6%	98.5%	100.0%	98.3%	6 100.0%	100.0%	98.6%	98.0%	100.0%	96.0%	99.0%	98.8%	97.4%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	98.5%		100.0%	100.0%	97.3%	100.09
Yes	1,029	57	6	50) 1	10	27	18	4	8	44	27	21	8	3 1	2	1	6	0	1	27	2	7	10	34	13
	45.8%	42.5%	42.9%	42.0%	100.0%	66.7%	39.7%	36.7%	36.4%	33.3%	44.9%	32.5%	55.3%	66.7%	20.0%	66.7%	33.3%	37.5%		100.0%	41.5%	100.0%	53.8%	33.3%	47.2%	43.3%
No	1,220	77		69 58.0%		5	60.29/	31	7	16	54 EE 19/	56	17 44.7%	22.29/	4 80.0%	1 33.3%	2 66.7%	10 62.5%	0	0 0%	38 58.5%	0 0%	46.3%	20	38	1
Cing: Cing and the state of the	54.2%	57.5%	57.1%	58.0%	6 0.0%		60.3%	63.3%	63.6%	66.7%	55.1%		44./%	33.3%	80.0%	33.3%	00.7%	02.5%		0.0%	58.5%	0.0%	46.2%	66.7%	52.8%	56.7%
Significantly different from column:*						Н		F				M	L													

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

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 62

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

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

			Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	itatus				Р	rimary Rac	ce				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)					_	(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	роо9	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	1,029	57	6	50	1	10	27	18	4	8	44	27	21	8	1	2	1	6	0	1	27	2	7	10	34	13
Number missing or multiple answer	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,018	57	6	50	1	10	27	18	4	8	44	27	21	8	1	2	1	6	0	1	27	2	7	10	34	13
	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
Yes	967	55	5	49	1	10	25	18	4	8	42	26	20	8	1	2	1	5	0	1	26	2	7	9	33	13
	95.0%	96.5%	83.3%	98.0%	100.0%	100.0%	92.6%	100.0%	100.0%	100.0%	95.5%	96.3%	95.2%	100.0%	100.0%	100.0%	100.0%	83.3%		100.0%	96.3%	100.0%	100.0%	90.0%	97.1%	100.0%
No	51	2	1	1	0	0	2	0	0	0	2	1	1	0	0	0	0	1	0	0	1	0	0	1	1	0
	5.0%	3.5%	16.7%	2.0%	0.0%	0.0%	7.4%	0.0%	0.0%	0.0%	4.5%	3.7%	4.8%	0.0%	0.0%	0.0%	0.0%	16.7%		0.0%	3.7%	0.0%	0.0%	10.0%	2.9%	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.

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 63

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

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

			Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edı	ucation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	роо9	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н		J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	967	55	5	49	1	10	25	18	4	8	42	26	20	8	1	2	1	5	0	1	26	2	7	9	33	13
Number missing or multiple answer	8	1	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	959	54	5	48	1	10	24	18	4	8	41	25	20	8	1	2	1	5	0	1	25	2	7	8	33	13
	99.2%	98.2%	100.0%	98.0%	100.0%	100.0%	96.0%	100.0%	100.0%	100.0%	97.6%	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	96.2%		100.0%	88.9%	100.0%	100.0%
Yes	953	54	5	48	1	10	24	18	4	8	41	25	20	8	1	2	1	5	0	1	25	2	7	8	33	13
	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
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.

72570

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 64

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

			Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
Number missing or multiple answer	20	0	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
Usable responses	2,261	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
Yes	869	53	5	47	1	8	27	16	8	11	33	31	17	5	1	2	2	6	0	1	27	1	5	13	27	12
	38.4%	39.0%	35.7%	38.8%	100.0%	53.3%	39.1%	32.0%	72.7%	44.0%	33.3%	36.9%	43.6%	41.7%	20.0%	66.7%	66.7%	37.5%		100.0%	40.9%	50.0%	38.5%	43.3%	36.5%	40.0%
No	1,392	83	9	74	0	7	42	34	3	14	66	53	22	7	4	1	1	10	0	0	39	1	8	17	47	18
	61.6%	61.0%	64.3%	61.2%	0.0%	46.7%	60.9%	68.0%	27.3%	56.0%	66.7%	63.1%	56.4%	58.3%	80.0%	33.3%	33.3%	62.5%		0.0%	59.1%	50.0%	61.5%	56.7%	63.5%	60.0%
Significantly different from column:*																				·						

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

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 65

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

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

	Ь		Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	tatus				Р	rimary Rac	e					octor Visits i	in Last 6
	2021 State OH	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13 (69D)	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	(Q53)	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle (O) Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4 (02)	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	869	53	5	47	1	8	27	16	8	11	33	31	17	5	1	2	2	6	0	1	27	1	5	13	27	12
Number missing or multiple answer	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	863	53	5	47	1	8	27	16	8	11	33	31	17	5	1	2	2	6	0	1	27	1	5	13	27	12
	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
Yes	800	50	4	45	1	8	24	16	8	9	32	30	15	5	1	2	1	6	0	1	26	1	4	13	25	11
	92.7%	94.3%	80.0%	95.7%	100.0%	100.0%	88.9%	100.0%	100.0%	81.8%	97.0%	96.8%	88.2%	100.0%	100.0%	100.0%	50.0%	100.0%		100.0%	96.3%	100.0%	80.0%	100.0%	92.6%	91.7%
No	63	3	1	2	0	0	3	0	0	2	1	1	2	0	0	0	1	0	0	0	1	0	1	0	2	1
	7.3%	5.7%	20.0%	4.3%	0.0%	0.0%	11.1%	0.0%	0.0%	18.2%	3.0%	3.2%	11.8%	0.0%	0.0%	0.0%	50.0%	0.0%		0.0%	3.7%	0.0%	20.0%	0.0%	7.4%	8.3%
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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 66

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

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

			Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	tatus				Р	rimary Rac	ce				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	роо9	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	1	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	800	50	4	45	1	8	24	16	8	9	32	30	15	5	1	2	1	6	0	1	26	1	4	13	25	11
Number missing or multiple answer	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	797	50	4	45	1	8	24	16	8	9	32	30	15	5	1	2	1	6	0	1	26	1	4	13	25	11
	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%	100.0%
Yes	782	47	4	42	1	8	24	13	8	9	29	27	15	5	1	2	1	6	0	1	24	1	3	13	24	9
	98.1%	94.0%	100.0%	93.3%	100.0%	100.0%	100.0%	81.3%	100.0%	100.0%	90.6%	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	92.3%	100.0%	75.0%	100.0%	96.0%	81.8%
No	15	3	0	3	0	0	0	3	0	0	3	3	0	0	0	0	0	0	0	0	2	0	1	0	1	2
	1.9%	6.0%	0.0%	6.7%	0.0%	0.0%	0.0%	18.8%	0.0%	0.0%	9.4%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	7.7%	0.0%	25.0%	0.0%	4.0%	18.2%
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.

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Ouestion 67

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

Base: All respondents

			Respo	ondent's G Identity		(Child's Age		Respon	dent's Edu	cation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
Number missing or multiple answer	20	1	0	1	0	1	0	0	0	0	1	0	1	0	0	0	0	1	0	0	0	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,261	135	14	120	1	14	69	50	11	25	98	84	38	12	5	3	3	15	0	1	66	2	13	30	74	29
	99.1%	99.3%	100.0%	99.2%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	99.0%	100.0%	97.4%	100.0%	100.0%	100.0%	100.0%	93.8%		100.0%	100.0%		100.0%	100.0%	100.0%	96.7%
Yes	1,515	102	9	92	1	10	50	40	9	20	72	61	33	7	4	2	2	11	0	1	52	2	8	20	57	24
	67.0%	75.6%	64.3%	76.7%	100.0%	71.4%	72.5%	80.0%	81.8%	80.0%	73.5%	72.6%	86.8%	58.3%	80.0%	66.7%	66.7%	73.3%		100.0%	78.8%	100.0%	61.5%	66.7%	77.0%	82.8%
No	746	33	5	28	0	4	19	10	2	5	26	23	5	5	1	1	1	4	0	0	14	0	5	10	17	5
	33.0%	24.4%	35.7%	23.3%	0.0%	28.6%	27.5%	20.0%	18.2%	20.0%	26.5%	27.4%	13.2%	41.7%	20.0%	33.3%	33.3%	26.7%		0.0%	21.2%	0.0%	38.5%	33.3%	23.0%	17.2%
Significantly different from column:*		Α																								·

72570

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.

72570

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 68

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

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

	0		Respo	ondent's G Identity	ender	,	Child's Age		Respon	dent's Edı	ucation	Child'	s Health S	tatus				Р	rimary Rac	e					octor Visits i Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	роо9	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	1,515	102	9	92	1	10	50	40	9	20	72	61	33	7	4	2	2	11	0	1	52	2	8	20	57	24
Number missing or multiple answer	18	1	0	1	0	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,497	101	9	91	1	10	50	39	9	19	72	61	32	7	4	2	2	11	0	1	52	2	8	20	56	24
	98.8%	99.0%	100.0%	98.9%	100.0%	100.0%	100.0%	97.5%	100.0%	95.0%	100.0%	100.0%	97.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	98.2%	100.0%
Yes	1,482	101	9	91	1	10	50	39	9	19	72	61	32	7	4	2	2	11	0	1	52	2	8	20	56	24
	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 69

What is your child's age?

Base: All respondents					-			1				r											-			
			-	ndent's G Identity	iender	(Child's Age		Respor	ndent's Ed	ucation	Child	s Health S	tatus				Р	rimary Ra	ce				Child's Doo	ctor Visits Months	in Last 6
	HP.			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
Number missing or multiple answer	13	2	1	1	. 0	0	0	0	0	1	1	0	1	1	0	1	0	1	0	0	0	0	0	0	2	0
Number no experience	NA	NA	-	NA	1	NA	NA	NA	NA	NA			NA	NA		NA	NA			NA	NA	NA	NA	NA	NA	NA
Usable responses	2,268	134		120		15	69	50	11	24		84	38	11		2	3	15	0	1	66	2	13	30	72	30
	99.4%	98.5%	92.9%	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	96.0%	99.0%	100.0%	97.4%	91.7%	100.0%	66.7%	100.0%	93.8%		100.0%	100.0%		100.0%	100.0%	97.3%	100.0%
Less than 1 year old	11 0.5%	0 0.0%	0 0.0%	0.0%	0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0	0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0.0%	0 0.0%
1 year old	33 1.5%	2 1.5%	0.0%	2 1.7%	0.0%	2 13.3%	0 0.0%	0 0%	0.0%	0.0%	2.0%	1 1.2%	0 0.0%	9.1%	0 0.0%	0 0.0%	0 0.0%	0.0%	0	0.0%	2 3.0%	0 0.0%	0 0.0%	0 0.0%	2 2.8%	0 0.0%
2 years old	46	3 2.2%	0	3 2.5%	0	3 20.0%	0.0%	0.0% 0 0.0%	9.1%	1 4.2%	1	2.4%	0.0%	9.1%	0.0%	0.0% 0.0%	0.0%	0.0%	0	1 100.0%	0.0%	0.0%	1 7.7%	0.0%	2.8%	3.3%
3 years old	64		1	2 1.7%	0	3 20.0%	0.0%	0.0%	0.0%	0.0%	3	3 3.6%	0.0%	0.0%	0	0.0%	0.0%	0.0%	0	0 0.0%	3.0%	0.0%	0.0%	0	2 2.8%	1 3.3%
4 to 6 years old	272 12.0%	18 13.4%		17 14.2%		7 46.7%	11 15.9%	0 0.0%	5 45.5%	5 20.8%	8 8.2%	15 17.9%	2 5.3%	1 9.1%	0 0.0%	0 0.0%	0 0.0%	4 26.7%	0	0.0%	9 13.6%	0 0.0%	3 23.1%	6 20.0%	10 13.9%	1 3.3%
7 to 9 years old	392 17.3%	20 14.9%		19 15.8%		0 0.0%	20 29.0%	0 0.0%	1 9.1%	1 4.2%	17 17.3%	12 14.3%	6 15.8%	2 18.2%	1 20.0%	1 50.0%	1 33.3%	3 20.0%	0	0.0%	10 15.2%	0 0.0%	0 0.0%	7 23.3%	9 12.5%	4 13.3%
10 to 13 years old	630 27.8%	38 28.4%		34 28.3%	0	0 0.0%	38 55.1%	0 0.0%	1 9.1%	8 33.3%	29 29.6%		10 26.3%	3 27.3%	3 60.0%	1 50.0%	1 33.3%	4 26.7%	0	0.0%	17 25.8%	1 50.0%	2 15.4%	8 26.7%	18 25.0%	11 36.7%
14 to 18 years old	820 36.2%	50 37.3%	6	43 35.8%	1	0 0.0%	0 0.0%	50 100.0%	3 27.3%	9	38		20 52.6%	3 27.3%	1	0 0.0%	1 33.3%	4 26.7%	0	0.0%	26 39.4%	1 50.0%	7 53.8%	9 30.0%	29 40.3%	12 40.0%
3 years old or younger	154 6.8%	6.0%	1 7.7%	7 5.8%	0	8 53.3%	0.0%	0.0%	9.1%	1 4.2%	6	6 7.1%	0.0%	18.2%	0.0%	0 0.0%	0.0%	0.0%	0	1 100.0%	4 6.1%	0.0%	1 7.7%	0.0%	6 8.3%	6.7%
Significantly different from column:*																										
																									$\overline{}$	

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 70

What was your child's biological sex at birth?

	Ь		Respo	ondent's G Identity			Child's Age		Respon	dent's Edu	ucation	Child	s Health S	Status				Р	rimary Rac	ce				Child's Do	octor Visits Months	in Last 6
	2021 State OH	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13 (690)	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	(Q53) poo 9	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Castern/Northern African C	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4 (CD)	5 or more
	А	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
Number missing or multiple answer	13	1	0	1	0	0	0	0	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,268	135	14	120	1	15	69	50	11	25	98	84	38	12	5	2	3	16	0	1	66	2	13	30	73	30
	99.4%	99.3%	100.0%	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%	100.0%	97.4%	100.0%	100.0%	66.7%	100.0%	100.0%		100.0%	100.0%		100.0%	100.0%	98.6%	100.0%
Male	1,296	71	4	67	0	9	44	18	8	10	52	44	21	6	3	1	2	11	0	1	34	1	4	17	37	15
	57.1%	52.6%	28.6%	55.8%	0.0%	60.0%	63.8%	36.0%	72.7%	40.0%	53.1%	52.4%	55.3%	50.0%	60.0%	50.0%	66.7%	68.8%		100.0%	51.5%	50.0%	30.8%	56.7%	50.7%	50.0%
Female	972	64	10	53	1	6	25	32	3	15	46	40	17	6	2	1	1	5	0	0	32	1	9	13	36	15
	42.9%	47.4%	71.4%	44.2%	100.0%	40.0%	36.2%	64.0%	27.3%	60.0%	46.9%	47.6%	44.7%	50.0%	40.0%	50.0%	33.3%	31.3%		0.0%	48.5%	50.0%	69.2%	43.3%	49.3%	50.0%
Significantly different from column:*							Н	G										W					R			

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 71

What is your child's current gender identity?

			Respo	ondent's G Identity	ender	(Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	ctor Visits i Months	n Last 6
	HP			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
Number missing or multiple answer	28	3	1	2	0	0	0	2	0	1	2	1	2	0	0	1	0	0	0	0	2	0	0	0	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
Usable responses	2,253 98.8%	133 97.8%		119 98.3%	1 100.0%	15 100.0%	69 100.0%	48 96.0%	11 100.0%	24 96.0%	97 98.0%	83 98.8%	37 94.9%	12 100.0%	5 100.0%	2 66.7%	3 100.0%	16 100.0%	0	1 100.0%	64 97.0%	2	13 100.0%	30 100.0%	73 98.6%	28 93.3%
Male	1,283	68	32.370	98.3%	100.0%	100.0%	43	30.0%	100.0%	10	30.070	96.676	10	100.0%	100.070	1	100.0%	100.0%		100.076	37.0%	1	100.0%	100.0%	27	23.370
	56.9%	51.1%	30.8%	• .	0.0%	60.0%	62.3%	33.3%	72.7%	41.7%	50.5%	53.0%	48.6%	50.0%	60.0%	50.0%	33.3%			100.0%		50.0%	30.8%	56.7%	50.7%	42.9%
Female	919	61		52	0	6	26	28	3	13	45	35	19	6	2	1	2	5	0	0	27	1	8	11	36	14
	40.8%	45.9%		43.7%	0.0%	40.0%	37.7%	58.3%	27.3%	54.2%	46.4%	42.2%	51.4%	50.0%	40.0%	50.0%	66.7%	31.3%		0.0%		50.0%	61.5%	36.7%	49.3%	50.0%
Transgender	12	1	0	1	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	1	0	0
	0.5%	0.8%	0.0%	0.8%	0.0%	0.0%	0.0%	2.1%	0.0%	4.2%	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	1.6%	0.0%	0.0%	3.3%	0.0%	0.0%
Non-binary, genderqueer, or other	39	3	0	2	1	0	0	3	0	0	3	3	0	0	0	0	0	0	0	0	2	0	1	1	0	2
	1.7%	2.3%	0.0%	1.7%	100.0%	0.0%	0.0%	6.3%	0.0%	0.0%	3.1%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	3.1%	0.0%	7.7%	3.3%	0.0%	7.1%
Transgender, Non-binary, genderqueer, or other	51 2.3%	4 3.0%	0 0.0%	3 2.5%	1 100.0%	0 0.0%	0.0%	4 8.3%	0 0.0%	1 4.2%	3 3.1%	4 4.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0.0%	0.0%	0	0 0.0%	3 4.7%	0.0%	1 7.7%	2 6.7%	0.0%	2 7.1%
Significantly different from column:*				-						.,.		3,7		. ,,,						- 77-						

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 72

What is your age?

			Respo	ndent's G Identity	Gender	(Child's Age		Respor	ndent's Ed	ucation	Child	s Health S	itatus				P	rimary Ra	ce				Child's Doo	ctor Visits Months	in Last 6
	H			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	boob	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	2,281	136	14	121	. 1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
Number missing or multiple answer	29	1	0	1	. 0	0	0	1	0	1	0	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0
Number no experience	NA	NA		NA		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		NA	NA	NA	NA	NA	NA	NA
Usable responses	2,252	135		120		15	69	49	11	24		04	38	12	5	3	3	15	0	1	66	2	13	30	73	30
	98.7%	99.3%	100.0%	99.2%	100.0%	100.0%	100.0%	98.0%	100.0%	96.0%	100.0%	100.0%	97.4%	100.0%	100.0%	100.0%	100.0%	93.8%		100.0%	100.0%		100.0%	100.0%	98.6%	100.0%
Under 18	116 5.2%	3 2.2%	0.0%	2.5%	0.0%	1 6.7%	2 2.9%	0 0.0%	1 9.1%	0.0%	2.0%	2 2.4%	1 2.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0.0%	0	0.0%	2 3.0%	0 0.0%	0 0.0%	3.3%	2.7%	0 0.0%
18 to 24	39 1.7%	1 0.7%	0	0.8%	. 0	0 0.0%	0 0.0%	1 2.0%	1 9.1%	0.0%	0	1 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%	1 7.7%	0 0.0%	1 1.4%	0.0%
25 to 34	395 17.5%		0	26	0	4 26.7%	21 30.4%	0.0%	36.4%	5	16	18	6	2 16.7%	2	2 66.7%	33.3%	6 40.0%	0	1 100.0%	10 15.2%	0.0%	2	8 26.7%	10 13.7%	6 20.0%
35 to 44	789	52	5	47	0	6	29	17	4	7	41	29	17	6	1	1	2	6	0	0	25	1	4	8	31	13
45 to 54	35.0% 505 22.4%	38.5% 31	3	39.2%	0	40.0%	42.0% 10	34.7% 17	36.4%	29.2%	26	19	44.7% 10	50.0%	0	33.3%	66.7%	40.0%	0	0.0%	37.9% 15 22.7%	50.0%	5	26.7%	42.5% 18	43.3%
55 to 64	233	23.0% 16	5	23.3%	1	26.7%	14.5% 5	34.7%	0.0%	20.8%	9	22.6%	26.3%	16.7%	0.0%	0.0%	0.0%	13.3%	0	0.0%	8	0.0%	38.5% 1	20.0%	24.7% 8	23.3%
65 to 74	10.3% 146 6.5%	11.9% 5 3.7%	1	8.3% 4 3.3%	. 0	0.0% 0 0.0%	7.2% 1 1.4%	20.4% 4 8.2%	0.0% 1 9.1%	29.2% 0 0.0%	4	11.9% 4 4.8%	10.5% 0 0.0%	16.7% 0 0.0%	0	0.0% 0 0.0%	0.0% 0 0.0%	6.7% 0 0.0%	0	0.0%	12.1% 5 7.6%	50.0% 0 0.0%	7.7% 0 0.0%	16.7% 2 6.7%	11.0% 2 2.7%	10.0% 1 3.3%
75 or older	1.3%	3.7% 1 0.7%	0	3.3% 1 0.8%	. 0	0.0% 0 0.0%	1.4% 1 1.4%	0 0.0%	9.1% 0 0.0%	0	1	4.8% 1 1.2%	0.0%	0.0%	0	0.0% 0 0.0%	0.0% 0 0.0%	0.0%	0	0.0%	7.6% 1 1.5%	0.0% 0 0.0%	0.0% 0 0.0%	0 0.0%	1 1.4%	0
35 or older	1,702	105	14	90	1	10	46	48	5	19	81	63	31	10	3	1	2	9	0	0	54	2	10	21	60	24
Significantly different from column:*	75.6%	77.8%	100.0%	75.0%	100.0%	66.7%	66.7% H	98.0% G	45.5%	79.2%	81.8%	75.0%	81.6%	83.3%	60.0%	33.3%	66.7%	60.0%		0.0%	81.8%	100.0%	76.9%	70.0%	82.2%	80.0%

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 73

What is your current gender identity?

			Respo	ondent's G Identity	ender	(Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	H			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
Number missing or multiple answer	29	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,252 98.7%	136 100.0%		121 100.0%	1 100.0%	15 100.0%	69 100.0%	50 100.0%	11 100.0%	25 100.0%	99 100.0%	84 100.0%	39 100.0%	12 100.0%	5 100.0%	3 100.0%	3 100.0%	16 100.0%	0	1 100.0%	66 100.0%	2	13 100.0%	30 100.0%	74 100.0%	30 100.0%
Male	304 13.5%	14 10.3%	14	0	0 0.0%	1 6.7%	6 8.7%	6 12.0%	1 9.1%	4 16.0%	9 9.1%	9 10.7%	3 7.7%	1 8.3%	1 20.0%	0 0.0%	0	3 18.8%	0	0.0%	6 9.1%	0.0%	2 15.4%	1 3.3%	10	3 10.0%
Female	1,937 86.0%	121 89.0%		121 100.0%	0 0.0%	14 93.3%	63 91.3%	43 86.0%	10 90.9%	21 84.0%	89 89.9%	74 88.1%	36 92.3%	11 91.7%	4 80.0%	3 100.0%	3 100.0%	13 81.3%	0	1 100.0%	59 89.4%	2 100.0%	11 84.6%	28 93.3%	64 86.5%	27 90.0%
Transgender	1 0.0%	0.0%	0	0	0	0	0.0%	0.0%	0	0.0%	0.0%	0.0%	0.0%	0	0.0%	0	0	0.0%	0	0.0%	0.0%	0.0%	0.0%	0	0.0%	0.0%
Non-binary, genderqueer, or other	10	1 0.7%	0	0	1	0.0%	0.0%	1 2.0%	0	0.0%	1.0%	1 1.2%	0.0%	0	0.0%	0	0	0.0%	0	0.0%	1 1.5%	0.0%	0.0%	1	0.0%	0.0%
Transgender, Non-binary, genderqueer, or other	11 0.5%	1 0.7%	0.0%	0.0%	1 100.0%	0 0.0%	0.0%	1 2.0%	0 0.0%	0 0.0%	1 1.0%	1 1.2%	0.0%	0.0%	0.0%	0	0 0.0%	0 0.0%	0	0.0%	1 1.5%	0 0.0%	0.0%	1 3.3%	0 0.0%	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.

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 74

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

			Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	tatus				Р	rimary Race	e				Child's Do	octor Visits i Months	in Last 6
	HP			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
Number missing or multiple answer	46	1	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	1	0	0
Number no experience	NA	NA		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,235	135		120	1	15	68	50	11	25	99	84	39	11	5	3	3	15	0	1	66	2	13	29	74	30
	98.0%	99.3%	100.0%	99.2%	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	91.7%	100.0%	100.0%	100.0%	93.8%		100.0%	100.0%		100.0%	96.7%	100.0%	100.0%
8th grade or less	89 4.0%	4 3.0%	7.1%	3 2.5%	0 0.0%	0.0%	3 4.4%	1 2.0%	4 36.4%	0 0.0%	0 0.0%	1 1.2%	1 2.6%	1 9.1%	0 0.0%	0.0%	0.0%	3 20.0%	0	0.0%	1 1.5%	0 0.0%	0 0.0%	0 0.0%	3 4.1%	0 0.0%
Some high school, but did not graduate	150	7.070	7.170	7	0.070	2	3	2.0%	7	0.0%	0.070	6	1	0.170	0.070	0.070	0.070	20.070	0	0.070	2.570	0.070	2	3	4.170	0.070
	6.7%	5.2%	0.0%	5.8%	0.0%	13.3%	4.4%	4.0%	63.6%	0.0%	0.0%	7.1%	2.6%	0.0%	0.0%	0.0%	0.0%	13.3%		0.0%	3.0%	0.0%	15.4%	10.3%	5.4%	0.0%
High school graduate or GED	549	25		21	0	3	12	9	0	25	0	15	7	3	2	0	0	2	0	1	8	0	1	5	15	4
	24.6%	18.5%	28.6%	17.5%	0.0%	20.0%	17.6%	18.0%	0.0%	100.0%	0.0%	17.9%	17.9%	27.3%	40.0%	0.0%	0.0%	13.3%		100.0%	12.1%	0.0%	7.7%	17.2%	20.3%	13.3%
Some college or 2-year degree	912	59	4	55	0	6	35	18	0	0	59	40	14	5	3	1	2	5	0	0	34	1	5	15	28	16
	40.8%	43.7%	28.6%	45.8%	0.0%	40.0%	51.5%	36.0%	0.0%	0.0%	59.6%	47.6%	35.9%	45.5%	60.0%	33.3%	66.7%	33.3%		0.0%	51.5%	50.0%	38.5%	51.7%	37.8%	53.3%
4-year college graduate	304	27	3	24	0	3	9	14	0	0	27	13	12	2	0	1	1	1	0	0	15	0	3	4	17	6
	13.6%	20.0%	21.4%	20.0%	0.0%	20.0%	13.2%	28.0%	0.0%	0.0%	27.3%	15.5%	30.8%	18.2%	0.0%	33.3%	33.3%	6.7%		0.0%	22.7%	0.0%	23.1%	13.8%	23.0%	20.0%
More than 4-year college degree	231	13		10		1	6	6	0	0	13	9	4	0	0	1	0	2	0	0	6	1	2	2	7	4
	10.3%	9.6%	14.3%	8.3%	100.0%	6.7%	8.8%	12.0%	0.0%	0.0%	13.1%	10.7%	10.3%	0.0%	0.0%	33.3%	0.0%	13.3%		0.0%	9.1%	50.0%	15.4%	6.9%	9.5%	13.3%
4-year college graduate or more	535	40	5	34	1	4	15	20	0	0	40	22	16	2	0	2	1	3	0	0	21	1	5	6	24	10
	23.9%	29.6%	35.7%	28.3%	100.0%	26.7%	22.1%	40.0%	0.0%	0.0%	40.4%	26.2%	41.0%	18.2%	0.0%	66.7%	33.3%	20.0%		0.0%	31.8%	50.0%	38.5%	20.7%	32.4%	33.3%
Significantly different from column:*							Н	G		K	J						1									

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.

72570

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 75

How are you related to the child?

Base: All respondents

			Respo	ondent's G Identity	ender		Child's Age		Respor	dent's Edu	ıcation	Child's	s Health S	itatus				P	rimary Race	e				Child's D	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	рооб	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
Number missing or multiple answer	109	6	0	6	0	1	5	0	0	1	5	6	0	0	0	0	0	0	0	0	4	0	0	1	5	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,172	130	14	115	1	14	64	50	11	24	94	78	39	12	5	3	3	16	0	1	62	2	13	29	69	30
	95.2%	95.6%	100.0%	95.0%	100.0%	93.3%	92.8%	100.0%	100.0%	96.0%	94.9%	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	93.9%		100.0%	96.7%	93.2%	100.0%
Mother or father	1,842	117		103		13	57	45	10	21	85	69	36		4	3	2	16	0	1	55		12	26	62	27
Considerate	84.8%	90.0%	92.9%	89.6%	100.0%	92.9%	89.1%	90.0%	90.9%	87.5%	90.4%	88.5%	92.3%	91.7%	80.0%	100.0%	66.7%	100.0%		100.0%	88.7%	100.0%	92.3%	89.7%	89.9%	90.0%
Grandparent	167	4	0	4	0	0	2	2	0	1	3	4	0	0	0	0	0	0	0	0	3	0	0	1	2	1
A make a more la	7.7%	3.1%	0.0%	3.5%	0.0%	0.0%	3.1%	4.0%	0.0%	4.2%	3.2%	5.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	4.8%	0.0%	0.0%	3.4%	2.9%	3.3%
Aunt or uncle	23 1.1%	3 2.3%	0.0%	2.6%	0.0%	7.1%	1 1.6%	1 2.0%	0.0%	0 0.0%	3 3.2%	3.8%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0	0.0%	2 3.2%	0.0%	0.0%	3.4%	1 1.4%	3.3%
Older brother or sister	3	2.5/0	0.070	2.070	0.070	7.170	1.070	2.070	0.070	0.070	J.270 0	0.070	0.070	0.070	20.070	0.070	0.070	0.070	0	0.070	J.270	0.070	0.070	0.470	1.470	3.570
	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other relative	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	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%
Legal guardian	98	5	1	4	0	0	3	2	1	1	3	2	3	0	0	0	1	0	0	0	1	0	1	1	3	1
	4.5%	3.8%	7.1%	3.5%	0.0%	0.0%	4.7%	4.0%	9.1%	4.2%	3.2%	2.6%	7.7%	0.0%	0.0%	0.0%	33.3%	0.0%		0.0%	1.6%	0.0%	7.7%	3.4%	4.3%	3.3%
Someone else	33	1	0	1	0	0	1	0	0	1	0	0	0	1	0	0	0	0	0	0	1	0	0	0	1	0
	1.5%	0.8%	0.0%	0.9%	0.0%	0.0%	1.6%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%		0.0%	1.6%	0.0%	0.0%	0.0%	1.4%	0.0%

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 76

How well does your child speak English?

			Respo	ondent's G Identity	ender	(Child's Age		Respon	dent's Edu	cation	Child's	s Health S	tatus				Pr	imary Race	9				Child's Do	octor Visits Months	in Last 6
	Ŧ			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	31
Number missing or multiple answer	61	2	1	1	0	1	0	0	0	1	1	0	0	2	0	0	0	1	0	0	1	0	0	0	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	N/
Usable responses	2,220 97.3%	134 98.5%		120 99.2%		14 93.3%	69 100.0%	50 100.0%	11 100.0%	24 96.0%	98 99.0%	84 100.0%	39 100.0%	10 83.3%	5 100.0%	3 100.0%	3 100.0%	15 93.8%	0	1 100.0%	65 98.5%		13 100.0%	30 100.0%	72 97.3%	30 100.09
Very well	1,659 74.7%	111	10	100	1	9 64.3%	57	44 88.0%	4	19	88 89.8%	71 84.5%	33 84.6%	6	5	2 66.7%	3 100.0%	8 53.3%	0	0 0.0%	58 89.2%	2	10 76.9%	25	60 83.3%	83.3%
Well	331 14.9%	16	3	13	0	1	10	5 10.0%	5 45.5%	3	8 8.2%	9	6 15.4%	1	0	1 33.3%	0.0%	5 33.3%	0	0.0%	6 9.2%	0	2 15.4%	4	7	13.39
Not well	129 5.8%	4	0	4	0	2	2	0.0%	1 9.1%	0	2.0%	1.2%	0.0%	30.0%	0.0%	0.0%	0.0%	2 13.3%	0	0.0%	1 1.5%	0	1 7.7%	1	2	3.3%
Not at all	101 4.5%	3	0	3	0	2	0	1 2.0%	1 9.1%	2	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0	1 100.0%	0.0%	0	0.0%	0	3 4.2%	0.09
Very well or Well	1,990 89.6%			113 94.2%		10 71.4%	67 97.1%	49 98.0%	9 81.8%	22 91.7%	96 98.0%	80 95.2%	39 100.0%	7 70.0%	5 100.0%	3 100.0%	3 100.0%	13 86.7%	0	0 0.0%	64 98.5%	2 100.0%	12 92.3%	29 96.7%	67 93.1%	96.79
Significantly different from column:*																										i

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.

72570

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 77

What language does your child mainly speak at home?

Base: All respondents

			Respo	ondent's G Identity		(Child's Age		Respon	ıdent's Edu	cation	Child'	s Health S	tatus				Pr	imary Race	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
Number missing or multiple answer	79	3	1	2	0	1	1	0	0	1	2	1	0	2	0	0	0	2	0	0	0	0	1	1	1	1
Number no experience	NA	NA	NA.	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	N/
Usable responses	2,202	133	13	119	1	14	68	50	11	24	97	83	39	10	5	3	3	14	0	1	66	2	12	29	73	29
	96.5%	97.8%	92.9%	98.3%	100.0%	93.3%	98.6%	100.0%	100.0%	96.0%	98.0%	98.8%	100.0%	83.3%	100.0%	100.0%	100.0%	87.5%		100.0%	100.0%		92.3%	96.7%	98.6%	96.7%
English	1,937	121	. 12	108	1	12	61	47	6	19	96	77	36	7	5	3	3	7	0	0	66	2	12	27	65	28
	88.0%	91.0%	92.3%	90.8%	100.0%	85.7%	89.7%	94.0%	54.5%	79.2%	99.0%	92.8%	92.3%	70.0%	100.0%	100.0%	100.0%	50.0%		0.0%	100.0%	100.0%	100.0%	93.1%	89.0%	96.6%
Spanish	180	9	1	8	0	0	7	2	4	3	1	3	3	3	0	0	0	7	0	0	0	0	0	2	5	
	8.2%	6.8%	7.7%	6.7%	0.0%	0.0%	10.3%	4.0%	36.4%	12.5%	1.0%	3.6%	7.7%	30.0%	0.0%	0.0%	0.0%	50.0%		0.0%	0.0%	0.0%	0.0%	6.9%	6.8%	3.4%
Other	68	2	. 0	2	0	1	0	1	0	2	0	2	0	0	0	0	0	0	0	1	0	0	0	0	2	(
	3.1%	1.5%	0.0%	1.7%	0.0%	7.1%	0.0%	2.0%	0.0%	8.3%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		100.0%	0.0%	0.0%	0.0%	0.0%	2.7%	0.09

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 78

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

			Respo	ondent's G Identity			Child's Age		Respor	ıdent's Edu	cation	Child	s Health S	itatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	Е	F	G	Н	ı	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	3
Number missing or multiple answer	46	1	1	0	0	0	0	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	1	•
Number no experience	NA	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	N
Usable responses	2,235	135	13	121	1	15	69	50	11	24	99	84	39	11	5	3	3	15	0	1	66	2	13	30	73	3
	98.0%	99.3%	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.0%	100.0%	100.0%	100.0%	91.7%	100.0%	100.0%	100.0%	93.8%		100.0%	100.0%		100.0%	100.0%	98.6%	100.09
Yes	105	5	0	5	0	1	4	0	3	0	1	1	1	3	0	0	0	4	0	0	0	0	1	1	2	
	4.7%	3.7%	0.0%	4.1%	0.0%	6.7%	5.8%	0.0%	27.3%	0.0%	1.0%	1.2%	2.6%	27.3%	0.0%	0.0%	0.0%	26.7%		0.0%	0.0%	0.0%	7.7%	3.3%	2.7%	3.39
No	2,130	130	13	116	1	14	65	50	8	24	98	83	38	8	5	3	3	11		1	66	2	12	29	71	2
	95.3%	96.3%	100.0%	95.9%	100.0%	93.3%	94.2%	100.0%	72.7%	100.0%	99.0%	98.8%	97.4%	72.7%	100.0%	100.0%	100.0%	73.3%		100.0%	100.0%	100.0%	92.3%	96.7%	97.3%	96.79
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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 79

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

			Respo	ndent's G Identity		(Child's Age		Respon	dent's Edu	cation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State (2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
Number missing or multiple answer	45	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,236 98.0%	136 100.0%	14 100.0%	121 100.0%		15 100.0%	69 100.0%	50 100.0%	11 100.0%	25 100.0%	99 100.0%	84 100.0%	39 100.0%		5 100.0%	3 100.0%	3 100.0%	16 100.0%	0	1 100.0%	66 100.0%	2	13 100.0%	30 100.0%	74 100.0%	30 100.0%
Yes	/13	1	100.070	100.070	100.070	100.070	100.070	0	1	0	100.070	0	0	100.070	100.070	100.070	100.070 0	100.070	n	0	0	0	100.070	100.070	100.070	100.070
	1.9%	0.7%	0.0%	0.8%	0.0%	0.0%	1.4%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	6.3%		0.0%	0.0%	0.0%	0.0%	0.0%	1.4%	0.0%
No	2,193 98.1%	135	14 100.0%	120 99.2%		15 100.0%	68 98.6%	50 100.0%	10 90.9%	25 100.0%	99 100.0%	84 100.0%	39 100.0%	11	5 100.0%	3 100.0%	3 100.0%	15 93.8%	0	1 100.0%	66 100.0%	2 100.0%	13 100.0%	30 100.0%	73 98.6%	30 100.0%
Significantly different from column:*	30.1%	33.3%	100.0%	33.270	100.0%	100.0%	30.0%	100.0%	30.3%	100.0%	100.0%	100.0%	100.0%	91.7%	100.0%	100.0%	100.0%	33.0%		100.0%	100.0%	100.0%	100.0%	100.0%	30.0%	100.0%

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Ouestion 80

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

	Д		Respo	ondent's Go Identity	ender	(Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	tatus				Р	rimary Rac	ce				Child's Do	octor Visits Months	n Last 6
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13 (69D)	14 to 18	Less than HS grad	HS grad (Q74)	Some College or more	Excellent or Very Good	(Q53) poog	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle (O) Eastern/Northern African (O)	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4 (02)	5 or more
	Α	В	С	D	E	F	G	Н	1	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Χ	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
Number missing or multiple answer	249	7	1	6	0	0	5	1	0	3	4	4	1	2	0	0	0	2	0	0	2	0	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
Usable responses	2,032	129	13	115	1	15	64	49	11	22	95	80	38	10	5	3	3	14	0	1	64	2	13	27	72	28
	89.1%	94.9%	92.9%	95.0%	100.0%	100.0%	92.8%	98.0%	100.0%	88.0%	96.0%	95.2%	97.4%	83.3%	100.0%	100.0%	100.0%	87.5%		100.0%	97.0%		100.0%	90.0%	97.3%	93.3%
Yes	78	7	1	6	0	1	3	3	3	1	3	4	2	1	0	0	0	2	0	1	2	0	2	1	5	1
	3.8%	5.4%	7.7%	5.2%	0.0%	6.7%	4.7%	6.1%	27.3%	4.5%	3.2%	5.0%	5.3%	10.0%	0.0%	0.0%	0.0%	14.3%		100.0%	3.1%	0.0%	15.4%	3.7%	6.9%	3.6%
No	1,954	122	12	109	1	14	61	46	8	21	92	76	36	9	5	3	3	12	0	0	62	2	11	26	67	27
	96.2%	94.6%	92.3%	94.8%	100.0%	93.3%	95.3%	93.9%	72.7%	95.5%	96.8%	95.0%	94.7%	90.0%	100.0%	100.0%	100.0%	85.7%		0.0%	96.9%	100.0%	84.6%	96.3%	93.1%	96.4%
Significantly different from column:*																										

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

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 81

Is your child <u>deaf</u> or does your child have <u>serious difficulty hearing</u>?

			Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edı	ucation	Child'	s Health S	tatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)					_	(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	роо9	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
Number missing or multiple answer	104	3	1	2	0	0	1	1	0	3	0	1	0	2	0	0	0	1	0	0	0	0	0	1	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,177	133	13	119	1	15	68	49	11	22	99	83	39	10	5	3	3	15	0	1	66	2	13	29	72	30
	95.4%	97.8%	92.9%	98.3%	100.0%	100.0%	98.6%	98.0%	100.0%	88.0%	100.0%	98.8%	100.0%	83.3%	100.0%	100.0%	100.0%	93.8%		100.0%	100.0%		100.0%	96.7%	97.3%	100.0%
Yes	73	5	0	5	0	2	2	1	1	2	2	4	1	0	0	0	0	0	0	0	2	0	0	1	2	1
	3.4%	3.8%	0.0%	4.2%	0.0%	13.3%	2.9%	2.0%	9.1%	9.1%	2.0%	4.8%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	3.0%	0.0%	0.0%	3.4%	2.8%	3.3%
No	2,104	128	13	114	1	13	66	48	10	20	97	79	38	10	5	3	3	15	0	1	64	2	13	28	70	29
	96.6%	96.2%	100.0%	95.8%	100.0%	86.7%	97.1%	98.0%	90.9%	90.9%	98.0%	95.2%	97.4%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	97.0%	100.0%	100.0%	96.6%	97.2%	96.7%
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.

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 82

Is your child <u>blind</u> or does your child have <u>serious difficulty seeing</u>, even when wearing glasses?

			Respo	ondent's G Identity			Child's Age		Respor	ndent's Edu	cation	Child	s Health S	itatus				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	Е	F	G	Н	ı	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	3
Number missing or multiple answer	52	2	. 0	2	0	1	1	0	1	0	1	0	1	1	0	0	0	2	0	0	0	0	0	0	1	
Number no experience	NA	NA	NA NA	NA	. NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	N.
Usable responses	2,229	134	14	119	1	14	68	50	10	25	98	84	38	11	5	3	3	14	0	1	66	2	13	30	73	2
	97.7%	98.5%	100.0%	98.3%	100.0%	93.3%	98.6%	100.0%	90.9%	100.0%	99.0%	100.0%	97.4%	91.7%	100.0%	100.0%	100.0%	87.5%		100.0%	100.0%		100.0%	100.0%	98.6%	96.7%
Yes	82	3	1	2	0	1	1	0	1	1	1	1	0	2	1	0	0	1	0	0	1	0	0	2	1	(
	3.7%	2.2%	7.1%	1.7%	0.0%	7.1%	1.5%	0.0%	10.0%	4.0%	1.0%	1.2%	0.0%	18.2%	20.0%	0.0%	0.0%	7.1%		0.0%	1.5%	0.0%	0.0%	6.7%	1.4%	0.09
No	2,147	131	. 13	117	1	13	67	50	9	24	97	83	38	9	4	3	3	13	0	1	65	2	13	28	72	29
	96.3%	97.8%	92.9%	98.3%	100.0%	92.9%	98.5%	100.0%	90.0%	96.0%	99.0%	98.8%	100.0%	81.8%	80.0%	100.0%	100.0%	92.9%		100.0%	98.5%	100.0%	100.0%	93.3%	98.6%	100.09
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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 83

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

	Ь		Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	tatus				Р	rimary Rac	ce				Child's Do	Months	in Last 6
	OHI			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	А	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
Number missing or multiple answer	62	2	0	2	0	0	1	1	0	1	1	1	1	0	0	0	0	0	0	0	1	0	0	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,219	134	14	119	1	15	68	49	11	24	98	83	38	12	5	3	3	16	0	1	65	2	13	30	72	30
	97.3%	98.5%	100.0%	98.3%	100.0%	100.0%	98.6%	98.0%	100.0%	96.0%	99.0%	98.8%	97.4%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	98.5%		100.0%	100.0%	97.3%	100.0%
Yes	961	54	6	47	1	6	25	21	8	10	36	23	22	8	3	1	1	6	0	1	24	2	6	10	26	18
	43.3%	40.3%	42.9%	39.5%	100.0%	40.0%	36.8%	42.9%	72.7%	41.7%	36.7%	27.7%	57.9%	66.7%	60.0%	33.3%	33.3%	37.5%		100.0%	36.9%	100.0%	46.2%	33.3%	36.1%	60.0%
No	1,258	80	8	72	0	9	43	28	3	14	62	60	16	4	2	2	2	10	0	0	41	0	7	20	46	12
	56.7%	59.7%	57.1%	60.5%	0.0%	60.0%	63.2%	57.1%	27.3%	58.3%	63.3%	72.3%	42.1%	33.3%	40.0%	66.7%	66.7%	62.5%		0.0%	63.1%	0.0%	53.8%	66.7%	63.9%	40.0%
Significantly different from column:*												М	L											Z	Z	X,Y

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 84

Does your child have serious difficulty walking or climbing stairs?

Base: All respondents with children 5 or older

	수		Respo	ondent's Go Identity (Q73)	ender	(Child's Age (Q69)		Respon	dent's Edu (Q74)	ucation	Child'	s Health S (Q53)	tatus				Р	rimary Rac	e				Child's Do	ctor Visits i Months (Q7)	n Last 6
	2021 State OH	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	poog	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	2,038	123	12	110	1	4	69	50	10	22	90	75	38	9	5	2	3	15	0	0	59	2	12	29	64	28
Number missing or multiple answer	78	1	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,960	122	12	109	1	4	68	50	10	22	89	74	38	9	5	2	3	15	0	0	58	2	12	29	63	28
	96.2%	99.2%	100.0%	99.1%	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	98.9%	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			98.3%		100.0%	100.0%	98.4%	100.0%
Yes	109	2	0	2	0	0	0	2	0	1	1	1	1	0	0	0	0	0	0	0	0	0	0	0	1	1
	5.6%	1.6%	0.0%	1.8%	0.0%	0.0%	0.0%	4.0%	0.0%	4.5%	1.1%	1.4%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%			0.0%	0.0%	0.0%	0.0%	1.6%	3.6%
No	1,851	120	12	107	1	4	68	48	10	21	88	73	37	9	5	2	3	15	0	0	58	2	12	29	62	27
	94.4%	98.4%	100.0%	98.2%	100.0%	100.0%	100.0%	96.0%	100.0%	95.5%	98.9%	98.6%	97.4%	100.0%	100.0%	100.0%	100.0%	100.0%			100.0%	100.0%	100.0%	100.0%	98.4%	96.4%
Significantly different from column:*																										

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

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 85

Does your child have difficulty dressing or bathing?

Base: All respondents with children 5 or older

	Ы		Respo	Identity	ender	(Child's Age		Respon	dent's Edu	ucation	Child'	s Health S	tatus				F	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13 (69D)	14 to 18	Less than HS grad	HS grad (Q74)	Some College or more	Excellent or Very Good	(Q53)	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle (Applemony African African (Applemony African African (Applemony Applemony African (Applemony African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4 (02)	5 or more
	Α	В	С	D	E	F	G	Н	1	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Χ	Υ	Z
Number in sample	2,038	123	12	110	1	4	69	50	10	22	90	75	38	9	5	2	3	15	0	0	59	2	12	29	64	28
Number missing or multiple answer	80	3	0	3	0	1	1	1	0	2	1	2	1	0	0	0	0	0	0	0	2	0	0	0	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,958	120	12	107	1	3	68	49	10	20	89	73	37	9	5	2	3	15	0	0	57	2	12	29	61	28
	96.1%	97.6%	100.0%	97.3%	100.0%	75.0%	98.6%	98.0%	100.0%	90.9%	98.9%	97.3%	97.4%	100.0%	100.0%	100.0%	100.0%	100.0%			96.6%		100.0%	100.0%	95.3%	100.0%
Yes	270	10	1	9	0	0	6	4	1	2	7	6	2	2	0	0	0	1	0	0	3	1	1	2	5	3
	13.8%	8.3%	8.3%	8.4%	0.0%	0.0%	8.8%	8.2%	10.0%	10.0%	7.9%	8.2%	5.4%	22.2%	0.0%	0.0%	0.0%	6.7%			5.3%	50.0%	8.3%	6.9%	8.2%	10.7%
No	1,688	110	11	98	1	3	62	45	9	18	82	67	35	7	5	2	3	14	0	0	54	1	11	27	56	25
	86.2%	91.7%	91.7%	91.6%	100.0%	100.0%	91.2%	91.8%	90.0%	90.0%	92.1%	91.8%	94.6%	77.8%	100.0%	100.0%	100.0%	93.3%			94.7%	50.0%	91.7%	93.1%	91.8%	89.3%
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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 86

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

Base: All respondents with children 5 or older

			Respo	ondent's G Identity	ender		Child's Age		Respon	dent's Edı	ucation	Child'	s Health S	status				Р	rimary Rac	e				Child's Do	octor Visits Months	in Last 6
	ОНР			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State C	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	2,038	123	12	110	1	4	69	50	10	22	90	75	38	9	5	2	3	15	0	0	59	2	12	29	64	28
Number missing or multiple answer	86	2	0	2	0	2	0	0	0	1	1	1	1	0	0	0	0	1	0	0	0	0	0	0	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,952	121	12	108	1	2	69	50	10	21	89	74	37	9	5	2	3	14	0	0	59	2	12	29	63	27
	95.8%	98.4%	100.0%	98.2%	100.0%	50.0%	100.0%	100.0%	100.0%	95.5%	98.9%	98.7%	97.4%	100.0%	100.0%	100.0%	100.0%	93.3%			100.0%		100.0%	100.0%	98.4%	96.4%
Yes	1,086	71	6	65	0	1	39	31	7	11	53	40	24	6	4	0	2	4	0	0	36	2	7	16	36	19
	55.6%	58.7%	50.0%	60.2%	0.0%	50.0%	56.5%	62.0%	70.0%	52.4%	59.6%	54.1%	64.9%	66.7%	80.0%	0.0%	66.7%	28.6%			61.0%	100.0%	58.3%	55.2%	57.1%	70.4%
No	866	50	6	43	1	1	30	19	3	10	36	34	13	3	1	2	1	10	0	0	23	0	5	13	27	8
	44.4%	41.3%	50.0%	39.8%	100.0%	50.0%	43.5%	38.0%	30.0%	47.6%	40.4%	45.9%	35.1%	33.3%	20.0%	100.0%	33.3%	71.4%			39.0%	0.0%	41.7%	44.8%	42.9%	29.6%
Significantly different from column:*											·		·					U		•	R		•			

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 Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 87

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

Base: All respondents with children 15 or older

	Ф		Respo	ondent's Goldentity	ender	(Child's Age (Q69)		Respon	dent's Edu (Q74)	ucation	Child	s Health S (Q53)	itatus				Р	rimary Rac (Q90RC)	e				Child's Do	octor Visits Months (Q7)	in Last 6
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	poog	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	1	J	K	L	М	N	0	Р	Q	R	S	Т	U	V	W	Х	Υ	Z
Number in sample	638	42	4	37	1	0	0	42	2	8	32	21	17	3	1	0	1	3	0	0	22	1	5	9	21	12
Number missing or multiple answer	57	2	0	2	0	0	0	2	0	0	2	1	1	0	0	0	0	0	0	0	1	0	0	0	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	581	40	4	35	1	0	0	40	2	8	30	20	16	3	1	0	1	3	0	0	21	1	5	9	20	11
	91.1%	95.2%	100.0%	94.6%	100.0%			95.2%	100.0%	100.0%	93.8%	95.2%	94.1%	100.0%	100.0%		100.0%	100.0%			95.5%		100.0%	100.0%	95.2%	91.7%
Yes	207	14	2	11	1	0	0	14	1	5	8	5	8	1	1	0	0	0	0	0	6	1	1	2	7	5
	35.6%	35.0%	50.0%	31.4%	100.0%			35.0%	50.0%	62.5%	26.7%	25.0%	50.0%	33.3%	100.0%		0.0%	0.0%			28.6%	100.0%	20.0%	22.2%	35.0%	45.5%
No	374	26	2	24	0	0	0	26	1	3	22	15	8	2	0	0	1	3	0	0	15	0	4	7	13	6
	64.4%	65.0%	50.0%	68.6%	0.0%			65.0%	50.0%	37.5%	73.3%	75.0%	50.0%	66.7%	0.0%		100.0%	100.0%			71.4%	0.0%	80.0%	77.8%	65.0%	54.5%
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.

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 89

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

Base: All respondents

Bade. Fill respondente			Resp	ondent's G Identity	iender		Child's Age		Respon	dent's Ed	ucation	Child	s Health S	Status				Р	rimary Rac	e				Child's Do	octor Visits i Months	in Last 6
	H H			(Q73)			(Q69)			(Q74)			(Q53)						(Q90RC)						(Q7)	
	2021 State OHP	2021	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample Number missing or multiple answer	2,281 435	136 27	2	25	1	15 3	69 14	50 10	11	25 11	99 15	84 16	39 9	2	5 0	0	3	16 0	0	0	66	0	13	30 5	74 15	30 6
Number no experience	NA	NA					NA	NA		NA	NA	NA	NA		NA	NA	NA		NA	NA	NA	NA			NA	NA
Usable responses	1,846 80.9%	109 80.1%			_	12 80.0%	55 79.7%	40 80.0%	10 90.9%	14 56.0%	84 84.8%	68 81.0%	30 76.9%	_	5 100.0%	3 100.0%	100.0%	16 100.0%	0	1 100.0%	66 100.0%		13 100.0%			24 80.0%
American Indian or Alaska Native	242 13.1%	12 11.0%		9 9.4%	0.0%	3 25.0%	6 10.9%	3 7.5%	0 0.0%	4 28.6%	8 9.5%	9 13.2%	1 3.3%	2 20.0%	5 100.0%	0 0.0%	0 0.0%	0 0.0%	0	1 100.0%	1 1.5%	0 0.0%	5 38.5%	2 8.0%	6 10.2%	4 16.7%
Asian	152 8.2%	6 5.5%	0	6	0	0.0%	3 5.5%	2 5.0%	1	0.0%	5 6.0%	3 4.4%	3 10.0%	0 0.0%	0.0%	3	0	0.0%	0	0.0%	0 0.0%	0 0.0%	3	0	5	1 4.2%
Black or African American	160 8.7%	11 10.1%	0	11	. 0	2	5 9.1%	4 10.0%	0	0.0%	11 13.1%		4 13.3%	1 10.0%	0.0%	0	3	0 0.0%	0	0.0%	1 1.5%	1 50.0%	6	1	7	3 12.5%
Hispanic or Latino/a	492 26.7%	24 22.0%	3	21	0	3	14 25.5%	6 15.0%	7 70.0%	3 21.4%	13 15.5%	10 14.7%	10 33.3%	4	1 20.0%	0	0	16 100.0%	0	0.0%	3 4.5%	0 0.0%	4 30.8%	5 20.0%	11	7 29.2%
Middle Eastern/Northern African	20 1.1%	0 0.0%	0.0%	0	0	0.0%	0.0%	0.0%	0	0.0%	0 0.0%	0 0.0%	0 0.0%	0	0.0%	0 0.0%	0	0 0.0%	0	0.0%	0 0.0%	0 0.0%	0.0%	0	0	0 0.0%
Native Hawaiian or Pacific Islander	34 1.8%	2 1.8%	0.0%	2 2.1%	0.0%	1 8.3%	1 1.8%	0 0.0%	0 0.0%	7.1%	1 1.2%	2 2.9%	0.0%	0 0.0%	0.0%	0 0.0%	0 0.0%	0 0.0%	0	1 100.0%	0 0.0%	0 0.0%	7.7%	0 0.0%	2 3.4%	0 0.0%
White	1,288 69.8%	78.0%	9	75	1	11	39 70.9%	34 85.0%	5	7.1% 12 85.7%	68 81.0%	60 88.2%	18	60.0%	2 40.0%	2	1	2	0	100.0%	66 100.0%	0.0%	11	23	46	16 66.7%
Other	129 7.0%	7.3% 7.3%	2	6	0	0	70.3%	4 10.0%	0	2	6 7.1%	5	3 10.0%	0	2	0	0	1	0	0.0%	1	100.0%	2	0	5	3 12.5%

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

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

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 90

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

		2021	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	OHP																									
	2021 State OHP		Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	Α	В	С	D	Е	F	G	Н	ı	J	K	L	М	N	0	Р	Q	R	S	T	U	V	W	Х	Υ	Z
Number in sample	2,281	136	14	121	1	15	69	50	11	25	99	84	39	12	5	3	3	16	0	1	66	2	13	30	74	30
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	435	27		. 25	0	3	14	10	1	11	15	16	9	2	0	0	0	0	0	0	0	0	0	5	15	6
Usable responses	1,846	109	12		1	12	55	40	10	14	_	68	30	10	5	3	3	16	0	1	66	2	13	25	59	24
A service a Ledino de Aledin Notice	80.9%	80.1%	85.7%	79.3%	100.0%	80.0%	79.7%	80.0%	90.9%	56.0%	84.8%	81.0%	76.9%	83.3%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	83.3%	79.7%	80.0%
American Indian or Alaska Native	98 5.3%	5 4.6%	8.3%	4.2%	0.0%	0.0%	7.3%	2.5%	0.0%	2 14.3%	3 3.6%	3 4.4%	3.3%	10.0%	5 100.0%	0.0%	0.0%	0.0%	0	0.0%	0.0%	0.0%	0.0%	4.0%	3.4%	2 8.3%
Asian	79 4.3%	3 2.8%	0.0%	3	0 0.0%	0 0.0%	2 3.6%	0 0.0%	0 0.0%	0.0%	3	1 1.5%	2 6.7%	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%	2 3.4%	1 4.2%
Black or African American	94	3 2.8%	0	3	0.0%	0.0%	3.6%	1 2.5%	0.0%	0.0%	3	1.5%	2 6.7%	0	0	0	3	0.0%	0	0.0%	0.0%	0.0%	0.0%	0.0%	2 3.4%	1 4.2%
Hispanic or Latino/a	303 16.4%	16 14.7%		13	0 0.0%	1 8.3%	10 18.2%	4 10.0%	5 50.0%	2 14.3%	8 9.5%	4 5.9%	9 30.0%	30.0%	0.0%	0	0 0.0%	16 100.0%	0	0 0.0%	0 0.0%	0 0.0%	0.0%	2 8.0%	9 15.3%	4 16.7%
Middle Eastern/Northern African	6 0.3%	0.0%	0.0%	0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0.0%	0 0.0%	0.0%	0 0.0%	0.0%	0 0.0%	0.0%	0 0.0%	0.0%	0	0 0.0%	0 0.0%	0 0.0%	0.0%	0.0%	0 0.0%	0 0.0%
Native Hawaiian or Pacific Islander	12 0.7%	0.9%	0	1	0 0.0%	1 8.3%	0.0%	0 0.0%	0.0%	7.1%	0	1 1.5%	0 0.0%	0	0	0	0 0.0%	0.0%	0	1 100.0%	0 0.0%	0 0.0%	0.0%	0.0%	1 1.7%	0.0%
White	960 52.0%	66	6	59	1 100.0%	8 66.7%	32 58.2%	26 65.0%	30.0%	8 57.1%	55	46 67.6%	14 46.7%	5	0	0	0.0%	0.0%	0	0.0%	66	0.0%	0.0%	20 80.0%	34 57.6%	12 50.0%
Other	38 2.1%	2 1.8%	0	2	0.0%	0.0%	1 1.8%	1 2.5%	0 0.0%	0.0%	2	1.5%	1 3.3%	0	0	0	0.0%	0.0%	0	0.0%	0.0%	2 100.0%	0.0%	0.0%	1 1.7%	1 4.2%
Multiracial	256 13.9%	13 11.9%	2	11	0.0%	2 16.7%	7.3%	7 17.5%	2 20.0%	7.1%	10	11 16.2%	1 3.3%	10.0%	0.0%	0	0.0%	0.0%	0	0.0%	0.0%	0.0%	13 100.0%	2 8.0%	8	3 12.5%
Significantly different from column:*	13.370	11.570	10.770	11.5/0	0.070	10.770	7.570	17.570	25.070	7.170	11.570	10.270	3.370	10.070	0.070	0.070		W		0.070	0.070	3.070	R	0.070	13.070	12.570

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