



**Oregon Health Plan Report of Results for
State Oregon Health Plan (Child Population)
2021 CAHPS® 5.1H Medicaid with CCC Measure Member Experience Survey**

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INTRODUCTION

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

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

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

The survey measures member satisfaction with the experience of care and gives a general indication of how well the health plan meets members' expectations. 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 various CCOs between January 7 and April 7, 2021.

The following CCOs were included in survey administration: Advanced Health, AllCare CCO, Cascade Health Alliance, Columbia Pacific CCO, Eastern Oregon CCO, Fee-For-Service, Health Share of Oregon, Inter-Community Health Network, Jackson Care Connect, Pacific Source – Columbia Gorge, Pacific Source – Central Oregon, Primary Health, Trillium Community Health Plan, Umpqua Health Alliance, Willamette Valley Community Health, and Yamhill Community Care. This report focuses on **statewide** State OHP hereafter referred to as State OHP results, which were calculated by pooling survey responses across these plans including additional oversample for race and ethnicity.

The final aggregated survey sample for the State OHP included 26,651 members (16,688 from the general population and 9,963 from the CCC population). During the survey fielding period, 4,002 general population sample members completed the survey. After final survey eligibility criteria were applied, the resulting NCQA response rate was 24.25 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 national 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 2,304 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.

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

RESULTS ON KEY SURVEY MEASURES

STATISTICALLY SIGNIFICANT IMPROVEMENTS OR DECLINES COMPARED TO 2020

Reportable Rate IMPROVED	Reportable Rate DECLINED
Coordination of Care (by 4.53 points)	No statistically significant declines

STATISTICALLY SIGNIFICANT DIFFERENCES FROM NATIONAL BENCHMARK

Reportable Rate ABOVE Benchmark	Reportable Rate BELOW Benchmark
2021 CSS Child Medicaid Average	
Getting Care Quickly (by 2.39 points)	Rating of All Health Care (by 3.41 points) Rating of Health Plan (by 4.79 points) Getting Needed Care (by 2.32 points)

TOP PRIORITIES FOR QUALITY IMPROVEMENT

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

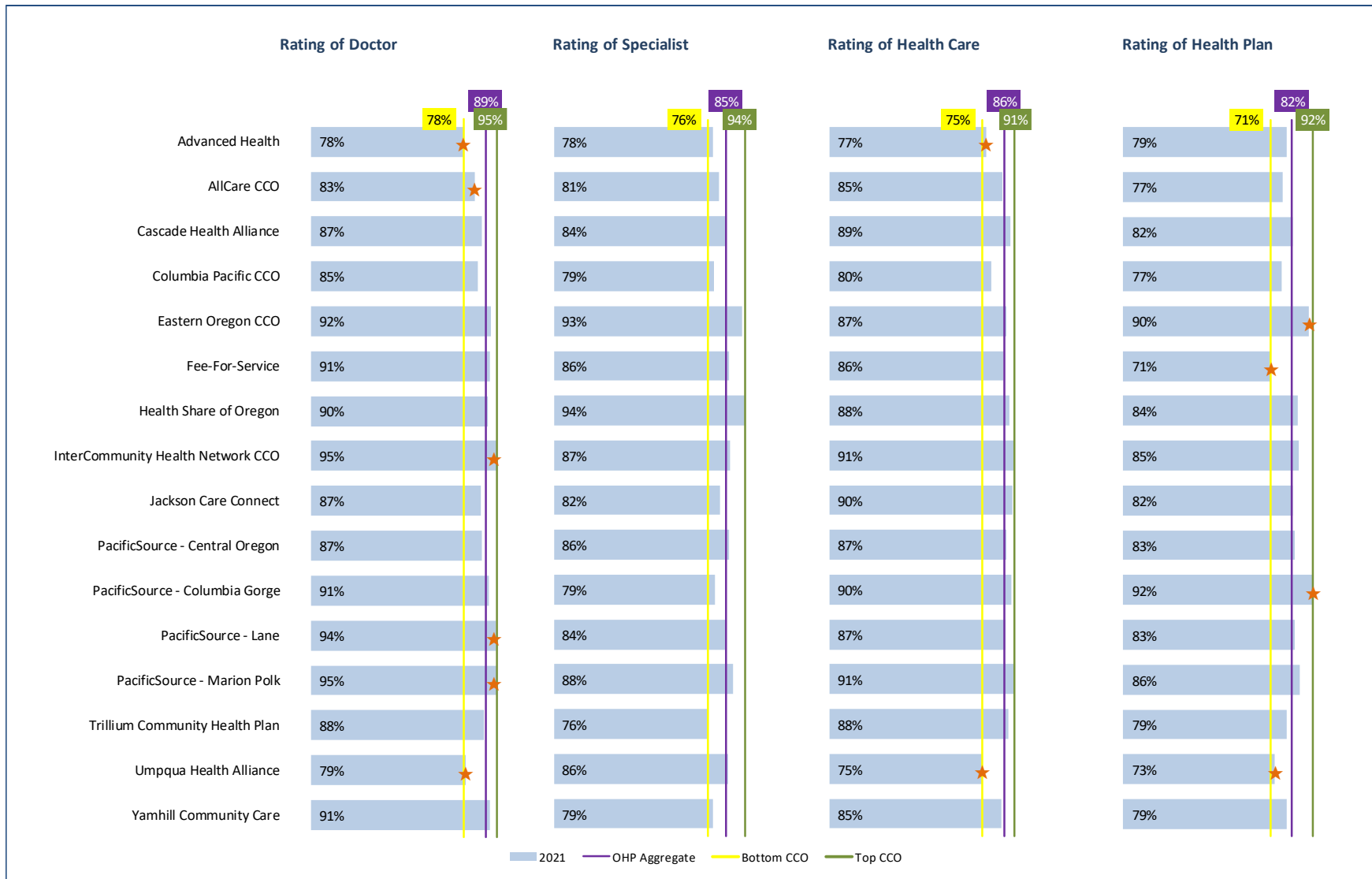
Top Priorities for Quality Improvement
1. Improving health plan provider network (highly-rated personal doctors)
2. Improving member access to care (ease of getting needed care, tests, or treatment)
3. Improving health plan provider network (highly-rated specialists)
4. Improving the ability of the health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

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

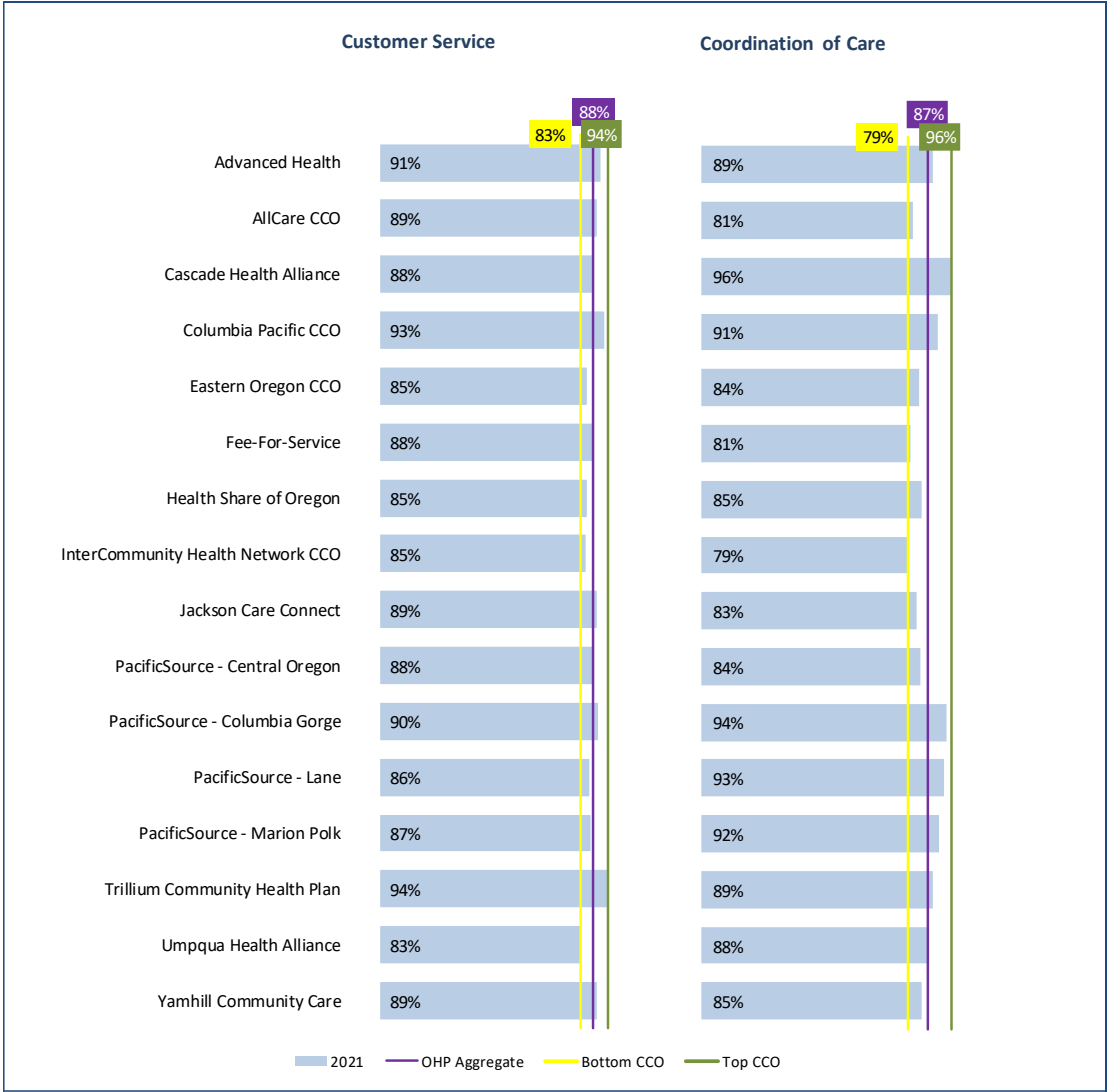
The remainder of this report examines these and other findings in greater detail.

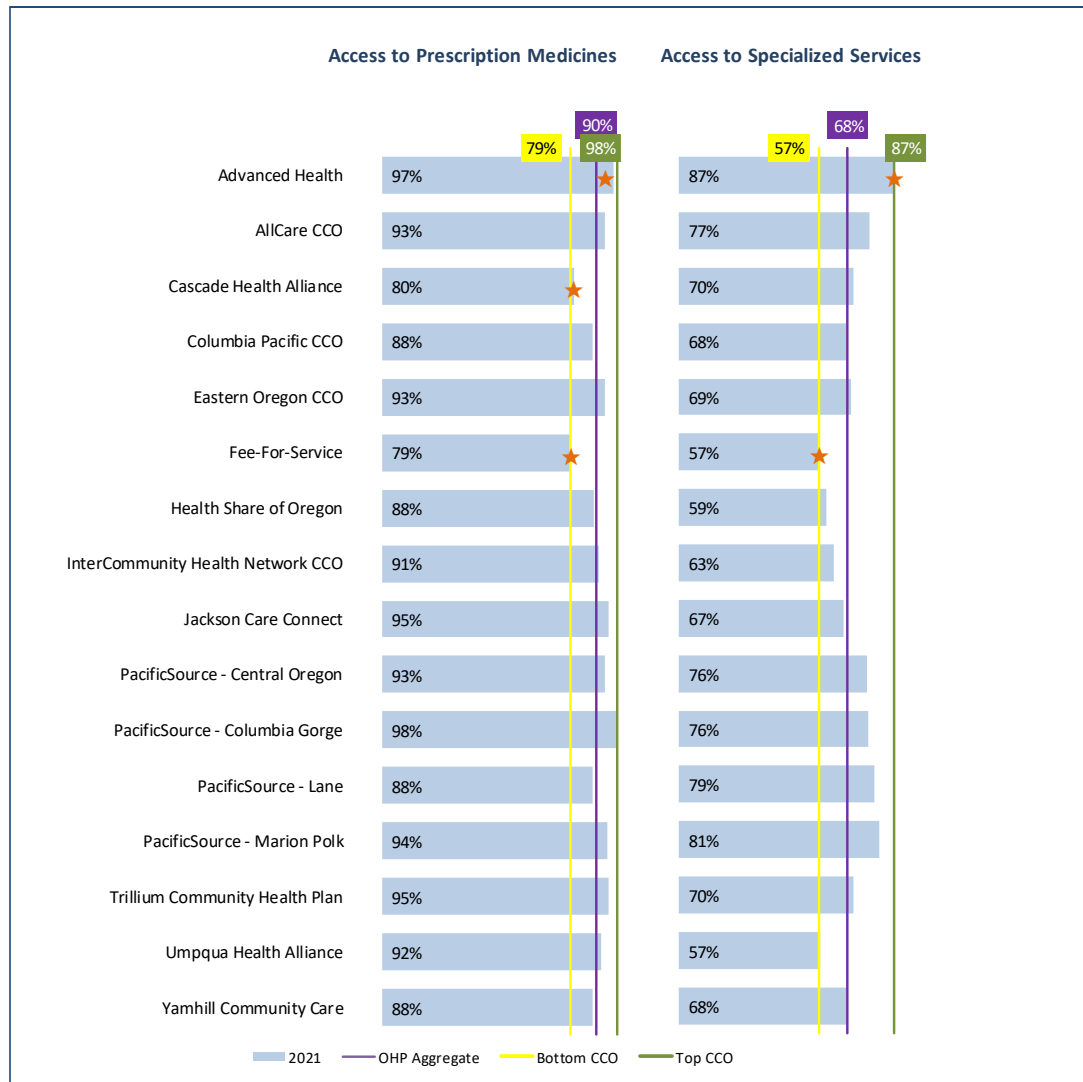
OREGON HEALTH PLAN CCO PERFORMANCE ON KEY SURVEY MEASURES

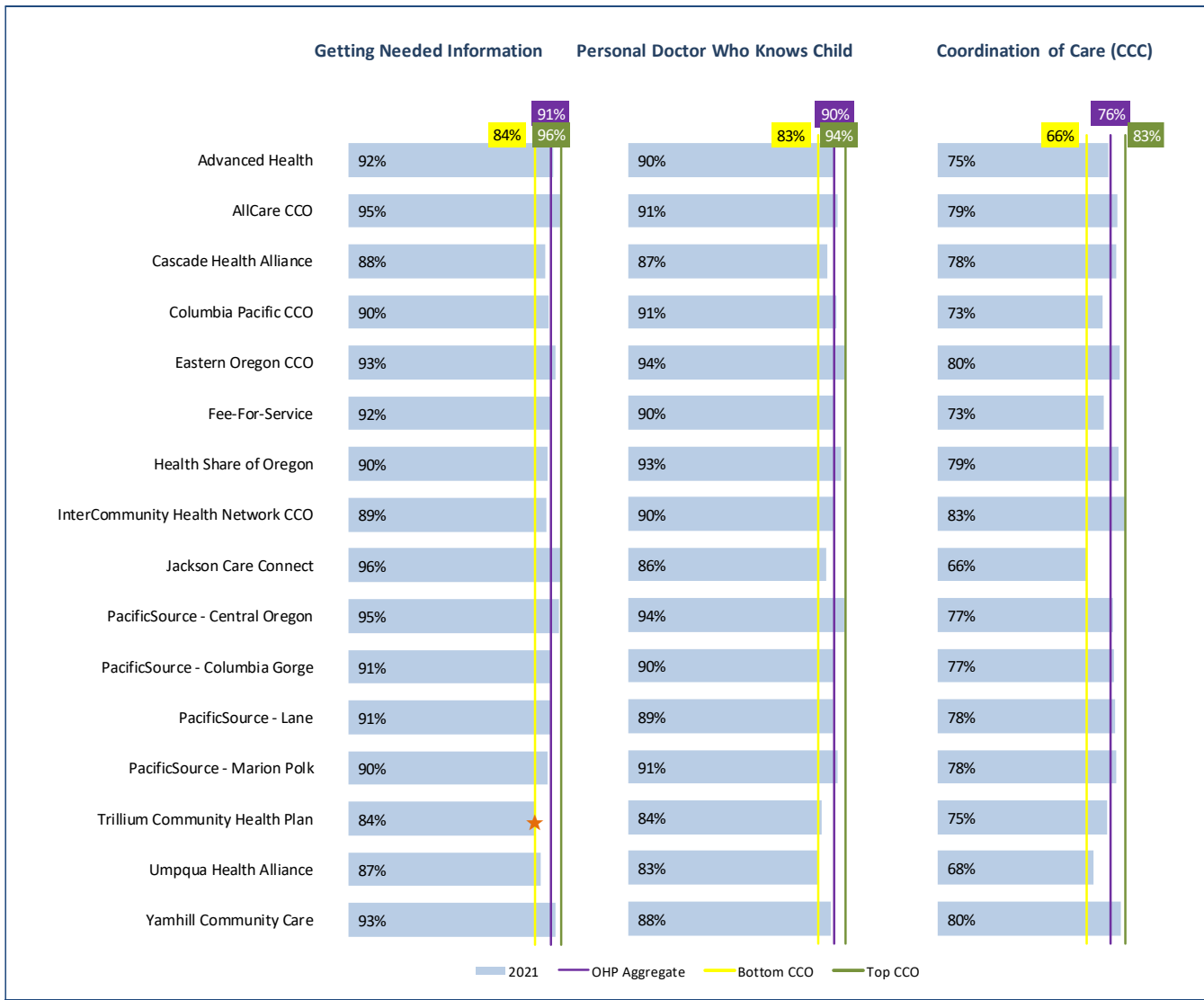
The charts on the following pages show how the State OHP and each of the CCOs performed in 2021. Statistically significant differences from the State OHP are flagged at the 95% confidence level. For each measure, the top and bottom performing CCOs rates provide additional benchmarks.











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 national results, and prior year data (where available).

EXHIBIT 1. 2021 STATE OHP CHILD MEDICAID OHA CAHPS SURVEY: RESULTS AT A GLANCE

CAHPS 5.0H Survey Measures		Global Proportions and Question Summary Rates			Valid Responses			2021 CSS Child Medicaid Average
		2019	2020	2021	2019	2020	2021	
Overall Ratings (% 8, 9, or 10)	Q9. Rating of All Health Care	84.29%	85.15%	85.96%	4,386	4,466	2,115	89.37% ▼
	Q36. Rating of Personal Doctor	88.89%	88.70%	88.86%	4,940	5,521	3,311	89.98%
	Q43. Rating of Specialist Seen Most Often	84.37%	85.31%	84.75%	1,107	1,048	564	86.64%
	Q49. Rating of Health Plan	81.81%	81.39%	81.66%	6,063	6,216	3,872	86.45% ▼
Getting Needed Care (% Always or Usually)	Getting Needed Care Composite	83.72%	83.55%	82.68%	2,785	2,819	1,374	85.00% ▼
	Q10. Easy to get needed care	88.93% ▲	90.47%	90.60%	4,383	4,470	2,117	89.88%
	Q41. Easy to see specialists	78.50%	76.63%	74.76%	1,186	1,168	630	80.12% ▼
Getting Care Quickly (% Always or Usually)	Getting Care Quickly Composite	89.31%	89.38%	88.53%	3,059	3,088	1,328	86.14% ▲
	Q4. Got urgent care as soon as needed	91.87%	91.98%	92.61%	1,833	1,846	541	90.17%
	Q6. Got routine care as soon as needed	86.74% ▼	86.79% ▼	84.44%	4,285	4,329	2,115	82.11% ▲
How Well Doctors Communicate* (% Always or Usually)	How Well Doctors Communicate Composite	94.68%	94.56%	94.58%	3,897	4,059	1,994	93.46%
	Q27. Doctor explained things	95.28%	94.66%	94.14%	3,901	4,063	1,998	93.65%
	Q28. Doctor listened carefully	95.62%	95.65%	96.24%	3,901	4,065	1,993	95.22%
	Q29. Doctor showed respect	96.77%	96.65%	97.25%	3,901	4,063	2,000	96.52%
Customer Service (% Always or Usually)	Q32. Doctor spent enough time	91.06%	91.30%	90.68%	3,883	4,046	1,986	88.46% ▲
	Customer Service Composite	87.50%	88.25%	87.83%	1,631	1,596	747	87.94%
	Q45. Provided needed information/help	81.58%	82.88%	82.11%	1,634	1,595	749	82.32%
Children with Chronic Conditions Measures	Q46. Treated with courtesy/respect	93.43%	93.61%	93.56%	1,628	1,596	745	93.57%
	Q35. Coordination of Care (% Always or Usually)	83.19% ▲	82.47% ▲	87.00%	1,761	1,683	700	84.81%
	. Access to Prescription Medicines	87.69%	88.13%	89.51%	804	1,205	1,440	91.07%
	. Access to Specialized Services	67.30%	69.11%	68.21%	364	493	652	73.08% ▼
Children with Chronic Conditions Measures	. Getting Needed Information	91.50%	91.49%	90.91%	1,012	1,492	1,639	90.40%
	. Personal Doctor Who Knows Child	87.40%	89.66%	89.62%	874	1,250	1,569	90.15%
	. Coordination of Care for Children With Chronic Conditions	78.74%	77.95%	75.90%	414	536	645	75.95%

79/970

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

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

ABOUT THIS REPORT

The key features of this 2021 CAHPS report, prepared by CSS for State OHP, 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.
- State OHP results were calculated by pooling member responses from the following Child Medicaid CCOs: Advanced Health, AllCare CCO, Cascade Health Alliance, Columbia Pacific CCO, Eastern Oregon CCO, Fee-For-Service, Health Share of Oregon, InterCommunity Health Network CCO, Jackson Care Connect, PacificSource - Central Oregon, PacificSource - Columbia Gorge, PacificSource - Lane, PacificSource – Marion Polk, Trillium Community Health Plan, Umpqua Health Alliance, and Yamhill Community Care. The aggregate results also include additional oversamples of African American, Asian, Hispanic/Latino, and Native American members. The oversamples were drawn from Oregon Health Plan membership as a whole proportionally based on the member size of the CCO across all CCOs.
- 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 State OHP survey results are compared to the 2021 CSS Child Medicaid Average. The 2021 CSS Child Medicaid Average is calculated by pooling survey responses across representative Child Medicaid plans surveyed by CSS.
- *Executive Summary* provides a high-level overview of survey findings. This section highlights the areas where State OHP performs significantly above or below the national 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 State OHP 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 national 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 State OHP QSRs and global proportions are compared to the 2021 CSS Child Medicaid Average 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 State OHP respondent profile to the relevant national 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 State OHP 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 State OHP *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 the State OHP 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 State OHP 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 the State OHP. 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 the State OHP included 26,651 members (16,688 from the general population and 9,963 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, 4,002 general population sample members completed the survey. After final survey eligibility criteria were applied, the resulting NCQA response rate was 24.25 percent. Additional detail on sample member status at the end of data collection (dispositions) is provided in Exhibit 2.

EXHIBIT 2. 2021 STATE OHP CHILD MEDICAID OHA CAHPS SURVEY: SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

Disposition	Total	
	Number	% Initial Sample
Initial Sample	16,688	100.00%
Disposition		
Complete and Eligible - Mail	1,935	11.60%
Complete and Eligible - Phone	1,742	10.44%
Complete and Eligible - Internet	325	1.95%
Complete and Eligible - Total	4,002	23.98%
Does not meet Eligible Population criteria	175	1.05%
Incomplete (but Eligible)	450	2.70%
Ineligible	13	0.08%
- Language barrier	12	0.07%
- Mentally or physically incapacitated	0	0.00%
- Deceased	1	0.01%
Refusal	1,126	6.75%
Nonresponse after maximum attempts	10,854	65.04%
Added to Do Not Call (DNC) list	68	0.41%
Response Rate*		24.25%

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

A detailed comparison of individual CCO response rates is presented in Exhibit 2A.

EXHIBIT 2A. 2021 STATE OHP CHILD MEDICAID OHA CAHPS SURVEY: RESPONSE RATES BY CCO

CCOs	Sample Size	Completes	Ineligibles	Response Rate
State OHP	16,688	4,002	188	24.25%
Advanced Health	950	197	15	21.07%
AllCare CCO	950	215	10	22.87%
Cascade Health Alliance	950	225	14	24.04%
Columbia Pacific CCO	950	213	16	22.81%
Eastern Oregon CCO	950	219	6	23.20%
Fee-For-Service	950	200	16	21.41%
Health Share of Oregon	950	274	10	29.15%
InterCommunity Health Network CCO	950	214	12	22.81%
Jackson Care Connect	950	234	8	24.84%
PacificSource - Central Oregon	950	225	13	24.01%
PacificSource - Columbia Gorge	950	237	14	25.32%
PacificSource - Lane	950	227	7	24.07%
PacificSource - Marion Polk	950	259	6	27.44%
Trillium Community Health Plan	950	173	8	18.37%
Umpqua Health Alliance	950	194	7	20.57%
Yamhill Community Care	950	301	7	31.92%
Oversample	1,488	395	19	26.89%

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 State OHP results are compared to the 2021 CSS Child Medicaid Average as well as to the highest and lowest performing CCO. The 2021 CSS Child Medicaid Average is calculated by pooling survey responses across representative Child Medicaid plans surveyed by CSS.

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 national benchmarks reported for these measures are limited to the CCC population.

SUMMARY OF SURVEY RESULTS

Exhibit 3 provides a high-level State OHP 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 STATE OHP CHILD MEDICAID OHA CAHPS SURVEY: PATIENT EXPERIENCE MEASURES

CAHPS 5.0H Survey Measures*	2021 Rate	Difference** between 2021 Rate and...		
		2020 Rate	2019 Rate	2021 CSS Child Medicaid Average
Ratings				
Rating of Personal Doctor	88.86%	0.16%	-0.03%	-1.13%
Rating of Specialist Seen Most Often	84.75%	-0.55%	0.38%	-1.89%
Rating of All Health Care	85.96%	0.80%	1.67%	-3.41% ▼
Rating of Health Plan	81.66%	0.28%	-0.14%	-4.79% ▼
Composite Measures				
Getting Needed Care	82.68%	-0.87%	-1.04%	-2.32% ▼
Getting Care Quickly	88.53%	-0.86%	-0.78%	2.39% ▲
How Well Doctors Communicate	94.58%	0.01%	-0.10%	1.12%
Customer Service	87.83%	-0.41%	0.33%	-0.11%
Additional Content Areas				
Coordination of Care	87.00%	4.53% ▲	3.81% ▲	2.19%
Children with Chronic Conditions Measures				
Access to Prescription Medicines	89.51%	1.38%	1.83%	-1.56%
Access to Specialized Services	68.21%	-0.90%	0.91%	-4.87% ▼
Getting Needed Information	90.91%	-0.58%	-0.59%	0.51%
Personal Doctor Who Knows Child	89.62%	-0.03%	2.23%	-0.53%
Coordination of Care for Children With Chronic Conditions	75.90%	-2.05%	-2.84%	-0.06%

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

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

DETAILED PERFORMANCE CHARTS

Detailed charts are provided for CAHPS composite global proportions and question summary rates. 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

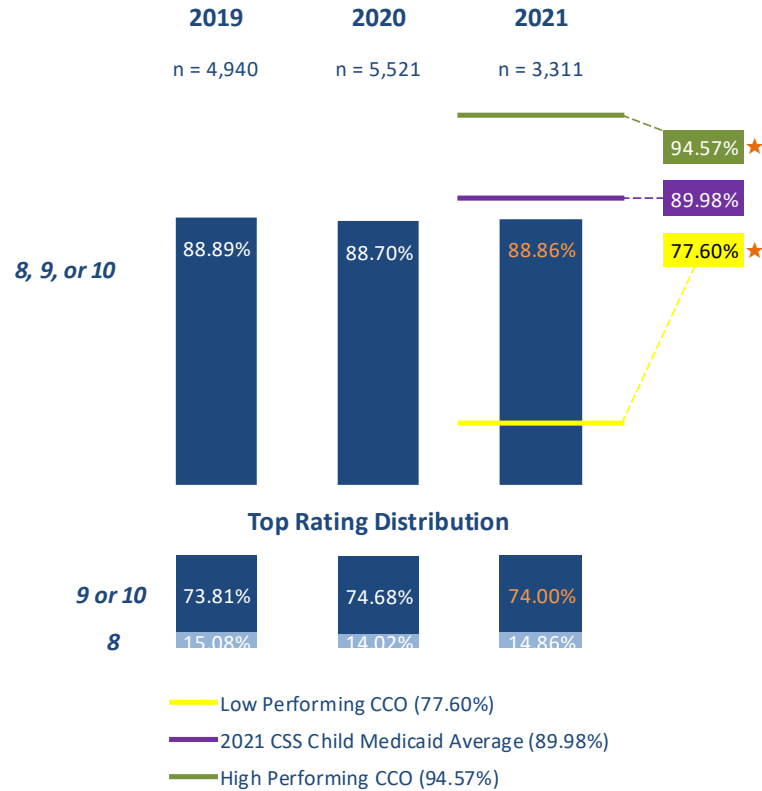
- Survey scores are trended over three consecutive years of data collection, if available. A result may not be available if the survey was not administered in a given year, if the measure is new, or if the measure is not deemed appropriate for trending. In such cases, "no data" appears in place of the 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 CSS Child Medicaid Average as well as to the highest and lowest performing CCO. If the 2021 score is significantly different from any of these benchmark scores at the 95% confidence level, ★ appears next to the relevant score.

Rating of Personal Doctor

Percent Responding 8, 9, or 10



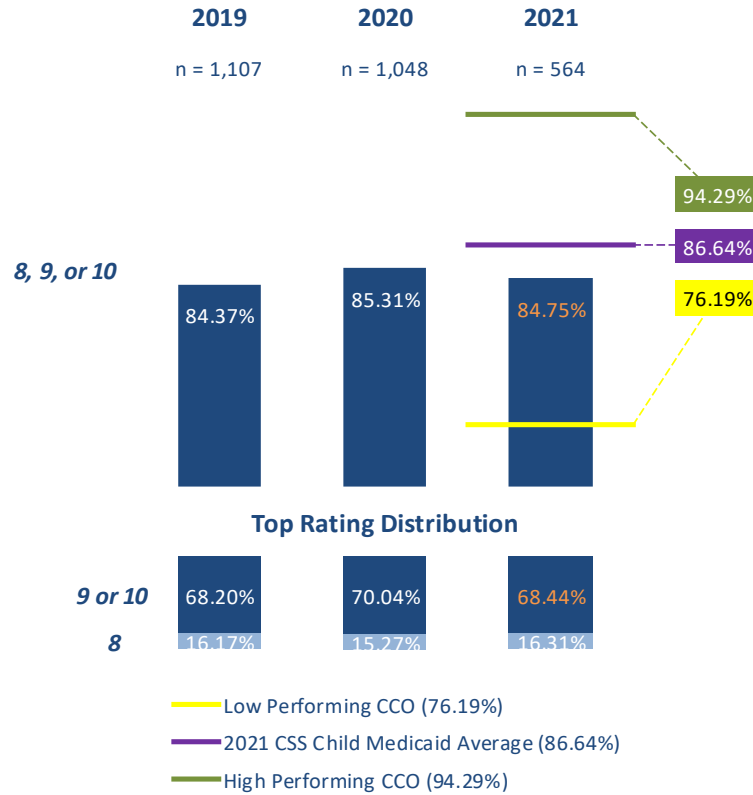
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Tests of statistical significance were conducted for the following reportable rates: (8 + 9 + 10) and (9 + 10). Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison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

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

Rating of Specialist Seen Most Often

Percent Responding 8, 9, or 10



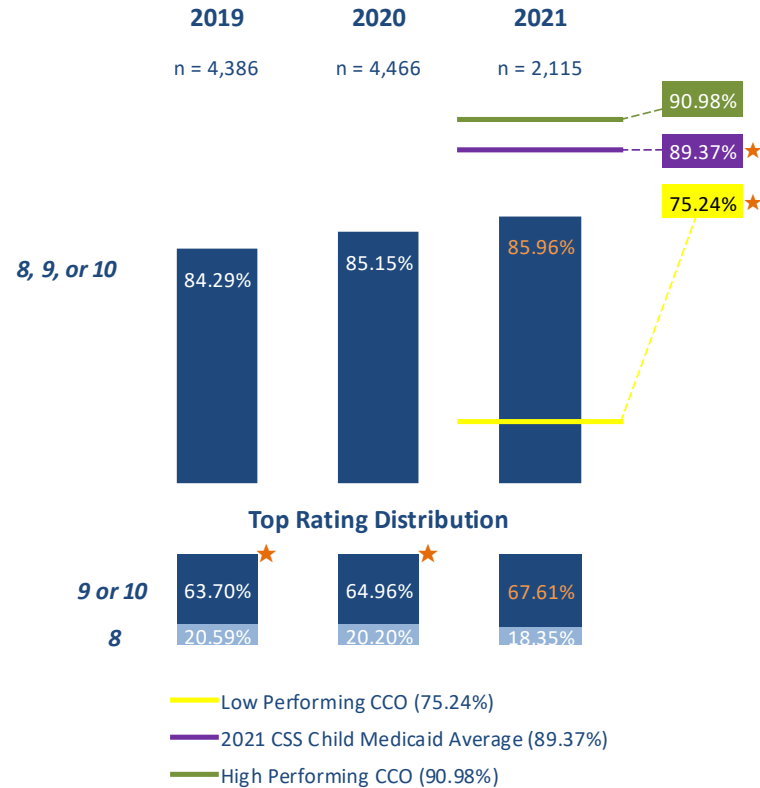
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Tests of statistical significance were conducted for the following reportable rates: (8 + 9 + 10) and (9 + 10). Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison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

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

Rating of All Health Care

Percent Responding 8, 9, or 10



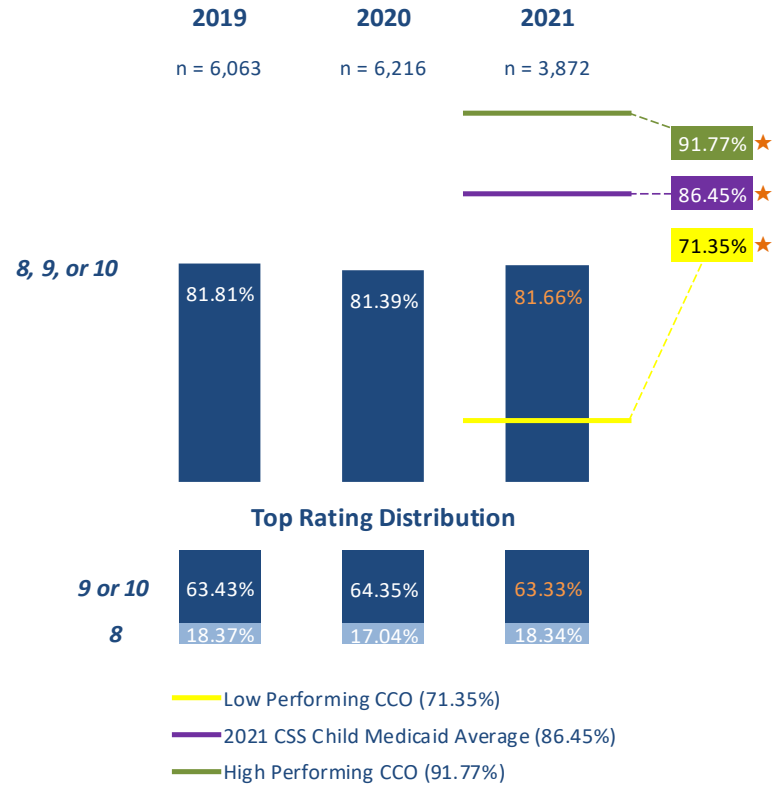
79970

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

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

Rating of Health Plan

Percent Responding 8, 9, or 10



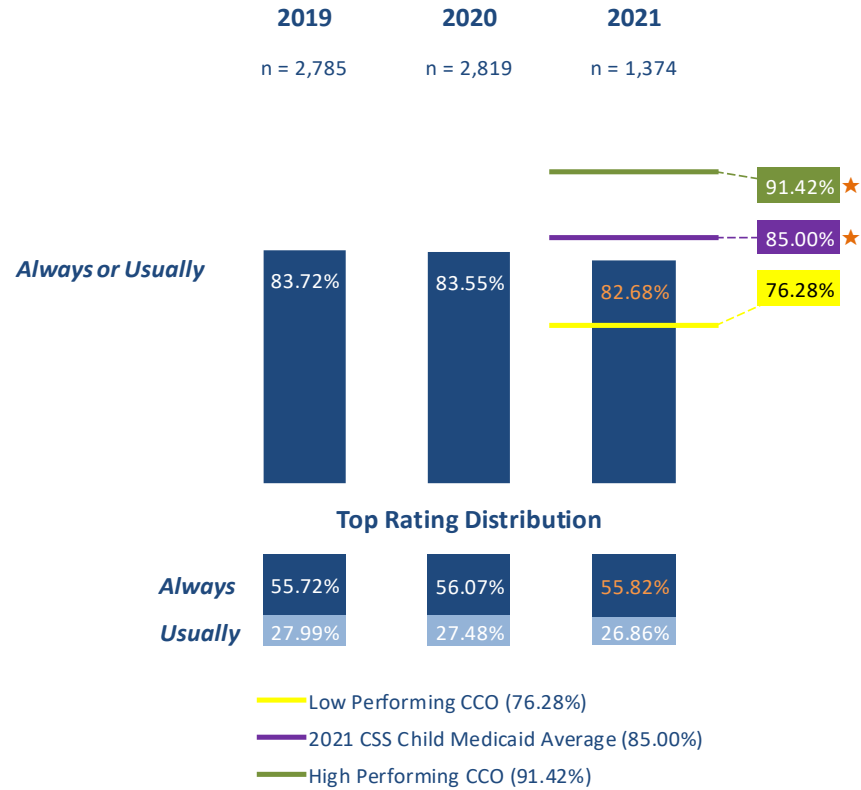
79970

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

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

Getting Needed Care (Composite)

Percent Responding Always or Usually



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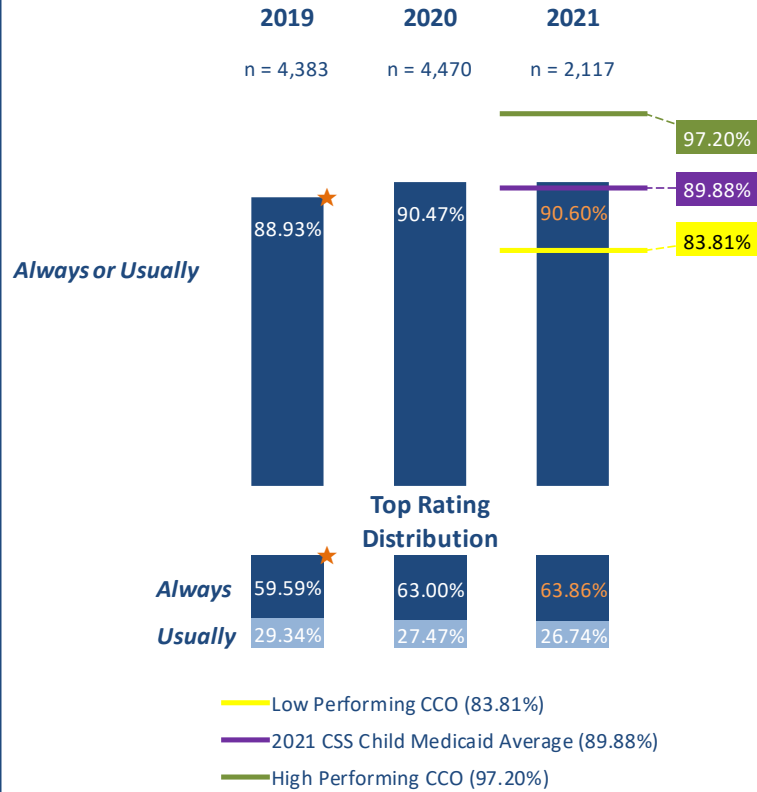
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

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

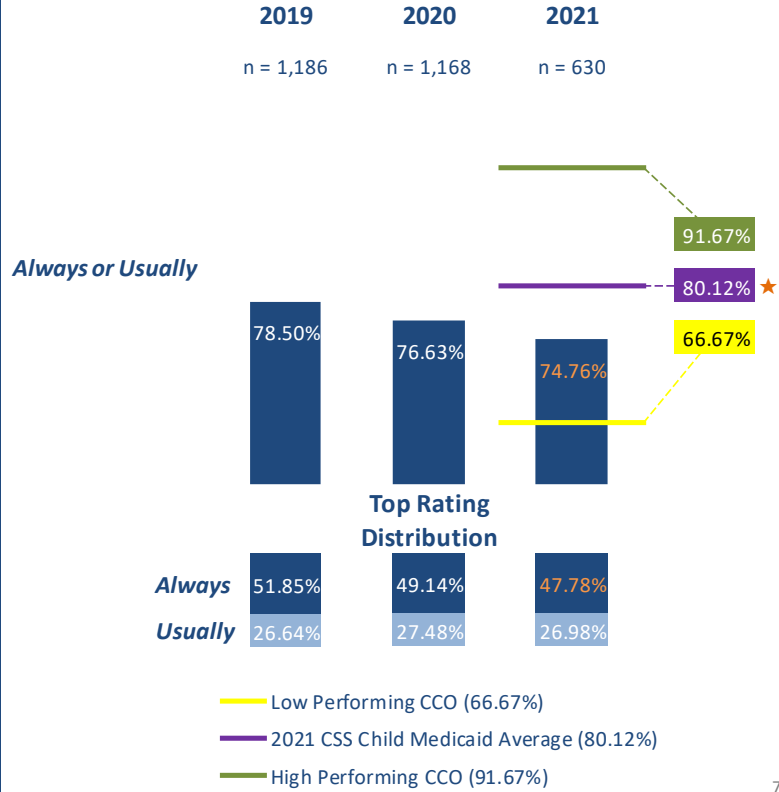
Getting Needed Care (Contributing Items)

Percent Responding Always or Usually

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



Q41. In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?



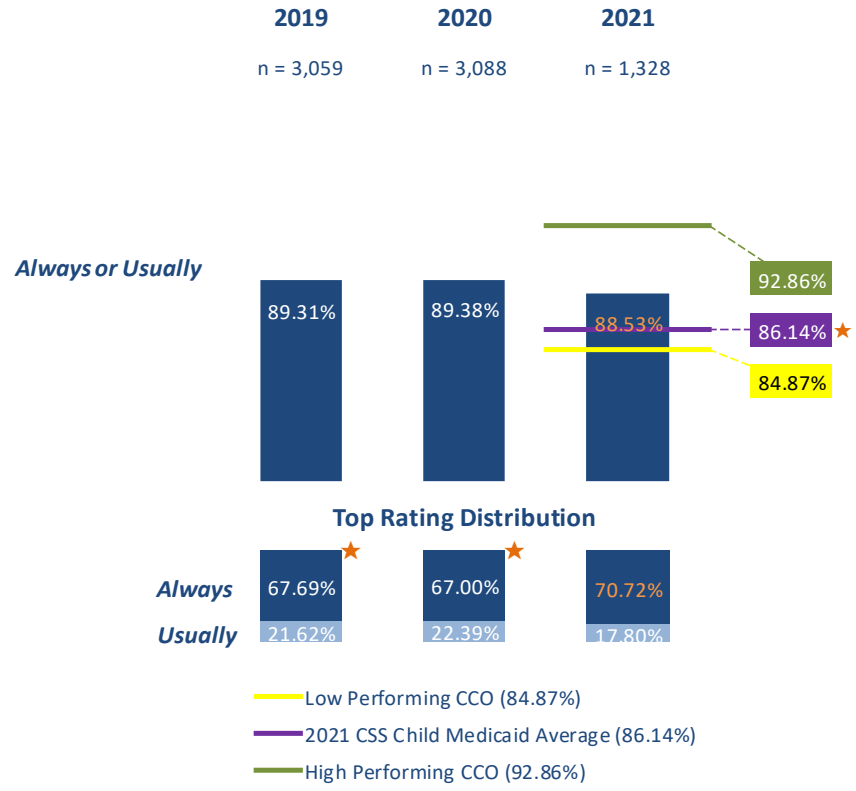
79970

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

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

Getting Care Quickly (Composite)

Percent Responding Always or Usually



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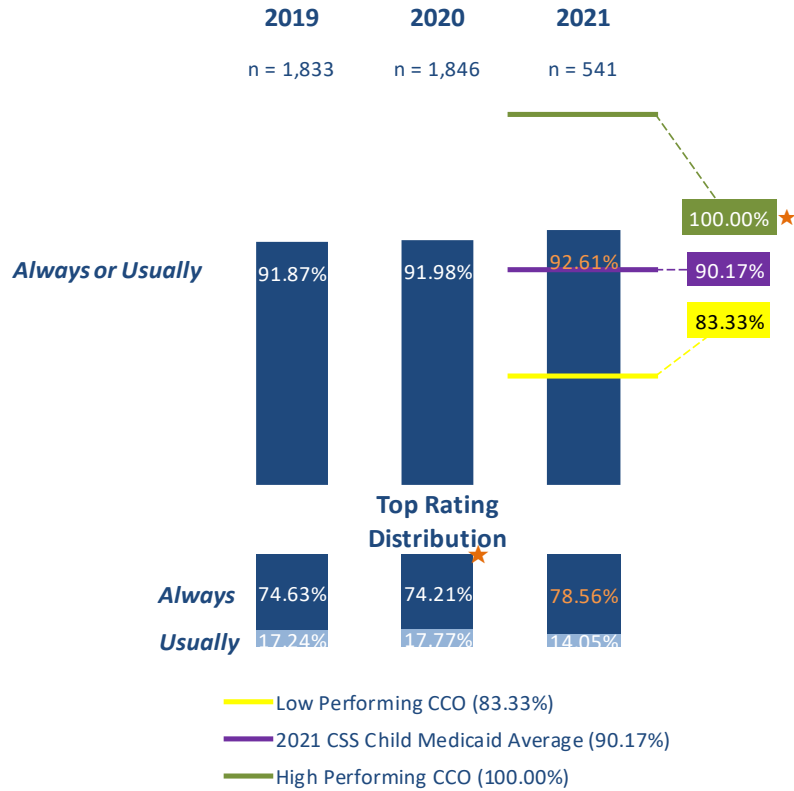
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

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

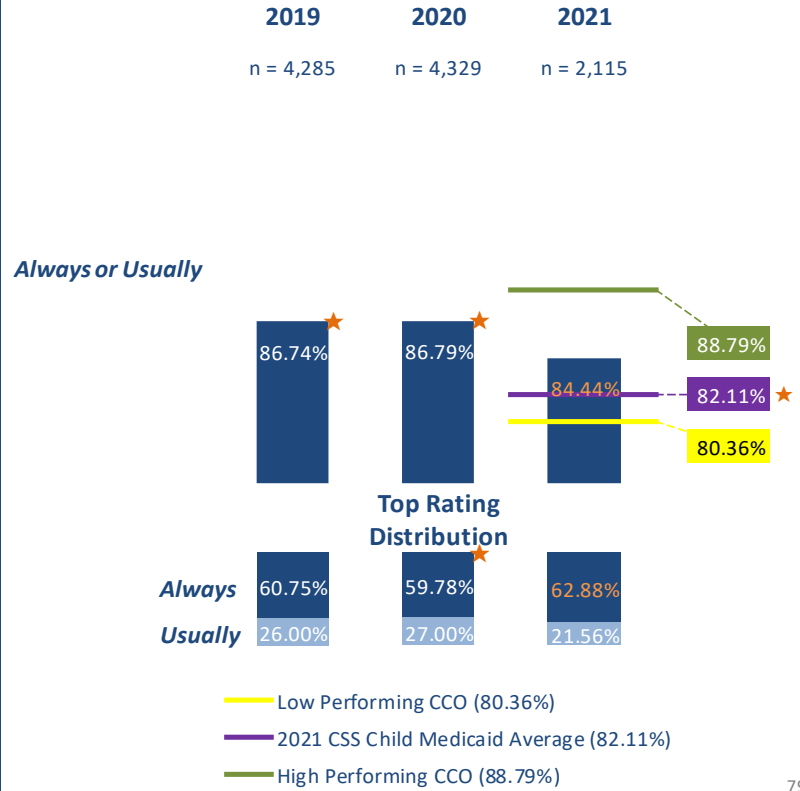
Getting Care Quickly (Contributing Items)

Percent Responding Always or Usually

Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?



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



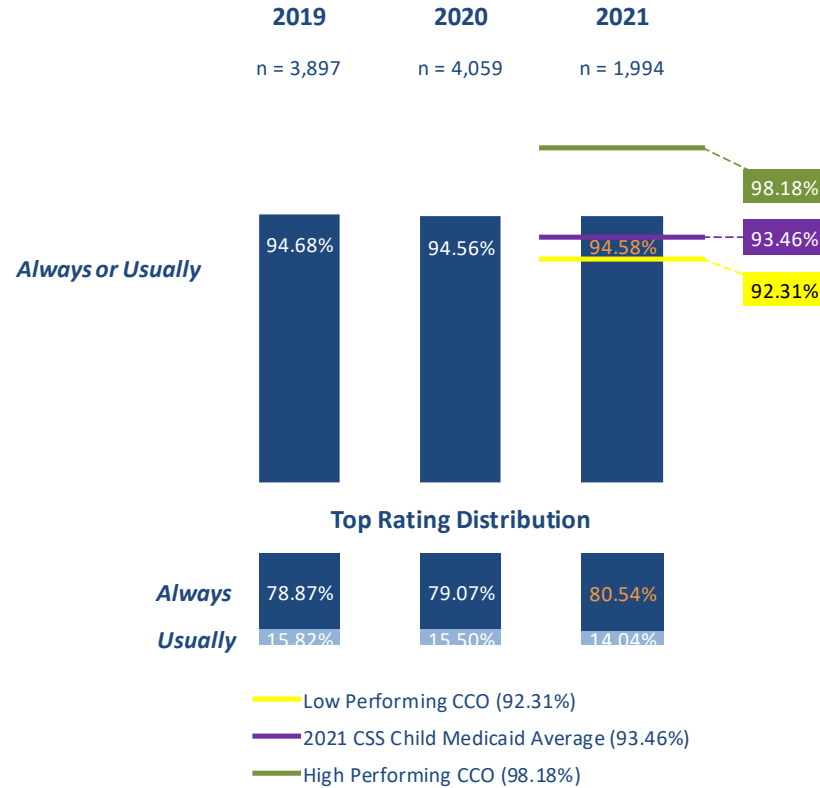
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison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

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

How Well Doctors Communicate (Composite)

Percent Responding Always or Usually



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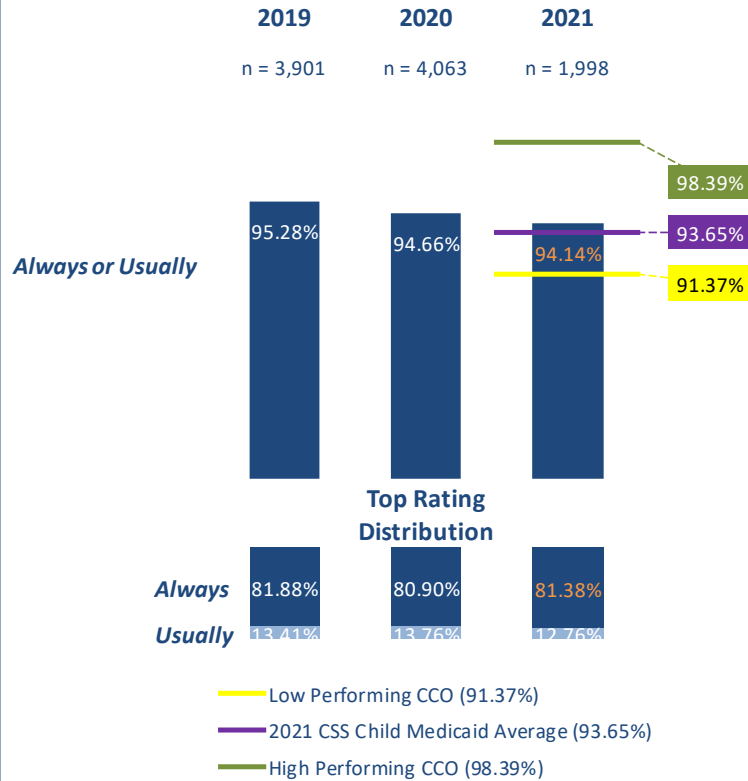
Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

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

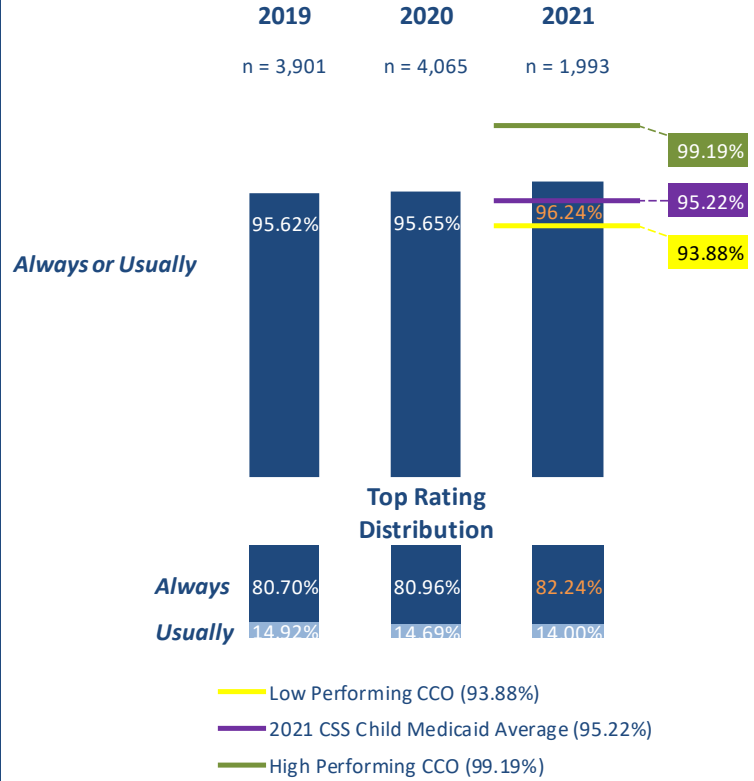
How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

Q27. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?



Q28. In the last 6 months, how often did your child's personal doctor listen carefully to you?



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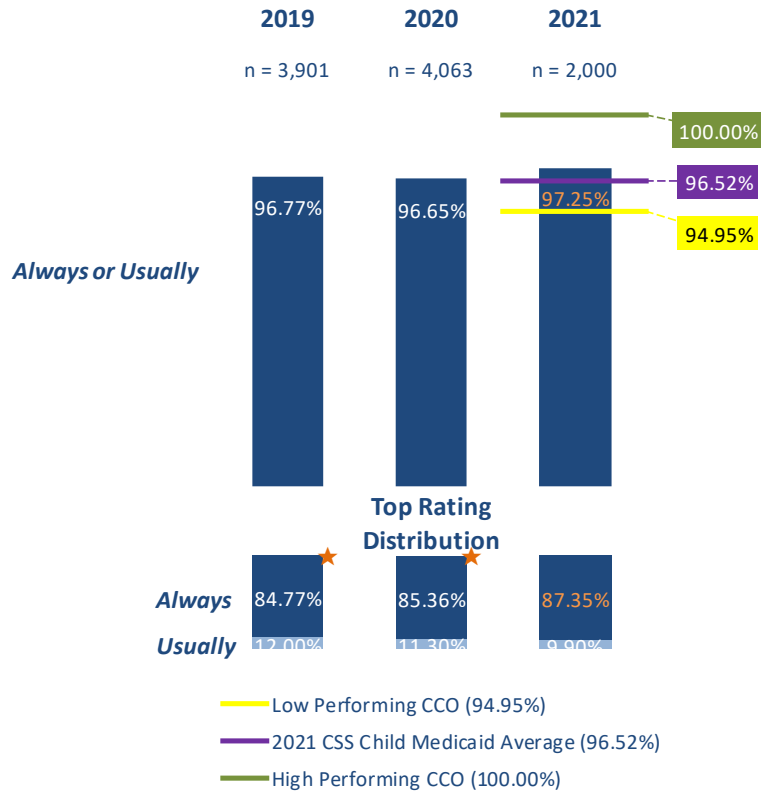
Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked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

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

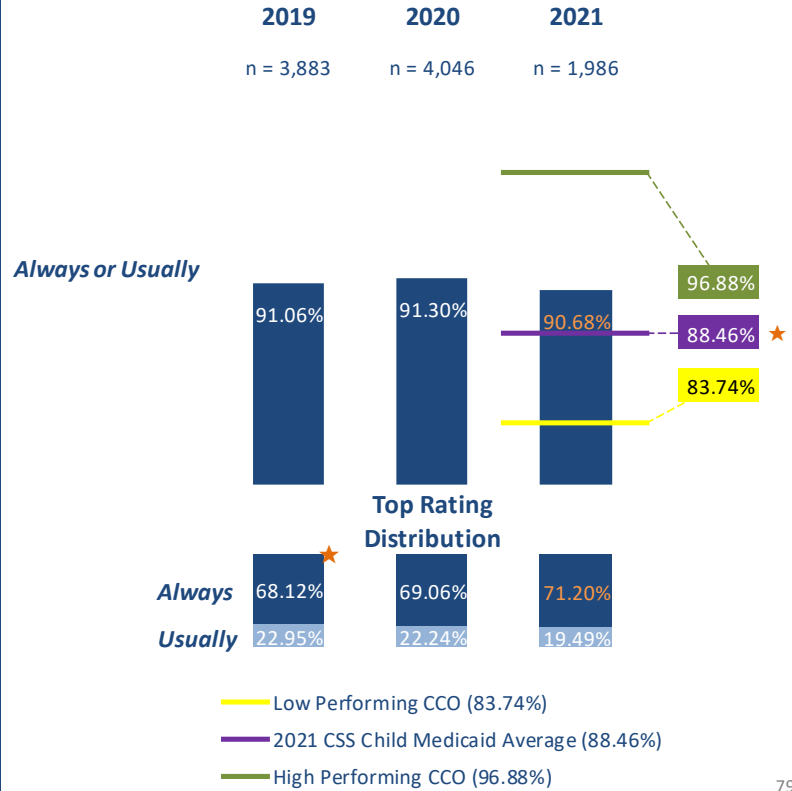
How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

Q29. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?



Q32. In the last 6 months, how often did your child's personal doctor spend enough time with your child?



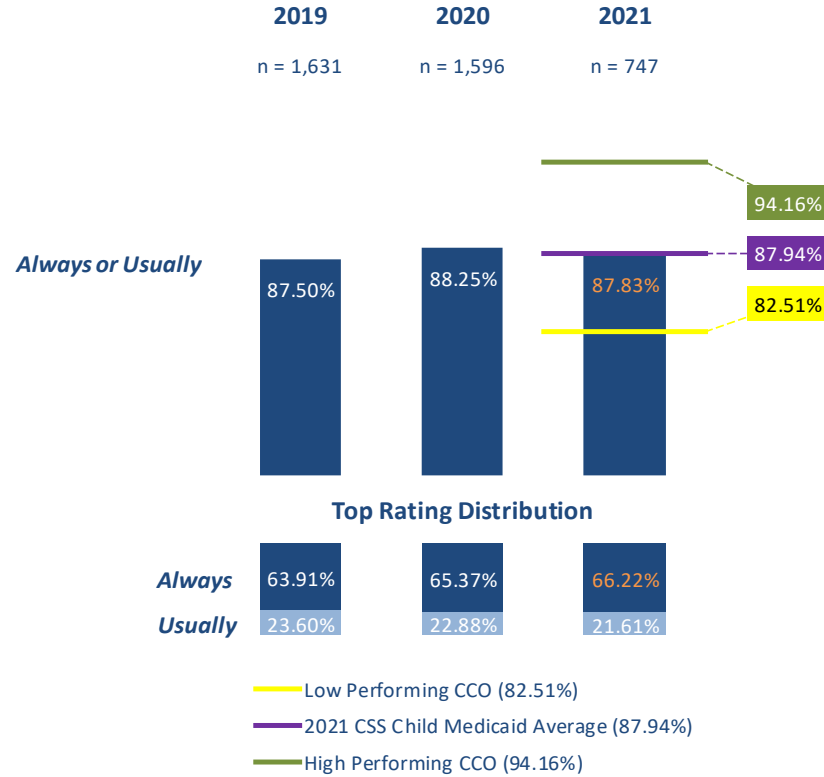
Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison rate (prior-year, or national rate) are marked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

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

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Customer Service (Composite)

Percent Responding Always or Usually



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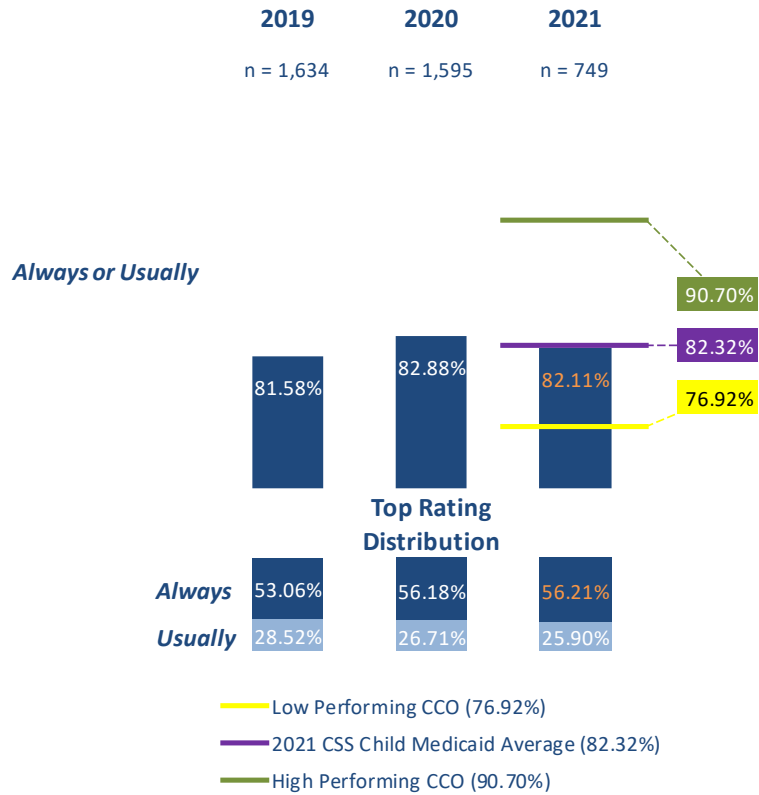
Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

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

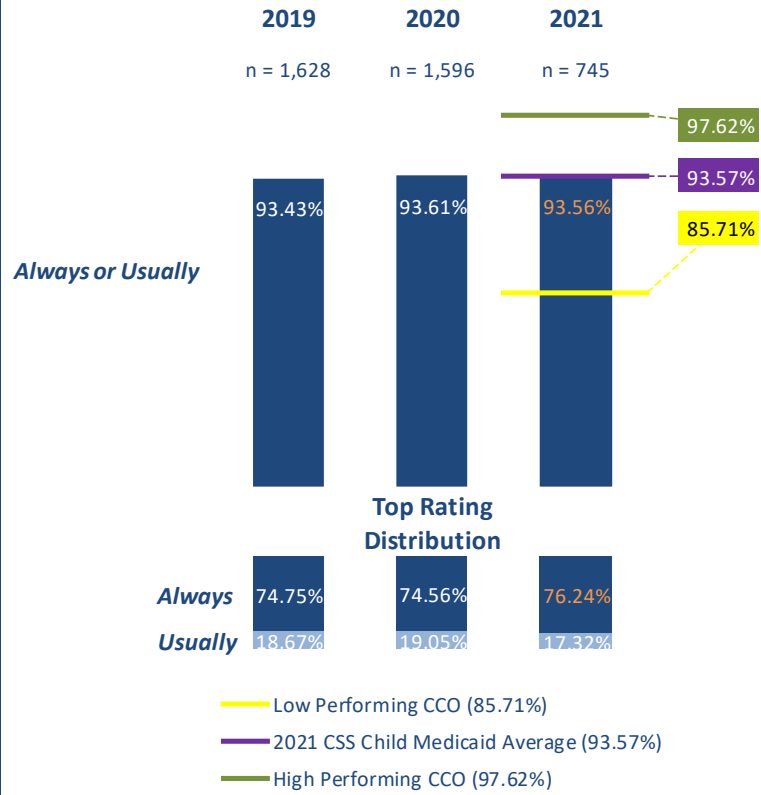
Customer Service (Contributing Items)

Percent Responding Always or Usually

Q45. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?



Q46. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?



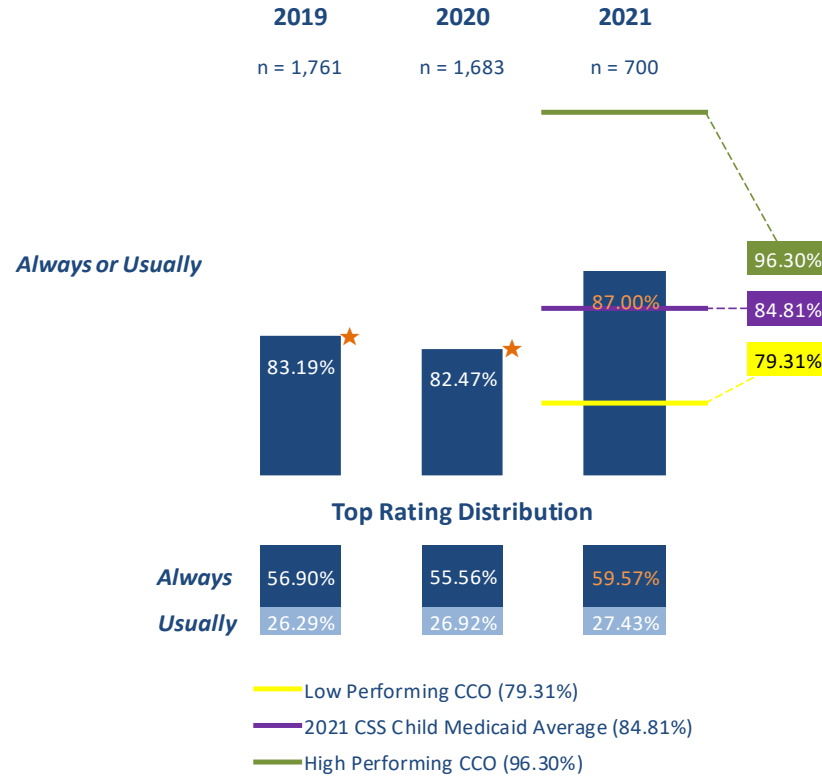
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison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

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

Coordination of Care (Single Item)

Percent Responding Always or Usually



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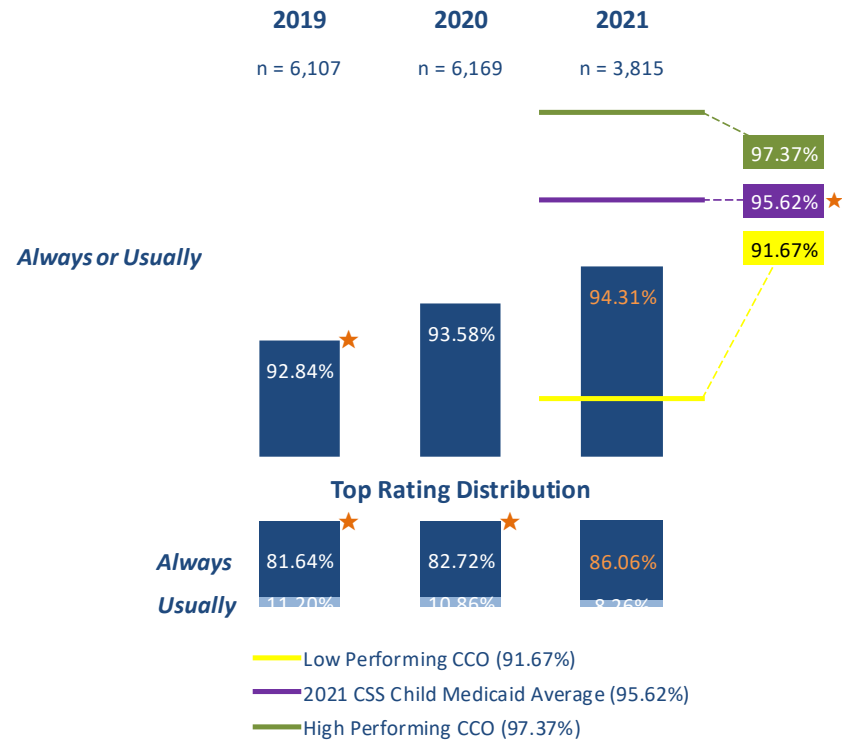
Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

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

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

Percent Responding Always or Usually

Q48. In the last 6 months, how often were the forms from your child's health plan easy to fill out? (Note: Respondents who did not have to fill out any forms from the health plan are counted as answering "Always".)



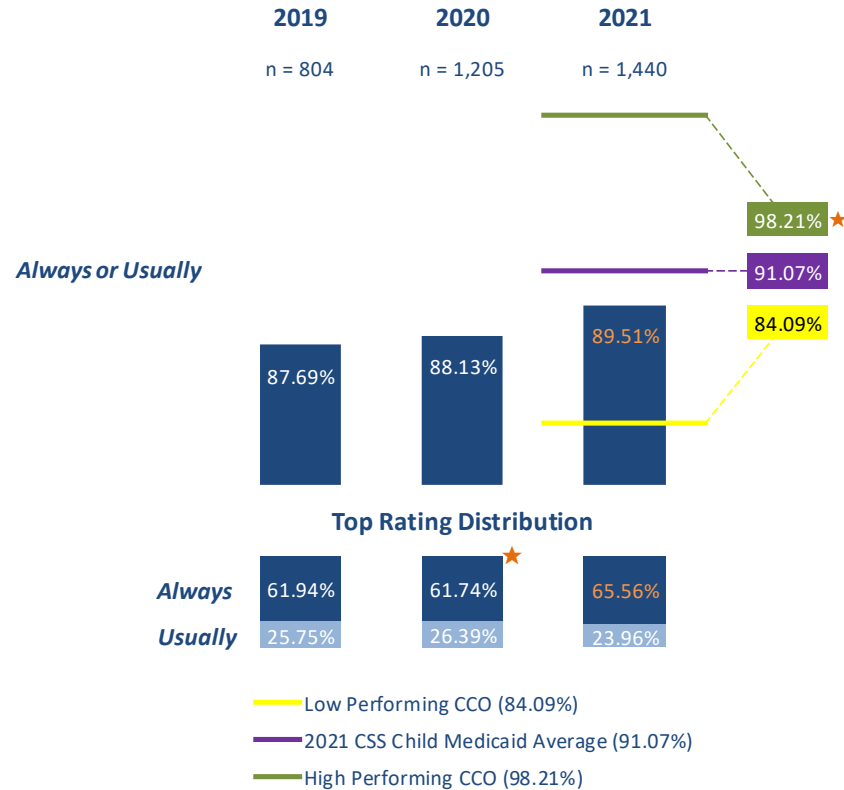
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison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

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

Access to Prescription Medicines (Single Item)

Percent Responding Always or Usually



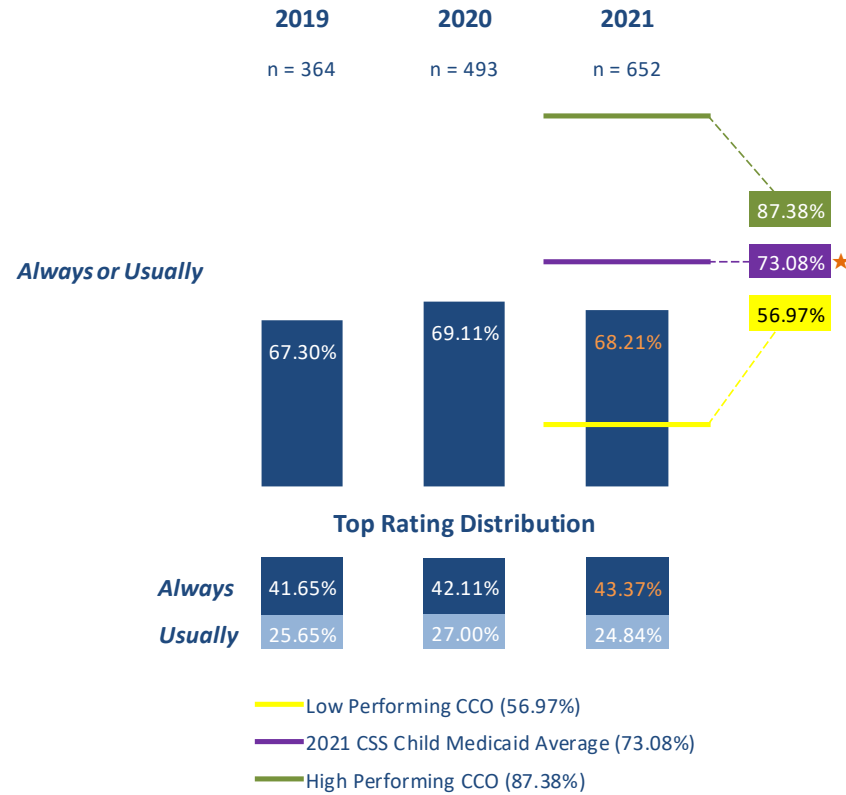
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Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and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

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

Access to Specialized Services (Composite)

Percent Responding Always or Usually



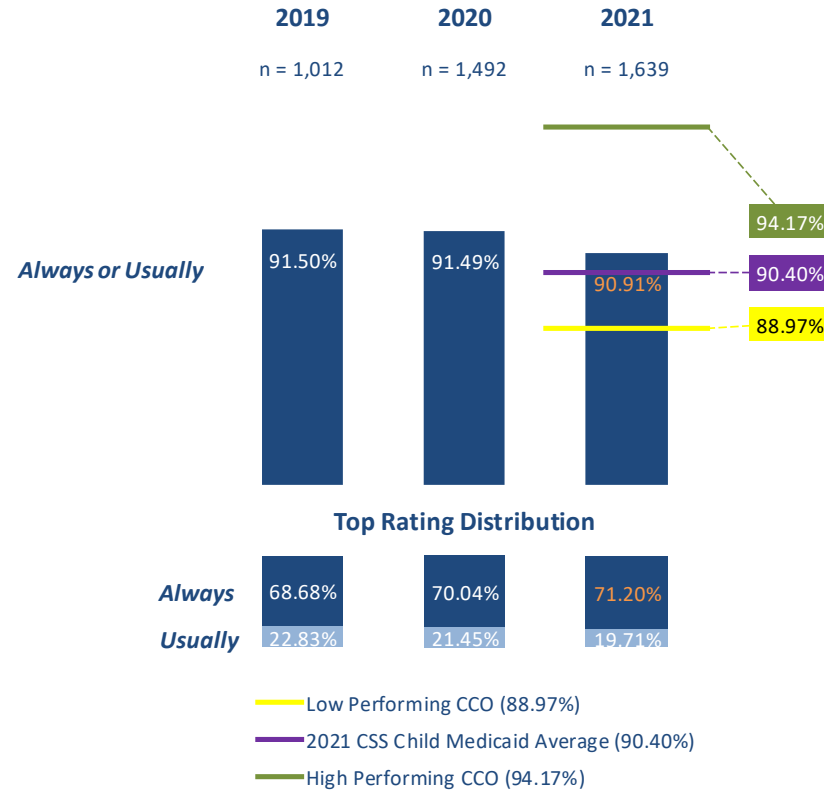
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Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and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

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

Getting Needed Information (Single Item)

Percent Responding Always or Usually



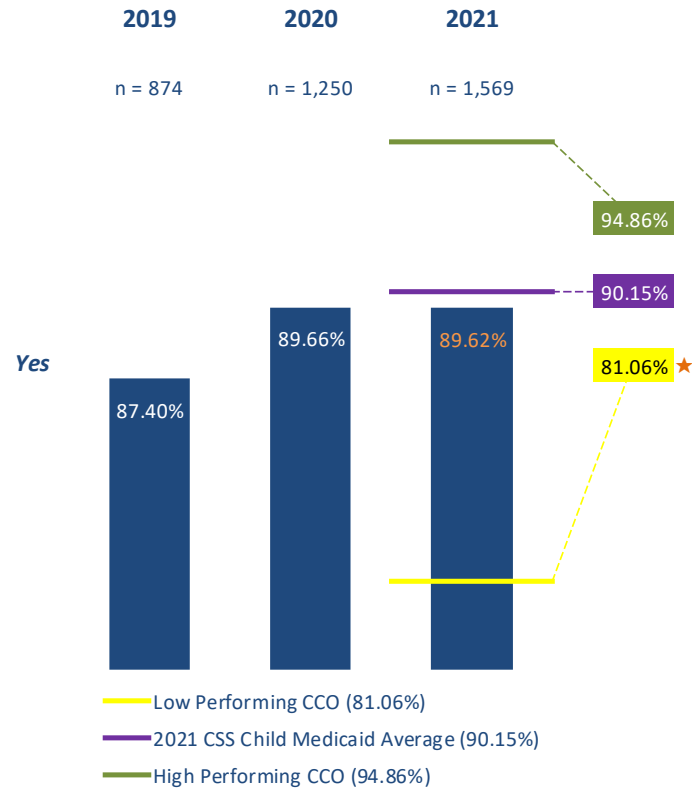
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Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and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

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

Personal Doctor Who Knows Child (Composite)

Percent Responding Yes



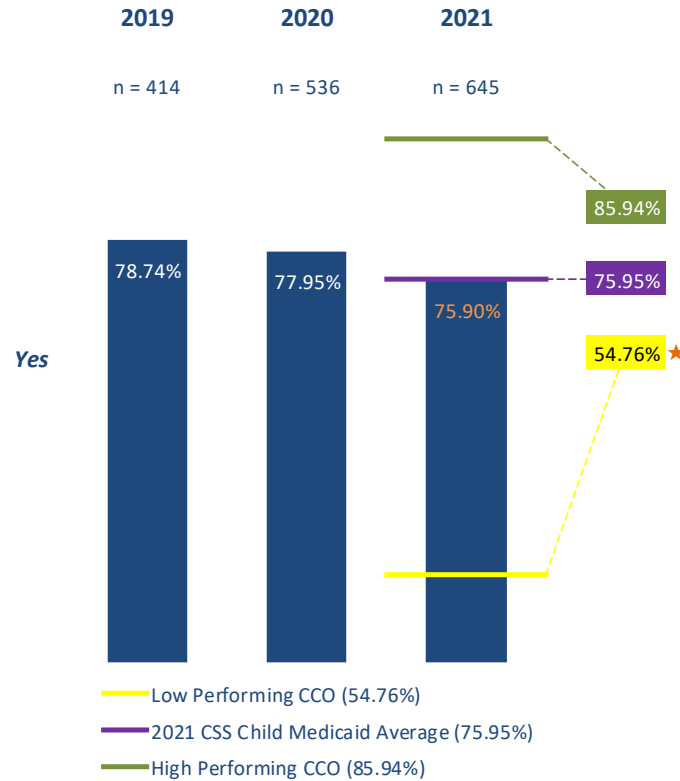
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Tests of statistical significance were conducted for the Yes rate. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

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

Coordination of Care for Children With Chronic Conditions (Composite)

Percent Responding Yes



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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.

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

MEMBER PROFILE AND ANALYSIS OF RATINGS BY MEMBER SEGMENT

This section of the report presents a detailed profile of the State OHP 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.

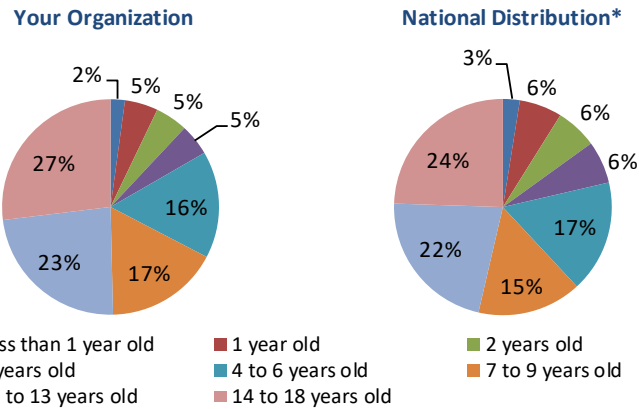
The charts on the following pages compare the State OHP membership profile to the relevant national benchmark distribution on demographic characteristics and utilization patterns. The pie chart in the upper half of each panel contrasts the distribution of the State OHP membership on a given member attribute (e.g., gender, education level, number of doctor visits, etc.) with the 2021 national 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

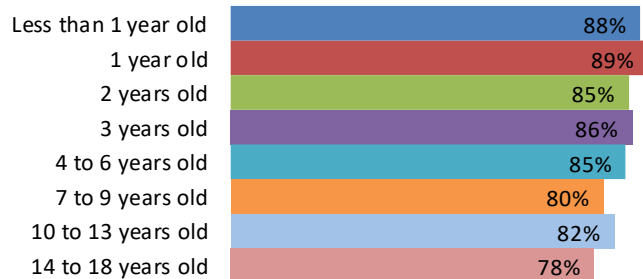
The following characteristics are profiled in this section:

- 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

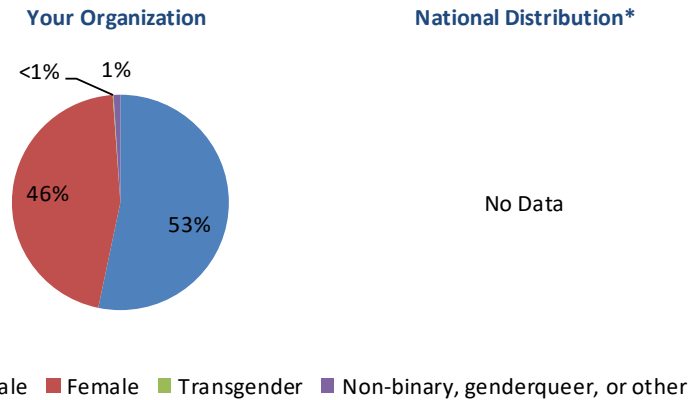
Q69. What is your child's age?



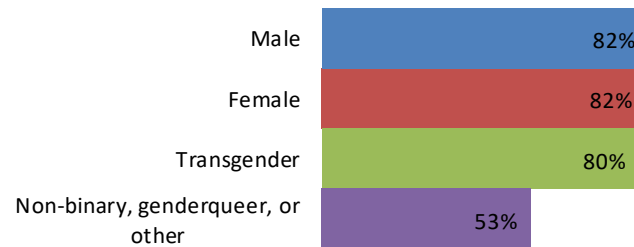
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q69**



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



Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q71**



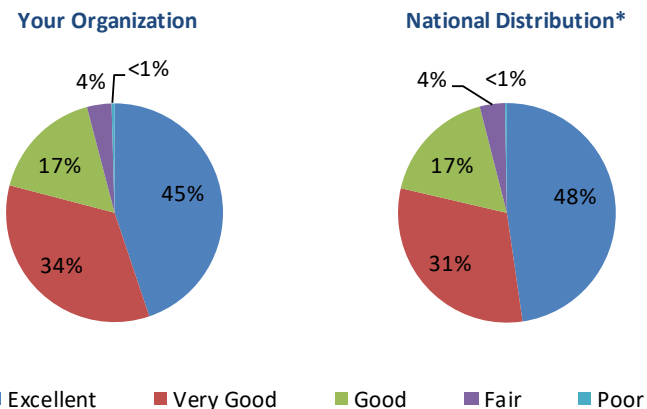
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

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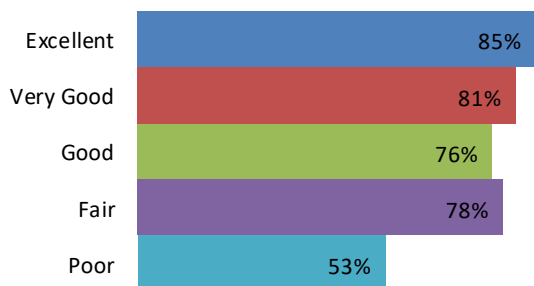
* Represents the combined distribution of responses to this question for all plans included in the 2021 CSS Child Medicaid Average.

** 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.

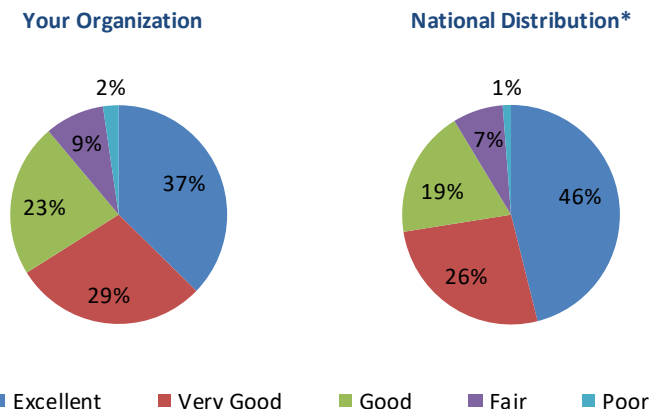
Q53. In general, how would you rate your child's overall health?



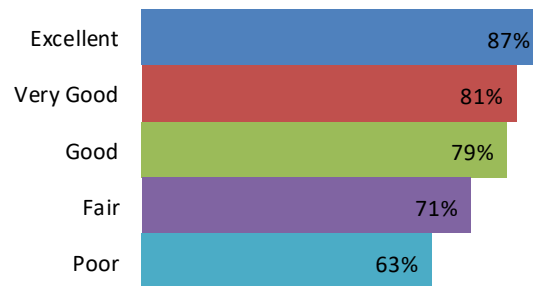
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q53**



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



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



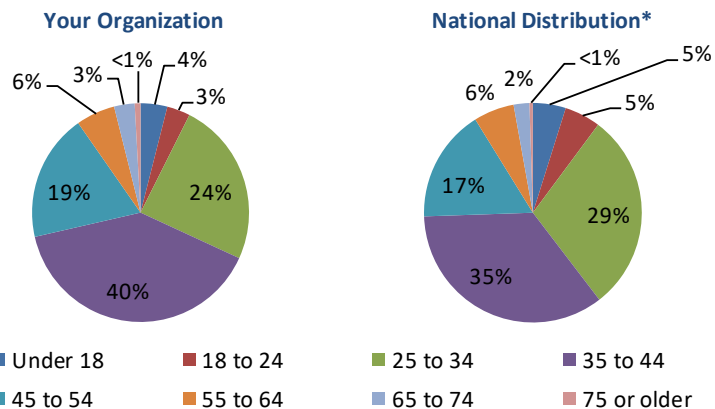
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

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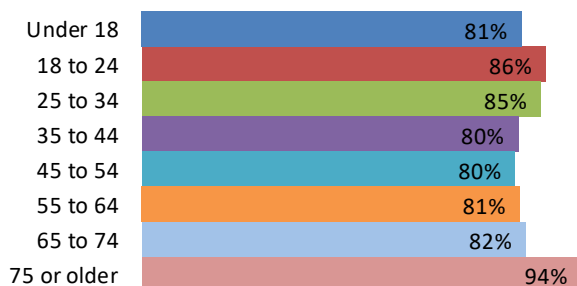
* Represents the combined distribution of responses to this question for all plans included in the 2021 CSS Child Medicaid Average.

** 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.

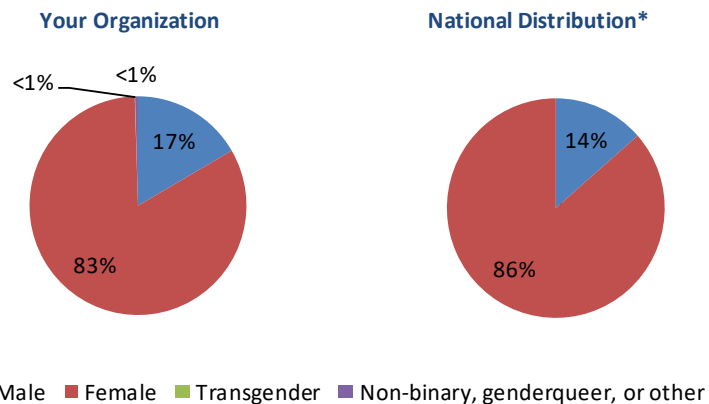
Q72. What is your age?



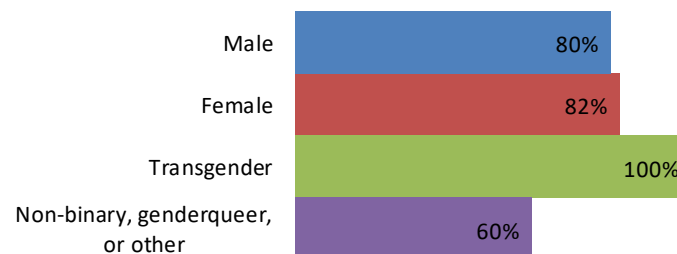
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q72**



Q73. What is your current gender identity?



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



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

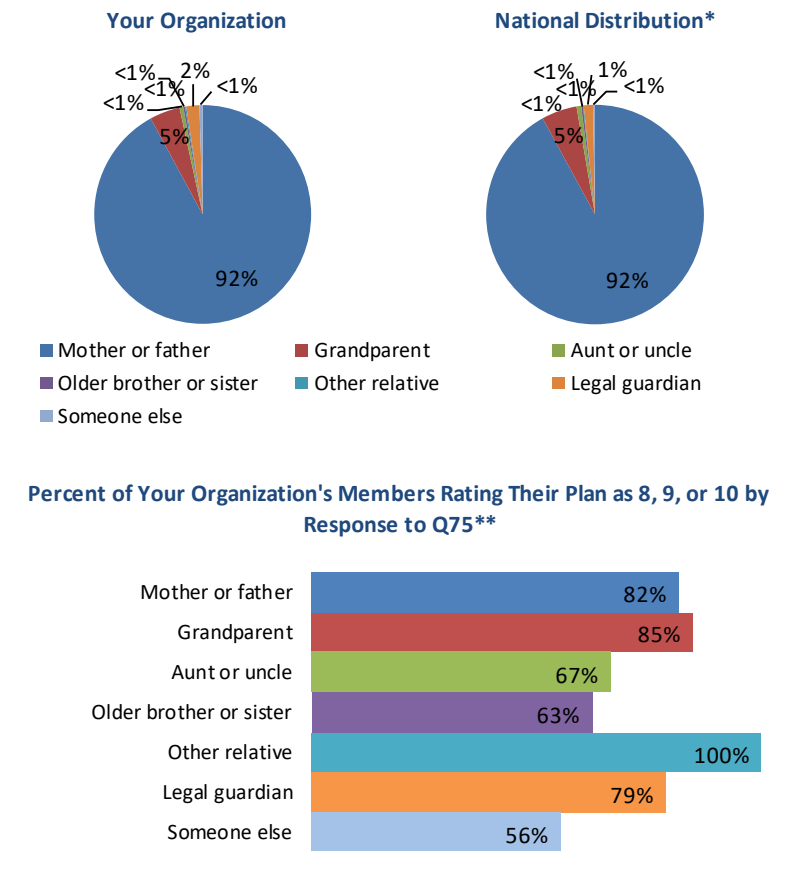
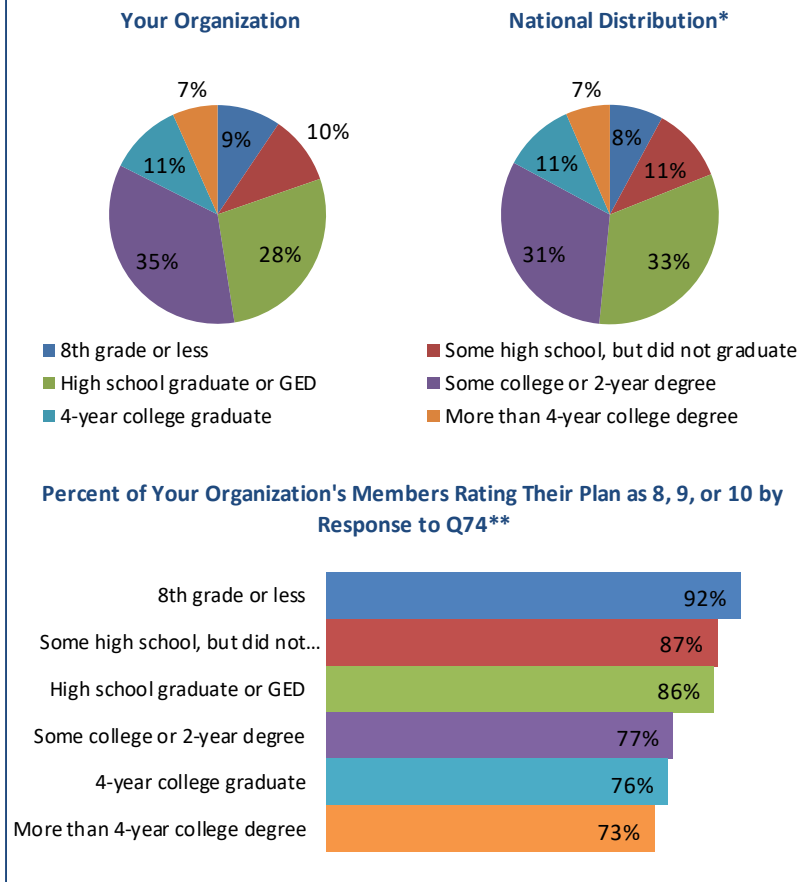
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* Represents the combined distribution of responses to this question for all plans included in the 2021 CSS Child Medicaid Average.

** 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.

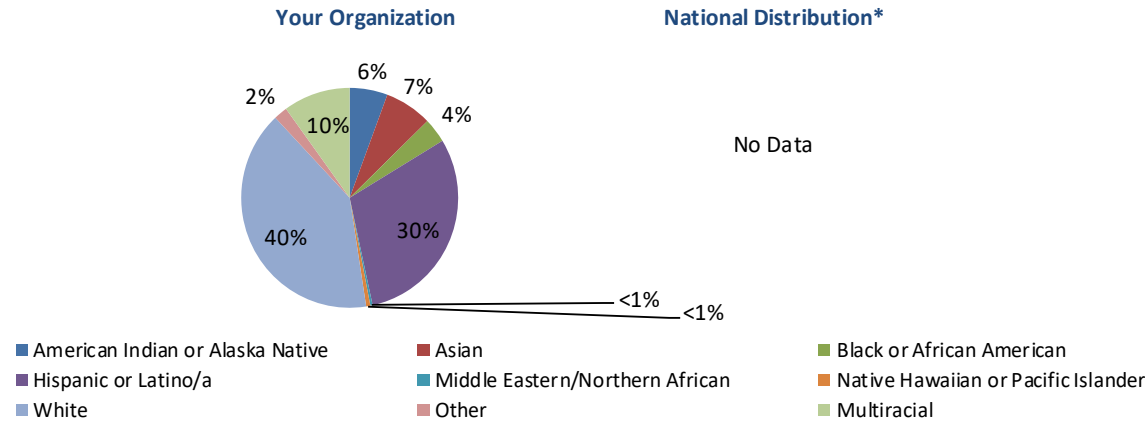
Q74. What is the highest grade or level of school that you have completed?

Q75. How are you related to the child?

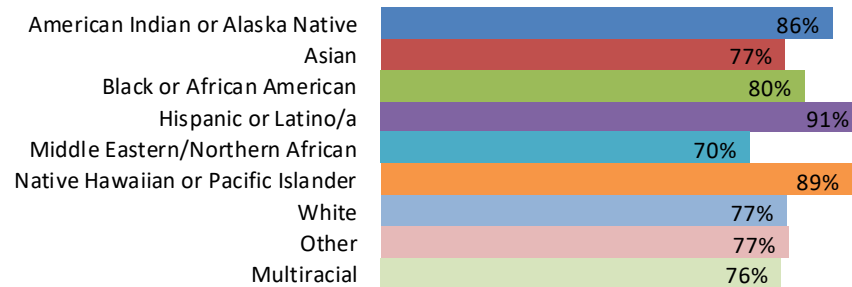


Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small. 79970
 * Represents the combined distribution of responses to this question for all plans included in the 2021 CSS Child Medicaid Average.
 ** 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.



Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q90**



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

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* Represents the combined distribution of responses to this question for all plans included in the 2021 CSS Child Medicaid Average.

** 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

<p>Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away? (% Yes)</p>	<p>Q5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care for your child? (% Yes)</p>	<p>Q25. 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? (% Yes)</p>												
<p>Your Organization National Distribution*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q3 (Yes/No)**</p> <table border="1"> <tr> <td>Yes</td> <td>82%</td> </tr> <tr> <td>No</td> <td>82%</td> </tr> </table>	Yes	82%	No	82%	<p>Your Organization National Distribution*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q5 (Yes/No)**</p> <table border="1"> <tr> <td>Yes</td> <td>83%</td> </tr> <tr> <td>No</td> <td>79%</td> </tr> </table>	Yes	83%	No	79%	<p>Your Organization National Distribution*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q25 (Yes/No)**</p> <table border="1"> <tr> <td>Yes</td> <td>83%</td> </tr> <tr> <td>No</td> <td>74%</td> </tr> </table>	Yes	83%	No	74%
Yes	82%													
No	82%													
Yes	83%													
No	79%													
Yes	83%													
No	74%													
<p>Q34. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor? (% Yes)</p>	<p>Q40. In the last 6 months, did you make any appointments for your child with a specialist? (% Yes)</p>	<p>Q52a. A regular dentist is one your child would go to for check-ups and cleanings or when he or she has a cavity or tooth pain. Does your child have a regular dentist? (% Yes)</p>												
<p>Your Organization National Distribution*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q34 (Yes/No)**</p> <table border="1"> <tr> <td>Yes</td> <td>79%</td> </tr> <tr> <td>No</td> <td>88%</td> </tr> </table>	Yes	79%	No	88%	<p>Your Organization National Distribution*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q40 (Yes/No)**</p> <table border="1"> <tr> <td>Yes</td> <td>80%</td> </tr> <tr> <td>No</td> <td>82%</td> </tr> </table>	Yes	80%	No	82%	<p>Your Organization National Distribution*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q52a (Yes/No)**</p> <table border="1"> <tr> <td>Yes</td> <td>82%</td> </tr> <tr> <td>No</td> <td>80%</td> </tr> </table>	Yes	82%	No	80%
Yes	79%													
No	88%													
Yes	80%													
No	82%													
Yes	82%													
No	80%													

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

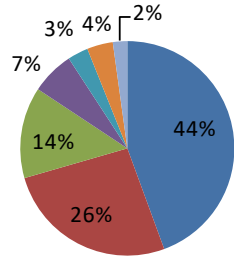
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* Represents the combined distribution of responses to this question for all plans included in the 2021 CSS Child Medicaid Average.

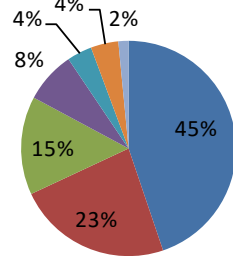
** Includes members who answered the question and provided a valid response to Q49 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q49 or if no one rated the plan as 8, 9, or 10.

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?

Your Organization

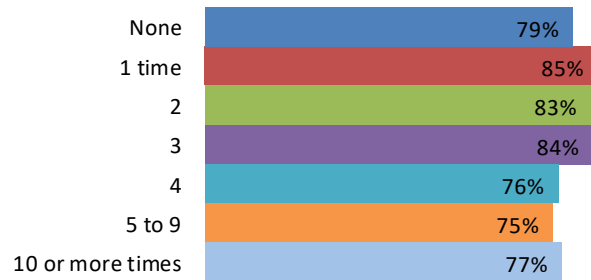


National Distribution*



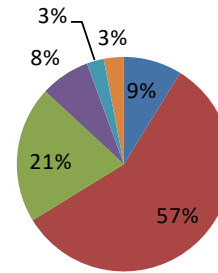
■ None ■ 1 time ■ 2 ■ 3 ■ 4 ■ 5 to 9 ■ 10 or more times

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

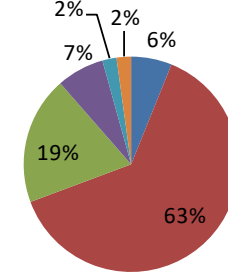


Q42. How many specialists has your child talked to in the last 6 months? (Note: the question applies only to those respondents who had appointments with specialists.)

Your Organization

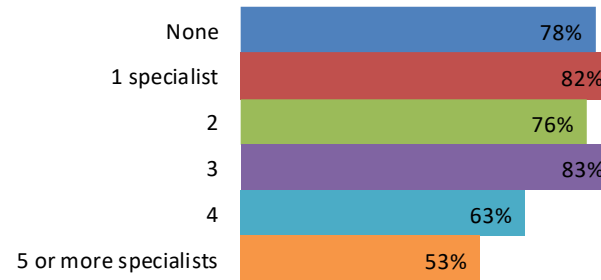


National Distribution*



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

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



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

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* Represents the combined distribution of responses to this question for all plans included in the 2021 CSS Child Medicaid Average.

** 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 the State OHP to industry best practices in these areas
- To estimate the impact of improving performance on these measures on the *Rating of Health Plan* measure

TECHNICAL APPROACH

INDUSTRY VIEW

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

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

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

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

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

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

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

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

INDUSTRY KEY DRIVER MODEL

The table below lists four key drivers of Medicaid member experience in order of importance, from highest to lowest, based on their relative contribution to the *Rating of Health Plan* score. These variables have statistically significant coefficients in the regression model (p -value < 0.05). Performance on these variables, together with the control variables, explains 72 percent of the industry variation in Medicaid health plan ratings. Note that this ordering reflects *only* the strength of the overall relationship between each key driver and the health plan score at the industry level. It does not consider how State OHP is currently performing on these measures. Improvement targets identified specifically for State OHP, 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 State OHP are presented in Exhibit 4. The ordering reflects both the strength of each key driver in the broad industry context and how State OHP is currently performing on the measure.

The middle panel of the chart compares how State OHP 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 State OHP performance and the best practice score.

The bar chart on the right displays the expected improvement in the overall *Rating of Health Plan* score State OHP 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 STATE OHP 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
Q36. Rating of Personal Doctor (percent 9 or 10)	74.00%	+7.03%  81.03%	 +2.92%
Q10. Ease of getting needed care, tests, or treatment (percent <i>Usually</i> or <i>Always</i>)	90.60%	+6.60%  97.20%	 +1.65%
Q43. Rating of Specialist Seen Most Often (percent 9 or 10)	68.44%	+8.70%  77.14%	 +1.15%
Q45. Customer service provided information or help (percent <i>Usually</i> or <i>Always</i>)	82.11%	+8.59%  90.70%	 +1.02%

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

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HEALTH PLAN QUALITY IMPROVEMENT RESOURCES FOR KEY DRIVERS

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

IMPROVING MEMBER ACCESS TO CARE

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

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

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

IMPROVING HEALTH PLAN PROVIDER NETWORK

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

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

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

IMPROVING CUSTOMER SERVICE AND HEALTH PLAN-RELATED INFORMATION

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

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

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

APPENDIX

CALCULATION GUIDELINES FOR RATING AND COMPOSITE GLOBAL PROPORTIONS

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

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

COMPOSITE GLOBAL PROPORTIONS

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

Step 1

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

Step 2

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

Example:

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

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

GLOSSARY OF TERMS

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

Eligible Population	<p>Members who are eligible to participate in the survey based on the following NCQA criteria:</p> <ul style="list-style-type: none"> - 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	<p>Applies to composite measures. The proportion of respondents selecting the favorable response(s) (e.g., <i>Usually or Always</i>) averaged across the questions that make up the composite.</p>
HEDIS	<p>The Healthcare Effectiveness Data and Information Set (HEDIS) is a set of performance measures in the managed care industry, developed and maintained by NCQA. HEDIS was designed to allow consumers to compare health plan performance to other plans and to national or regional benchmarks as well as to track year-to-year performance. HEDIS is one component of NCQA's accreditation process, although some plans submit HEDIS data without seeking accreditation. CAHPS measures are a subset of HEDIS.</p>
Key Drivers	<p>Key Drivers are plan attributes that have been shown to be closely related to members' overall assessment of the plan. Performance on these attributes predicts how the plan is rated overall and, viewed from the industry perspective, helps to distinguish high-rated plans from poorly performing plans.</p>
NCQA	<p>The National Committee for Quality Assurance (NCQA) is an independent non-profit organization that works to improve health care quality through the administration of evidence-based standards, measures, programs, and accreditation. NCQA manages voluntary accreditation programs for individual physicians, health plans, and medical groups. Health plans seek accreditation and measure performance through the administration and submission of the Healthcare Effectiveness Data and Information Set (HEDIS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey.</p>
Question Summary Rate	<p>Question Summary Rates express the proportion of respondents selecting the response option(s) of interest (typically representing the most favorable outcome(s) from a given question on the survey). Many survey items use a <i>Never, Sometimes, Usually, or Always</i> response scale, with <i>Always</i> being the most favorable outcome. Results are typically reported as the proportion of members selecting <i>Usually or Always</i>.</p>

Response Rate

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

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

Sample size

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

Statistically Significant Difference

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

Trending

Comparison of survey results over time

Usable Responses (n)

See *Denominator*

Valid Response

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

SURVEY INSTRUMENT

Survey Instructions

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

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

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

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

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

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

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

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

Your Child's Health Care in the Last 6 Months

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

3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away?
₁ Yes
₂ No → ***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?

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

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

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

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

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

- ₀ None → **If None, Go to Question 11**
- ₁ 1 time
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5 to 9
- ₆ 10 or more times

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

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

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

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

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

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

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

- ₁ Yes
- ₂ No → **If No, Go to Question 14**

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

- ₁ Yes
- ₂ No → **If No, Go to Question 14**

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

- ₁ Yes
₂ No

Specialized Services

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

- ₁ Yes
₂ No → **If No, Go to Question 17**

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

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

- ₁ Yes
₂ No

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

- ₁ Yes
₂ No → **If No, Go to Question 20**

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

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

- ₁ Yes
₂ No

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

- ₁ Yes
₂ No → **If No, Go to Question 23**

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

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

- ₁ Yes
₂ No

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

- ₁ Yes
₂ No → **If No, Go to Question 25**

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

- ₁ Yes
- ₂ No

Your Child's Personal Doctor

25. A personal doctor is the one your child would 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

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

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

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

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

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

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

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

- ₁ Yes
- ₂ No → **If No, Go to Question 32**

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

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

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

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

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

- ₁ Yes
- ₂ No

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

- ₁ Yes
- ₂ No → **If No, Go to Question 36**

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

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

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

- 0 1 2 3 4 5 6 7 8 9 10
-
- Worst personal doctor possible Best personal doctor possible

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

- ₁ Yes
- ₂ No → **If No, Go to Question 40**

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

- ₁ Yes
- ₂ No

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

- ₁ Yes
- ₂ No

Getting Health Care from Specialists

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

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

- ₁ Yes
- ₂ No → **If No, Go to Question 44**

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?

- 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?

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

Your Child's Health Plan

The next questions ask about your experience with your child's health plan.

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

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

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

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

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

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

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

- ₁ Yes
- ₂ No → **If No, Go to Question 49**

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

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

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

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

Prescription Medicines

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

- ₁ Yes
₂ No → **If No, Go to Question 52a**

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

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

- ₁ Yes
₂ No

Access to Dental Care

52a. A regular dentist is one your child would go to for check-ups and cleanings or when he or she has a cavity or tooth pain. Does your child have a regular dentist?

- ₁ Yes
₂ No

52b. In the last 6 months, did your child go to a dentist's office or clinic for care?

- ₁ Yes
₂ No → **If No, Go to Question 52d**

52c. In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating your child?

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

52d. In the last 6 months, if your child needed to see a dentist right away because of a dental emergency, how often did he or she get to see a dentist as soon as you wanted?

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always
₅ My child did not have a dental emergency in the last 6 months

52e. Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist for your child?

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

About Your Child and You

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

- ₁ Excellent
₂ Very Good
₃ Good
₄ Fair
₅ Poor

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

- ₁ Excellent
- ₂ Very Good
- ₃ Good
- ₄ Fair
- ₅ Poor

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

- ₁ Yes
- ₂ No → ***If No, Go to Question 58***

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

- ₁ Yes
- ₂ No → ***If No, Go to Question 58***

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

- ₁ Yes
- ₂ No

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

- ₁ Yes
- ₂ No → ***If No, Go to Question 61***

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

- ₁ Yes
- ₂ No → ***If No, Go to Question 61***

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

- ₁ Yes
- ₂ No

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

- ₁ Yes
- ₂ No → ***If No, Go to Question 64***

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

- ₁ Yes
- ₂ No → ***If No, Go to Question 64***

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

- ₁ Yes
- ₂ No

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

- ₁ Yes
- ₂ No → ***If No, Go to Question 67***

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

- ₁ Yes
- ₂ No → ***If No, Go to Question 67***

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

- ₁ Yes
₂ No

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

- ₁ Yes
₂ No → **If No, Go to Question 69**

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

- ₁ Yes
₂ No

69. What is your child's age?

- ₀₀ Less than 1 year old
_____ YEARS OLD (*write in*)

70. What was your child's biological sex at birth?

- ₁ Male
₂ Female

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

- ₁ Male
₂ Female
₃ Transgender
₄ Non-binary, genderqueer, or other

72. What is your age?

- ₀ Under 18
₁ 18 to 24
₂ 25 to 34
₃ 35 to 44
₄ 45 to 54
₅ 55 to 64
₆ 65 to 74
₇ 75 or older

73. What is your current gender identity?

- ₁ Male
₂ Female
₃ Transgender
₄ Non-binary, genderqueer, or other

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

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

75. How are you related to the child?

- ₁ Mother or father
₂ Grandparent
₃ Aunt or uncle
₄ Older brother or sister
₅ Other relative
₆ Legal guardian
₇ Someone else

76. How well does your child speak English?

- ₁ Very well
- ₂ Well
- ₃ Not well
- ₄ Not at all

77. What language does your child mainly speak at home?

- ₁ English
 - ₂ Spanish
 - ₃ Other (*Please print*)
-

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

- ₁ Yes
- ₂ No

79. Does your child need a sign language interpreter for us to communicate with them?

- ₁ Yes
- ₂ No → ***If No, Go to Question 80***

79a. Which type of sign language interpreter does your child need us to communicate with them? (ASL, PSE, tactile interpreting, etc.) (*Please print*)

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***

80a. Which alternate format does your child need? (*Please print*)

81. Is your child deaf or does your child have serious difficulty hearing?

- ₁ Yes
- ₂ No

82. Is your child blind or does your child have serious difficulty seeing, even when wearing glasses?

- ₁ Yes
- ₂ No

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

- ₁ Yes
- ₂ No

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

84. Does your child have serious difficulty walking or climbing stairs?

₁ Yes

₂ No

85. Does your child have difficulty dressing or bathing?

₁ Yes

₂ No

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

₁ Yes

₂ No

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

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?

₁ Yes

₂ No

Race and Ethnicity

88. 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 racial or ethnic identity? Please check ALL that apply.

American Indian or Alaska Native

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

Asian

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

Black or African American

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

Hispanic or Latino/a

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

Middle Eastern/Northern African

- _W Middle Eastern
- _X Northern African

Native Hawaiian or Pacific Islander

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

White

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

Other Categories

- _{AI} Other

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 has more than one primary racial or ethnic identity please check here:

Thank You

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

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

Please do not include any other correspondence.

CROSS-TABULATIONS OF SURVEY RESPONSES

State Oregon Health Plan

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

Survey Measures*	Global Proportions			
	2021 CSS Average	Plan Rate		
		2021	2020	2019
Ratings				
Rating of Personal Doctor	89.98%	88.86%	88.70%	88.89%
Rating of Specialist	86.64%	84.75%	85.31%	84.37%
Rating of All Health Care	89.37%	85.96%	85.15%	84.29%
Rating of Health Plan	86.45%	81.66%	81.39%	81.81%
Composites				
Getting Needed Care	85.00%	82.68%	83.55%	83.72%
Getting Care Quickly	86.14%	88.53%	89.38%	89.31%
How Well Doctors Communicate	93.46%	94.58%	94.56%	94.68%
Customer Service	87.94%	87.83%	88.25%	87.50%
Additional Content Areas				
Coordination of Care	84.81%	87.00%	82.47%	83.19%
Children with Chronic Conditions Composites				
Access to Prescription Medicine	90.53%	90.09%	90.56%	88.93%
Access to Specialized Services	70.78%	70.42%	71.64%	68.66%
Getting Needed Information	88.46%	90.42%	91.66%	91.48%
Personal Doctor or Nurse Who Knows Child	89.32%	89.52%	89.57%	87.90%
Coordination of Care w/CCC (Q16 & Q27)	73.49%	74.59%	76.51%	78.49%

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

State Oregon Health Plan

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 needed care right away?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	10,775	3,970	6,383	6,318	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235
Number missing or multiple answer	144	67	93	73	11	55	0	15	27	23	14	19	31	52	13	1	5	3	5	12	0	0	23	1	9	21	31	5
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,631	3,903	6,290	6,245	620	3,096	18	1,009	1,753	1,011	728	1,026	1,944	3,014	641	158	176	223	111	958	11	20	1,272	64	311	1,692	1,879	230
	98.7%	98.3%	98.5%	98.8%	98.3%	98.3%	100.0%	98.5%	98.5%	97.8%	98.1%	98.2%	98.4%	98.3%	98.0%	99.4%	97.2%	98.7%	95.7%	98.8%	100.0%	100.0%	98.2%	---	97.2%	98.8%	98.4%	97.9%
Yes	1,732	554	1,885	1,872	81	446	4	170	201	160	75	132	323	388	104	47	31	14	14	89	1	2	240	8	45	77	355	105
	16.3%	14.2%	30.0%	30.0%	13.1%	14.4%	22.2%	16.8%	11.5%	15.8%	10.3%	12.9%	16.6%	12.9%	16.2%	29.7%	17.6%	6.3%	12.6%	9.3%	9.1%	10.0%	18.9%	12.5%	14.5%	4.6%	18.9%	45.7%
No	8,899	3,349	4,405	4,373	539	2,650	14	839	1,552	851	653	894	1,621	2,626	537	111	145	209	97	869	10	18	1,032	56	266	1,615	1,524	125
	83.7%	85.8%	70.0%	70.0%	86.9%	85.6%	77.8%	83.2%	88.5%	84.2%	89.7%	87.1%	83.4%	87.1%	83.8%	70.3%	82.4%	93.7%	87.4%	90.7%	90.9%	90.0%	81.1%	87.5%	85.5%	95.4%	81.1%	54.3%
Significantly different from column:*		A,C,D						I	H,J	I	M	M	K,L	O,P	N,P	N,O	R,T	Q,S,W,Y	R	Q,W,Y			R,T		R,T	AA,AB	AB,Z	AA,Z

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

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

State Oregon Health Plan

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 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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,732	554	1,885	1,872	81	446	4	170	201	160	75	132	323	388	104	47	31	14	14	89	1	2	240	8	45	77	355	105
Number missing or multiple answer	33	13	39	39	4	8	0	2	7	4	1	5	7	10	2	1	2	0	0	2	0	0	4	0	1	4	7	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,699 98.1%	541 97.7%	1,846 97.9%	1,833 97.9%	77 95.1%	438 98.2%	4 100.0%	168 98.8%	194 96.5%	156 97.5%	74 98.7%	127 96.2%	316 97.8%	378 97.4%	102 98.1%	46 97.9%	29 93.5%	14 100.0%	14 100.0%	87 97.8%	1 100.0%	2 100.0%	236 98.3%	8 ---	44 97.8%	73 94.8%	348 98.0%	104 99.0%
Never	25 1.5%	4 0.7%	23 1.2%	21 1.1%	2 2.6%	1 0.2%	1 25.0%	1 0.6%	2 1.0%	1 0.6%	0 0.0%	0 0.0%	4 1.3%	3 0.8%	1 1.0%	0 0.0%	0 0.0%	1 7.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.8%	0 0.0%	1 2.3%	1 1.4%	3 0.9%	0 0.0%
Sometimes	142 8.4%	36 6.7%	125 6.8%	128 7.0%	10 13.0%	25 5.7%	0 0.0%	12 7.1%	11 5.7%	10 6.4%	5 6.8%	5 3.9%	22 7.0%	21 5.6%	10 9.8%	4 8.7%	3 10.3%	1 7.1%	3 21.4%	6 6.9%	0 0.0%	0 0.0%	14 5.9%	1 12.5%	2 4.5%	10 13.7%	19 5.5%	6 5.8%
Usually	199 11.7%	76 14.0%	328 17.8%	316 17.2%	6 7.8%	64 14.6%	2 50.0%	14 8.3%	27 13.9%	31 19.9%	14 18.9%	14 11.0%	44 13.9%	45 11.9%	18 17.6%	8 17.4%	4 13.8%	4 28.6%	0 0.0%	18 20.7%	0 0.0%	0 0.0%	28 11.9%	0 0.0%	7 15.9%	3 4.1%	47 13.5%	25 24.0%
Always	1,333 78.5%	425 78.6%	1,370 74.2%	1,368 74.6%	59 76.6%	348 79.5%	1 25.0%	141 83.9%	154 79.4%	114 73.1%	55 74.3%	108 85.0%	246 77.8%	309 81.7%	73 71.6%	34 73.9%	22 75.9%	8 57.1%	11 78.6%	63 72.4%	1 100.0%	2 100.0%	192 81.4%	7 87.5%	34 77.3%	59 80.8%	279 80.2%	73 70.2%
Significantly different from column:*		C						J		H				O	N												AB	AA
Usually or Always	1,532 90.2%	501 92.6%	1,698 92.0%	1,684 91.9%	65 84.4%	412 94.1%	3 75.0%	155 92.3%	181 93.3%	145 92.9%	69 93.2%	122 96.1%	290 91.8%	354 93.7%	91 89.2%	42 91.3%	26 89.7%	12 85.7%	11 78.6%	81 93.1%	1 100.0%	2 100.0%	220 93.2%	7 87.5%	41 93.2%	62 84.9%	326 93.7%	98 94.2%
Significantly different from column:*					F	E																				AA,AB	Z	Z

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

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State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	10,775	3,970	6,383	6,318	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235	
Number missing or multiple answer	140	62	81	89	10	49	0	12	29	16	9	19	28	46	12	1	9	3	2	14	0	1	16	3	4	19	27	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,635	3,908	6,302	6,229	621	3,102	18	1,012	1,751	1,018	733	1,026	1,947	3,020	642	158	172	223	114	956	11	19	1,279	62	316	1,694	1,883	235	
	98.7%	98.4%	98.7%	98.6%	98.4%	98.4%	100.0%	98.8%	98.4%	98.5%	98.8%	98.2%	98.6%	98.5%	98.2%	99.4%	95.0%	98.7%	98.3%	98.6%	100.0%	95.0%	98.8%	---	98.8%	98.9%	98.6%	100.0%	
Yes	5,971	2,168	4,425	4,357	299	1,780	7	680	913	513	364	539	1,168	1,644	380	98	84	119	67	493	5	5	761	32	189	279	1,613	213	
	56.1%	55.5%	70.2%	69.9%	48.1%	57.4%	38.9%	67.2%	52.1%	50.4%	49.7%	52.5%	60.0%	54.4%	59.2%	62.0%	48.8%	53.4%	58.8%	51.6%	45.5%	26.3%	59.5%	51.6%	59.8%	16.5%	85.7%	90.6%	
No	4,664	1,740	1,877	1,872	322	1,322	11	332	838	505	369	487	779	1,376	262	60	88	104	47	463	6	14	518	30	127	1,415	270	22	
	43.9%	44.5%	29.8%	30.1%	51.9%	42.6%	61.1%	32.8%	47.9%	49.6%	50.3%	47.5%	40.0%	45.6%	40.8%	38.0%	51.2%	46.6%	41.2%	48.4%	54.5%	73.7%	40.5%	48.4%	40.2%	83.5%	14.3%	9.4%	
Significantly different from column:*		C,D			F	E		I,J	H	H	M	M	K,L	O	N		W,Y	V	V	V,W,Y		R,S,T,W,Y	Q,T,V		Q,T,V	AA,AB	AB,Z	AA,Z	

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

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

State Oregon Health Plan

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 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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	5,971	2,168	4,425	4,357	299	1,780	7	680	913	513	364	539	1,168	1,644	380	98	84	119	67	493	5	5	761	32	189	279	1,613	213	
Number missing or multiple answer	176	53	96	72	9	41	1	14	22	17	11	11	29	43	8	1	1	6	1	14	0	0	15	1	7	9	39	3	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,795 97.1%	2,115 97.6%	4,329 97.8%	4,285 98.3%	290 97.0%	1,739 97.7%	6 85.7%	666 97.9%	891 97.6%	496 96.7%	353 97.0%	528 98.0%	1,139 97.5%	1,601 97.4%	372 97.9%	97 99.0%	83 98.8%	113 95.0%	66 98.5%	479 97.2%	5 100.0%	5 100.0%	746 98.0%	31 ---	182 96.3%	270 96.8%	1,574 97.6%	210 98.6%	
Never	135 2.3%	39 1.8%	56 1.3%	63 1.5%	7 2.4%	30 1.7%	1 16.7%	15 2.3%	12 1.3%	12 2.4%	4 1.1%	14 2.7%	20 1.8%	33 2.1%	5 1.3%	1 1.0%	0 0.0%	2 1.8%	0 0.0%	11 2.3%	0 0.0%	0 0.0%	13 1.7%	1 3.2%	3 1.6%	18 6.7%	19 1.2%	0 0.0%	
Sometimes	902 15.6%	290 13.7%	516 11.9%	505 11.8%	50 17.2%	227 13.1%	1 16.7%	73 11.0%	142 15.9%	69 13.9%	69 19.5%	64 12.1%	140 12.3%	198 12.4%	65 17.5%	21 21.6%	14 16.9%	44 38.9%	9 13.6%	82 17.1%	2 40.0%	1 20.0%	67 9.0%	4 12.9%	24 13.2%	60 22.2%	212 13.5%	13 6.2%	
Usually	935 16.1%	456 21.6%	1,169 27.0%	1,114 26.0%	55 19.0%	389 22.4%	0 0.0%	127 19.1%	192 21.5%	128 25.8%	80 22.7%	113 21.4%	246 21.6%	324 20.2%	91 24.5%	29 29.9%	17 20.5%	19 16.8%	14 21.2%	130 27.1%	1 20.0%	2 40.0%	139 18.6%	7 22.6%	46 25.3%	48 17.8%	329 20.9%	64 30.5%	
Always	3,823 66.0%	1,330 62.9%	2,588 59.8%	2,603 60.7%	178 61.4%	1,093 62.9%	4 66.7%	451 67.7%	545 61.2%	287 57.9%	200 56.7%	337 63.8%	733 64.4%	1,046 65.3%	211 56.7%	46 47.4%	52 62.7%	48 42.5%	43 65.2%	256 53.4%	2 40.0%	2 40.0%	527 70.6%	19 61.3%	109 59.9%	144 53.3%	1,014 64.4%	133 63.3%	
Significantly different from column:*		A,C						I,J	H	H	L,M	K	K	O,P	N	N	R	Q,S,T,W,Y	R	R,W			R,T,Y		R,W	AA,AB	Z	Z	
Usually or Always	4,758 82.1%	1,786 84.4%	3,757 86.8%	3,717 86.7%	233 80.3%	1,482 85.2%	4 66.7%	578 86.8%	737 82.7%	415 83.7%	280 79.3%	450 85.2%	979 86.0%	1,370 85.6%	302 81.2%	75 77.3%	69 83.1%	67 59.3%	57 86.4%	386 80.6%	3 60.0%	4 80.0%	666 89.3%	26 83.9%	155 85.2%	192 71.1%	1,343 85.3%	197 93.8%	
Significantly different from column:*		A,C,D			F	E		I	H		L,M	K	K	O,P	N	N	R	Q,S,T,W,X,Y	R	R,W			R,T	R	R	AA,AB	AB,Z	AA,Z	

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

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	10,775	3,970	6,383	6,318	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235	
Number missing or multiple answer	313	112	154	146	16	90	1	27	50	30	34	34	36	76	30	5	7	7	0	50	0	0	23	2	7	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,462 97.1%	3,858 97.2%	6,229 97.6%	6,172 97.7%	615 97.5%	3,061 97.1%	17 94.4%	997 97.4%	1,730 97.2%	1,004 97.1%	708 95.4%	1,011 96.7%	1,939 98.2%	2,990 97.5%	624 95.4%	154 96.9%	174 96.1%	219 96.9%	116 100.0%	920 94.8%	11 100.0%	20 100.0%	1,272 98.2%	63 ---	313 97.8%	1,713 100.0%	1,910 100.0%	235 100.0%	
None	4,687 44.8%	1,713 44.4%	1,714 27.5%	1,744 28.3%	326 53.0%	1,295 42.3%	6 35.3%	350 35.1%	827 47.8%	475 47.3%	389 54.9%	473 46.8%	741 38.2%	1,367 45.7%	247 39.6%	59 38.3%	88 50.6%	113 51.6%	48 41.4%	466 50.7%	7 63.6%	13 65.0%	478 37.6%	34 54.0%	124 39.6%	1,713 100.0%	0 0.0%	0 0.0%	
1 time	2,433 23.3%	1,008 26.1%	1,921 30.8%	1,836 29.7%	135 22.0%	829 27.1%	6 35.3%	298 29.9%	447 25.8%	233 23.2%	170 24.0%	269 26.6%	534 27.5%	818 27.4%	143 22.9%	22 14.3%	48 27.6%	60 27.4%	27 23.3%	230 25.0%	2 18.2%	3 15.0%	356 28.0%	14 22.2%	84 26.8%	0 0.0%	1,008 52.8%	0 0.0%	
2	1,545 14.8%	531 13.8%	1,315 21.1%	1,260 20.4%	79 12.8%	432 14.1%	2 11.8%	161 16.1%	228 13.2%	123 12.3%	87 12.3%	125 12.4%	291 15.0%	416 13.9%	92 14.7%	16 10.4%	22 12.6%	31 14.2%	16 13.8%	109 11.8%	2 18.2%	1 5.0%	190 14.9%	6 9.5%	47 15.0%	0 0.0%	531 27.8%	0 0.0%	
3	809 7.7%	251 6.5%	632 10.1%	606 9.8%	29 4.7%	211 6.9%	2 11.8%	84 8.4%	93 5.4%	67 6.7%	35 4.9%	64 6.3%	143 7.4%	183 6.1%	47 7.5%	16 10.4%	7 4.0%	4 1.8%	10 8.6%	61 6.6%	0 0.0%	3 15.0%	95 7.5%	5 7.9%	20 6.4%	0 0.0%	251 13.1%	0 0.0%	
4	393 3.8%	120 3.1%	280 4.5%	318 5.2%	12 2.0%	107 3.5%	0 0.0%	40 4.0%	44 2.5%	35 3.5%	11 1.6%	35 3.5%	72 3.7%	77 2.6%	27 4.3%	13 8.4%	4 2.3%	5 2.3%	5 4.3%	27 2.9%	0 0.0%	0 0.0%	39 3.1%	2 3.2%	14 4.5%	0 0.0%	120 6.3%	0 0.0%	
5 to 9	435 4.2%	151 3.9%	277 4.4%	323 5.2%	20 3.3%	119 3.9%	1 5.9%	48 4.8%	57 3.3%	37 3.7%	12 1.7%	32 3.2%	95 4.9%	91 3.0%	36 5.8%	15 9.7%	4 2.3%	4 1.8%	5 4.3%	16 1.7%	0 0.0%	0 0.0%	76 6.0%	1 1.6%	17 5.4%	0 0.0%	0 0.0%	151 64.3%	
10 or more times	160 1.5%	84 2.2%	90 1.4%	85 1.4%	14 2.3%	68 2.2%	0 0.0%	16 1.6%	34 2.0%	34 3.4%	4 0.6%	13 1.3%	63 3.2%	38 1.3%	32 5.1%	13 8.4%	1 0.6%	2 0.9%	5 4.3%	11 1.2%	0 0.0%	0 0.0%	38 3.0%	1 1.6%	7 2.2%	0 0.0%	0 0.0%	84 35.7%	
5 or more times	595 5.7%	235 6.1%	367 5.9%	408 6.6%	34 5.5%	187 6.1%	1 5.9%	64 6.4%	91 5.3%	71 7.1%	16 2.3%	45 4.5%	158 8.1%	129 4.3%	68 10.9%	28 18.2%	5 2.9%	6 2.7%	10 8.6%	27 2.9%	0 0.0%	0 0.0%	114 9.0%	2 3.2%	24 7.7%	0 0.0%	0 0.0%	235 100.0%	
Significantly different from column:*											L,M	K,M	K,L	O,P	N,P	N,O	S,W,Y	S,W,Y	Q,R	W,Y			Q,R,T	Q,R,T	AB	AB	AA,Z		

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

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State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	4,154	2,145	4,515	1,740	289	1,766	11	647	903	529	319	538	1,198	1,623	377	95	86	106	68	454	4	7	794	29	189	0	1,910	235	
Number missing or multiple answer	54	27	41	14	5	20	2	8	11	8	6	6	15	24	2	1	2	2	0	8	0	1	6	1	4	0	26	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,100 98.7%	2,118 98.7%	4,474 99.1%	1,726 99.2%	284 98.3%	1,746 98.9%	9 81.8%	639 98.8%	892 98.8%	521 98.5%	313 98.1%	532 98.9%	1,183 98.7%	1,599 98.5%	375 99.5%	94 98.9%	84 97.7%	104 98.1%	68 100.0%	446 98.2%	4 100.0%	6 85.7%	788 99.2%	28 ---	185 97.9%	0 ---	1,884 98.6%	234 99.6%	
Never	114 2.8%	47 2.2%	73 1.6%	32 1.9%	13 4.6%	34 1.9%	0 0.0%	13 2.0%	23 2.6%	11 2.1%	5 1.6%	10 1.9%	32 2.7%	36 2.3%	8 2.1%	1 1.1%	1 1.2%	9 8.7%	1 1.5%	10 2.2%	1 25.0%	1 16.7%	16 2.0%	0 0.0%	2 1.1%	0 ---	45 2.4%	2 0.9%	
Sometimes	359 8.8%	156 7.4%	300 6.7%	115 6.7%	30 10.6%	121 6.9%	1 11.1%	40 6.3%	73 8.2%	40 7.7%	29 9.3%	31 5.8%	91 7.7%	107 6.7%	36 9.6%	10 10.6%	5 6.0%	27 26.0%	5 7.4%	29 6.5%	1 25.0%	1 16.7%	52 6.6%	1 3.6%	10 5.4%	0 ---	145 7.7%	11 4.7%	
Usually	543 13.2%	370 17.5%	830 18.6%	371 21.5%	57 20.1%	303 17.4%	0 0.0%	99 15.5%	152 17.0%	111 21.3%	63 20.1%	92 17.3%	202 17.1%	249 15.6%	83 22.1%	28 29.8%	11 13.1%	20 19.2%	11 16.2%	105 23.5%	1 25.0%	1 16.7%	121 15.4%	5 17.9%	38 20.5%	0 ---	314 16.7%	56 23.9%	
Always	3,084 75.2%	1,545 72.9%	3,271 73.1%	1,208 70.0%	184 64.8%	1,288 73.8%	8 88.9%	487 76.2%	644 72.2%	359 68.9%	216 69.0%	399 75.0%	858 72.5%	1,207 75.5%	248 66.1%	55 58.5%	67 79.8%	48 46.2%	51 75.0%	302 67.7%	1 25.0%	3 50.0%	599 76.0%	22 78.6%	135 73.0%	0 ---	1,380 73.2%	165 70.5%	
Significantly different from column:*		D			F	E		J		H				O,P	N	N	R,T	Q,S,T,W,X,Y	R	Q,R,W			R,T	R	R				
Usually or Always	3,627 88.5%	1,915 90.4%	4,101 91.7%	1,579 91.5%	241 84.9%	1,591 91.1%	8 88.9%	586 91.7%	796 89.2%	470 90.2%	279 89.1%	491 92.3%	1,060 89.6%	1,456 91.1%	331 88.3%	83 88.3%	78 92.9%	68 65.4%	62 91.2%	407 91.3%	2 50.0%	4 66.7%	720 91.4%	27 96.4%	173 93.5%	0 ---	1,694 89.9%	221 94.4%	
Significantly different from column:*		A			F	E											R	Q,S,T,W,X,Y	R			R	R	R		AB	AA		

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

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State Oregon Health Plan

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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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	5,775	2,145	4,515	4,428	289	1,766	11	647	903	529	319	538	1,198	1,623	377	95	86	106	68	454	4	7	794	29	189	0	1,910	235	
Number missing or multiple answer	64	30	49	42	7	21	1	9	15	4	2	7	19	24	4	1	2	1	0	8	0	1	11	0	3	0	28	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,711 98.9%	2,115 98.6%	4,466 98.9%	4,386 99.1%	282 97.6%	1,745 98.8%	10 90.9%	638 98.6%	888 98.3%	525 99.2%	317 99.4%	531 98.7%	1,179 98.4%	1,599 98.5%	373 98.9%	94 98.9%	84 97.7%	105 99.1%	68 100.0%	446 98.2%	4 100.0%	6 85.7%	783 98.6%	29 ---	186 98.4%	0 ---	1,882 98.5%	233 99.1%	
0 Worst health care possible	11 0.2%	4 0.2%	9 0.2%	4 0.1%	1 0.4%	2 0.1%	0 0.0%	1 0.2%	2 0.2%	0 0.0%	0 0.0%	0 0.0%	3 0.3%	3 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%	1 0.1%	0 0.0%	1 0.5%	0 ---	4 0.2%	0 0.0%	
1	11 0.2%	2 0.1%	12 0.3%	4 0.1%	1 0.4%	1 0.1%	0 0.0%	1 0.2%	1 0.1%	0 0.0%	0 0.0%	1 0.2%	1 0.1%	2 0.1%	0 0.0%	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%	0 ---	2 0.1%	0 0.0%	
2	9 0.2%	3 0.1%	12 0.3%	17 0.4%	1 0.4%	2 0.1%	0 0.0%	1 0.2%	1 0.1%	1 0.2%	1 0.3%	0 0.0%	2 0.2%	1 0.1%	1 0.3%	1 1.1%	0 0.0%	0 0.0%	0 0.0%	1 0.2%	1 25.0%	0 0.0%	1 0.1%	0 0.0%	0 0.0%	0 ---	3 0.2%	0 0.0%	
3	20 0.4%	6 0.3%	22 0.5%	24 0.5%	1 0.4%	5 0.3%	0 0.0%	1 0.2%	3 0.3%	2 0.4%	0 0.0%	1 0.2%	5 0.4%	3 0.2%	2 0.5%	1 1.1%	0 0.0%	0 0.0%	1 1.5%	0 0.0%	0 0.0%	0 0.0%	2 0.3%	0 0.0%	2 1.1%	0 ---	4 0.2%	2 0.9%	
4	21 0.4%	8 0.4%	30 0.7%	29 0.7%	0 0.0%	7 0.4%	0 0.0%	2 0.3%	3 0.3%	2 0.4%	0 0.0%	1 0.2%	6 0.5%	3 0.2%	4 1.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	7 0.9%	0 0.0%	0 0.0%	0 ---	8 0.4%	0 0.0%	
5	93 1.6%	51 2.4%	96 2.1%	101 2.3%	5 1.8%	43 2.5%	0 0.0%	16 2.5%	18 2.0%	15 2.9%	4 1.3%	12 2.3%	31 2.6%	29 1.8%	15 4.0%	4 4.3%	3 3.6%	6 5.7%	1 1.5%	10 2.2%	0 0.0%	0 0.0%	20 2.6%	0 0.0%	3 1.6%	0 ---	42 2.2%	9 3.9%	
6	109 1.9%	71 3.4%	129 2.9%	142 3.2%	9 3.2%	61 3.5%	0 0.0%	14 2.2%	27 3.0%	27 5.1%	5 1.6%	11 2.1%	54 4.6%	45 2.8%	19 5.1%	7 7.4%	5 6.0%	2 1.9%	3 4.4%	9 2.0%	0 0.0%	0 0.0%	26 3.3%	4 13.8%	12 6.5%	0 ---	57 3.0%	14 6.0%	
7	333 5.8%	152 7.2%	353 7.9%	368 8.4%	31 11.0%	115 6.6%	1 10.0%	41 6.4%	64 7.2%	44 8.4%	18 5.7%	41 7.7%	87 7.4%	106 6.6%	33 8.8%	11 11.7%	5 6.0%	7 6.7%	8 11.8%	21 4.7%	1 25.0%	1 16.7%	51 6.5%	1 3.4%	16 8.6%	0 ---	124 6.6%	28 12.0%	
8	922 16.1%	388 18.3%	902 20.2%	903 20.6%	48 17.0%	327 18.7%	4 40.0%	102 16.0%	171 19.3%	105 20.0%	57 18.0%	82 15.4%	238 20.2%	274 17.1%	88 23.6%	17 18.1%	17 20.2%	19 18.1%	12 17.6%	66 14.8%	2 50.0%	1 16.7%	147 18.8%	8 27.6%	41 22.0%	0 ---	328 17.4%	60 25.8%	
9	917 16.1%	405 19.1%	913 20.4%	897 20.5%	44 15.6%	344 19.7%	0 0.0%	125 19.6%	157 17.7%	108 20.6%	57 18.0%	92 17.3%	238 20.2%	299 18.7%	78 20.9%	17 18.1%	13 15.5%	24 22.9%	15 22.1%	91 20.4%	0 0.0%	2 33.3%	175 22.3%	3 10.3%	24 12.9%	0 ---	359 19.1%	46 19.7%	
10 Best health care possible	3,265 57.2%	1,025 48.5%	1,988 44.5%	1,897 43.3%	141 50.0%	838 48.0%	5 50.0%	334 52.4%	441 49.7%	221 42.1%	175 55.2%	290 54.6%	514 43.6%	834 52.2%	133 35.7%	36 38.3%	40 47.6%	47 44.8%	28 41.2%	248 55.6%	0 0.0%	2 33.3%	353 45.1%	13 44.8%	87 46.8%	0 ---	951 50.5%	74 31.8%	

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

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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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	5,775	2,145	4,515	4,428	289	1,766	11	647	903	529	319	538	1,198	1,623	377	95	86	106	68	454	4	7	794	29	189	0	1,910	235	
Number missing or multiple answer	64	30	49	42	7	21	1	9	15	4	2	7	19	24	4	1	2	1	0	8	0	1	11	0	3	0	28	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,711 98.9%	2,115 98.6%	4,466 98.9%	4,386 99.1%	282 97.6%	1,745 98.8%	10 90.9%	638 98.6%	888 98.3%	525 99.2%	317 99.4%	531 98.7%	1,179 98.4%	1,599 98.5%	373 98.9%	94 98.9%	84 97.7%	105 99.1%	68 100.0%	446 98.2%	4 100.0%	6 85.7%	783 98.6%	29 ---	186 98.4%	0 ---	1,882 98.5%	233 99.1%	
0 to 4	72 1.3%	23 1.1%	85 1.9%	78 1.8%	4 1.4%	17 1.0%	0 0.0%	6 0.9%	10 1.1%	5 1.0%	1 0.3%	3 0.6%	17 1.4%	12 0.8%	7 1.9%	2 2.1%	1 1.2%	0 0.0%	1 1.5%	1 0.2%	1 25.0%	0 0.0%	11 1.4%	0 0.0%	3 1.6%	0 ---	21 1.1%	2 0.9%	
5	93 1.6%	51 2.4%	96 2.1%	101 2.3%	5 1.8%	43 2.5%	0 0.0%	16 2.5%	18 2.0%	15 2.9%	4 1.3%	12 2.3%	31 2.6%	29 1.8%	15 4.0%	4 4.3%	3 3.6%	6 5.7%	1 1.5%	10 2.2%	0 0.0%	0 0.0%	20 2.6%	0 0.0%	3 1.6%	0 ---	42 2.2%	9 3.9%	
6 or 7	442 7.7%	223 10.5%	482 10.8%	510 11.6%	40 14.2%	176 10.1%	1 10.0%	55 8.6%	91 10.2%	71 13.5%	23 7.3%	52 9.8%	141 12.0%	151 9.4%	52 13.9%	18 19.1%	10 11.9%	9 8.6%	11 16.2%	30 6.7%	1 25.0%	1 16.7%	77 9.8%	5 17.2%	28 15.1%	0 ---	181 9.6%	42 18.0%	
8 to 10	5,104 89.4%	1,818 86.0%	3,803 85.2%	3,697 84.3%	233 82.6%	1,509 86.5%	9 90.0%	561 87.9%	769 86.6%	434 82.7%	289 91.2%	464 87.4%	990 84.0%	1,407 88.0%	299 80.2%	70 74.5%	70 83.3%	90 85.7%	55 80.9%	405 90.8%	2 50.0%	5 83.3%	675 86.2%	24 82.8%	152 81.7%	0 ---	1,638 87.0%	180 77.3%	
Significantly different from column:*		A						J	J	H,I	M	K	O,P	N	N	T		T	Q,S,W,Y			T		T			AB	AA	
0 to 6	274 4.8%	145 6.9%	310 6.9%	321 7.3%	18 6.4%	121 6.9%	0 0.0%	36 5.6%	55 6.2%	47 9.0%	10 3.2%	26 4.9%	102 8.7%	86 5.4%	41 11.0%	13 13.8%	9 10.7%	8 7.6%	5 7.4%	20 4.5%	1 25.0%	0 0.0%	57 7.3%	4 13.8%	18 9.7%	0 ---	120 6.4%	25 10.7%	
7 to 8	1,255 22.0%	540 25.5%	1,255 28.1%	1,271 29.0%	79 28.0%	442 25.3%	5 50.0%	143 22.4%	235 26.5%	149 28.4%	75 23.7%	123 23.2%	325 27.6%	380 23.8%	121 32.4%	28 29.8%	22 26.2%	26 24.8%	20 29.4%	87 19.5%	3 75.0%	2 33.3%	198 25.3%	9 31.0%	57 30.6%	0 ---	452 24.0%	88 37.8%	
9 to 10	4,182 73.2%	1,430 67.6%	2,901 65.0%	2,794 63.7%	185 65.6%	1,182 67.7%	5 50.0%	459 71.9%	598 67.3%	329 62.7%	232 73.2%	382 71.9%	752 63.8%	1,133 70.9%	211 56.6%	53 56.4%	53 63.1%	71 67.6%	43 63.2%	339 76.0%	0 0.0%	4 66.7%	528 67.4%	16 55.2%	111 59.7%	0 ---	1,310 69.6%	120 51.5%	
Significantly different from column:*		A,C,D						J		H	M	M	K,L	O,P	N	N	T		T	Q,S,W,X,Y			T,Y	T	T,W		AB	AA	

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	5,775	2,145	4,515	4,428	289	1,766	11	647	903	529	319	538	1,198	1,623	377	95	86	106	68	454	4	7	794	29	189	0	1,910	235	
Number missing or multiple answer	72	28	45	45	4	23	1	11	13	4	2	9	17	27	1	0	2	2	1	5	0	1	11	0	3	0	28	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,703 98.8%	2,117 98.7%	4,470 99.0%	4,383 99.0%	285 98.6%	1,743 98.7%	10 90.9%	636 98.3%	890 98.6%	525 99.2%	317 99.4%	529 98.3%	1,181 98.6%	1,596 98.3%	376 99.7%	95 100.0%	84 97.7%	104 98.1%	67 98.5%	449 98.9%	4 100.0%	6 85.7%	783 98.6%	29 ---	186 98.4%	0 ---	1,882 98.5%	235 100.0%	
Never	94 1.6%	21 1.0%	61 1.4%	66 1.5%	5 1.8%	15 0.9%	0 0.0%	5 0.8%	14 1.6%	1 0.2%	5 1.6%	3 0.6%	12 1.0%	16 1.0%	4 1.1%	1 1.1%	0 0.0%	6 5.8%	1 1.5%	5 1.1%	0 0.0%	1 16.7%	3 0.4%	0 0.0%	1 0.5%	0 ---	21 1.1%	0 0.0%	
Sometimes	483 8.5%	178 8.4%	365 8.2%	419 9.6%	21 7.4%	149 8.5%	2 20.0%	44 6.9%	78 8.8%	54 10.3%	26 8.2%	35 6.6%	108 9.1%	96 6.0%	60 16.0%	18 18.9%	5 6.0%	18 17.3%	6 9.0%	36 8.0%	1 25.0%	0 0.0%	60 7.7%	3 10.3%	19 10.2%	0 ---	151 8.0%	27 11.5%	
Usually	1,101 19.3%	566 26.7%	1,228 27.5%	1,286 29.3%	75 26.3%	476 27.3%	3 30.0%	140 22.0%	249 28.0%	158 30.1%	95 30.0%	135 25.5%	319 27.0%	392 24.6%	122 32.4%	37 38.9%	21 25.0%	32 30.8%	16 23.9%	149 33.2%	3 75.0%	2 33.3%	196 25.0%	9 31.0%	45 24.2%	0 ---	485 25.8%	81 34.5%	
Always	4,025 70.6%	1,352 63.9%	2,816 63.0%	2,612 59.6%	184 64.6%	1,103 63.3%	5 50.0%	447 70.3%	549 61.7%	312 59.4%	191 60.3%	356 67.3%	742 62.8%	1,092 68.4%	190 50.5%	39 41.1%	58 69.0%	48 46.2%	44 65.7%	259 57.7%	0 0.0%	3 50.0%	524 66.9%	17 58.6%	121 65.1%	0 ---	1,225 65.1%	127 54.0%	
Significantly different from column:*		A,D						I,J	H	H	L	K		O,P	N	N	R	Q,S,T,W,Y	R	R,W			R,T		R		AB	AA	
Usually or Always	5,126 89.9%	1,918 90.6%	4,044 90.5%	3,898 88.9%	259 90.9%	1,579 90.6%	8 80.0%	587 92.3%	798 89.7%	470 89.5%	286 90.2%	491 92.8%	1,061 89.8%	1,484 93.0%	312 83.0%	76 80.0%	79 94.0%	80 76.9%	60 89.6%	408 90.9%	3 75.0%	5 83.3%	720 92.0%	26 89.7%	166 89.2%	0 ---	1,710 90.9%	208 88.5%	
Significantly different from column:*		D										M	L	O,P	N	N	R	Q,S,T,W,Y	R	R			R		R				

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

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State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	7,992	3,970	6,383	2,219	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235	
Number missing or multiple answer	88	42	80	12	8	33	0	4	23	15	17	10	13	30	11	0	7	2	1	15	0	0	9	0	2	17	12	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,904 98.9%	3,928 98.9%	6,303 98.7%	2,207 99.5%	623 98.7%	3,118 99.0%	18 100.0%	1,020 99.6%	1,757 98.7%	1,019 98.5%	725 97.7%	1,035 99.0%	1,962 99.3%	3,036 99.0%	643 98.3%	159 100.0%	174 96.1%	224 99.1%	115 99.1%	955 98.5%	11 100.0%	20 100.0%	1,286 99.3%	65 ---	318 99.4%	1,696 99.0%	1,898 99.4%	234 99.6%	
Yes	5,371 68.0%	2,739 69.7%	4,674 74.2%	1,717 77.8%	451 72.4%	2,157 69.2%	14 77.8%	327 32.1%	1,481 84.3%	845 82.9%	504 69.5%	698 67.4%	1,403 71.5%	2,070 68.2%	488 75.9%	119 74.8%	130 74.7%	131 58.5%	78 67.8%	663 69.4%	11 100.0%	12 60.0%	894 69.5%	48 73.8%	240 75.5%	1,188 70.0%	1,315 69.3%	164 70.1%	
No	2,533 32.0%	1,189 30.3%	1,629 25.8%	490 22.2%	172 27.6%	961 30.8%	4 22.2%	693 67.9%	276 15.7%	174 17.1%	221 30.5%	337 32.6%	559 28.5%	966 31.8%	155 24.1%	40 25.2%	44 25.3%	93 41.5%	37 32.2%	292 30.6%	0 0.0%	8 40.0%	392 30.5%	17 26.2%	78 24.5%	508 30.0%	583 30.7%	70 29.9%	
Significantly different from column:*		A,C,D						I,J	H	H		M	L	O	N		R	Q,T,W,X,Y		R,Y			R,Y	R	R,T,W				

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

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State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	5,371	2,739	4,674	1,717	451	2,157	14	327	1,481	845	504	698	1,403	2,070	488	119	130	131	78	663	11	12	894	48	240	1,188	1,315	164	
Number missing or multiple answer	109	63	76	30	15	44	1	6	24	30	5	17	37	50	11	1	6	3	2	17	1	0	18	1	6	36	21	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,262 98.0%	2,676 97.7%	4,598 98.4%	1,687 98.3%	436 96.7%	2,113 98.0%	13 92.9%	321 98.2%	1,457 98.4%	815 96.4%	499 99.0%	681 97.6%	1,366 97.4%	2,020 97.6%	477 97.7%	118 99.2%	124 95.4%	128 97.7%	76 97.4%	646 97.4%	10 90.9%	12 100.0%	876 98.0%	47 ---	234 97.5%	1,152 97.0%	1,294 98.4%	162 98.8%	
Yes	411 7.8%	193 7.2%	482 10.5%	275 16.3%	26 6.0%	158 7.5%	1 7.7%	45 14.0%	107 7.3%	37 4.5%	47 9.4%	48 7.0%	87 6.4%	127 6.3%	39 8.2%	24 20.3%	5 4.0%	11 8.6%	7 9.2%	63 9.8%	0 0.0%	2 16.7%	59 6.7%	2 4.3%	6 2.6%	43 3.7%	108 8.3%	32 19.8%	
No	4,851 92.2%	2,483 92.8%	4,116 89.5%	1,412 83.7%	410 94.0%	1,955 92.5%	12 92.3%	276 86.0%	1,350 92.7%	778 95.5%	452 90.6%	633 93.0%	1,279 93.6%	1,893 93.7%	438 91.8%	94 79.7%	119 96.0%	117 91.4%	69 90.8%	583 90.2%	10 100.0%	10 83.3%	817 93.3%	45 95.7%	228 97.4%	1,109 96.3%	1,186 91.7%	130 80.2%	
Significantly different from column:*		C,D						I,J	H,J	H,I	M		K	P	P	N,O	T	Y		Q,W,Y			T,Y		R,T,W	AA,AB	AB,Z	AA,Z	

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

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State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	411	193	482	275	26	158	1	45	107	37	47	48	87	127	39	24	5	11	7	63	0	2	59	2	6	43	108	32
Number missing or multiple answer	6	1	9	2	0	1	0	0	1	0	1	0	0	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	NA	NA
Usable responses	405	192	473	273	26	157	1	45	106	37	46	48	87	126	39	24	5	11	7	62	0	2	59	2	6	43	107	32
	98.5%	99.5%	98.1%	99.3%	100.0%	99.4%	100.0%	100.0%	99.1%	100.0%	97.9%	100.0%	100.0%	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	---	100.0%	100.0%	---	100.0%	100.0%	99.1%	100.0%
Yes	356	169	430	252	21	140	1	41	93	32	35	45	79	116	32	19	5	9	6	53	0	1	53	2	6	29	102	28
	87.9%	88.0%	90.9%	92.3%	80.8%	89.2%	100.0%	91.1%	87.7%	86.5%	76.1%	93.8%	90.8%	92.1%	82.1%	79.2%	100.0%	81.8%	85.7%	85.5%	---	50.0%	89.8%	100.0%	100.0%	67.4%	95.3%	87.5%
No	49	23	43	21	5	17	0	4	13	5	11	3	8	10	7	5	0	2	1	9	0	1	6	0	0	14	5	4
	12.1%	12.0%	9.1%	7.7%	19.2%	10.8%	0.0%	8.9%	12.3%	13.5%	23.9%	6.3%	9.2%	7.9%	17.9%	20.8%	0.0%	18.2%	14.3%	14.5%	---	50.0%	10.2%	0.0%	0.0%	32.6%	4.7%	12.5%
Significantly different from column:*											L,M	K	K													AA,AB	Z	Z

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

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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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	7,992	3,970	6,383	2,219	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235	
Number missing or multiple answer	85	19	33	20	1	17	0	3	9	7	6	3	8	14	4	1	4	0	1	6	0	0	5	0	1	5	5	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,907 98.9%	3,951 99.5%	6,350 99.5%	2,199 99.1%	630 99.8%	3,134 99.5%	18 100.0%	1,021 99.7%	1,771 99.5%	1,027 99.3%	736 99.2%	1,042 99.7%	1,967 99.6%	3,052 99.5%	650 99.4%	158 99.4%	177 97.8%	226 100.0%	115 99.1%	964 99.4%	11 100.0%	20 100.0%	1,290 99.6%	65 ---	319 99.7%	1,708 99.7%	1,905 99.7%	233 99.1%	
Yes	245 3.1%	117 3.0%	261 4.1%	151 6.9%	13 2.1%	101 3.2%	0 0.0%	35 3.4%	58 3.3%	21 2.0%	15 2.0%	31 3.0%	64 3.3%	57 1.9%	35 5.4%	22 13.9%	5 2.8%	8 3.5%	3 2.6%	33 3.4%	0 0.0%	2 10.0%	40 3.1%	0 0.0%	7 2.2%	11 0.6%	73 3.8%	30 12.9%	
No	7,662 96.9%	3,834 97.0%	6,089 95.9%	2,048 93.1%	617 97.9%	3,033 96.8%	18 100.0%	986 96.6%	1,713 96.7%	1,006 98.0%	721 98.0%	1,011 97.0%	1,903 96.7%	2,995 98.1%	615 94.6%	136 86.1%	172 97.2%	218 96.5%	112 97.4%	931 96.6%	11 100.0%	18 90.0%	1,250 96.9%	65 100.0%	312 97.8%	1,697 99.4%	1,832 96.2%	203 87.1%	
Significantly different from column:*		C,D												O	N,P	O										AA	AB,Z	AA	

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	245	117	261	151	13	101	0	35	58	21	15	31	64	57	35	22	5	8	3	33	0	2	40	0	7	11	73	30
Number missing or multiple answer	7	2	5	0	0	2	0	0	2	0	0	0	1	2	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	NA	NA
Usable responses	238	115	256	151	13	99	0	35	56	21	15	31	63	55	35	22	5	8	3	33	0	2	40	0	7	11	71	30
	97.1%	98.3%	98.1%	100.0%	100.0%	98.0%	---	100.0%	96.6%	100.0%	100.0%	100.0%	98.4%	96.5%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	97.3%	100.0%	
Never	33	10	29	21	1	9	0	4	3	2	1	3	6	2	4	4	0	0	0	2	0	0	7	0	0	1	7	2
	13.9%	8.7%	11.3%	13.9%	7.7%	9.1%	---	11.4%	5.4%	9.5%	6.7%	9.7%	9.5%	3.6%	11.4%	18.2%	0.0%	0.0%	0.0%	6.1%	---	0.0%	17.5%	---	0.0%	9.1%	9.9%	6.7%
Sometimes	38	24	35	25	3	19	0	6	14	2	2	5	14	11	9	3	1	3	1	7	0	0	7	0	1	2	14	7
	16.0%	20.9%	13.7%	16.6%	23.1%	19.2%	---	17.1%	25.0%	9.5%	13.3%	16.1%	22.2%	20.0%	25.7%	13.6%	20.0%	37.5%	33.3%	21.2%	---	0.0%	17.5%	---	14.3%	18.2%	19.7%	23.3%
Usually	42	25	64	32	1	24	0	5	12	8	5	6	14	13	8	4	3	1	1	8	0	0	5	0	4	2	19	4
	17.6%	21.7%	25.0%	21.2%	7.7%	24.2%	---	14.3%	21.4%	38.1%	33.3%	19.4%	22.2%	23.6%	22.9%	18.2%	60.0%	12.5%	33.3%	24.2%	---	0.0%	12.5%	---	57.1%	18.2%	26.8%	13.3%
Always	125	56	128	73	8	47	0	20	27	9	7	17	29	29	14	11	1	4	1	16	0	2	21	0	2	6	31	17
	52.5%	48.7%	50.0%	48.3%	61.5%	47.5%	---	57.1%	48.2%	42.9%	46.7%	54.8%	46.0%	52.7%	40.0%	50.0%	20.0%	50.0%	33.3%	48.5%	---	100.0%	52.5%	---	28.6%	54.5%	43.7%	56.7%
Significantly different from column:*																												
Usually or Always	167	81	192	105	9	71	0	25	39	17	12	23	43	42	22	15	4	5	2	24	0	2	26	0	6	8	50	21
	70.2%	70.4%	75.0%	69.5%	69.2%	71.7%	---	71.4%	69.6%	81.0%	80.0%	74.2%	68.3%	76.4%	62.9%	68.2%	80.0%	62.5%	66.7%	72.7%	---	100.0%	65.0%	---	85.7%	72.7%	70.4%	70.0%
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.

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	245	117	261	151	13	101	0	35	58	21	15	31	64	57	35	22	5	8	3	33	0	2	40	0	7	11	73	30
Number missing or multiple answer	4	1	6	1	0	1	0	0	1	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	NA	NA
Usable responses	241	116	255	150	13	100	0	35	57	21	15	31	64	56	35	22	5	8	3	33	0	2	40	0	7	11	72	30
	98.4%	99.1%	97.7%	99.3%	100.0%	99.0%	---	100.0%	98.3%	100.0%	100.0%	100.0%	100.0%	98.2%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	98.6%	100.0%	
Yes	183	89	204	121	10	79	0	27	47	15	14	24	48	43	26	18	4	4	2	26	0	2	30	0	6	7	55	24
	75.9%	76.7%	80.0%	80.7%	76.9%	79.0%	---	77.1%	82.5%	71.4%	93.3%	77.4%	75.0%	76.8%	74.3%	81.8%	80.0%	50.0%	66.7%	78.8%	---	100.0%	75.0%	---	85.7%	63.6%	76.4%	80.0%
No	58	27	51	29	3	21	0	8	10	6	1	7	16	13	9	4	1	4	1	7	0	0	10	0	1	4	17	6
	24.1%	23.3%	20.0%	19.3%	23.1%	21.0%	---	22.9%	17.5%	28.6%	6.7%	22.6%	25.0%	23.2%	25.7%	18.2%	20.0%	50.0%	33.3%	21.2%	---	0.0%	25.0%	---	14.3%	36.4%	23.6%	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.

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	7,992	3,970	6,383	2,219	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235	
Number missing or multiple answer	84	25	48	22	3	21	0	1	12	10	5	7	11	19	5	0	4	0	2	8	0	0	5	1	1	7	10	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,908 98.9%	3,945 99.4%	6,335 99.2%	2,197 99.0%	628 99.5%	3,130 99.3%	18 100.0%	1,023 99.9%	1,768 99.3%	1,024 99.0%	737 99.3%	1,038 99.3%	1,964 99.4%	3,047 99.4%	649 99.2%	159 100.0%	177 97.8%	226 100.0%	114 98.3%	962 99.2%	11 100.0%	20 100.0%	1,290 99.6%	64 ---	319 99.7%	1,706 99.6%	1,900 99.5%	233 99.1%	
Yes	727 9.2%	419 10.6%	684 10.8%	457 20.8%	54 8.6%	343 11.0%	0 0.0%	120 11.7%	194 11.0%	90 8.8%	64 8.7%	88 8.5%	240 12.2%	266 8.7%	102 15.7%	42 26.4%	18 10.2%	12 5.3%	15 13.2%	89 9.3%	1 9.1%	3 15.0%	145 11.2%	6 9.4%	47 14.7%	86 5.0%	221 11.6%	94 40.3%	
No	7,181 90.8%	3,526 89.4%	5,651 89.2%	1,740 79.2%	574 91.4%	2,787 89.0%	18 100.0%	903 88.3%	1,574 89.0%	934 91.2%	673 91.3%	950 91.5%	1,724 87.8%	2,781 91.3%	547 84.3%	117 73.6%	159 89.8%	214 94.7%	99 86.8%	873 90.7%	10 90.9%	17 85.0%	1,145 88.8%	58 90.6%	272 85.3%	1,620 95.0%	1,679 88.4%	139 59.7%	
Significantly different from column:*		A,D						J		H	M	M	K,L	O,P	N,P	N,O		S,W,Y	R	Y			R		R,T	AA,AB	AB,Z	AA,Z	

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

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State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	727	419	684	457	54	343	0	120	194	90	64	88	240	266	102	42	18	12	15	89	1	3	145	6	47	86	221	94	
Number missing or multiple answer	24	5	14	6	0	4	0	1	3	1	0	0	4	2	1	2	0	1	0	0	0	0	1	0	0	2	3	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	703	414	670	451	54	339	0	119	191	89	64	88	236	264	101	40	18	11	15	89	1	3	144	6	47	84	218	94	
	96.7%	98.8%	98.0%	98.7%	100.0%	98.8%	---	99.2%	98.5%	98.9%	100.0%	100.0%	98.3%	99.2%	99.0%	95.2%	100.0%	91.7%	100.0%	100.0%	100.0%	100.0%	99.3%	---	100.0%	97.7%	98.6%	100.0%	
Never	85	45	72	65	6	37	0	15	20	6	2	7	34	30	12	3	1	0	2	4	0	1	19	1	6	15	18	9	
	12.1%	10.9%	10.7%	14.4%	11.1%	10.9%	---	12.6%	10.5%	6.7%	3.1%	8.0%	14.4%	11.4%	11.9%	7.5%	5.6%	0.0%	13.3%	4.5%	0.0%	33.3%	13.2%	16.7%	12.8%	17.9%	8.3%	9.6%	
Sometimes	114	62	127	89	10	48	0	19	29	12	12	12	34	35	17	9	4	2	0	13	0	0	22	0	5	6	38	16	
	16.2%	15.0%	19.0%	19.7%	18.5%	14.2%	---	16.0%	15.2%	13.5%	18.8%	13.6%	14.4%	13.3%	16.8%	22.5%	22.2%	18.2%	0.0%	14.6%	0.0%	0.0%	15.3%	0.0%	10.6%	7.1%	17.4%	17.0%	
Usually	124	107	167	117	8	95	0	30	52	24	15	24	62	68	30	8	6	3	4	25	0	0	35	1	14	15	61	27	
	17.6%	25.8%	24.9%	25.9%	14.8%	28.0%	---	25.2%	27.2%	27.0%	23.4%	27.3%	26.3%	25.8%	29.7%	20.0%	33.3%	27.3%	26.7%	28.1%	0.0%	0.0%	24.3%	16.7%	29.8%	17.9%	28.0%	28.7%	
Always	380	200	304	180	30	159	0	55	90	47	35	45	106	131	42	20	7	6	9	47	1	2	68	4	22	48	101	42	
	54.1%	48.3%	45.4%	39.9%	55.6%	46.9%	---	46.2%	47.1%	52.8%	54.7%	51.1%	44.9%	49.6%	41.6%	50.0%	38.9%	54.5%	60.0%	52.8%	100.0%	66.7%	47.2%	66.7%	46.8%	57.1%	46.3%	44.7%	
Significantly different from column:*		D																											
Usually or Always	504	307	471	297	38	254	0	85	142	71	50	69	168	199	72	28	13	9	13	72	1	2	103	5	36	63	162	69	
	71.7%	74.2%	70.3%	65.9%	70.4%	74.9%	---	71.4%	74.3%	79.8%	78.1%	78.4%	71.2%	75.4%	71.3%	70.0%	72.2%	81.8%	86.7%	80.9%	100.0%	66.7%	71.5%	83.3%	76.6%	75.0%	74.3%	73.4%	
Significantly different from column:*		D																											

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	727	419	684	457	54	343	0	120	194	90	64	88	240	266	102	42	18	12	15	89	1	3	145	6	47	86	221	94	
Number missing or multiple answer	23	9	8	7	1	7	0	1	4	3	1	0	6	6	2	1	0	1	0	1	0	0	1	0	2	1	4	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	704	410	676	450	53	336	0	119	190	87	63	88	234	260	100	41	18	11	15	88	1	3	144	6	45	85	217	92	
	96.8%	97.9%	98.8%	98.5%	98.1%	98.0%	---	99.2%	97.9%	96.7%	98.4%	100.0%	97.5%	97.7%	98.0%	97.6%	100.0%	91.7%	100.0%	98.9%	100.0%	100.0%	99.3%	---	95.7%	98.8%	98.2%	97.9%	
Yes	430	287	483	315	31	239	0	93	113	71	47	61	160	180	68	31	13	9	10	69	1	3	98	4	26	42	161	70	
	61.1%	70.0%	71.4%	70.0%	58.5%	71.1%	---	78.2%	59.5%	81.6%	74.6%	69.3%	68.4%	69.2%	68.0%	75.6%	72.2%	81.8%	66.7%	78.4%	100.0%	100.0%	68.1%	66.7%	57.8%	49.4%	74.2%	76.1%	
No	274	123	193	135	22	97	0	26	77	16	16	27	74	80	32	10	5	2	5	19	0	0	46	2	19	43	56	22	
	38.9%	30.0%	28.6%	30.0%	41.5%	28.9%	---	21.8%	40.5%	18.4%	25.4%	30.7%	31.6%	30.8%	32.0%	24.4%	27.8%	18.2%	33.3%	21.6%	0.0%	0.0%	31.9%	33.3%	42.2%	50.6%	25.8%	23.9%	
Significantly different from column:*		A						I	H,J	I									Y						T	AA,AB	Z	Z	

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

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	7,992	3,970	6,383	2,219	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235
Number missing or multiple answer	94	23	39	26	3	17	0	3	9	7	4	7	8	17	3	1	4	0	1	4	0	0	5	0	0	11	5	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,898 98.8%	3,947 99.4%	6,344 99.4%	2,193 98.8%	628 99.5%	3,134 99.5%	18 100.0%	1,021 99.7%	1,771 99.5%	1,027 99.3%	738 99.5%	1,038 99.3%	1,967 99.6%	3,049 99.4%	651 99.5%	158 99.4%	177 97.8%	226 100.0%	115 99.1%	966 99.6%	11 100.0%	20 100.0%	1,290 99.6%	65 ---	320 100.0%	1,702 99.4%	1,905 99.7%	234 99.6%
Yes	935 11.8%	614 15.6%	1,177 18.6%	747 34.1%	75 11.9%	507 16.2%	6 33.3%	72 7.1%	286 16.1%	237 23.1%	67 9.1%	138 13.3%	380 19.3%	378 12.4%	169 26.0%	52 32.9%	18 10.2%	18 8.0%	19 16.5%	90 9.3%	3 27.3%	2 10.0%	267 20.7%	6 9.2%	68 21.3%	110 6.5%	344 18.1%	137 58.5%
No	6,963 88.2%	3,333 84.4%	5,167 81.4%	1,446 65.9%	553 88.1%	2,627 83.8%	12 66.7%	949 92.9%	1,485 83.9%	790 76.9%	671 90.9%	900 86.7%	1,587 80.7%	2,671 87.6%	482 74.0%	106 67.1%	159 89.8%	208 92.0%	96 83.5%	876 90.7%	8 72.7%	18 90.0%	1,023 79.3%	59 90.8%	252 78.8%	1,592 93.5%	1,561 81.9%	97 41.5%
Significantly different from column:*		A,C,D			F	E		I,J	H,J	H,I	L,M	K,M	K,L	O,P	N	N	W,Y	S,W,Y	R,T	S,W,Y			Q,R,T,X	W,Y	Q,R,T,X	AA,AB	AB,Z	AA,Z

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	935	614	1,177	747	75	507	6	72	286	237	67	138	380	378	169	52	18	18	19	90	3	2	267	6	68	110	344	137	
Number missing or multiple answer	24	8	22	9	2	5	0	3	3	2	1	1	5	3	4	1	0	0	0	3	0	0	3	0	0	5	1	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	911	606	1,155	738	73	502	6	69	283	235	66	137	375	375	165	51	18	18	19	87	3	2	264	6	68	105	343	135	
	97.4%	98.7%	98.1%	98.8%	97.3%	99.0%	100.0%	95.8%	99.0%	99.2%	98.5%	99.3%	98.7%	99.2%	97.6%	98.1%	100.0%	100.0%	100.0%	96.7%	100.0%	100.0%	98.9%	---	100.0%	95.5%	99.7%	98.5%	
Never	129	90	122	73	10	74	2	15	36	35	7	15	64	52	26	10	5	6	2	9	1	1	35	3	11	26	55	8	
	14.2%	14.9%	10.6%	9.9%	13.7%	14.7%	33.3%	21.7%	12.7%	14.9%	10.6%	10.9%	17.1%	13.9%	15.8%	19.6%	27.8%	33.3%	10.5%	10.3%	33.3%	50.0%	13.3%	50.0%	16.2%	24.8%	16.0%	5.9%	
Sometimes	140	112	229	144	16	88	2	14	48	45	15	22	69	57	42	11	6	1	4	18	1	0	47	0	14	23	61	23	
	15.4%	18.5%	19.8%	19.5%	21.9%	17.5%	33.3%	20.3%	17.0%	19.1%	22.7%	16.1%	18.4%	15.2%	25.5%	21.6%	33.3%	5.6%	21.1%	20.7%	33.3%	0.0%	17.8%	0.0%	20.6%	21.9%	17.8%	17.0%	
Usually	189	139	284	206	16	120	0	18	67	51	13	34	88	87	35	13	2	6	5	20	0	0	58	0	17	13	71	51	
	20.7%	22.9%	24.6%	27.9%	21.9%	23.9%	0.0%	26.1%	23.7%	21.7%	19.7%	24.8%	23.5%	23.2%	21.2%	25.5%	11.1%	33.3%	26.3%	23.0%	0.0%	0.0%	22.0%	0.0%	25.0%	12.4%	20.7%	37.8%	
Always	453	265	520	315	31	220	2	22	132	104	31	66	154	179	62	17	5	5	8	40	1	1	124	3	26	43	156	53	
	49.7%	43.7%	45.0%	42.7%	42.5%	43.8%	33.3%	31.9%	46.6%	44.3%	47.0%	48.2%	41.1%	47.7%	37.6%	33.3%	27.8%	27.8%	42.1%	46.0%	33.3%	50.0%	47.0%	50.0%	38.2%	41.0%	45.5%	39.3%	
Significantly different from column:*		A						I	H					O	N														
Usually or Always	642	404	804	521	47	340	2	40	199	155	44	100	242	266	97	30	7	11	13	60	1	1	182	3	43	56	227	104	
	70.5%	66.7%	69.6%	70.6%	64.4%	67.7%	33.3%	58.0%	70.3%	66.0%	66.7%	73.0%	64.5%	70.9%	58.8%	58.8%	38.9%	61.1%	68.4%	69.0%	33.3%	50.0%	68.9%	50.0%	63.2%	53.3%	66.2%	77.0%	
Significantly different from column:*								I	H					O	N		T,W			Q			Q			AA,AB	AB,Z	AA,Z	

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

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

State Oregon Health Plan

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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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	935	614	1,177	747	75	507	6	72	286	237	67	138	380	378	169	52	18	18	19	90	3	2	267	6	68	110	344	137
Number missing or multiple answer	22	7	20	8	3	4	0	0	4	3	0	2	5	3	4	0	0	0	0	0	0	0	4	0	0	4	1	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	913	607	1,157	739	72	503	6	72	282	234	67	136	375	375	165	52	18	18	19	90	3	2	263	6	68	106	343	135
	97.6%	98.9%	98.3%	98.9%	96.0%	99.2%	100.0%	100.0%	98.6%	98.7%	100.0%	98.6%	98.7%	99.2%	97.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.5%	---	100.0%	96.4%	99.7%	98.5%
Yes	493	342	622	410	43	280	2	45	157	126	45	79	199	204	93	34	11	15	8	59	1	2	145	3	29	44	194	90
	54.0%	56.3%	53.8%	55.5%	59.7%	55.7%	33.3%	62.5%	55.7%	53.8%	67.2%	58.1%	53.1%	54.4%	56.4%	65.4%	61.1%	83.3%	42.1%	65.6%	33.3%	100.0%	55.1%	50.0%	42.6%	41.5%	56.6%	66.7%
No	420	265	535	329	29	223	4	27	125	108	22	57	176	171	72	18	7	3	11	31	2	0	118	3	39	62	149	45
	46.0%	43.7%	46.2%	44.5%	40.3%	44.3%	66.7%	37.5%	44.3%	46.2%	32.8%	41.9%	46.9%	45.6%	43.6%	34.6%	38.9%	16.7%	57.9%	34.4%	66.7%	0.0%	44.9%	50.0%	57.4%	58.5%	43.4%	33.3%
Significantly different from column:*											M		K				S,W,Y	R	Y			R			R,T	AA,AB	AB,Z	AA,Z

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

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

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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

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	7,992	3,970	6,383	2,219	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235
Number missing or multiple answer	107	40	92	34	5	33	0	12	12	13	11	11	15	26	12	0	6	2	5	11	0	0	6	0	2	13	13	4
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,885 98.7%	3,930 99.0%	6,291 98.6%	2,185 98.5%	626 99.2%	3,118 99.0%	18 100.0%	1,012 98.8%	1,768 99.3%	1,021 98.7%	731 98.5%	1,034 98.9%	1,960 99.2%	3,040 99.2%	642 98.2%	159 100.0%	175 96.7%	224 99.1%	111 95.7%	959 98.9%	11 100.0%	20 100.0%	1,289 99.5%	65 ---	318 99.4%	1,700 99.2%	1,897 99.3%	231 98.3%
Yes	1,256 15.9%	753 19.2%	1,496 23.8%	840 38.4%	79 12.6%	642 20.6%	4 22.2%	170 16.8%	325 18.4%	237 23.2%	91 12.4%	160 15.5%	469 23.9%	489 16.1%	187 29.1%	60 37.7%	28 16.0%	26 11.6%	24 21.6%	133 13.9%	2 18.2%	2 10.0%	312 24.2%	11 16.9%	74 23.3%	74 4.4%	490 25.8%	156 67.5%
No	6,629 84.1%	3,177 80.8%	4,795 76.2%	1,345 61.6%	547 87.4%	2,476 79.4%	14 77.8%	842 83.2%	1,443 81.6%	784 76.8%	640 87.6%	874 84.5%	1,491 76.1%	2,551 83.9%	455 70.9%	99 62.3%	147 84.0%	198 88.4%	87 78.4%	826 86.1%	9 81.8%	18 90.0%	977 75.8%	54 83.1%	244 76.7%	1,626 95.6%	1,407 74.2%	75 32.5%
Significantly different from column:*		A,C,D			F	E		J	J	H,I	M	M	K,L	O,P	N,P	N,O	W	S,W,Y	R,T	S,W,Y			Q,R,T		R,T	AA,AB	AB,Z	AA,Z

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,256	753	1,496	840	79	642	4	170	325	237	91	160	469	489	187	60	28	26	24	133	2	2	312	11	74	74	490	156
Number missing or multiple answer	34	9	39	22	2	7	0	2	4	3	1	2	6	8	0	1	0	0	1	0	0	3	0	2	2	5	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,222 97.3%	744 98.8%	1,457 97.4%	818 97.4%	77 97.5%	635 98.9%	4 100.0%	168 98.8%	321 98.8%	234 98.7%	90 98.9%	158 98.8%	463 98.7%	481 98.4%	187 100.0%	59 98.3%	28 100.0%	26 100.0%	23 95.8%	132 99.2%	2 100.0%	2 100.0%	309 99.0%	11 ---	72 97.3%	72 97.3%	485 99.0%	154 98.7%
Yes	722 59.1%	455 61.2%	905 62.1%	529 64.7%	46 59.7%	396 62.4%	2 50.0%	110 65.5%	186 57.9%	149 63.7%	63 70.0%	106 67.1%	270 58.3%	275 57.2%	129 69.0%	43 72.9%	19 67.9%	13 50.0%	12 52.2%	95 72.0%	2 100.0%	1 50.0%	188 60.8%	5 45.5%	42 58.3%	28 38.9%	303 62.5%	100 64.9%
No	500 40.9%	289 38.8%	552 37.9%	289 35.3%	31 40.3%	239 37.6%	2 50.0%	58 34.5%	135 42.1%	85 36.3%	27 30.0%	52 32.9%	193 41.7%	206 42.8%	58 31.0%	16 27.1%	9 32.1%	13 50.0%	11 47.8%	37 28.0%	0 0.0%	1 50.0%	121 39.2%	6 54.5%	30 41.7%	44 61.1%	182 37.5%	54 35.1%
Significantly different from column:*											M		K	O,P	N	N	T			R,W,Y			T		T	AA,AB	Z	Z

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

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	10,775	3,970	6,383	6,318	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235	
Number missing or multiple answer	141	39	79	747	8	30	0	5	19	14	10	13	14	31	4	4	1	1	0	15	0	0	12	0	2	20	10	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,634 98.7%	3,931 99.0%	6,304 98.8%	5,571 88.2%	623 98.7%	3,121 99.0%	18 100.0%	1,019 99.5%	1,761 98.9%	1,020 98.6%	732 98.7%	1,032 98.8%	1,961 99.3%	3,035 99.0%	650 99.4%	155 97.5%	180 99.4%	225 99.6%	116 100.0%	955 98.5%	11 100.0%	20 100.0%	1,283 99.1%	65 ---	318 99.4%	1,693 98.8%	1,900 99.5%	233 99.1%	
Yes	9,056 85.2%	3,398 86.4%	5,616 89.1%	5,066 90.9%	492 79.0%	2,753 88.2%	14 77.8%	920 90.3%	1,522 86.4%	849 83.2%	592 80.9%	883 85.6%	1,753 89.4%	2,644 87.1%	549 84.5%	131 84.5%	151 83.9%	157 69.8%	100 86.2%	800 83.8%	9 81.8%	18 90.0%	1,166 90.9%	56 86.2%	283 89.0%	1,334 78.8%	1,749 92.1%	221 94.8%	
No	1,578 14.8%	533 13.6%	688 10.9%	505 9.1%	131 21.0%	368 11.8%	4 22.2%	99 9.7%	239 13.6%	171 16.8%	140 19.1%	149 14.4%	208 10.6%	391 12.9%	101 15.5%	24 15.5%	29 16.1%	68 30.2%	16 13.8%	155 16.2%	2 18.2%	2 10.0%	117 9.1%	9 13.8%	35 11.0%	359 21.2%	151 7.9%	12 5.2%	
Significantly different from column:*		C,D			F	E		I,J	H,J	H,I	L,M	K,M	K,L				R,W	Q,S,T,W,X,Y	R	R,W,Y			Q,R,T	R	R,T	AA,AB	Z	Z	

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

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

State Oregon Health Plan

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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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	9,056	3,398	5,616	5,066	492	2,753	14	920	1,522	849	592	883	1,753	2,644	549	131	151	157	100	800	9	18	1,166	56	283	1,334	1,749	221	
Number missing or multiple answer	222	76	115	98	7	65	0	26	28	18	9	23	35	59	11	5	7	2	1	16	0	1	26	0	5	32	22	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,834 97.5%	3,322 97.8%	5,501 98.0%	4,968 98.1%	485 98.6%	2,688 97.6%	14 100.0%	894 97.2%	1,494 98.2%	831 97.9%	583 98.5%	860 97.4%	1,718 98.0%	2,585 97.8%	538 98.0%	126 96.2%	144 95.4%	155 98.7%	99 99.0%	784 98.0%	9 100.0%	17 94.4%	1,140 97.8%	56 ---	278 98.2%	1,302 97.6%	1,727 98.7%	219 99.1%	
None	3,064 34.7%	1,315 39.6%	1,407 25.6%	1,052 21.2%	215 44.3%	1,032 38.4%	7 50.0%	236 26.4%	676 45.2%	358 43.1%	264 45.3%	334 38.8%	645 37.5%	1,052 40.7%	198 36.8%	28 22.2%	64 44.4%	58 37.4%	41 41.4%	321 40.9%	7 77.8%	9 52.9%	419 36.8%	27 48.2%	104 37.4%	1,059 81.3%	200 11.6%	30 13.7%	
1 time	3,066 34.7%	1,193 35.9%	2,106 38.3%	1,971 39.7%	172 35.5%	972 36.2%	6 42.9%	366 40.9%	523 35.0%	271 32.6%	206 35.3%	320 37.2%	620 36.1%	946 36.6%	183 34.0%	39 31.0%	51 35.4%	65 41.9%	29 29.3%	280 35.7%	1 11.1%	4 23.5%	431 37.8%	21 37.5%	93 33.5%	187 14.4%	938 54.3%	43 19.6%	
2	1,498 17.0%	439 13.2%	1,093 19.9%	1,054 21.2%	59 12.2%	362 13.5%	0 0.0%	157 17.6%	164 11.0%	103 12.4%	75 12.9%	103 12.0%	238 13.9%	338 13.1%	75 13.9%	21 16.7%	20 13.9%	23 14.8%	16 16.2%	102 13.0%	0 0.0%	1 5.9%	151 13.2%	2 3.6%	41 14.7%	31 2.4%	361 20.9%	38 17.4%	
3	631 7.1%	209 6.3%	496 9.0%	481 9.7%	19 3.9%	183 6.8%	0 0.0%	79 8.8%	73 4.9%	51 6.1%	20 3.4%	51 5.9%	127 7.4%	153 5.9%	37 6.9%	17 13.5%	5 3.5%	3 1.9%	8 8.1%	51 6.5%	1 11.1%	2 11.8%	73 6.4%	5 8.9%	21 7.6%	13 1.0%	161 9.3%	26 11.9%	
4	253 2.9%	82 2.5%	207 3.8%	216 4.3%	10 2.1%	69 2.6%	1 7.1%	31 3.5%	26 1.7%	24 2.9%	10 1.7%	26 3.0%	44 2.6%	51 2.0%	21 3.9%	8 6.3%	0 0.0%	4 2.6%	2 2.0%	16 2.0%	0 0.0%	0 0.0%	33 2.9%	1 1.8%	9 3.2%	7 0.5%	53 3.1%	19 8.7%	
5 to 9	266 3.0%	71 2.1%	152 2.8%	171 3.4%	8 1.6%	60 2.2%	0 0.0%	23 2.6%	26 1.7%	20 2.4%	7 1.2%	22 2.6%	38 2.2%	42 1.6%	16 3.0%	12 9.5%	3 2.1%	2 1.3%	2 2.0%	10 1.3%	0 0.0%	1 5.9%	30 2.6%	0 0.0%	10 3.6%	5 0.4%	13 0.8%	51 23.3%	
10 or more times	56 0.6%	13 0.4%	40 0.7%	23 0.5%	2 0.4%	10 0.4%	0 0.0%	2 0.2%	6 0.4%	4 0.5%	1 0.2%	4 0.5%	6 0.3%	3 0.1%	8 1.5%	1 0.8%	1 0.7%	0 0.0%	1 1.0%	4 0.5%	0 0.0%	0 0.0%	3 0.3%	0 0.0%	0 0.0%	0 0.0%	1 0.1%	12 5.5%	
2 or more times	2,704 30.6%	814 24.5%	1,988 36.1%	1,945 39.2%	98 20.2%	684 25.4%	1 7.1%	292 32.7%	295 19.7%	202 24.3%	113 19.4%	206 24.0%	453 26.4%	587 22.7%	157 29.2%	59 46.8%	29 20.1%	32 20.6%	29 29.3%	183 23.3%	1 11.1%	4 23.5%	290 25.4%	8 14.3%	81 29.1%	56 4.3%	589 34.1%	146 66.7%	
Significantly different from column:*		A,C,D			F	E		I,J	H,J	H,I	L,M	K	K	O,P	N,P	N,O	Y		X					S,Y	Q,X	AA,AB	AB,Z	AA,Z	

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	---	2,007	4,094	3,916	270	1,656	7	658	818	473	319	526	1,073	1,533	340	98	80	97	58	463	2	8	721	29	174	243	1,527	189	
Number missing or multiple answer	---	9	27	23	2	5	0	1	4	4	6	2	0	4	4	1	1	1	0	5	0	0	2	0	0	4	3	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	1,998	4,067	3,893	268	1,651	7	657	814	469	313	524	1,073	1,529	336	97	79	96	58	458	2	8	719	29	174	239	1,524	189	
	---	99.6%	99.3%	99.4%	99.3%	99.7%	100.0%	99.8%	99.5%	99.2%	98.1%	99.6%	100.0%	99.7%	98.8%	99.0%	98.8%	99.0%	100.0%	98.9%	100.0%	100.0%	99.7%	---	100.0%	98.4%	99.8%	100.0%	
Never	---	1,825	3,660	3,502	240	1,515	7	603	748	421	239	474	1,038	1,430	284	77	69	69	54	362	1	7	709	28	171	211	1,393	182	
	---	91.3%	90.0%	90.0%	89.6%	91.8%	100.0%	91.8%	91.9%	89.8%	76.4%	90.5%	96.7%	93.5%	84.5%	79.4%	87.3%	71.9%	93.1%	79.0%	50.0%	87.5%	98.6%	96.6%	98.3%	88.3%	91.4%	96.3%	
Sometimes	---	103	227	231	18	83	0	32	37	30	43	32	23	63	29	10	5	19	4	53	1	0	6	1	2	16	79	4	
	---	5.2%	5.6%	5.9%	6.7%	5.0%	0.0%	4.9%	4.5%	6.4%	13.7%	6.1%	2.1%	4.1%	8.6%	10.3%	6.3%	19.8%	6.9%	11.6%	50.0%	0.0%	0.8%	3.4%	1.1%	6.7%	5.2%	2.1%	
Usually	---	27	83	62	4	21	0	8	11	7	14	8	3	9	10	7	2	3	0	17	0	0	2	0	0	2	24	1	
	---	1.4%	2.0%	1.6%	1.5%	1.3%	0.0%	1.2%	1.4%	1.5%	4.5%	1.5%	0.3%	0.6%	3.0%	7.2%	2.5%	3.1%	0.0%	3.7%	0.0%	0.0%	0.3%	0.0%	0.0%	0.8%	1.6%	0.5%	
Always	---	43	97	98	6	32	0	14	18	11	17	10	9	27	13	3	3	5	0	26	0	1	2	0	1	10	28	2	
	---	2.2%	2.4%	2.5%	2.2%	1.9%	0.0%	2.1%	2.2%	2.3%	5.4%	1.9%	0.8%	1.8%	3.9%	3.1%	3.8%	5.2%	0.0%	5.7%	0.0%	12.5%	0.3%	0.0%	0.6%	4.2%	1.8%	1.1%	
Significantly different from column:*											L,M	K	K	O	N				W,Y			T		T		AA	Z		
Usually or Always	---	70	180	160	10	53	0	22	29	18	31	18	12	36	23	10	5	8	0	43	0	1	4	0	1	12	52	3	
	---	3.5%	4.4%	4.1%	3.7%	3.2%	0.0%	3.3%	3.6%	3.8%	9.9%	3.4%	1.1%	2.4%	6.8%	10.3%	6.3%	8.3%	0.0%	9.4%	0.0%	12.5%	0.6%	0.0%	0.6%	5.0%	3.4%	1.6%	
Significantly different from column:*											L,M	K,M	K,L	O	N				W,Y			T		T					

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	5,770	2,007	4,094	3,916	270	1,656	7	658	818	473	319	526	1,073	1,533	340	98	80	97	58	463	2	8	721	29	174	243	1,527	189	
Number missing or multiple answer	35	9	31	15	4	4	0	2	4	2	3	1	4	5	3	1	1	1	1	1	0	0	1	0	1	3	4	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,735 99.4%	1,998 99.6%	4,063 99.2%	3,901 99.6%	266 98.5%	1,652 99.8%	7 100.0%	656 99.7%	814 99.5%	471 99.6%	316 99.1%	525 99.8%	1,069 99.6%	1,528 99.7%	337 99.1%	97 99.0%	79 98.8%	96 99.0%	57 98.3%	462 99.8%	2 100.0%	8 100.0%	720 99.9%	29 ---	173 99.4%	240 98.8%	1,523 99.7%	188 99.5%	
Never	84 1.5%	65 3.3%	88 2.2%	56 1.4%	13 4.9%	47 2.8%	0 0.0%	14 2.1%	34 4.2%	17 3.6%	15 4.7%	24 4.6%	20 1.9%	43 2.8%	16 4.7%	6 6.2%	1 1.3%	6 6.3%	5 8.8%	28 6.1%	0 0.0%	0 0.0%	10 1.4%	2 6.9%	3 1.7%	23 9.6%	31 2.0%	6 3.2%	
Sometimes	280 4.9%	52 2.6%	129 3.2%	128 3.3%	8 3.0%	41 2.5%	0 0.0%	20 3.0%	20 2.5%	10 2.1%	15 4.7%	12 2.3%	20 1.9%	28 1.8%	18 5.3%	6 6.2%	3 3.8%	9 9.4%	3 5.3%	18 3.9%	1 50.0%	1 12.5%	8 1.1%	0 0.0%	3 1.7%	12 5.0%	32 2.1%	6 3.2%	
Usually	681 11.9%	255 12.8%	559 13.8%	523 13.4%	43 16.2%	204 12.3%	1 14.3%	75 11.4%	102 12.5%	72 15.3%	57 18.0%	63 12.0%	127 11.9%	179 11.7%	51 15.1%	21 21.6%	13 16.5%	19 19.8%	5 8.8%	86 18.6%	0 0.0%	0 0.0%	72 10.0%	2 6.9%	25 14.5%	28 11.7%	199 13.1%	25 13.3%	
Always	4,690 81.8%	1,626 81.4%	3,287 80.9%	3,194 81.9%	202 75.9%	1,360 82.3%	6 85.7%	547 83.4%	658 80.8%	372 79.0%	229 72.5%	426 81.1%	902 84.4%	1,278 83.6%	252 74.8%	64 66.0%	62 78.5%	62 64.6%	44 77.2%	330 71.4%	1 50.0%	7 87.5%	630 87.5%	25 86.2%	142 82.1%	177 73.8%	1,261 82.8%	151 80.3%	
Significantly different from column:*					F	E					L,M	K	K	O,P	N	N	R,W	Q,W,X,Y	W	W,Y			Q,R,S,T	R	R,T	AA	Z		
Usually or Always	5,371 93.7%	1,881 94.1%	3,846 94.7%	3,717 95.3%	245 92.1%	1,564 94.7%	7 100.0%	622 94.8%	760 93.4%	444 94.3%	286 90.5%	489 93.1%	1,029 96.3%	1,457 95.4%	303 89.9%	85 87.6%	75 94.9%	81 84.4%	49 86.0%	416 90.0%	1 50.0%	7 87.5%	702 97.5%	27 93.1%	167 96.5%	205 85.4%	1,460 95.9%	176 93.6%	
Significantly different from column:*											M	M	K,L	O	N		R	Q,Y		W,Y			T		R,T	AA,AB	Z	Z	

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	5,770	2,007	4,094	3,916	270	1,656	7	658	818	473	319	526	1,073	1,533	340	98	80	97	58	463	2	8	721	29	174	243	1,527	189	
Number missing or multiple answer	19	14	29	15	5	7	0	3	7	3	6	2	5	6	6	2	1	1	0	3	0	0	5	0	2	5	8	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,751 99.7%	1,993 99.3%	4,065 99.3%	3,901 99.6%	265 98.1%	1,649 99.6%	7 100.0%	655 99.5%	811 99.1%	470 99.4%	313 98.1%	524 99.6%	1,068 99.5%	1,527 99.6%	334 98.2%	96 98.0%	79 98.8%	96 99.0%	58 100.0%	460 99.4%	2 100.0%	8 100.0%	716 99.3%	29 ---	172 98.9%	238 97.9%	1,519 99.5%	189 100.0%	
Never	46 0.8%	26 1.3%	36 0.9%	29 0.7%	7 2.6%	17 1.0%	0 0.0%	9 1.4%	9 1.1%	8 1.7%	3 1.0%	10 1.9%	9 0.8%	15 1.0%	9 2.7%	2 2.1%	0 0.0%	3 3.1%	3 5.2%	10 2.2%	0 0.0%	0 0.0%	5 0.7%	0 0.0%	3 1.7%	11 4.6%	12 0.8%	2 1.1%	
Sometimes	229 4.0%	49 2.5%	141 3.5%	142 3.6%	5 1.9%	42 2.5%	0 0.0%	16 2.4%	19 2.3%	13 2.8%	8 2.6%	11 2.1%	28 2.6%	31 2.0%	10 3.0%	7 7.3%	2 2.5%	4 4.2%	2 3.4%	10 2.2%	1 50.0%	1 12.5%	16 2.2%	1 3.4%	6 3.5%	7 2.9%	35 2.3%	7 3.7%	
Usually	630 11.0%	279 14.0%	597 14.7%	582 14.9%	39 14.7%	234 14.2%	0 0.0%	80 12.2%	110 13.6%	83 17.7%	50 16.0%	69 13.2%	151 14.1%	197 12.9%	61 18.3%	18 18.8%	11 13.9%	18 18.8%	7 12.1%	70 15.2%	0 0.0%	0 0.0%	99 13.8%	3 10.3%	23 13.4%	24 10.1%	219 14.4%	31 16.4%	
Always	4,846 84.3%	1,639 82.2%	3,291 81.0%	3,148 80.7%	214 80.8%	1,356 82.2%	7 100.0%	550 84.0%	673 83.0%	366 77.9%	252 80.5%	434 82.8%	880 82.4%	1,284 84.1%	254 76.0%	69 71.9%	66 83.5%	71 74.0%	46 79.3%	370 80.4%	1 50.0%	7 87.5%	596 83.2%	25 86.2%	140 81.4%	196 82.4%	1,253 82.5%	149 78.8%	
Significantly different from column:*		A						J	J	H,I				O,P	N	N		W				R							
Usually or Always	5,476 95.2%	1,918 96.2%	3,888 95.6%	3,730 95.6%	253 95.5%	1,590 96.4%	7 100.0%	630 96.2%	783 96.5%	449 95.5%	302 96.5%	503 96.0%	1,031 96.5%	1,481 97.0%	315 94.3%	87 90.6%	77 97.5%	89 92.7%	53 91.4%	440 95.7%	1 50.0%	7 87.5%	695 97.1%	28 96.6%	163 94.8%	220 92.4%	1,472 96.9%	180 95.2%	
Significantly different from column:*														O	N											AA	Z		

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

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

State Oregon Health Plan

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?

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

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	5,770	2,007	4,094	3,916	270	1,656	7	658	818	473	319	526	1,073	1,533	340	98	80	97	58	463	2	8	721	29	174	243	1,527	189
Number missing or multiple answer	19	7	31	15	3	2	0	1	4	1	2	1	3	3	3	1	0	1	0	0	0	0	4	0	1	4	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,751 99.7%	2,000 99.7%	4,063 99.2%	3,901 99.6%	267 98.9%	1,654 99.9%	7 100.0%	657 99.8%	814 99.5%	472 99.8%	317 99.4%	525 99.8%	1,070 99.7%	1,530 99.8%	337 99.1%	97 99.0%	80 100.0%	96 99.0%	58 100.0%	463 100.0%	2 100.0%	8 100.0%	717 99.4%	29 ---	173 99.4%	239 98.4%	1,524 99.8%	189 100.0%
Never	45 0.8%	19 1.0%	30 0.7%	25 0.6%	5 1.9%	12 0.7%	0 0.0%	3 0.5%	6 0.7%	10 2.1%	3 0.9%	8 1.5%	5 0.5%	10 0.7%	7 2.1%	2 2.1%	0 0.0%	2 2.1%	1 1.7%	7 1.5%	0 0.0%	0 0.0%	4 0.6%	0 0.0%	2 1.2%	6 2.5%	10 0.7%	2 1.1%
Sometimes	155 2.7%	36 1.8%	106 2.6%	101 2.6%	5 1.9%	28 1.7%	0 0.0%	13 2.0%	15 1.8%	6 1.3%	3 0.9%	6 1.1%	24 2.2%	23 1.5%	6 1.8%	6 6.2%	1 1.3%	2 2.1%	5 8.6%	2 0.4%	0 0.0%	0 0.0%	12 1.7%	1 3.4%	5 2.9%	5 2.1%	26 1.7%	5 2.6%
Usually	494 8.6%	198 9.9%	459 11.3%	468 12.0%	29 10.9%	163 9.9%	0 0.0%	55 8.4%	81 10.0%	54 11.4%	31 9.8%	47 9.0%	112 10.5%	138 9.0%	48 14.2%	9 9.3%	9 11.3%	12 12.5%	4 6.9%	41 8.9%	1 50.0%	1 12.5%	74 10.3%	3 10.3%	18 10.4%	22 9.2%	144 9.4%	28 14.8%
Always	5,057 87.9%	1,747 87.4%	3,468 85.4%	3,307 84.8%	228 85.4%	1,451 87.7%	7 100.0%	586 89.2%	712 87.5%	402 85.2%	280 88.3%	464 88.4%	929 86.8%	1,359 88.8%	276 81.9%	80 82.5%	70 87.5%	80 83.3%	48 82.8%	413 89.2%	1 50.0%	7 87.5%	627 87.4%	25 86.2%	148 85.5%	206 86.2%	1,344 88.2%	154 81.5%
Significantly different from column:*		C,D						J		H				O	N												AB	AA
Usually or Always	5,551 96.5%	1,945 97.3%	3,927 96.7%	3,775 96.8%	257 96.3%	1,614 97.6%	7 100.0%	641 97.6%	793 97.4%	456 96.6%	311 98.1%	511 97.3%	1,041 97.3%	1,497 97.8%	324 96.1%	89 91.8%	79 98.8%	92 95.8%	52 89.7%	454 98.1%	2 100.0%	8 100.0%	701 97.8%	28 96.6%	166 96.0%	228 95.4%	1,488 97.6%	182 96.3%
Significantly different from column:*																										AA	Z	

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

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

State Oregon Health Plan

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?

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

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	5,770	2,007	4,094	3,916	270	1,656	7	658	818	473	319	526	1,073	1,533	340	98	80	97	58	463	2	8	721	29	174	243	1,527	189	
Number missing or multiple answer	52	13	41	31	1	11	0	6	5	1	3	5	3	8	3	1	1	0	0	0	0	0	3	0	2	2	11	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,718 99.1%	1,994 99.4%	4,053 99.0%	3,885 99.2%	269 99.6%	1,645 99.3%	7 100.0%	652 99.1%	813 99.4%	472 99.8%	316 99.1%	521 99.0%	1,070 99.7%	1,525 99.5%	337 99.1%	97 99.0%	79 98.8%	97 100.0%	58 100.0%	463 100.0%	2 100.0%	8 100.0%	718 99.6%	29 ---	172 98.9%	241 99.2%	1,516 99.3%	189 100.0%	
Yes	3,735 65.3%	1,349 67.7%	2,897 71.5%	2,722 70.1%	187 69.5%	1,111 67.5%	4 57.1%	187 28.7%	684 84.1%	444 94.1%	225 71.2%	341 65.5%	726 67.9%	1,010 66.2%	241 71.5%	75 77.3%	56 70.9%	56 57.7%	41 70.7%	323 69.8%	2 100.0%	5 62.5%	475 66.2%	25 86.2%	116 67.4%	170 70.5%	1,028 67.8%	121 64.0%	
No	1,983 34.7%	645 32.3%	1,156 28.5%	1,163 29.9%	82 30.5%	534 32.5%	3 42.9%	465 71.3%	129 15.9%	28 5.9%	91 28.8%	180 34.5%	344 32.1%	515 33.8%	96 28.5%	22 22.7%	23 29.1%	41 42.3%	17 29.3%	140 30.2%	0 0.0%	3 37.5%	243 33.8%	4 13.8%	56 32.6%	71 29.5%	488 32.2%	68 36.0%	
Significantly different from column:*		C						I,J	H,J	H,I				P	N		T,X		R			X	R,W,Y	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.

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,735	1,349	2,897	2,722	187	1,111	4	187	684	444	225	341	726	1,010	241	75	56	56	41	323	2	5	475	25	116	170	1,028	121	
Number missing or multiple answer	37	13	30	27	3	9	0	2	4	7	2	2	9	9	2	2	2	1	0	3	0	0	4	0	0	2	11	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	3,698 99.0%	1,336 99.0%	2,867 99.0%	2,695 99.0%	184 98.4%	1,102 99.2%	4 100.0%	185 98.9%	680 99.4%	437 98.4%	223 99.1%	339 99.4%	717 98.8%	1,001 99.1%	239 99.2%	73 97.3%	54 96.4%	55 98.2%	41 100.0%	320 99.1%	2 100.0%	5 100.0%	471 99.2%	25 ---	116 100.0%	168 98.8%	1,017 98.9%	121 100.0%	
Never	37 1.0%	11 0.8%	14 0.5%	21 0.8%	1 0.5%	9 0.8%	0 0.0%	3 1.6%	5 0.7%	3 0.7%	0 0.0%	4 1.2%	6 0.8%	5 0.5%	5 2.1%	1 1.4%	0 0.0%	0 0.0%	0 0.0%	4 1.3%	0 0.0%	0 0.0%	6 1.3%	0 0.0%	0 0.0%	2 1.2%	7 0.7%	2 1.7%	
Sometimes	218 5.9%	53 4.0%	151 5.3%	143 5.3%	7 3.8%	42 3.8%	0 0.0%	11 5.9%	27 4.0%	13 3.0%	9 4.0%	12 3.5%	28 3.9%	28 2.8%	16 6.7%	7 9.6%	3 5.6%	2 3.6%	2 4.9%	16 5.0%	0 0.0%	0 0.0%	14 3.0%	2 8.0%	5 4.3%	10 6.0%	36 3.5%	7 5.8%	
Usually	557 15.1%	258 19.3%	583 20.3%	581 21.6%	36 19.6%	218 19.8%	0 0.0%	33 17.8%	135 19.9%	85 19.5%	43 19.3%	71 20.9%	139 19.4%	186 18.6%	53 22.2%	15 20.5%	7 13.0%	12 21.8%	12 29.3%	69 21.6%	1 50.0%	1 20.0%	1 20.6%	97 16.0%	4 16.4%	19 16.1%	27 19.5%	198 21.5%	26
Always	2,886 78.0%	1,014 75.9%	2,119 73.9%	1,950 72.4%	140 76.1%	833 75.6%	4 100.0%	138 74.6%	513 75.4%	336 76.9%	171 76.7%	252 74.3%	544 75.9%	782 78.1%	165 69.0%	50 68.5%	44 81.5%	41 74.5%	27 65.9%	231 72.2%	1 50.0%	4 80.0%	354 75.2%	19 76.0%	92 79.3%	129 76.8%	776 76.3%	86 71.1%	
Significantly different from column:*		D												O	N														
Usually or Always	3,443 93.1%	1,272 95.2%	2,702 94.2%	2,531 93.9%	176 95.7%	1,051 95.4%	4 100.0%	171 92.4%	648 95.3%	421 96.3%	214 96.0%	323 95.3%	683 95.3%	968 96.7%	218 91.2%	65 89.0%	51 94.4%	53 96.4%	39 95.1%	300 93.8%	2 100.0%	5 100.0%	451 95.8%	23 92.0%	111 95.7%	156 92.9%	974 95.8%	112 92.6%	
Significantly different from column:*		A						J		H				O	N														

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

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

State Oregon Health Plan

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?

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

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	5,770	2,007	4,094	3,916	270	1,656	7	658	818	473	319	526	1,073	1,533	340	98	80	97	58	463	2	8	721	29	174	243	1,527	189
Number missing or multiple answer	61	21	48	33	2	14	0	7	9	2	3	6	6	15	4	0	1	1	3	5	0	0	5	0	0	7	13	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,709 98.9%	1,986 99.0%	4,046 98.8%	3,883 99.2%	268 99.3%	1,642 99.2%	7 100.0%	651 98.9%	809 98.9%	471 99.6%	316 99.1%	520 98.9%	1,067 99.4%	1,518 99.0%	336 98.8%	98 100.0%	79 98.8%	96 99.0%	55 94.8%	458 98.9%	2 100.0%	8 100.0%	716 99.3%	29 ---	174 100.0%	236 97.1%	1,514 99.1%	189 100.0%
Never	172 3.0%	47 2.4%	61 1.5%	68 1.8%	11 4.1%	31 1.9%	0 0.0%	14 2.2%	19 2.3%	14 3.0%	9 2.8%	18 3.5%	14 1.3%	27 1.8%	15 4.5%	5 5.1%	2 2.5%	5 5.2%	3 5.5%	17 3.7%	1 50.0%	0 0.0%	9 1.3%	0 0.0%	4 2.3%	17 7.2%	23 1.5%	3 1.6%
Sometimes	487 8.5%	138 6.9%	291 7.2%	279 7.2%	20 7.5%	112 6.8%	0 0.0%	49 7.5%	52 6.4%	30 6.4%	37 11.7%	39 7.5%	52 4.9%	85 5.6%	31 9.2%	17 17.3%	5 6.3%	7 7.3%	2 3.6%	57 12.4%	0 0.0%	1 12.5%	33 4.6%	1 3.4%	9 5.2%	18 7.6%	107 7.1%	10 5.3%
Usually	977 17.1%	387 19.5%	900 22.2%	891 22.9%	56 20.9%	322 19.6%	1 14.3%	121 18.6%	156 19.3%	101 21.4%	87 27.5%	108 20.8%	182 17.1%	276 18.2%	87 25.9%	19 19.4%	20 25.3%	19 19.8%	13 23.6%	117 25.5%	0 0.0%	0 0.0%	114 15.9%	7 24.1%	29 16.7%	46 19.5%	292 19.3%	43 22.8%
Always	4,073 71.3%	1,414 71.2%	2,794 69.1%	2,645 68.1%	181 67.5%	1,177 71.7%	6 85.7%	467 71.7%	582 71.9%	326 69.2%	183 57.9%	355 68.3%	819 76.8%	1,130 74.4%	203 60.4%	57 58.2%	52 65.8%	65 67.7%	37 67.3%	267 58.3%	1 50.0%	7 87.5%	560 78.2%	21 72.4%	132 75.9%	155 65.7%	1,092 72.1%	133 70.4%
Significantly different from column:*		D									L,M	K,M	K,L	O,P	N	N	W	W		W,Y			Q,R,T	T		AA	Z	
Usually or Always	5,050 88.5%	1,801 90.7%	3,694 91.3%	3,536 91.1%	237 88.4%	1,499 91.3%	7 100.0%	588 90.3%	738 91.2%	427 90.7%	270 85.4%	463 89.0%	1,001 93.8%	1,406 92.6%	290 86.3%	76 77.6%	72 91.1%	84 87.5%	50 90.9%	384 83.8%	1 50.0%	7 87.5%	674 94.1%	28 96.6%	161 92.5%	201 85.2%	1,384 91.4%	176 93.1%
Significantly different from column:*		A									M	M	K,L	O,P	N,P	N,O	W		W,Y			R,T	T		AA,AB	Z	Z	

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

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State Oregon Health Plan

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?

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

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	5,770	2,007	4,094	3,916	270	1,656	7	658	818	473	319	526	1,073	1,533	340	98	80	97	58	463	2	8	721	29	174	243	1,527	189	
Number missing or multiple answer	48	16	28	45	5	9	0	2	6	8	5	5	4	10	3	3	1	3	0	4	1	0	3	0	0	8	6	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,722 99.2%	1,991 99.2%	4,066 99.3%	3,871 98.9%	265 98.1%	1,647 99.5%	7 100.0%	656 99.7%	812 99.3%	465 98.3%	314 98.4%	521 99.0%	1,069 99.6%	1,523 99.3%	337 99.1%	95 96.9%	79 98.8%	94 96.9%	58 100.0%	459 99.1%	1 50.0%	8 100.0%	718 99.6%	29 ---	174 100.0%	235 96.7%	1,521 99.6%	189 100.0%	
Yes	5,087 88.9%	1,749 87.8%	3,605 88.7%	3,474 89.7%	217 81.9%	1,464 88.9%	7 100.0%	616 93.9%	715 88.1%	368 79.1%	276 87.9%	448 86.0%	952 89.1%	1,351 88.7%	286 84.9%	79 83.2%	63 79.7%	78 83.0%	50 86.2%	396 86.3%	1 100.0%	7 87.5%	641 89.3%	23 79.3%	157 90.2%	197 83.8%	1,342 88.2%	174 92.1%	
No	635 11.1%	242 12.2%	461 11.3%	397 10.3%	48 18.1%	183 11.1%	0 0.0%	40 6.1%	97 11.9%	97 20.9%	38 12.1%	73 14.0%	117 10.9%	172 11.3%	51 15.1%	16 16.8%	16 20.3%	16 17.0%	8 13.8%	63 13.7%	0 0.0%	1 12.5%	77 10.7%	6 20.7%	17 9.8%	38 16.2%	179 11.8%	15 7.9%	
Significantly different from column:*		D			F	E		I,J	H,J	H,I				O	N		W,Y					Q		Q	AB		Z		

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

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

State Oregon Health Plan

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?

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

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	5,770	2,007	4,094	3,916	270	1,656	7	658	818	473	319	526	1,073	1,533	340	98	80	97	58	463	2	8	721	29	174	243	1,527	189
Number missing or multiple answer	46	8	32	32	3	5	0	1	5	2	4	2	2	4	4	0	0	0	1	3	0	0	1	0	1	0	6	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,724 99.2%	1,999 99.6%	4,062 99.2%	3,884 99.2%	267 98.9%	1,651 99.7%	7 100.0%	657 99.8%	813 99.4%	471 99.6%	315 98.7%	524 99.6%	1,071 99.8%	1,529 99.7%	336 98.8%	98 100.0%	80 100.0%	97 100.0%	57 98.3%	460 99.4%	2 100.0%	8 100.0%	720 99.9%	29 ---	173 99.4%	243 100.0%	1,521 99.6%	188 99.5%
Yes	2,044 35.7%	715 35.8%	1,724 42.4%	1,810 46.6%	87 32.6%	599 36.3%	2 28.6%	197 30.0%	313 38.5%	186 39.5%	91 28.9%	157 30.0%	435 40.6%	477 31.2%	165 49.1%	57 58.2%	25 31.3%	31 32.0%	25 43.9%	157 34.1%	2 100.0%	2 25.0%	279 38.8%	11 37.9%	62 35.8%	48 19.8%	508 33.4%	143 76.1%
No	3,680 64.3%	1,284 64.2%	2,338 57.6%	2,074 53.4%	180 67.4%	1,052 63.7%	5 71.4%	460 70.0%	500 61.5%	285 60.5%	224 71.1%	367 70.0%	636 59.4%	1,052 68.8%	171 50.9%	41 41.8%	55 68.8%	66 68.0%	32 56.1%	303 65.9%	0 0.0%	6 75.0%	441 61.3%	18 62.1%	111 64.2%	195 80.2%	1,013 66.6%	45 23.9%
Significantly different from column:*		C,D						I,J	H	H	M	M	K,L	O,P	N	N										AA,AB	AB,Z	AA,Z

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	2,044	715	1,724	1,810	87	599	2	197	313	186	91	157	435	477	165	57	25	31	25	157	2	2	279	11	62	48	508	143	
Number missing or multiple answer	30	15	41	49	0	15	0	3	8	4	0	2	11	10	4	0	1	0	4	3	0	0	4	0	1	0	14	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,014	700	1,683	1,761	87	584	2	194	305	182	91	155	424	467	161	57	24	31	21	154	2	2	275	11	61	48	494	143	
	98.5%	97.9%	97.6%	97.3%	100.0%	97.5%	100.0%	98.5%	97.4%	97.8%	100.0%	98.7%	97.5%	97.9%	97.6%	100.0%	96.0%	100.0%	84.0%	98.1%	100.0%	100.0%	98.6%	---	98.4%	100.0%	97.2%	100.0%	
Never	114	29	82	96	5	23	0	4	15	9	4	4	20	18	6	4	2	2	0	6	0	0	11	0	3	2	19	7	
	5.7%	4.1%	4.9%	5.5%	5.7%	3.9%	0.0%	2.1%	4.9%	4.9%	4.4%	2.6%	4.7%	3.9%	3.7%	7.0%	8.3%	6.5%	0.0%	3.9%	0.0%	0.0%	4.0%	0.0%	4.9%	4.2%	3.8%	4.9%	
Sometimes	192	62	213	200	4	55	0	15	23	23	8	16	34	38	21	2	1	2	4	16	1	0	23	0	4	7	35	17	
	9.5%	8.9%	12.7%	11.4%	4.6%	9.4%	0.0%	7.7%	7.5%	12.6%	8.8%	10.3%	8.0%	8.1%	13.0%	3.5%	4.2%	6.5%	19.0%	10.4%	50.0%	0.0%	8.4%	0.0%	6.6%	14.6%	7.1%	11.9%	
Usually	432	192	453	463	26	158	2	43	88	54	27	36	122	125	46	15	4	11	4	42	1	0	74	4	19	11	134	43	
	21.4%	27.4%	26.9%	26.3%	29.9%	27.1%	100.0%	22.2%	28.9%	29.7%	29.7%	23.2%	28.8%	26.8%	28.6%	26.3%	16.7%	35.5%	19.0%	27.3%	50.0%	0.0%	26.9%	36.4%	31.1%	22.9%	27.1%	30.1%	
Always	1,276	417	935	1,002	52	348	0	132	179	96	52	99	248	286	88	36	17	16	13	90	0	2	167	7	35	28	306	76	
	63.4%	59.6%	55.6%	56.9%	59.8%	59.6%	0.0%	68.0%	58.7%	52.7%	57.1%	63.9%	58.5%	61.2%	54.7%	63.2%	70.8%	51.6%	61.9%	58.4%	0.0%	100.0%	60.7%	63.6%	57.4%	58.3%	61.9%	53.1%	
Significantly different from column:*								I,J	H	H																			
Usually or Always	1,708	609	1,388	1,465	78	506	2	175	267	150	79	135	370	411	134	51	21	27	17	132	1	2	241	11	54	39	440	119	
	84.8%	87.0%	82.5%	83.2%	89.7%	86.6%	100.0%	90.2%	87.5%	82.4%	86.8%	87.1%	87.3%	88.0%	83.2%	89.5%	87.5%	87.1%	81.0%	85.7%	50.0%	100.0%	87.6%	100.0%	88.5%	81.3%	89.1%	83.2%	
Significantly different from column:*		C,D						J	H																				

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

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

State Oregon Health Plan

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)

	2021 CSS Average				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)		
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
																													Male
Number in sample	9,056	3,398	5,616	5,066	492	2,753	14	920	1,522	849	592	883	1,753	2,644	549	131	151	157	100	800	9	18	1,166	56	283	1,334	1,749	221	
Number missing or multiple answer	183	87	95	126	15	66	0	17	35	30	12	26	40	62	15	6	8	3	3	16	0	0	21	0	10	57	24	3	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,873 98.0%	3,311 97.4%	5,521 98.3%	4,940 97.5%	477 97.0%	2,687 97.6%	14 100.0%	903 98.2%	1,487 97.7%	819 96.5%	580 98.0%	857 97.1%	1,713 97.7%	2,582 97.7%	534 97.3%	125 95.4%	143 94.7%	154 98.1%	97 97.0%	784 98.0%	9 100.0%	18 100.0%	1,145 98.2%	56 ---	273 96.5%	1,277 95.7%	1,725 98.6%	218 98.6%	
0 Worst personal doctor possible	14 0.2%	5 0.2%	10 0.2%	10 0.2%	2 0.4%	2 0.1%	0 0.0%	1 0.1%	1 0.1%	2 0.2%	2 0.3%	1 0.1%	1 0.1%	1 0.0%	1 0.2%	2 1.6%	0 0.0%	0 0.0%	0 0.0%	2 0.3%	0 0.0%	0 0.0%	1 0.1%	0 0.0%	0 0.0%	2 0.2%	3 0.2%	0 0.0%	
1	9 0.1%	3 0.1%	9 0.2%	10 0.2%	0 0.0%	1 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.1%	1 0.2%	0 0.0%	0 0.0%	0 0.0%	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%	1 0.4%	2 0.2%	1 0.1%	0 0.0%	
2	24 0.3%	3 0.1%	8 0.1%	8 0.2%	0 0.0%	3 0.1%	0 0.0%	2 0.2%	1 0.1%	0 0.0%	0 0.0%	1 0.1%	2 0.1%	2 0.2%	1 0.0%	0 0.0%	1 0.7%	1 0.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.1%	0 0.0%	0 0.0%	1 0.1%	1 0.1%	0 0.0%	
3	29 0.3%	14 0.4%	21 0.4%	16 0.3%	1 0.2%	12 0.4%	0 0.0%	2 0.2%	8 0.5%	4 0.5%	1 0.2%	5 0.6%	7 0.4%	9 0.3%	3 0.6%	2 1.6%	3 2.1%	2 1.3%	0 0.0%	2 0.3%	0 0.0%	0 0.0%	2 0.2%	0 0.0%	1 0.4%	8 0.6%	5 0.3%	1 0.5%	
4	53 0.6%	18 0.5%	28 0.5%	28 0.6%	3 0.6%	14 0.5%	0 0.0%	5 0.6%	5 0.3%	6 0.7%	1 0.2%	2 0.2%	14 0.8%	10 0.4%	3 0.6%	3 2.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	6 0.5%	1 1.8%	5 1.8%	10 0.8%	6 0.3%	2 0.9%	
5	174 2.0%	87 2.6%	122 2.2%	104 2.1%	16 3.4%	67 2.5%	1 7.1%	22 2.4%	33 2.2%	30 3.7%	12 2.1%	23 2.7%	46 2.7%	65 2.5%	16 3.0%	5 4.0%	1 0.7%	2 1.3%	4 4.1%	12 1.5%	0 0.0%	0 0.0%	42 3.7%	1 1.8%	10 3.7%	49 3.8%	31 1.8%	6 2.8%	
6	161 1.8%	56 1.7%	111 2.0%	102 2.1%	5 1.0%	45 1.7%	1 7.1%	14 1.6%	17 1.1%	20 2.4%	4 0.7%	10 1.2%	37 2.2%	42 1.6%	10 1.9%	1 0.8%	3 2.1%	3 1.9%	1 1.0%	7 0.9%	0 0.0%	0 0.0%	20 1.7%	3 5.4%	5 1.8%	24 1.9%	27 1.6%	5 2.3%	
7	425 4.8%	183 5.5%	315 5.7%	271 5.5%	35 7.3%	142 5.3%	0 0.0%	38 4.2%	85 5.7%	56 6.8%	28 4.8%	45 5.3%	103 6.0%	137 5.3%	36 6.7%	7 5.6%	11 7.7%	11 7.1%	4 4.1%	25 3.2%	0 0.0%	0 0.0%	79 6.9%	5 8.9%	11 4.0%	94 7.4%	76 4.4%	9 4.1%	
8	1,214 13.7%	492 14.9%	774 14.0%	745 15.1%	95 19.9%	379 14.1%	1 7.1%	117 13.0%	232 15.6%	127 15.5%	83 14.3%	127 14.8%	265 15.5%	370 14.3%	100 18.7%	10 8.0%	21 14.7%	29 18.8%	13 13.4%	104 13.3%	4 44.4%	2 11.1%	164 14.3%	11 19.6%	46 16.8%	226 17.7%	223 12.9%	25 11.5%	
9	1,287 14.5%	595 18.0%	1,098 19.9%	991 20.1%	89 18.7%	484 18.0%	1 7.1%	154 17.1%	266 17.9%	158 19.3%	97 16.7%	143 16.7%	332 19.4%	447 17.3%	109 20.4%	26 20.8%	26 18.2%	32 20.8%	12 12.4%	158 20.2%	3 33.3%	4 22.2%	213 18.6%	5 8.9%	44 16.1%	221 17.3%	313 18.1%	53 24.3%	
10 Best personal doctor possible	5,483 61.8%	1,855 56.0%	3,025 54.8%	2,655 53.7%	231 48.4%	1,538 57.2%	10 71.4%	548 60.7%	839 56.4%	415 50.7%	351 60.5%	500 58.3%	906 52.9%	1,499 58.1%	253 47.4%	69 55.2%	77 53.8%	74 48.1%	63 64.9%	474 60.5%	2 22.2%	12 66.7%	617 53.9%	30 53.6%	150 54.9%	640 50.1%	1,039 60.2%	117 53.7%	

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	9,056	3,398	5,616	5,066	492	2,753	14	920	1,522	849	592	883	1,753	2,644	549	131	151	157	100	800	9	18	1,166	56	283	1,334	1,749	221	
Number missing or multiple answer	183	87	95	126	15	66	0	17	35	30	12	26	40	62	15	6	8	3	3	16	0	0	21	0	10	57	24	3	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,873 98.0%	3,311 97.4%	5,521 98.3%	4,940 97.5%	477 97.0%	2,687 97.6%	14 100.0%	903 98.2%	1,487 97.7%	819 96.5%	580 98.0%	857 97.1%	1,713 97.7%	2,582 97.7%	534 97.3%	125 95.4%	143 94.7%	154 98.1%	97 97.0%	784 98.0%	9 100.0%	18 100.0%	1,145 98.2%	56 ---	273 96.5%	1,277 95.7%	1,725 98.6%	218 98.6%	
0 to 4	129 1.5%	43 1.3%	76 1.4%	72 1.5%	6 1.3%	32 1.2%	0 0.0%	10 1.1%	15 1.0%	13 1.6%	5 0.9%	9 1.1%	24 1.4%	22 0.9%	10 1.9%	7 5.6%	4 2.8%	3 1.9%	0 0.0%	4 0.5%	0 0.0%	0 0.0%	10 0.9%	1 1.8%	7 2.6%	23 1.8%	16 0.9%	3 1.4%	
5	174 2.0%	87 2.6%	122 2.2%	104 2.1%	16 3.4%	67 2.5%	1 7.1%	22 2.4%	33 2.2%	30 3.7%	12 2.1%	23 2.7%	46 2.7%	65 2.5%	16 3.0%	5 4.0%	1 0.7%	2 1.3%	4 4.1%	12 1.5%	0 0.0%	0 0.0%	42 3.7%	1 1.8%	10 3.7%	49 3.8%	31 1.8%	6 2.8%	
6 or 7	586 6.6%	239 7.2%	426 7.7%	373 7.6%	40 8.4%	187 7.0%	1 7.1%	52 5.8%	102 6.9%	76 9.3%	32 5.5%	55 6.4%	140 8.2%	179 6.9%	46 8.6%	8 6.4%	14 9.8%	14 9.1%	5 5.2%	32 4.1%	0 0.0%	0 0.0%	99 8.6%	8 14.3%	16 5.9%	118 9.2%	103 6.0%	14 6.4%	
8 to 10	7,984 90.0%	2,942 88.9%	4,897 88.7%	4,391 88.8%	415 87.0%	2,401 89.4%	12 85.7%	819 90.7%	1,337 89.9%	700 85.5%	531 91.6%	770 89.8%	1,503 87.7%	2,316 89.7%	462 86.5%	105 84.0%	124 86.7%	135 87.7%	88 90.7%	736 93.9%	9 100.0%	18 100.0%	994 86.8%	46 82.1%	240 87.9%	1,087 85.1%	1,575 91.3%	195 89.4%	
Significantly different from column:*								J	J	H,I	M		K	O,P	N	N	T	T		Q,R,W,Y			T		T	AA	Z		
0 to 6	464 5.2%	186 5.6%	309 5.6%	278 5.6%	27 5.7%	144 5.4%	2 14.3%	46 5.1%	65 4.4%	63 7.7%	21 3.6%	42 4.9%	107 6.2%	129 5.0%	36 6.7%	13 10.4%	8 5.6%	8 5.2%	5 5.2%	23 2.9%	0 0.0%	0 0.0%	72 6.3%	5 8.9%	22 8.1%	96 7.5%	74 4.3%	14 6.4%	
7 to 8	1,639 18.5%	675 20.4%	1,089 19.7%	1,016 20.6%	130 27.3%	521 19.4%	1 7.1%	155 17.2%	317 21.3%	183 22.3%	111 19.1%	172 20.1%	368 21.5%	507 19.6%	136 25.5%	17 13.6%	32 22.4%	40 26.0%	17 17.5%	129 16.5%	4 44.4%	2 11.1%	243 21.2%	16 28.6%	57 20.9%	320 25.1%	299 17.3%	34 15.6%	
9 to 10	6,770 76.3%	2,450 74.0%	4,123 74.7%	3,646 73.8%	320 67.1%	2,022 75.3%	11 78.6%	702 77.7%	1,105 74.3%	573 70.0%	448 77.2%	643 75.0%	1,238 72.3%	1,946 75.4%	362 67.8%	95 76.0%	103 72.0%	106 68.8%	75 77.3%	632 80.6%	5 55.6%	16 88.9%	830 72.5%	35 62.5%	194 71.1%	861 67.4%	1,352 78.4%	170 78.0%	
Significantly different from column:*		A			F	E		J	J	H,I	M		K	O	N		T	T	X	Q,R,W,X,Y		X	T		S,T,V	T	AA,AB	Z	Z

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

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

State Oregon Health Plan

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 3 months?

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

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	6,565	3,398	5,616	2,017	492	2,753	14	920	1,522	849	592	883	1,753	2,644	549	131	151	157	100	800	9	18	1,166	56	283	1,334	1,749	221	
Number missing or multiple answer	92	55	63	29	6	48	0	16	17	21	8	13	34	46	8	1	7	1	2	5	0	0	20	0	7	27	22	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,473 98.6%	3,343 98.4%	5,553 98.9%	1,988 98.6%	486 98.8%	2,705 98.3%	14 100.0%	904 98.3%	1,505 98.9%	828 97.5%	584 98.6%	870 98.5%	1,719 98.1%	2,598 98.3%	541 98.5%	130 99.2%	144 95.4%	156 99.4%	98 98.0%	795 99.4%	9 100.0%	18 100.0%	1,146 98.3%	56 ---	276 97.5%	1,307 98.0%	1,727 98.7%	220 99.5%	
Yes	1,335 20.6%	859 25.7%	1,517 27.3%	992 49.9%	97 20.0%	724 26.8%	6 42.9%	138 15.3%	409 27.2%	288 34.8%	82 14.0%	174 20.0%	570 33.2%	530 20.4%	231 42.7%	78 60.0%	35 24.3%	28 17.9%	36 36.7%	106 13.3%	2 22.2%	7 38.9%	374 32.6%	11 19.6%	90 32.6%	180 13.8%	495 28.7%	162 73.6%	
No	5,138 79.4%	2,484 74.3%	4,036 72.7%	996 50.1%	389 80.0%	1,981 73.2%	8 57.1%	766 84.7%	1,096 72.8%	540 65.2%	502 86.0%	696 80.0%	1,149 66.8%	2,068 79.6%	310 57.3%	52 40.0%	109 75.7%	128 82.1%	62 63.3%	689 86.7%	7 77.8%	11 61.1%	772 67.4%	45 80.4%	186 67.4%	1,127 86.2%	1,232 71.3%	58 26.4%	
Significantly different from column:*		A,D			F	E		I,J	H,J	H,I	L,M	K,M	K,L	O,P	N,P	N,O	S,T,W	S,W,Y	Q,R,T,X	Q,S,W,Y			Q,R,T,X	S,W	R,T	AA,AB	AB,Z	AA,Z	

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	1,335	859	1,517	992	97	724	6	138	409	288	82	174	570	530	231	78	35	28	36	106	2	7	374	11	90	180	495	162	
Number missing or multiple answer	32	23	33	18	3	20	0	3	11	9	0	6	17	11	8	4	2	0	1	2	0	0	9	0	6	7	11	5	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,303 97.6%	836 97.3%	1,484 97.8%	974 98.2%	94 96.9%	704 97.2%	6 100.0%	135 97.8%	398 97.3%	279 96.9%	82 100.0%	168 96.6%	553 97.0%	519 97.9%	223 96.5%	74 94.9%	33 94.3%	28 100.0%	35 97.2%	104 98.1%	2 100.0%	7 100.0%	365 97.6%	11 ---	84 93.3%	173 96.1%	484 97.8%	157 96.9%	
Yes	1,189 91.3%	771 92.2%	1,361 91.7%	868 89.1%	86 91.5%	652 92.6%	6 100.0%	127 94.1%	369 92.7%	254 91.0%	78 95.1%	155 92.3%	510 92.2%	487 93.8%	199 89.2%	67 90.5%	26 78.8%	27 96.4%	31 88.6%	101 97.1%	2 100.0%	6 85.7%	339 92.9%	8 72.7%	77 91.7%	152 87.9%	455 94.0%	143 91.1%	
No	114 8.7%	65 7.8%	123 8.3%	106 10.9%	8 8.5%	52 7.4%	0 0.0%	8 5.9%	29 7.3%	25 9.0%	4 4.9%	13 7.7%	43 7.8%	32 6.2%	24 10.8%	7 9.5%	7 21.2%	1 3.6%	4 11.4%	3 2.9%	0 0.0%	1 14.3%	26 7.1%	3 27.3%	7 8.3%	21 12.1%	29 6.0%	14 8.9%	
Significantly different from column:*		D												O	N											AA	Z		

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

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

State Oregon Health Plan

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 family's day-to-day life?

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

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	1,335	859	1,517	992	97	724	6	138	409	288	82	174	570	530	231	78	35	28	36	106	2	7	374	11	90	180	495	162	
Number missing or multiple answer	38	24	44	22	5	19	0	2	10	12	0	5	19	12	8	4	1	0	3	3	0	1	6	0	4	5	12	6	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,297 97.2%	835 97.2%	1,473 97.1%	970 97.8%	92 94.8%	705 97.4%	6 100.0%	136 98.6%	399 97.6%	276 95.8%	82 100.0%	169 97.1%	551 96.7%	518 97.7%	223 96.5%	74 94.9%	34 97.1%	28 100.0%	33 91.7%	103 97.2%	2 100.0%	6 85.7%	368 98.4%	11 ---	86 95.6%	175 97.2%	483 97.6%	156 96.3%	
Yes	1,139 87.8%	739 88.5%	1,301 88.3%	823 84.8%	85 92.4%	620 87.9%	6 100.0%	128 94.1%	349 87.5%	240 87.0%	77 93.9%	152 89.9%	481 87.3%	466 90.0%	190 85.2%	65 87.8%	25 73.5%	24 85.7%	28 84.8%	96 93.2%	1 50.0%	6 100.0%	327 88.9%	9 81.8%	74 86.0%	149 85.1%	437 90.5%	133 85.3%	
No	158 12.2%	96 11.5%	172 11.7%	147 15.2%	7 7.6%	85 12.1%	0 0.0%	8 5.9%	50 12.5%	36 13.0%	5 6.1%	17 10.1%	70 12.7%	52 10.0%	33 14.8%	9 12.2%	9 26.5%	4 14.3%	5 15.2%	7 6.8%	1 50.0%	0 0.0%	41 11.1%	2 18.2%	12 14.0%	26 14.9%	46 9.5%	23 14.7%	
Significantly different from column:*		D						I,J	H	H																			

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

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

State Oregon Health Plan

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

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	10,775	3,970	6,383	6,318	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235
Number missing or multiple answer	68	17	22	33	2	13	1	3	9	2	2	4	8	10	2	3	1	0	0	6	0	0	4	0	1	8	5	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,707 99.4%	3,953 99.6%	6,361 99.7%	6,285 99.5%	629 99.7%	3,138 99.6%	17 94.4%	1,021 99.7%	1,771 99.5%	1,032 99.8%	740 99.7%	1,041 99.6%	1,967 99.6%	3,056 99.7%	652 99.7%	156 98.1%	180 99.4%	226 100.0%	116 100.0%	964 99.4%	11 100.0%	20 100.0%	1,291 99.7%	65 ---	319 99.7%	1,705 99.5%	1,905 99.7%	234 99.6%
Yes	1,917 17.9%	633 16.0%	1,179 18.5%	1,196 19.0%	74 11.8%	536 17.1%	3 17.6%	145 14.2%	278 15.7%	193 18.7%	73 9.9%	143 13.7%	396 20.1%	393 12.9%	165 25.3%	57 36.5%	17 9.4%	28 12.4%	23 19.8%	129 13.4%	2 18.2%	4 20.0%	236 18.3%	8 12.3%	59 18.5%	80 4.7%	404 21.2%	121 51.7%
No	8,790 82.1%	3,320 84.0%	5,182 81.5%	5,089 81.0%	555 88.2%	2,602 82.9%	14 82.4%	876 85.8%	1,493 84.3%	839 81.3%	667 90.1%	898 86.3%	1,571 79.9%	2,663 87.1%	487 74.7%	99 63.5%	163 90.6%	198 87.6%	93 80.2%	835 86.6%	9 81.8%	16 80.0%	1,055 81.7%	57 87.7%	260 81.5%	1,625 95.3%	1,501 78.8%	113 48.3%
Significantly different from column:*		A,C,D			F	E		J	J	H,I	L,M	K,M	K,L	O,P	N,P	N,O	S,W,Y	W	Q	W,Y			Q,R,T		Q,T	AA,AB	AB,Z	AA,Z

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

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State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	1,917	633	1,179	1,196	74	536	3	145	278	193	73	143	396	393	165	57	17	28	23	129	2	4	236	8	59	80	404	121	
Number missing or multiple answer	36	3	11	10	1	2	0	1	1	1	0	2	1	3	0	0	0	0	0	1	0	0	0	0	1	0	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,881 98.1%	630 99.5%	1,168 99.1%	1,186 99.2%	73 98.6%	534 99.6%	3 100.0%	144 99.3%	277 99.6%	192 99.5%	73 100.0%	141 98.6%	395 99.7%	390 99.2%	165 100.0%	57 100.0%	17 100.0%	28 100.0%	23 100.0%	128 99.2%	2 100.0%	4 100.0%	236 100.0%	8 ---	58 98.3%	80 100.0%	402 99.5%	121 100.0%	
Never	82 4.4%	33 5.2%	94 8.0%	65 5.5%	3 4.1%	29 5.4%	0 0.0%	9 6.3%	14 5.1%	9 4.7%	1 1.4%	5 3.5%	26 6.6%	24 6.2%	6 3.6%	3 5.3%	1 5.9%	1 3.6%	2 8.7%	4 3.1%	0 0.0%	0 0.0%	8 3.4%	0 0.0%	4 6.9%	4 5.0%	24 6.0%	4 3.3%	
Sometimes	292 15.5%	126 20.0%	179 15.3%	190 16.0%	14 19.2%	109 20.4%	1 33.3%	28 19.4%	60 21.7%	36 18.8%	21 28.8%	28 19.9%	75 19.0%	67 17.2%	46 27.9%	12 21.1%	4 23.5%	10 35.7%	5 21.7%	29 22.7%	2 100.0%	1 25.0%	47 19.9%	2 25.0%	7 12.1%	18 22.5%	84 20.9%	20 16.5%	
Usually	386 20.5%	170 27.0%	321 27.5%	316 26.6%	20 27.4%	143 26.8%	2 66.7%	30 20.8%	87 31.4%	49 25.5%	21 28.8%	41 29.1%	102 25.8%	100 25.6%	50 30.3%	16 28.1%	2 11.8%	9 32.1%	6 26.1%	42 32.8%	0 0.0%	0 0.0%	57 24.2%	3 37.5%	15 25.9%	13 16.3%	111 27.6%	39 32.2%	
Always	1,121 59.6%	301 47.8%	574 49.1%	615 51.9%	36 49.3%	253 47.4%	0 0.0%	77 53.5%	116 41.9%	98 51.0%	30 41.1%	67 47.5%	192 48.6%	199 51.0%	63 38.2%	26 45.6%	10 58.8%	8 28.6%	10 43.5%	53 41.4%	0 0.0%	3 75.0%	124 52.5%	3 37.5%	32 55.2%	45 56.3%	183 45.5%	58 47.9%	
Significantly different from column:*		A						I	H					O	N		R	Q,W,Y		W			R,T		R				
Usually or Always	1,507 80.1%	471 74.8%	895 76.6%	931 78.5%	56 76.7%	396 74.2%	2 66.7%	107 74.3%	203 73.3%	147 76.6%	51 69.9%	108 76.6%	294 74.4%	299 76.7%	113 68.5%	42 73.7%	12 70.6%	17 60.7%	16 69.6%	95 74.2%	0 0.0%	3 75.0%	181 76.7%	6 75.0%	47 81.0%	58 72.5%	294 73.1%	97 80.2%	
Significantly different from column:*		A												O	N		Y							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.

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,917	633	1,179	1,196	74	536	3	145	278	193	73	143	396	393	165	57	17	28	23	129	2	4	236	8	59	80	404	121	
Number missing or multiple answer	40	8	15	9	1	6	0	2	3	3	1	4	2	6	1	1	0	1	0	3	0	0	1	0	1	0	6	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,877 97.9%	625 98.7%	1,164 98.7%	1,187 99.2%	73 98.6%	530 98.9%	3 100.0%	143 98.6%	275 98.9%	190 98.4%	72 98.6%	139 97.2%	394 99.5%	387 98.5%	164 99.4%	56 98.2%	17 100.0%	27 96.4%	23 100.0%	126 97.7%	2 100.0%	4 100.0%	235 99.6%	8 ---	58 98.3%	80 100.0%	398 98.5%	120 99.2%	
None	115 6.1%	55 8.8%	102 8.8%	64 5.4%	9 12.3%	44 8.3%	1 33.3%	11 7.7%	26 9.5%	16 8.4%	10 13.9%	14 10.1%	30 7.6%	38 9.8%	11 6.7%	6 10.7%	2 11.8%	2 7.4%	3 13.0%	13 10.3%	0 0.0%	0 0.0%	14 6.0%	0 0.0%	8 13.8%	12 15.0%	37 9.3%	2 1.7%	
1 specialist	1,186 63.2%	359 57.4%	720 61.9%	742 62.5%	38 52.1%	308 58.1%	1 33.3%	78 54.5%	161 58.5%	110 57.9%	38 52.8%	81 58.3%	229 58.1%	246 63.6%	85 51.8%	17 30.4%	9 52.9%	14 51.9%	10 43.5%	72 57.1%	0 0.0%	3 75.0%	139 59.1%	6 75.0%	30 51.7%	53 66.3%	253 63.6%	37 30.8%	
2	361 19.2%	129 20.6%	216 18.6%	250 21.1%	19 26.0%	105 19.8%	1 33.3%	26 18.2%	52 18.9%	47 24.7%	16 22.2%	28 20.1%	79 20.1%	62 16.0%	46 28.0%	16 28.6%	5 29.4%	9 33.3%	7 30.4%	29 23.0%	2 100.0%	1 25.0%	51 21.7%	2 25.0%	7 12.1%	10 12.5%	79 19.8%	35 29.2%	
3	134 7.1%	47 7.5%	77 6.6%	70 5.9%	5 6.8%	41 7.7%	0 0.0%	15 10.5%	18 6.5%	13 6.8%	7 9.7%	10 7.2%	29 7.4%	29 7.5%	9 5.5%	7 12.5%	1 5.9%	1 3.7%	3 13.0%	7 5.6%	0 0.0%	0 0.0%	15 6.4%	0 0.0%	7 12.1%	3 3.8%	22 5.5%	21 17.5%	
4	40 2.1%	16 2.6%	26 2.2%	29 2.4%	1 1.4%	14 2.6%	0 0.0%	4 2.8%	10 3.6%	2 1.1%	0 0.0%	4 2.9%	11 2.8%	8 2.1%	4 2.4%	4 7.1%	0 0.0%	0 0.0%	0 0.0%	1 0.8%	0 0.0%	0 0.0%	10 4.3%	0 0.0%	2 3.4%	2 2.5%	2 0.5%	11 9.2%	
5 or more specialists	41 2.2%	19 3.0%	23 2.0%	32 2.7%	1 1.4%	18 3.4%	0 0.0%	9 6.3%	8 2.9%	2 1.1%	1 1.4%	2 1.4%	16 4.1%	4 1.0%	9 5.5%	6 10.7%	0 0.0%	1 3.7%	0 0.0%	4 3.2%	0 0.0%	0 0.0%	6 2.6%	0 0.0%	4 6.9%	0 0.0%	5 1.3%	14 11.7%	
3 or more specialists	215 11.5%	82 13.1%	126 10.8%	131 11.0%	7 9.6%	73 13.8%	0 0.0%	28 19.6%	36 13.1%	17 8.9%	8 11.1%	16 11.5%	56 14.2%	41 10.6%	22 13.4%	17 30.4%	1 5.9%	2 7.4%	3 13.0%	12 9.5%	0 0.0%	0 0.0%	31 13.2%	0 0.0%	13 22.4%	5 6.3%	29 7.3%	46 38.3%	
Significantly different from column:*								J		H				P	P	N,O				Y					T	AB	AB	AA,Z	

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)						
					Male	Female	Non-binary, genderqueer, or 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				
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB				
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB					
Number in sample	1,762	570	1,062	1,123	64	486	2	132	249	174	62	125	364	349	153	50	15	25	20	113	2	4	221	8	50	68	361	118				
Number missing or multiple answer	25	6	14	16	1	4	0	0	2	3	1	1	3	0	4	1	0	1	0	0	0	0	1	0	1	2	2	2				
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA				
Usable responses	1,737 98.6%	564 98.9%	1,048 98.7%	1,107 98.6%	63 98.4%	482 99.2%	2 100.0%	132 100.0%	247 99.2%	171 98.3%	61 98.4%	124 99.2%	361 99.2%	349 100.0%	149 97.4%	49 98.0%	15 100.0%	24 96.0%	20 100.0%	113 100.0%	2 100.0%	4 100.0%	220 99.5%	8 ---	49 98.0%	66 97.1%	359 99.4%	116 98.3%				
0 Worst specialist possible	10 0.6%	0 0.0%	2 0.2%	8 0.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
1	9 0.5%	2 0.4%	1 0.1%	2 0.2%	0 0.0%	2 0.4%	0 0.0%	1 0.8%	1 0.4%	0 0.0%	1 1.6%	0 0.0%	1 0.3%	2 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%	1 0.5%	0 0.0%	0 0.0%	1 1.5%	0 0.0%	0 0.0%	1 0.9%			
2	8 0.5%	1 0.2%	8 0.8%	4 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.9%	
3	6 0.3%	7 1.2%	7 0.7%	7 0.6%	0 0.0%	7 1.5%	0 0.0%	1 0.8%	3 1.2%	3 1.8%	1 1.6%	0 0.0%	6 1.7%	5 1.4%	1 0.7%	1 2.0%	0 0.0%	1 4.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 1.4%	0 0.0%	0 0.0%	1 1.5%	4 1.1%	1 0.9%				
4	14 0.8%	4 0.7%	8 0.8%	15 1.4%	0 0.0%	4 0.8%	0 0.0%	0 0.0%	1 0.4%	3 1.8%	0 0.0%	0 0.0%	4 1.1%	2 0.6%	2 1.3%	0 0.0%	1 6.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 1.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 0.8%	1 0.9%				
5	48 2.8%	18 3.2%	24 2.3%	27 2.4%	1 1.6%	16 3.3%	0 0.0%	5 3.8%	8 3.2%	4 2.3%	0 0.0%	4 3.2%	13 3.6%	10 2.9%	7 4.7%	0 0.0%	0 0.0%	0 0.0%	3 2.7%	0 0.0%	0 0.0%	8 3.6%	0 0.0%	3 6.1%	1 1.5%	11 3.1%	4 3.4%					
6	33 1.9%	13 2.3%	37 3.5%	33 3.0%	0 0.0%	12 2.5%	1 50.0%	2 1.5%	5 2.0%	6 3.5%	1 1.6%	4 3.2%	8 2.2%	7 2.0%	4 2.7%	2 4.1%	0 0.0%	0 0.0%	0 0.0%	1 0.9%	0 0.0%	0 0.0%	7 3.2%	0 0.0%	1 2.0%	1 1.5%	6 1.7%	6 5.2%				
7	104 6.0%	41 7.3%	67 6.4%	77 7.0%	4 6.3%	36 7.5%	0 0.0%	16 12.1%	12 4.9%	12 7.0%	6 9.8%	5 4.0%	29 8.0%	24 6.9%	14 9.4%	2 4.1%	2 13.3%	3 12.5%	0 0.0%	8 7.1%	1 50.0%	0 0.0%	18 8.2%	2 25.0%	5 10.2%	1 1.5%	30 8.4%	9 7.8%				
8	237 13.6%	92 16.3%	160 15.3%	179 16.2%	14 22.2%	77 16.0%	0 0.0%	22 16.7%	41 16.6%	29 17.0%	11 18.0%	23 18.5%	57 15.8%	49 14.0%	33 22.1%	9 18.4%	2 13.3%	5 20.8%	2 10.0%	19 16.8%	1 50.0%	1 25.0%	37 16.8%	1 12.5%	8 16.3%	14 21.2%	52 14.5%	20 17.2%				
9	258 14.9%	124 22.0%	238 22.7%	223 20.1%	14 22.2%	106 22.0%	0 0.0%	29 22.0%	59 23.9%	32 18.7%	13 21.3%	26 21.0%	82 22.7%	76 21.8%	37 24.8%	8 16.3%	5 33.3%	5 20.8%	5 25.0%	25 22.1%	0 0.0%	1 25.0%	46 20.9%	3 37.5%	10 20.4%	12 18.2%	82 22.8%	27 23.3%				
10 Best specialist possible	1,010 58.1%	262 46.5%	496 47.3%	532 48.1%	30 47.6%	222 46.1%	1 50.0%	56 42.4%	116 47.0%	82 48.0%	28 45.9%	62 50.0%	161 44.6%	173 49.6%	51 34.2%	27 55.1%	5 33.3%	10 41.7%	13 65.0%	56 49.6%	0 0.0%	2 50.0%	97 44.1%	2 25.0%	22 44.9%	35 53.0%	171 47.6%	46 39.7%				

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	1,762	570	1,062	1,123	64	486	2	132	249	174	62	125	364	349	153	50	15	25	20	113	2	4	221	8	50	68	361	118	
Number missing or multiple answer	25	6	14	16	1	4	0	0	2	3	1	1	3	0	4	1	0	1	0	0	0	0	1	0	1	2	2	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,737 98.6%	564 98.9%	1,048 98.7%	1,107 98.6%	63 98.4%	482 99.2%	2 100.0%	132 100.0%	247 99.2%	171 98.3%	61 98.4%	124 99.2%	361 99.2%	349 100.0%	149 97.4%	49 98.0%	15 100.0%	24 96.0%	20 100.0%	113 100.0%	2 100.0%	4 100.0%	220 99.5%	8 ---	49 98.0%	66 97.1%	359 99.4%	116 98.3%	
0 to 4	47 2.7%	14 2.5%	26 2.5%	36 3.3%	0 0.0%	13 2.7%	0 0.0%	2 1.5%	6 2.4%	6 3.5%	2 3.3%	0 0.0%	11 3.0%	10 2.9%	3 2.0%	1 2.0%	1 6.7%	1 4.2%	0 0.0%	1 0.9%	0 0.0%	0 0.0%	7 3.2%	0 0.0%	0 0.0%	2 3.0%	7 1.9%	4 3.4%	
5	48 2.8%	18 3.2%	24 2.3%	27 2.4%	1 1.6%	16 3.3%	0 0.0%	5 3.8%	8 3.2%	4 2.3%	0 0.0%	4 3.2%	13 3.6%	10 2.9%	7 4.7%	0 0.0%	0 0.0%	0 0.0%	3 2.7%	0 0.0%	0 0.0%	8 3.6%	0 0.0%	3 6.1%	1 1.5%	11 3.1%	4 3.4%		
6 or 7	137 7.9%	54 9.6%	104 9.9%	110 9.9%	4 6.3%	48 10.0%	1 50.0%	18 13.6%	17 6.9%	18 10.5%	7 11.5%	9 7.3%	37 10.2%	31 8.9%	18 12.1%	4 8.2%	2 13.3%	3 12.5%	0 0.0%	9 8.0%	1 50.0%	0 0.0%	25 11.4%	2 25.0%	6 12.2%	2 3.0%	36 10.0%	15 12.9%	
8 to 10	1,505 86.6%	478 84.8%	894 85.3%	934 84.4%	58 92.1%	405 84.0%	1 50.0%	107 81.1%	216 87.4%	143 83.6%	52 85.2%	111 89.5%	300 83.1%	298 85.4%	121 81.2%	44 89.8%	12 80.0%	20 83.3%	20 100.0%	100 88.5%	1 50.0%	4 100.0%	180 81.8%	6 75.0%	40 81.6%	61 92.4%	305 85.0%	93 80.2%	
Significantly different from column:*																													
0 to 6	128 7.4%	45 8.0%	87 8.3%	96 8.7%	1 1.6%	41 8.5%	1 50.0%	9 6.8%	19 7.7%	16 9.4%	3 4.9%	8 6.5%	32 8.9%	27 7.7%	14 9.4%	3 6.1%	1 6.7%	1 4.2%	0 0.0%	5 4.4%	0 0.0%	0 0.0%	22 10.0%	0 0.0%	4 8.2%	4 6.1%	24 6.7%	14 12.1%	
7 to 8	341 19.6%	133 23.6%	227 21.7%	256 23.1%	18 28.6%	113 23.4%	0 0.0%	38 28.8%	53 21.5%	41 24.0%	17 27.9%	28 22.6%	86 23.8%	73 20.9%	47 31.5%	11 22.4%	4 26.7%	8 33.3%	2 10.0%	27 23.9%	2 100.0%	1 25.0%	55 25.0%	3 37.5%	13 26.5%	15 22.7%	82 22.8%	29 25.0%	
9 to 10	1,268 73.0%	386 68.4%	734 70.0%	755 68.2%	44 69.8%	328 68.0%	1 50.0%	85 64.4%	175 70.9%	114 66.7%	41 67.2%	88 71.0%	243 67.3%	249 71.3%	88 59.1%	35 71.4%	10 66.7%	15 62.5%	18 90.0%	81 71.7%	0 0.0%	3 75.0%	143 65.0%	5 62.5%	32 65.3%	47 71.2%	253 70.5%	73 62.9%	
Significantly different from column:*		A												O	N		S	R,W,Y				S		S					

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

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	10,775	3,970	6,383	6,318	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235	
Number missing or multiple answer	215	62	77	98	9	37	1	11	26	11	5	16	23	36	11	2	3	1	2	11	0	2	9	1	4	28	24	4	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,560 98.0%	3,908 98.4%	6,306 98.8%	6,220 98.4%	622 98.6%	3,114 98.8%	17 94.4%	1,013 98.9%	1,754 98.5%	1,023 98.9%	737 99.3%	1,029 98.5%	1,952 98.8%	3,030 98.8%	643 98.3%	157 98.7%	178 98.3%	225 99.6%	114 98.3%	959 98.9%	11 100.0%	18 90.0%	1,286 99.3%	64 ---	316 98.8%	1,685 98.4%	1,886 98.7%	231 98.3%	
Yes	2,465 23.3%	761 19.5%	1,624 25.8%	1,658 26.7%	117 18.8%	612 19.7%	3 17.6%	236 23.3%	299 17.0%	201 19.6%	179 24.3%	196 19.0%	343 17.6%	546 18.0%	149 23.2%	46 29.3%	31 17.4%	49 21.8%	25 21.9%	246 25.7%	4 36.4%	6 33.3%	195 15.2%	11 17.2%	59 18.7%	231 13.7%	447 23.7%	52 22.5%	
No	8,095 76.7%	3,147 80.5%	4,682 74.2%	4,562 73.3%	505 81.2%	2,502 80.3%	14 82.4%	777 76.7%	1,455 83.0%	822 80.4%	558 75.7%	833 81.0%	1,609 82.4%	2,484 82.0%	494 76.8%	111 70.7%	147 82.6%	176 78.2%	89 78.1%	713 74.3%	7 63.6%	12 66.7%	1,091 84.8%	53 82.8%	257 81.3%	1,454 86.3%	1,439 76.3%	179 77.5%	
Significantly different from column:*		A,C,D						I,J	H	H	L,M	K	K	O,P	N	N	T	W		Q,W,Y			R,T		T	AA,AB	Z	Z	

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	2,465	761	1,624	1,658	117	612	3	236	299	201	179	196	343	546	149	46	31	49	25	246	4	6	195	11	59	231	447	52	
Number missing or multiple answer	44	12	29	24	3	9	0	4	2	4	3	3	5	6	3	2	2	0	0	4	0	0	4	0	0	3	7	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,421 98.2%	749 98.4%	1,595 98.2%	1,634 98.6%	114 97.4%	603 98.5%	3 100.0%	232 98.3%	297 99.3%	197 98.0%	176 98.3%	193 98.5%	338 98.5%	540 98.9%	146 98.0%	44 95.7%	29 93.5%	49 100.0%	25 100.0%	242 98.4%	4 100.0%	6 100.0%	191 97.9%	11 ---	59 100.0%	228 98.7%	440 98.4%	50 96.2%	
Never	61 2.5%	33 4.4%	40 2.5%	49 3.0%	3 2.6%	27 4.5%	2 66.7%	5 2.2%	16 5.4%	11 5.6%	9 5.1%	10 5.2%	13 3.8%	23 4.3%	8 5.5%	2 4.5%	0 0.0%	4 8.2%	2 8.0%	13 5.4%	0 0.0%	0 0.0%	7 3.7%	0 0.0%	1 1.7%	18 7.9%	14 3.2%	0 0.0%	
Sometimes	367 15.2%	101 13.5%	233 14.6%	252 15.4%	25 21.9%	72 11.9%	0 0.0%	30 12.9%	40 13.5%	28 14.2%	24 13.6%	23 11.9%	49 14.5%	64 11.9%	27 18.5%	7 15.9%	2 6.9%	10 20.4%	4 16.0%	30 12.4%	2 50.0%	2 33.3%	26 13.6%	2 18.2%	6 10.2%	39 17.1%	54 12.3%	5 10.0%	
Usually	564 23.3%	194 25.9%	426 26.7%	466 28.5%	23 20.2%	159 26.4%	0 0.0%	65 28.0%	80 26.9%	41 20.8%	47 26.7%	55 28.5%	82 24.3%	138 25.6%	40 27.4%	10 22.7%	9 31.0%	13 26.5%	4 16.0%	76 31.4%	0 0.0%	3 50.0%	35 18.3%	3 27.3%	11 18.6%	55 24.1%	117 26.6%	15 30.0%	
Always	1,429 59.0%	421 56.2%	896 56.2%	867 53.1%	63 55.3%	345 57.2%	1 33.3%	132 56.9%	161 54.2%	117 59.4%	96 54.5%	105 54.4%	194 57.4%	315 58.3%	71 48.6%	25 56.8%	18 62.1%	22 44.9%	15 60.0%	123 50.8%	2 50.0%	1 16.7%	123 64.4%	6 54.5%	41 69.5%	116 50.9%	255 58.0%	30 60.0%	
Significantly different from column:*														O	N		W,Y		W,Y			R,T		R,T					
Usually or Always	1,993 82.3%	615 82.1%	1,322 82.9%	1,333 81.6%	86 75.4%	504 83.6%	1 33.3%	197 84.9%	241 81.1%	158 80.2%	143 81.3%	160 82.9%	276 81.7%	453 83.9%	111 76.0%	35 79.5%	27 93.1%	35 71.4%	19 76.0%	199 82.2%	2 50.0%	4 66.7%	158 82.7%	9 81.8%	52 88.1%	171 75.0%	372 84.5%	45 90.0%	
Significantly different from column:*					F	E								O	N		R	Q,Y					R		AA,AB	Z	Z		

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	2,465	761	1,624	1,658	117	612	3	236	299	201	179	196	343	546	149	46	31	49	25	246	4	6	195	11	59	231	447	52	
Number missing or multiple answer	71	16	28	30	3	13	0	5	4	6	2	5	9	6	6	3	2	0	0	4	0	1	5	0	0	6	7	3	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,394 97.1%	745 97.9%	1,596 98.3%	1,628 98.2%	114 97.4%	599 97.9%	3 100.0%	231 97.9%	295 98.7%	195 97.0%	177 98.9%	191 97.4%	334 97.4%	540 98.9%	143 96.0%	43 93.5%	29 93.5%	49 100.0%	25 100.0%	242 98.4%	4 100.0%	5 83.3%	190 97.4%	11 ---	59 100.0%	225 97.4%	440 98.4%	49 94.2%	
Never	55 2.3%	19 2.6%	19 1.2%	15 0.9%	2 1.8%	14 2.3%	2 66.7%	2 0.9%	9 3.1%	7 3.6%	5 2.8%	7 3.7%	6 1.8%	14 2.6%	4 2.8%	1 2.3%	0 0.0%	4 8.2%	1 4.0%	7 2.9%	0 0.0%	0 0.0%	5 2.6%	0 0.0%	0 0.0%	13 5.8%	3 0.7%	1 2.0%	
Sometimes	99 4.1%	29 3.9%	83 5.2%	92 5.7%	4 3.5%	25 4.2%	0 0.0%	10 4.3%	11 3.7%	8 4.1%	10 5.6%	4 2.1%	15 4.5%	17 3.1%	9 6.3%	3 7.0%	0 0.0%	4 8.2%	1 4.0%	11 4.5%	0 0.0%	1 20.0%	5 2.6%	1 9.1%	4 6.8%	12 5.3%	17 3.9%	0 0.0%	
Usually	356 14.9%	129 17.3%	304 19.0%	304 18.7%	14 12.3%	109 18.2%	0 0.0%	34 14.7%	59 20.0%	33 16.9%	35 19.8%	33 17.3%	54 16.2%	85 15.7%	36 25.2%	6 14.0%	4 13.8%	10 20.4%	3 12.0%	53 21.9%	1 25.0%	1 20.0%	28 14.7%	1 9.1%	7 11.9%	39 17.3%	80 18.2%	5 10.2%	
Always	1,884 78.7%	568 76.2%	1,190 74.6%	1,217 74.8%	94 82.5%	451 75.3%	1 33.3%	185 80.1%	216 73.2%	147 75.4%	127 71.8%	147 77.0%	259 77.5%	424 78.5%	94 65.7%	33 76.7%	25 86.2%	31 63.3%	20 80.0%	171 70.7%	3 75.0%	3 60.0%	152 80.0%	9 81.8%	48 81.4%	161 71.6%	340 77.3%	43 87.8%	
Significantly different from column:*														O	N	R	Q,W,Y		W			R,T		R	AB		Z		
Usually or Always	2,240 93.6%	697 93.6%	1,494 93.6%	1,521 93.4%	108 94.7%	560 93.5%	1 33.3%	219 94.8%	275 93.2%	180 92.3%	162 91.5%	180 94.2%	313 93.7%	509 94.3%	130 90.9%	39 90.7%	29 100.0%	41 83.7%	23 92.0%	224 92.6%	4 100.0%	4 80.0%	180 94.7%	10 90.9%	55 93.2%	200 88.9%	420 95.5%	48 98.0%	
Significantly different from column:*																									AA	Z			

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

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

State Oregon Health Plan

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

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	10,775	3,970	6,383	6,318	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235	
Number missing or multiple answer	399	125	158	176	23	80	2	25	50	30	18	36	46	80	18	8	7	4	3	27	1	1	24	4	8	53	54	9	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,376 96.3%	3,845 96.9%	6,225 97.5%	6,142 97.2%	608 96.4%	3,071 97.5%	16 88.9%	999 97.6%	1,730 97.2%	1,004 97.1%	724 97.6%	1,009 96.6%	1,929 97.7%	2,986 97.4%	636 97.2%	151 95.0%	174 96.1%	222 98.2%	113 97.4%	943 97.2%	10 90.9%	19 95.0%	1,271 98.1%	61 ---	312 97.5%	1,660 96.9%	1,856 97.2%	226 96.2%	
Yes	2,309 22.3%	1,015 26.4%	2,039 32.8%	2,098 34.2%	149 24.5%	824 26.8%	1 6.3%	296 29.6%	434 25.1%	256 25.5%	222 30.7%	266 26.4%	476 24.7%	775 26.0%	173 27.2%	47 31.1%	45 25.9%	50 22.5%	18 15.9%	306 32.4%	1 10.0%	5 26.3%	309 24.3%	19 31.1%	69 22.1%	348 21.0%	561 30.2%	65 28.8%	
No	8,067 77.7%	2,830 73.6%	4,186 67.2%	4,044 65.8%	459 75.5%	2,247 73.2%	15 93.8%	703 70.4%	1,296 74.9%	748 74.5%	502 69.3%	743 73.6%	1,453 75.3%	2,211 74.0%	463 72.8%	104 68.9%	129 74.1%	172 77.5%	95 84.1%	637 67.6%	9 90.0%	14 73.7%	962 75.7%	42 68.9%	243 77.9%	1,312 79.0%	1,295 69.8%	161 71.2%	
Significantly different from column:*		A,C,D						I,J	H	H	L,M	K	K				S	T	Q,T,W,X	R,S,W,Y		S,T	S	T	AA,AB	Z	Z	Z	

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB		
Number in sample	10,376	3,845	6,225	6,142	608	3,071	16	999	1,730	1,004	724	1,009	1,929	2,986	636	151	174	222	113	943	10	19	1,271	61	312	1,660	1,856	226	
Number missing or multiple answer	66	30	56	35	4	24	0	5	15	10	10	7	12	17	10	3	3	2	1	11	0	1	3	0	2	12	9	4	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,310	3,815	6,169	6,107	604	3,047	16	994	1,715	994	714	1,002	1,917	2,969	626	148	171	220	112	932	10	18	1,268	61	310	1,648	1,847	222	
	99.4%	99.2%	99.1%	99.4%	99.3%	99.2%	100.0%	99.5%	99.1%	99.0%	98.6%	99.3%	99.4%	99.4%	98.4%	98.0%	98.3%	99.1%	99.1%	98.8%	100.0%	94.7%	99.8%	---	99.4%	99.3%	99.5%	98.2%	
Never	74	49	77	69	6	41	0	14	22	12	15	13	19	32	11	5	3	3	1	22	0	0	9	0	2	22	23	3	
	0.7%	1.3%	1.2%	1.1%	1.0%	1.3%	0.0%	1.4%	1.3%	1.2%	2.1%	1.3%	1.0%	1.1%	1.8%	3.4%	1.8%	1.4%	0.9%	2.4%	0.0%	0.0%	0.7%	0.0%	0.6%	1.3%	1.2%	1.4%	
Sometimes	378	168	319	368	23	136	1	38	83	41	56	36	66	116	43	5	5	16	2	63	1	2	34	3	10	77	73	16	
	3.7%	4.4%	5.2%	6.0%	3.8%	4.5%	6.3%	3.8%	4.8%	4.1%	7.8%	3.6%	3.4%	3.9%	6.9%	3.4%	2.9%	7.3%	1.8%	6.8%	10.0%	11.1%	2.7%	4.9%	3.2%	4.7%	4.0%	7.2%	
Usually	571	315	670	684	52	251	0	84	145	78	55	92	155	241	55	14	12	14	3	93	0	2	108	4	22	99	180	21	
	5.5%	8.3%	10.9%	11.2%	8.6%	8.2%	0.0%	8.5%	8.5%	7.8%	7.7%	9.2%	8.1%	8.1%	8.8%	9.5%	7.0%	6.4%	2.7%	10.0%	0.0%	11.1%	8.5%	6.6%	7.1%	6.0%	9.7%	9.5%	
Always	9,287	3,283	5,103	4,986	523	2,619	15	858	1,465	863	588	861	1,677	2,580	517	124	151	187	106	754	9	14	1,117	54	276	1,450	1,571	182	
	90.1%	86.1%	82.7%	81.6%	86.6%	86.0%	93.8%	86.3%	85.4%	86.8%	82.4%	85.9%	87.5%	86.9%	82.6%	83.8%	88.3%	85.0%	94.6%	80.9%	90.0%	77.8%	88.1%	88.5%	89.0%	88.0%	85.1%	82.0%	
Significantly different from column:*		A,C,D									L,M	K	K	O	N		T	S		R,T,W	Q,S,W,Y			S,T		T	AA,AB	Z	Z
Usually or Always	9,858	3,598	5,773	5,670	575	2,870	15	942	1,610	941	643	953	1,832	2,821	572	138	163	201	109	847	9	16	1,225	58	298	1,549	1,751	203	
	95.6%	94.3%	93.6%	92.8%	95.2%	94.2%	93.8%	94.8%	93.9%	94.7%	90.1%	95.1%	95.6%	95.0%	91.4%	93.2%	95.3%	91.4%	97.3%	90.9%	90.0%	88.9%	96.6%	95.1%	96.1%	94.0%	94.8%	91.4%	
Significantly different from column:*		A,D									L,M	K	K	O	N		S,W,Y	R,T		S,W,Y			R,T		R,T		AB	AA	

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

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

**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.

State Oregon Health Plan

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

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	10,775	3,970	6,383	6,318	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235	
Number missing or multiple answer	336	98	167	255	16	54	1	17	32	27	12	21	41	56	16	5	6	2	4	11	1	1	25	3	7	56	31	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	NA	NA	NA
Usable responses	10,439	3,872	6,216	6,063	615	3,097	17	1,007	1,748	1,007	730	1,024	1,934	3,010	638	154	175	224	112	959	10	19	1,270	62	313	1,657	1,879	228	
	96.9%	97.5%	97.4%	96.0%	97.5%	98.3%	94.4%	98.3%	98.2%	97.4%	98.4%	98.0%	97.9%	98.2%	97.6%	96.9%	96.7%	99.1%	96.6%	98.9%	90.9%	95.0%	98.1%	---	97.8%	96.7%	98.4%	97.0%	
0 Worst health plan possible	38	11	16	9	1	9	1	2	5	4	2	1	8	8	2	1	0	2	1	1	0	0	4	0	1	5	6	0	
	0.4%	0.3%	0.3%	0.1%	0.2%	0.3%	5.9%	0.2%	0.3%	0.4%	0.3%	0.1%	0.4%	0.3%	0.3%	0.6%	0.0%	0.9%	0.9%	0.1%	0.0%	0.0%	0.3%	0.0%	0.3%	0.3%	0.3%	0.0%	
1	14	6	18	10	3	3	0	2	2	2	1	2	3	5	1	0	0	1	0	2	0	0	2	0	0	5	1	0	
	0.1%	0.2%	0.3%	0.2%	0.5%	0.1%	0.0%	0.2%	0.1%	0.2%	0.1%	0.2%	0.2%	0.2%	0.2%	0.0%	0.0%	0.4%	0.0%	0.2%	0.0%	0.0%	0.2%	0.0%	0.0%	0.3%	0.1%	0.0%	
2	15	6	18	25	0	6	0	2	1	3	0	0	6	5	1	0	1	0	0	1	1	0	1	0	1	1	4	1	
	0.1%	0.2%	0.3%	0.4%	0.0%	0.2%	0.0%	0.2%	0.1%	0.3%	0.0%	0.0%	0.3%	0.2%	0.2%	0.0%	0.6%	0.0%	0.0%	0.1%	10.0%	0.0%	0.1%	0.0%	0.3%	0.1%	0.2%	0.4%	
3	29	22	42	33	3	18	0	3	11	7	0	5	16	17	3	1	0	1	0	2	0	0	14	0	3	9	11	2	
	0.3%	0.6%	0.7%	0.5%	0.5%	0.6%	0.0%	0.3%	0.6%	0.7%	0.0%	0.5%	0.8%	0.6%	0.5%	0.6%	0.0%	0.4%	0.0%	0.2%	0.0%	0.0%	1.1%	0.0%	1.0%	0.5%	0.6%	0.9%	
4	58	28	50	59	3	22	0	2	10	13	1	4	21	18	5	5	1	1	2	3	0	0	9	2	2	12	14	2	
	0.6%	0.7%	0.8%	1.0%	0.5%	0.7%	0.0%	0.2%	0.6%	1.3%	0.1%	0.4%	1.1%	0.6%	0.8%	3.2%	0.6%	0.4%	1.8%	0.3%	0.0%	0.0%	0.7%	3.2%	0.6%	0.7%	0.7%	0.9%	
5	308	171	248	251	27	132	2	32	83	50	19	31	111	116	38	12	7	16	4	13	1	0	70	4	19	93	62	14	
	3.0%	4.4%	4.0%	4.1%	4.4%	4.3%	11.8%	3.2%	4.7%	5.0%	2.6%	3.0%	5.7%	3.9%	6.0%	7.8%	4.0%	7.1%	3.6%	1.4%	10.0%	0.0%	5.5%	6.5%	6.1%	5.6%	3.3%	6.1%	
6	280	137	210	214	31	101	1	26	58	50	19	29	85	96	34	6	7	8	3	19	0	1	54	5	11	60	62	12	
	2.7%	3.5%	3.4%	3.5%	5.0%	3.3%	5.9%	2.6%	3.3%	5.0%	2.6%	2.8%	4.4%	3.2%	5.3%	3.9%	4.0%	3.6%	2.7%	2.0%	0.0%	5.3%	4.3%	8.1%	3.5%	3.6%	3.3%	5.3%	
7	672	329	555	502	55	259	2	75	149	94	36	69	208	240	70	13	9	23	12	42	1	1	138	3	38	155	145	24	
	6.4%	8.5%	8.9%	8.3%	8.9%	8.4%	11.8%	7.4%	8.5%	9.3%	4.9%	6.7%	10.8%	8.0%	11.0%	8.4%	5.1%	10.3%	10.7%	4.4%	10.0%	5.3%	10.9%	4.8%	12.1%	9.4%	7.7%	10.5%	
8	1,683	710	1,059	1,114	118	561	1	166	334	189	122	189	371	542	121	33	37	36	16	153	2	7	253	9	51	339	309	43	
	16.1%	18.3%	17.0%	18.4%	19.2%	18.1%	5.9%	16.5%	19.1%	18.8%	16.7%	18.5%	19.2%	18.0%	19.0%	21.4%	21.1%	16.1%	14.3%	16.0%	20.0%	36.8%	19.9%	14.5%	16.3%	20.5%	16.4%	18.9%	
9	1,625	662	1,139	1,087	112	530	2	183	297	163	119	168	350	521	106	23	32	34	20	169	2	1	220	11	56	244	355	49	
	15.6%	17.1%	18.3%	17.9%	18.2%	17.1%	11.8%	18.2%	17.0%	16.2%	16.3%	16.4%	18.1%	17.3%	16.6%	14.9%	18.3%	15.2%	17.9%	17.6%	20.0%	5.3%	17.3%	17.7%	17.9%	14.7%	18.9%	21.5%	
10 Best health plan possible	5,717	1,790	2,861	2,759	262	1,456	8	514	798	432	411	526	755	1,442	257	60	81	102	54	554	3	9	505	28	131	734	910	81	
	54.8%	46.2%	46.0%	45.5%	42.6%	47.0%	47.1%	51.0%	45.7%	42.9%	56.3%	51.4%	39.0%	47.9%	40.3%	39.0%	46.3%	45.5%	48.2%	57.8%	30.0%	47.4%	39.8%	45.2%	41.9%	44.3%	48.4%	35.5%	

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

State Oregon Health Plan

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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

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	10,775	3,970	6,383	6,318	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235	
Number missing or multiple answer	336	98	167	255	16	54	1	17	32	27	12	21	41	56	16	5	6	2	4	11	1	1	25	3	7	56	31	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	NA	NA	NA
Usable responses	10,439 96.9%	3,872 97.5%	6,216 97.4%	6,063 96.0%	615 97.5%	3,097 98.3%	17 94.4%	1,007 98.3%	1,748 98.2%	1,007 97.4%	730 98.4%	1,024 98.0%	1,934 97.9%	3,010 98.2%	638 97.6%	154 96.9%	175 96.7%	224 99.1%	112 96.6%	959 98.9%	10 90.9%	19 95.0%	1,270 98.1%	62 ---	313 97.8%	1,657 96.7%	1,879 98.4%	228 97.0%	
0 to 4	154 1.5%	73 1.9%	144 2.3%	136 2.2%	10 1.6%	58 1.9%	1 5.9%	11 1.1%	29 1.7%	29 2.9%	4 0.5%	12 1.2%	54 2.8%	53 1.8%	12 1.9%	7 4.5%	2 1.1%	5 2.2%	3 2.7%	9 0.9%	1 10.0%	0 0.0%	30 2.4%	2 3.2%	7 2.2%	32 1.9%	36 1.9%	5 2.2%	
5	308 3.0%	171 4.4%	248 4.0%	251 4.1%	27 4.4%	132 4.3%	2 11.8%	32 3.2%	83 4.7%	50 5.0%	19 2.6%	31 3.0%	111 5.7%	116 3.9%	38 6.0%	12 7.8%	7 4.0%	16 7.1%	4 3.6%	13 1.4%	1 10.0%	0 0.0%	70 5.5%	4 6.5%	19 6.1%	93 5.6%	62 3.3%	14 6.1%	
6 or 7	952 9.1%	466 12.0%	765 12.3%	716 11.8%	86 14.0%	360 11.6%	3 17.6%	101 10.0%	207 11.8%	144 14.3%	55 7.5%	98 9.6%	293 15.1%	336 11.2%	104 16.3%	19 12.3%	16 9.1%	31 13.8%	15 13.4%	61 6.4%	1 10.0%	2 10.5%	192 15.1%	8 12.9%	49 15.7%	215 13.0%	207 11.0%	36 15.8%	
8 to 10	9,025 86.5%	3,162 81.7%	5,059 81.4%	4,960 81.8%	492 80.0%	2,547 82.2%	11 64.7%	863 85.7%	1,429 81.8%	784 77.9%	652 89.3%	883 86.2%	1,476 76.3%	2,505 83.2%	484 75.9%	116 75.3%	150 85.7%	172 76.8%	90 80.4%	876 91.3%	7 70.0%	17 89.5%	978 77.0%	48 77.4%	238 76.0%	1,317 79.5%	1,574 83.8%	173 75.9%	
Significantly different from column:*		A						I,J	H,J	H,I	M	M	K,L	O,P	N	N	R,T,W,Y	Q,T	T	Q,R,S,W,X,Y		Q,T	T	Q,T	AA	AB,Z	AA		
0 to 6	742 7.1%	381 9.8%	602 9.7%	601 9.9%	68 11.1%	291 9.4%	4 23.5%	69 6.9%	170 9.7%	129 12.8%	42 5.8%	72 7.0%	250 12.9%	265 8.8%	84 13.2%	25 16.2%	16 9.1%	29 12.9%	10 8.9%	41 4.3%	2 20.0%	1 5.3%	154 12.1%	11 17.7%	37 11.8%	185 11.2%	160 8.5%	31 13.6%	
7 to 8	2,355 22.6%	1,039 26.8%	1,614 26.0%	1,616 26.7%	173 28.1%	820 26.5%	3 17.6%	241 23.9%	483 27.6%	283 28.1%	158 21.6%	258 25.2%	579 29.9%	782 26.0%	191 29.9%	46 29.9%	46 26.3%	59 26.3%	28 25.0%	195 20.3%	3 30.0%	8 42.1%	391 30.8%	12 19.4%	89 28.4%	494 29.8%	454 24.2%	67 29.4%	
9 to 10	7,342 70.3%	2,452 63.3%	4,000 64.4%	3,846 63.4%	374 60.8%	1,986 64.1%	10 58.8%	697 69.2%	1,095 62.6%	595 59.1%	530 72.6%	694 67.8%	1,105 57.1%	1,963 65.2%	363 56.9%	83 53.9%	113 64.6%	136 60.7%	74 66.1%	723 75.4%	5 50.0%	10 52.6%	725 57.1%	39 62.9%	187 59.7%	978 59.0%	1,265 67.3%	130 57.0%	
Significantly different from column:*		A						I,J	H	H	L,M	K,M	K,L	O,P	N	N	T	T	T	Q,R,S,W,X,Y		T	T	T	AA	AB,Z	AA		

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

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	7,992	3,970	6,383	2,219	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235	
Number missing or multiple answer	166	36	65	28	2	12	0	6	5	3	1	7	6	10	3	1	0	0	1	3	0	0	5	0	3	19	9	4	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,826 97.9%	3,934 99.1%	6,318 99.0%	2,191 98.7%	629 99.7%	3,139 99.6%	18 100.0%	1,018 99.4%	1,775 99.7%	1,031 99.7%	741 99.9%	1,038 99.3%	1,969 99.7%	3,056 99.7%	651 99.5%	158 99.4%	181 100.0%	226 100.0%	115 99.1%	967 99.7%	11 100.0%	20 100.0%	1,290 99.6%	65 ---	317 99.1%	1,694 98.9%	1,901 99.5%	231 98.3%	
Yes	2,508 32.0%	1,115 28.3%	2,390 37.8%	1,135 51.8%	148 23.5%	927 29.5%	3 16.7%	263 25.8%	468 26.4%	352 34.1%	152 20.5%	272 26.2%	644 32.7%	774 25.3%	230 35.3%	87 55.1%	37 20.4%	51 22.6%	43 37.4%	191 19.8%	2 18.2%	7 35.0%	441 34.2%	19 29.2%	96 30.3%	201 11.9%	703 37.0%	176 76.2%	
No	5,318 68.0%	2,819 71.7%	3,928 62.2%	1,056 48.2%	481 76.5%	2,212 70.5%	15 83.3%	755 74.2%	1,307 73.6%	679 65.9%	589 79.5%	766 73.8%	1,325 67.3%	2,282 74.7%	421 64.7%	71 44.9%	144 79.6%	175 77.4%	72 62.6%	776 80.2%	9 81.8%	13 65.0%	849 65.8%	46 70.8%	221 69.7%	1,493 88.1%	1,198 63.0%	55 23.8%	
Significantly different from column:*		A,C,D			F	E		J	J	H,I	L,M	K,M	K,L	O,P	N,P	N,O	S,W,Y	S,W,Y	Q,R,T	S,W,Y			Q,R,T		Q,R,T	AA,AB	AB,Z	AA,Z	

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	2,508	1,115	2,390	1,135	148	927	3	263	468	352	152	272	644	774	230	87	37	51	43	191	2	7	441	19	96	201	703	176	
Number missing or multiple answer	27	5	16	15	0	5	0	1	3	1	0	0	5	2	0	2	0	0	1	0	0	0	2	0	0	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	NA	NA	
Usable responses	2,481 98.9%	1,110 99.6%	2,374 99.3%	1,120 98.7%	148 100.0%	922 99.5%	3 100.0%	262 99.6%	465 99.4%	351 99.7%	152 100.0%	272 100.0%	639 99.2%	772 99.7%	230 100.0%	85 97.7%	37 100.0%	51 100.0%	42 97.7%	191 100.0%	2 100.0%	7 100.0%	439 99.5%	19 ---	96 100.0%	201 100.0%	699 99.4%	175 99.4%	
Never	33 1.3%	27 2.4%	30 1.3%	13 1.2%	2 1.4%	19 2.1%	1 33.3%	4 1.5%	13 2.8%	6 1.7%	3 2.0%	5 1.8%	14 2.2%	16 2.1%	8 3.5%	2 2.4%	0 0.0%	0 0.0%	1 2.4%	4 2.1%	0 0.0%	0 0.0%	12 2.7%	0 0.0%	3 3.1%	7 3.5%	16 2.3%	2 1.1%	
Sometimes	202 8.1%	83 7.5%	194 8.2%	111 9.9%	10 6.8%	69 7.5%	0 0.0%	20 7.6%	40 8.6%	20 5.7%	11 7.2%	15 5.5%	50 7.8%	49 6.3%	25 10.9%	8 9.4%	5 13.5%	7 13.7%	1 2.4%	12 6.3%	1 50.0%	0 0.0%	25 5.7%	1 5.3%	10 10.4%	18 9.0%	48 6.9%	16 9.1%	
Usually	407 16.4%	237 21.4%	537 22.6%	264 23.6%	28 18.9%	202 21.9%	2 66.7%	44 16.8%	107 23.0%	81 23.1%	34 22.4%	48 17.6%	150 23.5%	158 20.5%	50 21.7%	26 30.6%	8 21.6%	12 23.5%	9 21.4%	46 24.1%	1 50.0%	0 0.0%	94 21.4%	6 31.6%	22 22.9%	40 19.9%	143 20.5%	44 25.1%	
Always	1,839 74.1%	763 68.7%	1,613 67.9%	732 65.4%	108 73.0%	632 68.5%	0 0.0%	194 74.0%	305 65.6%	244 69.5%	104 68.4%	204 75.0%	425 66.5%	549 71.1%	147 63.9%	49 57.6%	24 64.9%	32 62.7%	31 73.8%	129 67.5%	0 0.0%	7 100.0%	308 70.2%	12 63.2%	61 63.5%	136 67.7%	492 70.4%	113 64.6%	
Significantly different from column:*		A						I	H			M	L	O,P	N	N													
Usually or Always	2,246 90.5%	1,000 90.1%	2,150 90.6%	996 88.9%	136 91.9%	834 90.5%	2 66.7%	238 90.8%	412 88.6%	325 92.6%	138 90.8%	252 92.6%	575 90.0%	707 91.6%	197 85.7%	75 88.2%	32 86.5%	44 86.3%	40 95.2%	175 91.6%	1 50.0%	7 100.0%	402 91.6%	18 94.7%	83 86.5%	176 87.6%	635 90.8%	157 89.7%	
Significantly different from column:*														O	N														

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	2,508	1,115	2,390	1,135	148	927	3	263	468	352	152	272	644	774	230	87	37	51	43	191	2	7	441	19	96	201	703	176	
Number missing or multiple answer	65	24	53	24	4	19	0	2	8	13	2	5	16	15	2	4	1	0	2	0	1	0	9	0	1	5	14	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,443 97.4%	1,091 97.8%	2,337 97.8%	1,111 97.9%	144 97.3%	908 98.0%	3 100.0%	261 99.2%	460 98.3%	339 96.3%	150 98.7%	267 98.2%	628 97.5%	759 98.1%	228 99.1%	83 95.4%	36 97.3%	51 100.0%	41 95.3%	191 100.0%	1 50.0%	7 100.0%	432 98.0%	19 ---	95 99.0%	196 97.5%	689 98.0%	174 98.9%	
Yes	1,538 63.0%	691 63.3%	1,429 61.1%	721 64.9%	92 63.9%	578 63.7%	1 33.3%	170 65.1%	291 63.3%	214 63.1%	109 72.7%	184 68.9%	368 58.6%	470 61.9%	154 67.5%	54 65.1%	20 55.6%	35 68.6%	23 56.1%	142 74.3%	1 100.0%	6 85.7%	256 59.3%	12 63.2%	63 66.3%	117 59.7%	442 64.2%	116 66.7%	
No	905 37.0%	400 36.7%	908 38.9%	390 35.1%	52 36.1%	330 36.3%	2 66.7%	91 34.9%	169 36.7%	125 36.9%	41 27.3%	83 31.1%	260 41.4%	289 38.1%	74 32.5%	29 34.9%	16 44.4%	16 31.4%	18 43.9%	49 25.7%	0 0.0%	1 14.3%	176 40.7%	7 36.8%	32 33.7%	79 40.3%	247 35.8%	58 33.3%	
Significantly different from column:*											M	M	K,L				T		T	Q,S,W			T						

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

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	3,970	6,383	6,318	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235
Number missing or multiple answer	---	87	124	157	8	41	0	12	22	15	14	10	23	37	11	1	4	1	2	10	0	0	11	0	7	39	35	8
Number no experience	NA	NA	NA	NA	NA	NA	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	6,259	6,161	623	3,110	18	1,012	1,758	1,019	728	1,035	1,952	3,029	643	158	177	225	114	960	11	20	1,284	65	313	1,674	1,875	227
	---	97.8%	98.1%	97.5%	98.7%	98.7%	100.0%	98.8%	98.8%	98.5%	98.1%	99.0%	98.8%	98.8%	98.3%	99.4%	97.8%	99.6%	98.3%	99.0%	100.0%	100.0%	99.2%	---	97.8%	97.7%	98.2%	96.6%
Yes	---	2,922	5,084	5,062	450	2,361	10	569	1,498	787	564	762	1,465	2,297	473	115	133	162	85	767	8	15	936	48	242	1,258	1,435	152
	---	75.3%	81.2%	82.2%	72.2%	75.9%	55.6%	56.2%	85.2%	77.2%	77.5%	73.6%	75.1%	75.8%	73.6%	72.8%	75.1%	72.0%	74.6%	79.9%	72.7%	75.0%	72.9%	73.8%	77.3%	75.1%	76.5%	67.0%
No	---	961	1,175	1,099	173	749	8	443	260	232	164	273	487	732	170	43	44	63	29	193	3	5	348	17	71	416	440	75
	---	24.7%	18.8%	17.8%	27.8%	24.1%	44.4%	43.8%	14.8%	22.8%	22.5%	26.4%	24.9%	24.2%	26.4%	27.2%	24.9%	28.0%	25.4%	20.1%	27.3%	25.0%	27.1%	26.2%	22.7%	24.9%	23.5%	33.0%
Significantly different from column:*		C,D						I,J	H,J	H,I							T		R,W			T			AB	AB	AA,Z	

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

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	---	3,970	6,383	6,318	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235	
Number missing or multiple answer	---	76	113	131	8	28	0	7	17	12	9	8	17	26	9	2	4	2	1	9	0	0	9	0	4	37	29	6	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	3,894	6,270	6,187	623	3,123	18	1,017	1,763	1,022	733	1,037	1,958	3,040	645	157	177	224	115	961	11	20	1,286	65	316	1,676	1,881	229	
	---	98.1%	98.2%	97.9%	98.7%	99.1%	100.0%	99.3%	99.0%	98.8%	98.8%	99.2%	99.1%	99.2%	98.6%	98.7%	97.8%	99.1%	99.1%	99.1%	100.0%	100.0%	99.3%	---	98.8%	97.8%	98.5%	97.4%	
Yes	---	1,934	4,086	4,009	278	1,584	8	374	1,018	494	361	500	991	1,515	319	74	92	102	52	505	5	6	621	38	167	742	1,018	113	
	---	49.7%	65.2%	64.8%	44.6%	50.7%	44.4%	36.8%	57.7%	48.3%	49.2%	48.2%	50.6%	49.8%	49.5%	47.1%	52.0%	45.5%	45.2%	52.5%	45.5%	30.0%	48.3%	58.5%	52.8%	44.3%	54.1%	49.3%	
No	---	1,960	2,184	2,178	345	1,539	10	643	745	528	372	537	967	1,525	326	83	85	122	63	456	6	14	665	27	149	934	863	116	
	---	50.3%	34.8%	35.2%	55.4%	49.3%	55.6%	63.2%	42.3%	51.7%	50.8%	51.8%	49.4%	50.2%	50.5%	52.9%	48.0%	54.5%	54.8%	47.5%	54.5%	70.0%	51.7%	41.5%	47.2%	55.7%	45.9%	50.7%	
Significantly different from column:*		C,D			F	E		I,J	H,J	H,I									V,W		T,X,Y	T	V	V	AA	Z			

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	1,934	4,086	4,009	278	1,584	8	374	1,018	494	361	500	991	1,515	319	74	92	102	52	505	5	6	621	38	167	742	1,018	113
Number missing or multiple answer	---	32	60	35	6	19	1	1	14	12	11	5	11	17	8	2	3	3	0	3	0	0	3	1	3	17	11	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	1,902	4,026	3,974	272	1,565	7	373	1,004	482	350	495	980	1,498	311	72	89	99	52	502	5	6	618	37	164	725	1,007	110
	---	98.3%	98.5%	99.1%	97.8%	98.8%	87.5%	99.7%	98.6%	97.6%	97.0%	99.0%	98.9%	98.9%	97.5%	97.3%	96.7%	97.1%	100.0%	99.4%	100.0%	100.0%	99.5%	---	98.2%	97.7%	98.9%	97.3%
Never	---	33	48	52	6	26	1	6	15	12	5	8	20	26	3	2	0	1	2	7	1	0	13	1	3	11	20	1
	---	1.7%	1.2%	1.3%	2.2%	1.7%	14.3%	1.6%	1.5%	2.5%	1.4%	1.6%	2.0%	1.7%	1.0%	2.8%	0.0%	1.0%	3.8%	1.4%	20.0%	0.0%	2.1%	2.7%	1.8%	1.5%	2.0%	0.9%
Sometimes	---	107	274	254	16	84	0	17	54	31	24	24	52	70	30	6	4	10	2	41	0	1	23	3	8	44	56	3
	---	5.6%	6.8%	6.4%	5.9%	5.4%	0.0%	4.6%	5.4%	6.4%	6.9%	4.8%	5.3%	4.7%	9.6%	8.3%	4.5%	10.1%	3.8%	8.2%	0.0%	16.7%	3.7%	8.1%	4.9%	6.1%	5.6%	2.7%
Usually	---	322	697	684	46	272	0	57	145	118	86	79	150	237	64	18	17	23	8	114	1	1	87	3	22	120	177	13
	---	16.9%	17.3%	17.2%	16.9%	17.4%	0.0%	15.3%	14.4%	24.5%	24.6%	16.0%	15.3%	15.8%	20.6%	25.0%	19.1%	23.2%	15.4%	22.7%	20.0%	16.7%	14.1%	8.1%	13.4%	16.6%	17.6%	11.8%
Always	---	1,440	3,007	2,984	204	1,183	6	293	790	321	235	384	758	1,165	214	46	68	65	40	340	3	4	495	30	131	550	754	93
	---	75.7%	74.7%	75.1%	75.0%	75.6%	85.7%	78.6%	78.7%	66.6%	67.1%	77.6%	77.3%	77.8%	68.8%	63.9%	76.4%	65.7%	76.9%	67.7%	60.0%	66.7%	80.1%	81.1%	79.9%	75.9%	74.9%	84.5%
Significantly different from column:*								J	J	H,I	L,M	K	K	O,P	N	N		W,Y		W,Y			R,T		R,T	AB	AB	AA,Z
Usually or Always	---	1,762	3,704	3,668	250	1,455	6	350	935	439	321	463	908	1,402	278	64	85	88	48	454	4	5	582	33	153	670	931	106
	---	92.6%	92.0%	92.3%	91.9%	93.0%	85.7%	93.8%	93.1%	91.1%	91.7%	93.5%	92.7%	93.6%	89.4%	88.9%	95.5%	88.9%	92.3%	90.4%	80.0%	83.3%	94.2%	89.2%	93.3%	92.4%	92.5%	96.4%
Significantly different from column:*														O	N		W		W			R,T						

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

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	3,970	6,383	6,318	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235
Number missing or multiple answer	---	209	277	268	20	128	0	38	72	41	29	44	71	117	32	4	10	11	10	40	0	1	56	2	9	94	87	15
Number no experience	---	2950	4660	4739	469	2383	16	823	1294	775	516	788	1543	2354	468	103	120	142	85	721	6	13	1000	43	239	1255	1454	167
Usable responses	---	811	1,446	1,311	142	640	2	163	414	218	197	213	361	595	154	52	51	73	21	209	5	6	239	20	72	364	369	53
	---	20.4%	22.7%	20.8%	22.5%	20.3%	11.1%	15.9%	23.3%	21.1%	26.5%	20.4%	18.3%	19.4%	23.5%	32.7%	28.2%	32.3%	18.1%	21.5%	45.5%	30.0%	18.5%	---	22.5%	21.2%	19.3%	22.6%
Never	---	372	565	511	80	281	2	85	176	103	77	98	180	280	66	22	20	48	16	91	3	6	110	3	32	200	144	20
	---	45.9%	39.1%	39.0%	56.3%	43.9%	100.0%	52.1%	42.5%	47.2%	39.1%	46.0%	49.9%	47.1%	42.9%	42.3%	39.2%	65.8%	76.2%	43.5%	60.0%	100.0%	46.0%	15.0%	44.4%	54.9%	39.0%	37.7%
Sometimes	---	115	225	214	15	93	0	17	62	34	33	33	39	70	31	13	10	10	0	39	0	0	25	3	9	42	61	7
	---	14.2%	15.6%	16.3%	10.6%	14.5%	0.0%	10.4%	15.0%	15.6%	16.8%	15.5%	10.8%	11.8%	20.1%	25.0%	19.6%	13.7%	0.0%	18.7%	0.0%	0.0%	10.5%	15.0%	12.5%	11.5%	16.5%	13.2%
Usually	---	136	280	209	21	112	0	22	71	43	41	36	53	98	29	6	8	9	1	44	1	0	40	7	10	51	73	10
	---	16.8%	19.4%	15.9%	14.8%	17.5%	0.0%	13.5%	17.1%	19.7%	20.8%	16.9%	14.7%	16.5%	18.8%	11.5%	15.7%	12.3%	4.8%	21.1%	20.0%	0.0%	16.7%	35.0%	13.9%	14.0%	19.8%	18.9%
Always	---	188	376	377	26	154	0	39	105	38	46	46	89	147	28	11	13	6	4	35	1	0	64	7	21	71	91	16
	---	23.2%	26.0%	28.8%	18.3%	24.1%	0.0%	23.9%	25.4%	17.4%	23.4%	21.6%	24.7%	24.7%	18.2%	21.2%	25.5%	8.2%	19.0%	16.7%	20.0%	0.0%	26.8%	35.0%	29.2%	19.5%	24.7%	30.2%
Significantly different from column:*		D							J	I							R	Q,W,Y		W,Y			R,T		R,T			
Usually or Always	---	324	656	586	47	266	0	61	176	81	87	82	142	245	57	17	21	15	5	79	2	0	104	14	31	122	164	26
	---	40.0%	45.4%	44.7%	33.1%	41.6%	0.0%	37.4%	42.5%	37.2%	44.2%	38.5%	39.3%	41.2%	37.0%	32.7%	41.2%	20.5%	23.8%	37.8%	40.0%	0.0%	43.5%	70.0%	43.1%	33.5%	44.4%	49.1%
Significantly different from column:*		C,D															R,X	Q,T,W,X,Y	X	R,X			R,X	Q,R,S,T,W,Y	R,X	AA,AB	Z	Z

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

State Oregon Health Plan

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

	2021 CSS Average				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)		
	2021	2020	2019		Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	---	3,970	6,383	6,318	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235	
Number missing or multiple answer	---	304	440	389	27	204	2	134	69	36	25	73	132	195	36	6	7	7	11	39	1	1	89	6	20	114	156	26	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	3,666	5,943	5,929	604	2,947	16	890	1,711	998	717	972	1,843	2,871	618	153	174	219	105	931	10	19	1,206	59	300	1,599	1,754	209	
	---	92.3%	93.1%	93.8%	95.7%	93.5%	88.9%	86.9%	96.1%	96.5%	96.6%	93.0%	93.3%	93.6%	94.5%	96.2%	96.1%	96.9%	90.5%	96.0%	90.9%	95.0%	93.1%	---	93.8%	93.3%	91.8%	88.9%	
0 Extremely Difficult	---	152	257	238	15	129	2	49	47	49	23	36	87	108	29	14	7	4	3	32	0	2	50	2	19	58	75	16	
	---	4.1%	4.3%	4.0%	2.5%	4.4%	12.5%	5.5%	2.7%	4.9%	3.2%	3.7%	4.7%	3.8%	4.7%	9.2%	4.0%	1.8%	2.9%	3.4%	0.0%	10.5%	4.1%	3.4%	6.3%	3.6%	4.3%	7.7%	
1	---	71	64	78	9	61	0	15	31	25	4	23	44	56	12	2	2	3	2	5	1	1	34	1	5	35	31	4	
	---	1.9%	1.1%	1.3%	1.5%	2.1%	0.0%	1.7%	1.8%	2.5%	0.6%	2.4%	2.4%	2.0%	1.9%	1.3%	1.1%	1.4%	1.9%	0.5%	10.0%	5.3%	2.8%	1.7%	1.7%	2.2%	1.8%	1.9%	
2	---	69	102	125	11	56	0	12	32	23	7	17	44	49	16	4	6	5	1	10	0	1	24	1	8	26	32	10	
	---	1.9%	1.7%	2.1%	1.8%	1.9%	0.0%	1.3%	1.9%	2.3%	1.0%	1.7%	2.4%	1.7%	2.6%	2.6%	3.4%	2.3%	1.0%	1.1%	0.0%	5.3%	2.0%	1.7%	2.7%	1.6%	1.8%	4.8%	
3	---	93	150	131	14	78	1	23	36	32	18	21	53	75	12	6	3	4	2	17	0	0	42	4	6	42	45	4	
	---	2.5%	2.5%	2.2%	2.3%	2.6%	6.3%	2.6%	2.1%	3.2%	2.5%	2.2%	2.9%	2.6%	1.9%	3.9%	1.7%	1.8%	1.9%	1.8%	0.0%	0.0%	3.5%	6.8%	2.0%	2.6%	2.6%	1.9%	
4	---	89	131	138	16	68	1	21	36	31	14	22	49	63	21	4	4	6	2	16	0	1	37	2	7	36	45	4	
	---	2.4%	2.2%	2.3%	2.6%	2.3%	6.3%	2.4%	2.1%	3.1%	2.0%	2.3%	2.7%	2.2%	3.4%	2.6%	2.3%	2.7%	1.9%	1.7%	0.0%	5.3%	3.1%	3.4%	2.3%	2.3%	2.6%	1.9%	
5	---	321	461	474	55	254	3	90	123	96	57	69	182	238	71	10	13	28	8	51	1	1	123	3	28	137	145	24	
	---	8.8%	7.8%	8.0%	9.1%	8.6%	18.8%	10.1%	7.2%	9.6%	7.9%	7.1%	9.9%	8.3%	11.5%	6.5%	7.5%	12.8%	7.6%	5.5%	10.0%	5.3%	10.2%	5.1%	9.3%	8.6%	8.3%	11.5%	
6	---	161	242	229	25	130	1	38	68	51	31	32	92	120	30	8	7	11	3	43	0	1	57	4	11	70	81	9	
	---	4.4%	4.1%	3.9%	4.1%	4.4%	6.3%	4.3%	4.0%	5.1%	4.3%	3.3%	5.0%	4.2%	4.9%	5.2%	4.0%	5.0%	2.9%	4.6%	0.0%	5.3%	4.7%	6.8%	3.7%	4.4%	4.6%	4.3%	
7	---	264	416	403	58	200	1	52	131	77	50	66	137	188	62	13	15	16	12	86	2	0	74	1	19	112	133	16	
	---	7.2%	7.0%	6.8%	9.6%	6.8%	6.3%	5.8%	7.7%	7.7%	7.0%	6.8%	7.4%	6.5%	10.0%	8.5%	8.6%	7.3%	11.4%	9.2%	20.0%	0.0%	6.1%	1.7%	6.3%	7.0%	7.6%	7.7%	
8	---	494	730	759	103	381	1	114	248	125	112	129	237	363	98	29	19	40	15	148	0	1	145	9	33	209	250	23	
	---	13.5%	12.3%	12.8%	17.1%	12.9%	6.3%	12.8%	14.5%	12.5%	15.6%	13.3%	12.9%	12.6%	15.9%	19.0%	10.9%	18.3%	14.3%	15.9%	0.0%	5.3%	12.0%	15.3%	11.0%	13.1%	14.3%	11.0%	
9	---	460	761	692	67	381	2	94	227	133	101	122	227	366	79	13	25	33	6	137	3	4	150	12	35	204	210	31	
	---	12.5%	12.8%	11.7%	11.1%	12.9%	12.5%	10.6%	13.3%	13.3%	14.1%	12.6%	12.3%	12.7%	12.8%	8.5%	14.4%	15.1%	5.7%	14.7%	30.0%	21.1%	12.4%	20.3%	11.7%	12.8%	12.0%	14.8%	
10 Extremely Easy	---	1,492	2,629	2,662	231	1,209	4	382	732	356	300	435	691	1,245	188	50	73	69	51	386	3	7	470	20	129	670	707	68	
	---	40.7%	44.2%	44.9%	38.2%	41.0%	25.0%	42.9%	42.8%	35.7%	41.8%	44.8%	37.5%	43.4%	30.4%	32.7%	42.0%	31.5%	48.6%	41.5%	30.0%	36.8%	39.0%	33.9%	43.0%	41.9%	40.3%	32.5%	

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

State Oregon Health Plan

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

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	---	3,970	6,383	6,318	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235	
Number missing or multiple answer	---	304	440	389	27	204	2	134	69	36	25	73	132	195	36	6	7	7	11	39	1	1	89	6	20	114	156	26	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	3,666	5,943	5,929	604	2,947	16	890	1,711	998	717	972	1,843	2,871	618	153	174	219	105	931	10	19	1,206	59	300	1,599	1,754	209	
	---	92.3%	93.1%	93.8%	95.7%	93.5%	88.9%	86.9%	96.1%	96.5%	96.6%	93.0%	93.3%	93.6%	94.5%	96.2%	96.1%	96.9%	90.5%	96.0%	90.9%	95.0%	93.1%	---	93.8%	93.3%	91.8%	88.9%	
0 to 4	---	474	704	710	65	392	4	120	182	160	66	119	277	351	90	30	22	22	10	80	1	5	187	10	45	197	228	38	
	---	12.9%	11.8%	12.0%	10.8%	13.3%	25.0%	13.5%	10.6%	16.0%	9.2%	12.2%	15.0%	12.2%	14.6%	19.6%	12.6%	10.0%	9.5%	8.6%	10.0%	26.3%	15.5%	16.9%	15.0%	12.3%	13.0%	18.2%	
5	---	321	461	474	55	254	3	90	123	96	57	69	182	238	71	10	13	28	8	51	1	1	123	3	28	137	145	24	
	---	8.8%	7.8%	8.0%	9.1%	8.6%	18.8%	10.1%	7.2%	9.6%	7.9%	7.1%	9.9%	8.3%	11.5%	6.5%	7.5%	12.8%	7.6%	5.5%	10.0%	5.3%	10.2%	5.1%	9.3%	8.6%	8.3%	11.5%	
6 or 7	---	425	658	632	83	330	2	90	199	128	81	98	229	308	92	21	22	27	15	129	2	1	131	5	30	182	214	25	
	---	11.6%	11.1%	10.7%	13.7%	11.2%	12.5%	10.1%	11.6%	12.8%	11.3%	10.1%	12.4%	10.7%	14.9%	13.7%	12.6%	12.3%	14.3%	13.9%	20.0%	5.3%	10.9%	8.5%	10.0%	11.4%	12.2%	12.0%	
8 to 10	---	2,446	4,120	4,113	401	1,971	7	590	1,207	614	513	686	1,155	1,974	365	92	117	142	72	671	6	12	765	41	197	1,083	1,167	122	
	---	66.7%	69.3%	69.4%	66.4%	66.9%	43.8%	66.3%	70.5%	61.5%	71.5%	70.6%	62.7%	68.8%	59.1%	60.1%	67.2%	64.8%	68.6%	72.1%	60.0%	63.2%	63.4%	69.5%	65.7%	67.7%	66.5%	58.4%	
Significantly different from column:*		C,D						I,J	H,J	H,I	M	M	K,L	O,P	N	N		T		R,W,Y			T		T	AB	AB	AA,Z	
0 to 6	---	956	1,407	1,413	145	776	8	248	373	307	154	220	551	709	191	48	42	61	21	174	2	7	367	17	84	404	454	71	
	---	26.1%	23.7%	23.8%	24.0%	26.3%	50.0%	27.9%	21.8%	30.8%	21.5%	22.6%	29.9%	24.7%	30.9%	31.4%	24.1%	27.9%	20.0%	18.7%	20.0%	36.8%	30.4%	28.8%	28.0%	25.3%	25.9%	34.0%	
7 to 8	---	758	1,146	1,162	161	581	2	166	379	202	162	195	374	551	160	42	34	56	27	234	2	1	219	10	52	321	383	39	
	---	20.7%	19.3%	19.6%	26.7%	19.7%	12.5%	18.7%	22.2%	20.2%	22.6%	20.1%	20.3%	19.2%	25.9%	27.5%	19.5%	25.6%	25.7%	25.1%	20.0%	5.3%	18.2%	16.9%	17.3%	20.1%	21.8%	18.7%	
9 to 10	---	1,952	3,390	3,354	298	1,590	6	476	959	489	401	557	918	1,611	267	63	98	102	57	523	6	11	620	32	164	874	917	99	
	---	53.2%	57.0%	56.6%	49.3%	54.0%	37.5%	53.5%	56.0%	49.0%	55.9%	57.3%	49.8%	56.1%	43.2%	41.2%	56.3%	46.6%	54.3%	56.2%	60.0%	57.9%	51.4%	54.2%	54.7%	54.7%	52.3%	47.4%	
Significantly different from column:*		C,D			F	E			J	I	M	M	K,L	O,P	N	N		T		R,W			T			AB		Z	

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

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

State Oregon Health Plan

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

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	10,775	3,970	6,383	6,318	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235	
Number missing or multiple answer	247	91	151	51	6	21	0	5	12	9	3	4	18	0	0	0	0	1	1	6	0	0	10	1	1	40	40	10	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	10,528 97.7%	3,879 97.7%	6,232 97.6%	6,267 99.2%	625 99.0%	3,130 99.3%	18 100.0%	1,019 99.5%	1,768 99.3%	1,025 99.1%	739 99.6%	1,041 99.6%	1,957 99.1%	3,066 100.0%	654 100.0%	159 100.0%	181 100.0%	225 99.6%	115 99.1%	964 99.4%	11 100.0%	20 100.0%	1,285 99.2%	64 ---	319 99.7%	1,673 97.7%	1,870 97.9%	225 95.7%	
Poor	29 0.3%	17 0.4%	24 0.4%	23 0.4%	1 0.2%	16 0.5%	0 0.0%	5 0.5%	8 0.5%	4 0.4%	6 0.8%	4 0.4%	6 0.3%	0 0.0%	0 0.0%	17 10.7%	0 0.0%	1 0.4%	1 0.9%	7 0.7%	0 0.0%	0 0.0%	3 0.2%	0 0.0%	0 0.0%	2 0.1%	7 0.4%	8 3.6%	
Fair	394 3.7%	142 3.7%	295 4.7%	294 4.7%	28 4.5%	106 3.4%	0 0.0%	17 1.7%	49 2.8%	73 7.1%	45 6.1%	32 3.1%	52 2.7%	0 0.0%	0 0.0%	142 89.3%	8 4.4%	8 3.6%	2 1.7%	49 5.1%	0 0.0%	0 0.0%	31 2.4%	2 3.1%	8 2.5%	57 3.4%	60 3.2%	20 8.9%	
Good	1,829 17.4%	654 16.9%	1,251 20.1%	1,140 18.2%	86 13.8%	547 17.5%	1 5.6%	96 9.4%	316 17.9%	232 22.6%	174 23.5%	207 19.9%	241 12.3%	0 0.0%	654 100.0%	0 0.0%	31 17.1%	35 15.6%	19 16.5%	263 27.3%	3 27.3%	4 20.0%	154 12.0%	7 10.9%	48 15.0%	247 14.8%	309 16.5%	68 30.2%	
Very Good	3,254 30.9%	1,328 34.2%	2,202 35.3%	2,183 34.8%	230 36.8%	1,064 34.0%	5 27.8%	277 27.2%	648 36.7%	382 37.3%	220 29.8%	358 34.4%	715 36.5%	1,328 43.3%	0 0.0%	0 0.0%	55 30.4%	83 36.9%	38 33.0%	295 30.6%	4 36.4%	5 25.0%	486 37.8%	22 34.4%	104 32.6%	545 32.6%	670 35.8%	83 36.9%	
Excellent	5,022 47.7%	1,738 44.8%	2,460 39.5%	2,627 41.9%	280 44.8%	1,397 44.6%	12 66.7%	624 61.2%	747 42.3%	334 32.6%	294 39.8%	440 42.3%	943 48.2%	1,738 56.7%	0 0.0%	0 0.0%	87 48.1%	98 43.6%	55 47.8%	350 36.3%	4 36.4%	11 55.0%	611 47.5%	33 51.6%	159 49.8%	822 49.1%	824 44.1%	46 20.4%	
Significantly different from column:*		A,C,D						I,J	H,J	H,I	M	M	K,L	O,P	N	N	T	T	T	Q,R,S,W,X,Y		T	T	T		AA,AB	AB,Z	AA,Z	
Excellent, Very Good, or Good	10,105 96.0%	3,720 95.9%	5,913 94.9%	5,950 94.9%	596 95.4%	3,008 96.1%	18 100.0%	997 97.8%	1,711 96.8%	948 92.5%	688 93.1%	1,005 96.5%	1,899 97.0%	3,066 100.0%	654 100.0%	0 0.0%	173 95.6%	216 96.0%	112 97.4%	908 94.2%	11 100.0%	20 100.0%	1,251 97.4%	62 96.9%	311 97.5%	1,614 96.5%	1,803 96.4%	197 87.6%	
Significantly different from column:*		C,D						J	J	H,I	L,M	K	K	P	P	N,O				W,Y		T		T		AB	AB	AA,Z	

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

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	10,775	3,970	6,383	6,318	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235	
Number missing or multiple answer	253	101	153	56	2	19	0	3	9	8	5	5	10	28	4	2	0	1	1	7	0	0	11	0	5	50	41	9	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,522	3,869	6,230	6,262	629	3,132	18	1,021	1,771	1,026	737	1,040	1,965	3,038	650	157	181	225	115	963	11	20	1,284	65	315	1,663	1,869	226	
	97.7%	97.5%	97.6%	99.1%	99.7%	99.4%	100.0%	99.7%	99.5%	99.2%	99.3%	99.5%	99.5%	99.1%	99.4%	98.7%	100.0%	99.6%	99.1%	99.3%	100.0%	100.0%	99.2%	---	98.4%	97.1%	97.9%	96.2%	
Poor	129	90	118	115	8	80	0	2	38	50	11	21	56	30	37	21	4	4	4	9	0	0	46	1	8	27	37	25	
	1.2%	2.3%	1.9%	1.8%	1.3%	2.6%	0.0%	0.2%	2.1%	4.9%	1.5%	2.0%	2.8%	1.0%	5.7%	13.4%	2.2%	1.8%	3.5%	0.9%	0.0%	0.0%	3.6%	1.5%	2.5%	1.6%	2.0%	11.1%	
Fair	787	343	556	558	41	288	4	25	163	150	62	93	168	158	115	65	14	13	9	79	1	2	128	4	34	107	170	54	
	7.5%	8.9%	8.9%	8.9%	6.5%	9.2%	22.2%	2.4%	9.2%	14.6%	8.4%	8.9%	8.5%	5.2%	17.7%	41.4%	7.7%	5.8%	7.8%	8.2%	9.1%	10.0%	10.0%	6.2%	10.8%	6.4%	9.1%	23.9%	
Good	1,977	879	1,374	1,236	121	729	5	116	446	307	185	237	423	513	317	48	48	44	26	246	4	5	263	16	60	359	432	58	
	18.8%	22.7%	22.1%	19.7%	19.2%	23.3%	27.8%	11.4%	25.2%	29.9%	25.1%	22.8%	21.5%	16.9%	48.8%	30.6%	26.5%	19.6%	22.6%	25.5%	36.4%	25.0%	20.5%	24.6%	19.0%	21.6%	23.1%	25.7%	
Very Good	2,781	1,114	1,779	1,741	210	880	5	261	562	279	205	291	597	973	121	13	51	69	34	270	2	4	391	19	95	518	525	43	
	26.4%	28.8%	28.6%	27.8%	33.4%	28.1%	27.8%	25.6%	31.7%	27.2%	27.8%	28.0%	30.4%	32.0%	18.6%	8.3%	28.2%	30.7%	29.6%	28.0%	18.2%	20.0%	30.5%	29.2%	30.2%	31.1%	28.1%	19.0%	
Excellent	4,848	1,443	2,403	2,612	249	1,155	4	617	562	240	274	398	721	1,364	60	10	64	95	42	359	4	9	456	25	118	652	705	46	
	46.1%	37.3%	38.6%	41.7%	39.6%	36.9%	22.2%	60.4%	31.7%	23.4%	37.2%	38.3%	36.7%	44.9%	9.2%	6.4%	35.4%	42.2%	36.5%	37.3%	36.4%	45.0%	35.5%	38.5%	37.5%	39.2%	37.7%	20.4%	
Significantly different from column:*		A,D						I,J	H,J	H,I				O,P	N	N											AB	AB	AA,Z
Excellent, Very Good, or Good	9,606	3,436	5,556	5,589	580	2,764	14	994	1,570	826	664	926	1,741	2,850	498	71	163	208	102	875	10	18	1,110	60	273	1,529	1,662	147	
	91.3%	88.8%	89.2%	89.3%	92.2%	88.3%	77.8%	97.4%	88.7%	80.5%	90.1%	89.0%	88.6%	93.8%	76.6%	45.2%	90.1%	92.4%	88.7%	90.9%	90.9%	90.0%	86.4%	92.3%	86.7%	91.9%	88.9%	65.0%	
Significantly different from column:*		A			F	E		I,J	H,J	H,I				O,P	N,P	N,O		W,Y		W,Y			R,T		R,T		AA,AB	AB,Z	AA,Z

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

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

State Oregon Health Plan

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)?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	7,992	3,970	6,383	2,219	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235
Number missing or multiple answer	184	97	136	13	3	13	0	7	2	6	4	4	8	24	4	4	1	1	3	6	0	1	11	0	2	51	35	8
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,808 97.7%	3,873 97.6%	6,247 97.9%	2,206 99.4%	628 99.5%	3,138 99.6%	18 100.0%	1,017 99.3%	1,778 99.9%	1,028 99.4%	738 99.5%	1,041 99.6%	1,967 99.6%	3,042 99.2%	650 99.4%	155 97.5%	180 99.4%	225 99.6%	113 97.4%	964 99.4%	11 100.0%	19 95.0%	1,284 99.2%	65 ---	318 99.4%	1,662 97.0%	1,875 98.2%	227 96.6%
Yes	1,759 22.5%	743 19.2%	1,437 23.0%	832 37.7%	92 14.6%	639 20.4%	1 5.6%	116 11.4%	330 18.6%	290 28.2%	94 12.7%	187 18.0%	436 22.2%	468 15.4%	197 30.3%	73 47.1%	25 13.9%	20 8.9%	37 32.7%	120 12.4%	1 9.1%	6 31.6%	302 23.5%	15 23.1%	63 19.8%	140 8.4%	441 23.5%	141 62.1%
No	6,049 77.5%	3,130 80.8%	4,810 77.0%	1,374 62.3%	536 85.4%	2,499 79.6%	17 94.4%	901 88.6%	1,448 81.4%	738 71.8%	644 87.3%	854 82.0%	1,531 77.8%	2,574 84.6%	453 69.7%	82 52.9%	155 86.1%	205 91.1%	76 67.3%	844 87.6%	10 90.9%	13 68.4%	982 76.5%	50 76.9%	255 80.2%	1,522 91.6%	1,434 76.5%	86 37.9%
Significantly different from column:*		A,C,D			F	E		I,J	H,J	H,I	L,M	K,M	K,L	O,P	N,P	N,O	S,W	S,W,X,Y	Q,R,T,W,Y	S,W,X,Y			Q,R,S,T	R,T	R,S,T	AA,AB	AB,Z	AA,Z

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

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

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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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,759	743	1,437	832	92	639	1	116	330	290	94	187	436	468	197	73	25	20	37	120	1	6	302	15	63	140	441	141
Number missing or multiple answer	24	9	21	8	3	5	0	2	1	5	2	1	4	5	3	1	0	0	2	2	0	0	3	0	0	2	5	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,735 98.6%	734 98.8%	1,416 98.5%	824 99.0%	89 96.7%	634 99.2%	1 100.0%	114 98.3%	329 99.7%	285 98.3%	92 97.9%	186 99.5%	432 99.1%	463 98.9%	194 98.5%	72 98.6%	25 100.0%	20 100.0%	35 94.6%	118 98.3%	1 100.0%	6 100.0%	299 99.0%	15 ---	63 100.0%	138 98.6%	436 98.9%	140 99.3%
Yes	1,324 76.3%	624 85.0%	1,185 83.7%	738 89.6%	76 85.4%	540 85.2%	1 100.0%	80 70.2%	284 86.3%	256 89.8%	67 72.8%	155 83.3%	386 89.4%	376 81.2%	177 91.2%	67 93.1%	20 80.0%	12 60.0%	30 85.7%	94 79.7%	1 100.0%	6 100.0%	269 90.0%	10 66.7%	57 90.5%	103 74.6%	369 84.6%	133 95.0%
No	411 23.7%	110 15.0%	231 16.3%	86 10.4%	13 14.6%	94 14.8%	0 0.0%	34 29.8%	45 13.7%	29 10.2%	25 27.2%	31 16.7%	46 10.6%	87 18.8%	17 8.8%	5 6.9%	5 20.0%	8 40.0%	5 14.3%	24 20.3%	0 0.0%	0 0.0%	30 10.0%	5 33.3%	6 9.5%	35 25.4%	67 15.4%	7 5.0%
Significantly different from column:*		A,D						I,J	H	H	L,M	K,M	K,L	O,P	N	N				W			T			AA,AB	AB,Z	AA,Z

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	1,324	624	1,185	738	76	540	1	80	284	256	67	155	386	376	177	67	20	12	30	94	1	6	269	10	57	103	369	133	
Number missing or multiple answer	30	10	26	5	2	7	0	0	5	5	1	0	8	4	6	0	0	0	2	1	0	0	1	0	1	2	5	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,294 97.7%	614 98.4%	1,159 97.8%	733 99.3%	74 97.4%	533 98.7%	1 100.0%	80 100.0%	279 98.2%	251 98.0%	66 98.5%	155 100.0%	378 97.9%	372 98.9%	171 96.6%	67 100.0%	20 100.0%	12 100.0%	28 93.3%	93 98.9%	1 100.0%	6 100.0%	268 99.6%	10 ---	56 98.2%	101 98.1%	364 98.6%	131 98.5%	
Yes	1,162 89.8%	577 94.0%	1,051 90.7%	692 94.4%	68 91.9%	502 94.2%	1 100.0%	70 87.5%	266 95.3%	237 94.4%	59 89.4%	146 94.2%	357 94.4%	345 92.7%	162 94.7%	66 98.5%	20 100.0%	11 91.7%	25 89.3%	82 88.2%	1 100.0%	6 100.0%	257 95.9%	9 90.0%	53 94.6%	99 98.0%	339 93.1%	122 93.1%	
No	132 10.2%	37 6.0%	108 9.3%	41 5.6%	6 8.1%	31 5.8%	0 0.0%	10 12.5%	13 4.7%	14 5.6%	7 10.6%	9 5.8%	21 5.6%	27 7.3%	9 5.3%	1 1.5%	0 0.0%	1 8.3%	3 10.7%	11 11.8%	0 0.0%	0 0.0%	11 4.1%	1 10.0%	3 5.4%	2 2.0%	25 6.9%	9 6.9%	
Significantly different from column:*		A,C						I,J	H	H									W			T							

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

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	7,992	3,970	6,383	2,219	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235	
Number missing or multiple answer	276	125	173	41	7	30	0	5	24	10	5	8	25	48	8	4	1	1	3	6	0	1	15	2	8	53	56	14	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,716 96.5%	3,845 96.9%	6,210 97.3%	2,178 98.2%	624 98.9%	3,121 99.0%	18 100.0%	1,019 99.5%	1,756 98.7%	1,024 99.0%	737 99.3%	1,037 99.2%	1,950 98.7%	3,018 98.4%	646 98.8%	155 97.5%	180 99.4%	225 99.6%	113 97.4%	964 99.4%	11 100.0%	19 95.0%	1,280 98.8%	63 ---	312 97.5%	1,660 96.9%	1,854 97.1%	221 94.0%	
Yes	1,100 14.3%	682 17.7%	1,191 19.2%	830 38.1%	93 14.9%	570 18.3%	3 16.7%	125 12.3%	337 19.2%	210 20.5%	83 11.3%	148 14.3%	427 21.9%	397 13.2%	200 31.0%	81 52.3%	35 19.4%	25 11.1%	29 25.7%	102 10.6%	2 18.2%	6 31.6%	274 21.4%	7 11.1%	67 21.5%	174 10.5%	346 18.7%	136 61.5%	
No	6,616 85.7%	3,163 82.3%	5,019 80.8%	1,348 61.9%	531 85.1%	2,551 81.7%	15 83.3%	894 87.7%	1,419 80.8%	814 79.5%	654 88.7%	889 85.7%	1,523 78.1%	2,621 86.8%	446 69.0%	74 47.7%	145 80.6%	200 88.9%	84 74.3%	862 89.4%	9 81.8%	13 68.4%	1,006 78.6%	56 88.9%	245 78.5%	1,486 89.5%	1,508 81.3%	85 38.5%	
Significantly different from column:*		A,D			F	E		I,J	H	H	M	M	K,L	O,P	N,P	N,O	R,T	Q,S,W,Y	R,T,X	Q,S,W,Y			R,T,X	S,W	R,T	AA,AB	AB,Z	AA,Z	

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	1,100	682	1,191	830	93	570	3	125	337	210	83	148	427	397	200	81	35	25	29	102	2	6	274	7	67	174	346	136	
Number missing or multiple answer	21	9	20	8	3	6	0	1	5	3	2	2	5	4	5	0	1	0	1	3	0	1	1	0	0	4	4	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,079 98.1%	673 98.7%	1,171 98.3%	822 99.0%	90 96.8%	564 98.9%	3 100.0%	124 99.2%	332 98.5%	207 98.6%	81 97.6%	146 98.6%	422 98.8%	393 99.0%	195 97.5%	81 100.0%	34 97.1%	25 100.0%	28 96.6%	99 97.1%	2 100.0%	5 83.3%	273 99.6%	7 ---	67 100.0%	170 97.7%	342 98.8%	135 99.3%	
Yes	910 84.3%	583 86.6%	1,035 88.4%	750 91.2%	80 88.9%	488 86.5%	2 66.7%	97 78.2%	292 88.0%	185 89.4%	64 79.0%	124 84.9%	377 89.3%	321 81.7%	181 92.8%	77 95.1%	27 79.4%	20 80.0%	27 96.4%	80 80.8%	2 100.0%	4 80.0%	249 91.2%	6 85.7%	60 89.6%	125 73.5%	306 89.5%	129 95.6%	
No	169 15.7%	90 13.4%	136 11.6%	72 8.8%	10 11.1%	76 13.5%	1 33.3%	27 21.8%	40 12.0%	22 10.6%	17 21.0%	22 15.1%	45 10.7%	72 18.3%	14 7.2%	4 4.9%	7 20.6%	5 20.0%	1 3.6%	19 19.2%	0 0.0%	1 20.0%	24 8.8%	1 14.3%	7 10.4%	45 26.5%	36 10.5%	6 4.4%	
Significantly different from column:*		D						I,J	H	H	M		K	O,P	N	N				W			T			AA,AB	AB,Z	AA,Z	

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	910	583	1,035	750	80	488	2	97	292	185	64	124	377	321	181	77	27	20	27	80	2	4	249	6	60	125	306	129
Number missing or multiple answer	15	7	16	3	1	6	0	2	4	1	1	2	3	2	3	2	0	0	0	4	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	NA	NA
Usable responses	895 98.4%	576 98.8%	1,019 98.5%	747 99.6%	79 98.8%	482 98.8%	2 100.0%	95 97.9%	288 98.6%	184 99.5%	63 98.4%	122 98.4%	374 99.2%	319 99.4%	178 98.3%	75 97.4%	27 100.0%	20 100.0%	27 100.0%	76 95.0%	2 100.0%	4 100.0%	248 99.6%	6 ---	60 100.0%	122 97.6%	303 99.0%	129 100.0%
Yes	858 95.9%	549 95.3%	995 97.6%	733 98.1%	77 97.5%	460 95.4%	2 100.0%	89 93.7%	278 96.5%	175 95.1%	55 87.3%	118 96.7%	363 97.1%	309 96.9%	164 92.1%	72 96.0%	26 96.3%	18 90.0%	26 96.3%	65 85.5%	2 100.0%	3 75.0%	244 98.4%	6 100.0%	58 96.7%	114 93.4%	288 95.0%	126 97.7%
No	37 4.1%	27 4.7%	24 2.4%	14 1.9%	2 2.5%	22 4.6%	0 0.0%	6 6.3%	10 3.5%	9 4.9%	8 12.7%	4 3.3%	11 2.9%	10 3.1%	14 7.9%	3 4.0%	1 3.7%	2 10.0%	1 3.7%	11 14.5%	0 0.0%	1 25.0%	4 1.6%	0 0.0%	2 3.3%	8 6.6%	15 5.0%	3 2.3%
Significantly different from column:*		C,D												O	N				Y						T			

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

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	7,992	3,970	6,383	2,219	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235
Number missing or multiple answer	272	119	160	29	6	25	0	4	13	13	9	6	17	39	10	5	1	2	3	8	0	0	15	2	4	58	48	8
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,720 96.6%	3,851 97.0%	6,223 97.5%	2,190 98.7%	625 99.0%	3,126 99.2%	18 100.0%	1,020 99.6%	1,767 99.3%	1,021 98.7%	733 98.8%	1,039 99.4%	1,958 99.1%	3,027 98.7%	644 98.5%	154 96.9%	180 99.4%	224 99.1%	113 97.4%	962 99.2%	11 100.0%	20 100.0%	1,280 98.8%	63 ---	316 98.8%	1,655 96.6%	1,862 97.5%	227 96.6%
Yes	931 12.1%	542 14.1%	913 14.7%	604 27.6%	86 13.8%	436 13.9%	2 11.1%	103 10.1%	265 15.0%	165 16.2%	80 10.9%	129 12.4%	304 15.5%	299 9.9%	166 25.8%	73 47.4%	27 15.0%	36 16.1%	27 23.9%	102 10.6%	1 9.1%	5 25.0%	194 15.2%	5 7.9%	50 15.8%	175 10.6%	254 13.6%	92 40.5%
No	6,789 87.9%	3,309 85.9%	5,310 85.3%	1,586 72.4%	539 86.2%	2,690 86.1%	16 88.9%	917 89.9%	1,502 85.0%	856 83.8%	653 89.1%	910 87.6%	1,654 84.5%	2,728 90.1%	478 74.2%	81 52.6%	153 85.0%	188 83.9%	86 76.1%	860 89.4%	10 90.9%	15 75.0%	1,086 84.8%	58 92.1%	266 84.2%	1,480 89.4%	1,608 86.4%	135 59.5%
Significantly different from column:*		A,D						I,J	H	H	M	M	K,L	O,P	N,P	N,O	T	T,W,X	R,S,W,Y			S,T	S	T	AA,AB	AB,Z	AA,Z	

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	931	542	913	604	86	436	2	103	265	165	80	129	304	299	166	73	27	36	27	102	1	5	194	5	50	175	254	92	
Number missing or multiple answer	29	10	20	8	1	7	0	2	4	2	3	1	4	5	2	3	0	1	3	1	0	0	2	0	0	3	7	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	902	532	893	596	85	429	2	101	261	163	77	128	300	294	164	70	27	35	24	101	1	5	192	5	50	172	247	92	
	96.9%	98.2%	97.8%	98.7%	98.8%	98.4%	100.0%	98.1%	98.5%	98.8%	96.3%	99.2%	98.7%	98.3%	98.8%	95.9%	100.0%	97.2%	88.9%	99.0%	100.0%	100.0%	99.0%	---	100.0%	98.3%	97.2%	100.0%	
Yes	608	394	744	541	52	333	2	58	196	133	40	86	258	194	136	60	20	15	17	54	1	3	170	4	42	98	194	89	
	67.4%	74.1%	83.3%	90.8%	61.2%	77.6%	100.0%	57.4%	75.1%	81.6%	51.9%	67.2%	86.0%	66.0%	82.9%	85.7%	74.1%	42.9%	70.8%	53.5%	100.0%	60.0%	88.5%	80.0%	84.0%	57.0%	78.5%	96.7%	
No	294	138	149	55	33	96	0	43	65	30	37	42	42	100	28	10	7	20	7	47	0	2	22	1	8	74	53	3	
	32.6%	25.9%	16.7%	9.2%	38.8%	22.4%	0.0%	42.6%	24.9%	18.4%	48.1%	32.8%	14.0%	34.0%	17.1%	14.3%	25.9%	57.1%	29.2%	46.5%	0.0%	40.0%	11.5%	20.0%	16.0%	43.0%	21.5%	3.3%	
Significantly different from column:*		A,C,D			F	E		I,J	H	H	L,M	K,M	K,L	O,P	N	N	R	Q,S,W,Y	R	W,Y			R,T		R,T	AA,AB	AB,Z	AA,Z	

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	608	394	744	541	52	333	2	58	196	133	40	86	258	194	136	60	20	15	17	54	1	3	170	4	42	98	194	89
Number missing or multiple answer	11	7	7	3	2	5	0	0	6	1	0	3	4	3	3	1	0	0	0	2	0	1	2	1	0	3	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	597	387	737	538	50	328	2	58	190	132	40	83	254	191	133	59	20	15	17	52	1	2	168	3	42	95	191	89
	98.2%	98.2%	99.1%	99.4%	96.2%	98.5%	100.0%	100.0%	96.9%	99.2%	100.0%	96.5%	98.4%	98.5%	97.8%	98.3%	100.0%	100.0%	100.0%	96.3%	100.0%	66.7%	98.8%	---	100.0%	96.9%	98.5%	100.0%
Yes	572	377	709	533	47	322	2	54	188	128	38	79	251	186	129	58	19	15	17	48	1	1	166	3	41	93	186	86
	95.8%	97.4%	96.2%	99.1%	94.0%	98.2%	100.0%	93.1%	98.9%	97.0%	95.0%	95.2%	98.8%	97.4%	97.0%	98.3%	95.0%	100.0%	100.0%	92.3%	100.0%	50.0%	98.8%	100.0%	97.6%	97.9%	97.4%	96.6%
No	25	10	28	5	3	6	0	4	2	4	2	4	3	5	4	1	1	0	0	4	0	1	2	0	1	2	5	3
	4.2%	2.6%	3.8%	0.9%	6.0%	1.8%	0.0%	6.9%	1.1%	3.0%	5.0%	4.8%	1.2%	2.6%	3.0%	1.7%	5.0%	0.0%	0.0%	7.7%	0.0%	50.0%	1.2%	0.0%	2.4%	2.1%	2.6%	3.4%
Significantly different from column:*		D																										

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

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	7,992	3,970	6,383	2,219	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235	
Number missing or multiple answer	269	111	148	23	3	17	0	6	6	6	4	5	10	35	8	3	2	0	1	8	0	0	12	0	4	54	45	9	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,723 96.6%	3,859 97.2%	6,235 97.7%	2,196 99.0%	628 99.5%	3,134 99.5%	18 100.0%	1,018 99.4%	1,774 99.7%	1,028 99.4%	738 99.5%	1,040 99.5%	1,965 99.5%	3,031 98.9%	646 98.8%	156 98.1%	179 98.9%	226 100.0%	115 99.1%	962 99.2%	11 100.0%	20 100.0%	1,283 99.1%	65 ---	316 98.8%	1,659 96.8%	1,865 97.6%	226 96.2%	
Yes	857 11.1%	493 12.8%	814 13.1%	550 25.0%	73 11.6%	405 12.9%	1 5.6%	117 11.5%	261 14.7%	107 10.4%	73 9.9%	115 11.1%	286 14.6%	306 10.1%	135 20.9%	50 32.1%	26 14.5%	20 8.8%	27 23.5%	102 10.6%	1 9.1%	5 25.0%	176 13.7%	7 10.8%	50 15.8%	149 9.0%	246 13.2%	81 35.8%	
No	6,866 88.9%	3,366 87.2%	5,421 86.9%	1,646 75.0%	555 88.4%	2,729 87.1%	17 94.4%	901 88.5%	1,513 85.3%	921 89.6%	665 90.1%	925 88.9%	1,679 85.4%	2,725 89.9%	511 79.1%	106 67.9%	153 85.5%	206 91.2%	88 76.5%	860 89.4%	10 90.9%	15 75.0%	1,107 86.3%	58 89.2%	266 84.2%	1,510 91.0%	1,619 86.8%	145 64.2%	
Significantly different from column:*		A,D						I	H,J	I	M	M	K,L	O,P	N,P	N,O		S,W,Y	R,T,W,X	S,W,Y			R,S,T	S	R,T	AA,AB	AB,Z	AA,Z	

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	857	493	814	550	73	405	1	117	261	107	73	115	286	306	135	50	26	20	27	102	1	5	176	7	50	149	246	81
Number missing or multiple answer	16	9	22	8	0	8	0	2	6	1	3	1	3	4	4	1	1	0	0	7	0	0	0	0	0	4	5	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	841	484	792	542	73	397	1	115	255	106	70	114	283	302	131	49	25	20	27	95	1	5	176	7	50	145	241	81
	98.1%	98.2%	97.3%	98.5%	100.0%	98.0%	100.0%	98.3%	97.7%	99.1%	95.9%	99.1%	99.0%	98.7%	97.0%	98.0%	96.2%	100.0%	100.0%	93.1%	100.0%	100.0%	100.0%	---	100.0%	97.3%	98.0%	100.0%
Yes	595	347	607	439	50	289	1	68	187	86	34	72	231	197	102	46	18	18	22	47	1	4	140	4	38	88	174	71
	70.7%	71.7%	76.6%	81.0%	68.5%	72.8%	100.0%	59.1%	73.3%	81.1%	48.6%	63.2%	81.6%	65.2%	77.9%	93.9%	72.0%	90.0%	81.5%	49.5%	100.0%	80.0%	79.5%	57.1%	76.0%	60.7%	72.2%	87.7%
No	246	137	185	103	23	108	0	47	68	20	36	42	52	105	29	3	7	2	5	48	0	1	36	3	12	57	67	10
	29.3%	28.3%	23.4%	19.0%	31.5%	27.2%	0.0%	40.9%	26.7%	18.9%	51.4%	36.8%	18.4%	34.8%	22.1%	6.1%	28.0%	10.0%	18.5%	50.5%	0.0%	20.0%	20.5%	42.9%	24.0%	39.3%	27.8%	12.3%
Significantly different from column:*		C,D						I,J	H	H	M	M	K,L	O,P	N,P	N,O	T	T	T	Q,R,S,W,Y			T		T	AA,AB	AB,Z	AA,Z

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	595	347	607	439	50	289	1	68	187	86	34	72	231	197	102	46	18	18	22	47	1	4	140	4	38	88	174	71
Number missing or multiple answer	13	7	5	7	1	6	0	1	6	0	2	1	4	2	4	1	0	0	1	4	0	0	1	0	0	4	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	582 97.8%	340 98.0%	602 99.2%	432 98.4%	49 98.0%	283 97.9%	1 100.0%	67 98.5%	181 96.8%	86 100.0%	32 94.1%	71 98.6%	227 98.3%	195 99.0%	98 96.1%	45 97.8%	18 100.0%	18 100.0%	21 95.5%	43 91.5%	1 100.0%	4 100.0%	139 99.3%	4 ---	38 100.0%	84 95.5%	173 99.4%	71 100.0%
Yes	539 92.6%	318 93.5%	552 91.7%	419 97.0%	46 93.9%	264 93.3%	1 100.0%	60 89.6%	174 96.1%	78 90.7%	30 93.8%	64 90.1%	215 94.7%	183 93.8%	90 91.8%	43 95.6%	17 94.4%	17 94.4%	19 90.5%	37 86.0%	1 100.0%	3 75.0%	132 95.0%	4 100.0%	37 97.4%	77 91.7%	161 93.1%	68 95.8%
No	43 7.4%	22 6.5%	50 8.3%	13 3.0%	3 6.1%	19 6.7%	0 0.0%	7 10.4%	7 3.9%	8 9.3%	2 6.3%	7 9.9%	12 5.3%	12 6.2%	8 8.2%	2 4.4%	1 5.6%	1 5.6%	2 9.5%	6 14.0%	0 0.0%	1 25.0%	7 5.0%	0 0.0%	1 2.6%	7 8.3%	12 6.9%	3 4.2%
Significantly different from column:*		D																										

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

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	7,992	3,970	6,383	2,219	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235	
Number missing or multiple answer	299	120	165	32	8	16	1	6	11	7	5	6	14	40	8	7	2	0	1	5	0	0	15	2	4	60	46	10	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,693 96.3%	3,850 97.0%	6,218 97.4%	2,187 98.6%	623 98.7%	3,135 99.5%	17 94.4%	1,018 99.4%	1,769 99.4%	1,027 99.3%	737 99.3%	1,039 99.4%	1,961 99.3%	3,026 98.7%	646 98.8%	152 95.6%	179 98.9%	226 100.0%	115 99.1%	965 99.5%	11 100.0%	20 100.0%	1,280 98.8%	63 ---	316 98.8%	1,653 96.5%	1,864 97.6%	225 95.7%	
Yes	1,110 14.4%	715 18.6%	1,220 19.6%	841 38.5%	91 14.6%	603 19.2%	6 35.3%	79 7.8%	365 20.6%	266 25.9%	81 11.0%	168 16.2%	447 22.8%	434 14.3%	206 31.9%	67 44.1%	33 18.4%	24 10.6%	33 28.7%	101 10.5%	1 9.1%	5 25.0%	312 24.4%	9 14.3%	75 23.7%	178 10.8%	384 20.6%	131 58.2%	
No	6,583 85.6%	3,135 81.4%	4,998 80.4%	1,346 61.5%	532 85.4%	2,532 80.8%	11 64.7%	939 92.2%	1,404 79.4%	761 74.1%	656 89.0%	871 83.8%	1,514 77.2%	2,592 85.7%	440 68.1%	85 55.9%	146 81.6%	202 89.4%	82 71.3%	864 89.5%	10 90.9%	15 75.0%	968 75.6%	54 85.7%	241 76.3%	1,475 89.2%	1,480 79.4%	94 41.8%	
Significantly different from column:*		A,D			F	E		I,J	H,J	H,I	L,M	K,M	K,L	O,P	N,P	N,O	R,S,T	Q,S,W,Y	Q,R,T,X	Q,S,W,Y			R,T	S	R,T	AA,AB	AB,Z	AA,Z	

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	1,110	715	1,220	841	91	603	6	79	365	266	81	168	447	434	206	67	33	24	33	101	1	5	312	9	75	178	384	131	
Number missing or multiple answer	48	28	33	24	2	22	0	1	13	13	6	3	17	16	10	2	0	0	1	6	0	0	7	0	4	5	18	3	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,062 95.7%	687 96.1%	1,187 97.3%	817 97.1%	89 97.8%	581 96.4%	6 100.0%	78 98.7%	352 96.4%	253 95.1%	75 92.6%	165 98.2%	430 96.2%	418 96.3%	196 95.1%	65 97.0%	33 100.0%	24 100.0%	32 97.0%	95 94.1%	1 100.0%	5 100.0%	305 97.8%	9 ---	71 94.7%	173 97.2%	366 95.3%	128 97.7%	
Yes	960 90.4%	632 92.0%	1,100 92.7%	783 95.8%	82 92.1%	534 91.9%	5 83.3%	64 82.1%	330 93.8%	234 92.5%	64 85.3%	150 90.9%	402 93.5%	380 90.9%	181 92.3%	63 96.9%	30 90.9%	20 83.3%	29 90.6%	82 86.3%	1 100.0%	4 80.0%	284 93.1%	8 88.9%	67 94.4%	154 89.0%	338 92.3%	121 94.5%	
No	102 9.6%	55 8.0%	87 7.3%	34 4.2%	7 7.9%	47 8.1%	1 16.7%	14 17.9%	22 6.3%	19 7.5%	11 14.7%	15 9.1%	28 6.5%	38 9.1%	15 7.7%	2 3.1%	3 9.1%	4 16.7%	3 9.4%	13 13.7%	0 0.0%	1 20.0%	21 6.9%	1 11.1%	4 5.6%	19 11.0%	28 7.7%	7 5.5%	
Significantly different from column:*		D						I,J	H	H	M		K						W			T							

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

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	10,775	3,970	6,383	6,318	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235	
Number missing or multiple answer	392	132	187	84	14	15	0	0	0	0	5	5	16	54	10	3	5	2	0	8	0	0	15	0	7	61	57	9	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,383 96.4%	3,838 96.7%	6,196 97.1%	6,234 98.7%	617 97.8%	3,136 99.5%	18 100.0%	1,024 100.0%	1,780 100.0%	1,034 100.0%	737 99.3%	1,040 99.5%	1,959 99.2%	3,012 98.2%	644 98.5%	156 98.1%	176 97.2%	224 99.1%	116 100.0%	962 99.2%	11 100.0%	20 100.0%	1,280 98.8%	65 ---	313 97.8%	1,652 96.4%	1,853 97.0%	226 96.2%	
Less than 1 year old	260 2.5%	82 2.1%	19 0.3%	13 0.2%	6 1.0%	76 2.4%	0 0.0%	82 8.0%	0 0.0%	0 0.0%	11 1.5%	24 2.3%	45 2.3%	69 2.3%	6 0.9%	4 2.6%	5 2.8%	3 1.3%	1 0.9%	14 1.5%	0 0.0%	0 0.0%	33 2.6%	0 0.0%	10 3.2%	15 0.9%	44 2.4%	20 8.8%	
1 year old	659 6.3%	190 5.0%	268 4.3%	302 4.8%	23 3.7%	163 5.2%	2 11.1%	190 18.6%	0 0.0%	0 0.0%	28 3.8%	64 6.2%	96 4.9%	171 5.7%	17 2.6%	2 1.3%	4 2.3%	12 5.4%	7 6.0%	41 4.3%	0 0.0%	3 15.0%	73 5.7%	4 6.2%	13 4.2%	39 2.4%	134 7.2%	14 6.2%	
2 years old	638 6.1%	186 4.8%	377 6.1%	351 5.6%	27 4.4%	158 5.0%	0 0.0%	186 18.2%	0 0.0%	0 0.0%	22 3.0%	60 5.8%	100 5.1%	165 5.5%	16 2.5%	5 3.2%	8 4.5%	9 4.0%	4 3.4%	36 3.7%	0 0.0%	1 5.0%	76 5.9%	5 7.7%	11 3.5%	65 3.9%	103 5.6%	12 5.3%	
3 years old	659 6.3%	180 4.7%	320 5.2%	328 5.3%	30 4.9%	150 4.8%	0 0.0%	180 17.6%	0 0.0%	0 0.0%	20 2.7%	57 5.5%	99 5.1%	160 5.3%	17 2.6%	2 1.3%	11 6.3%	18 8.0%	8 6.9%	33 3.4%	0 0.0%	1 5.0%	66 5.2%	2 3.1%	16 5.1%	72 4.4%	97 5.2%	6 2.7%	
4 to 6 years old	1,741 16.8%	616 16.1%	979 15.8%	1,001 16.1%	82 13.3%	520 16.6%	2 11.1%	386 37.7%	230 12.9%	0 0.0%	97 13.2%	165 15.9%	340 17.4%	534 17.7%	62 9.6%	17 10.9%	20 11.4%	29 12.9%	16 13.8%	170 17.7%	0 0.0%	2 10.0%	211 16.5%	6 9.2%	56 17.9%	255 15.4%	320 17.3%	19 8.4%	
7 to 9 years old	1,609 15.5%	651 17.0%	1,040 16.8%	1,066 17.1%	107 17.3%	521 16.6%	6 33.3%	0 0.0%	651 36.6%	0 0.0%	109 14.8%	179 17.2%	342 17.5%	524 17.4%	105 16.3%	19 12.2%	28 15.9%	43 19.2%	22 19.0%	158 16.4%	1 9.1%	5 25.0%	210 16.4%	11 16.9%	55 17.6%	305 18.5%	295 15.9%	36 15.9%	
10 to 13 years old	2,275 21.9%	899 23.4%	1,522 24.6%	1,580 25.3%	164 26.6%	716 22.8%	2 11.1%	0 0.0%	899 50.5%	0 0.0%	190 25.8%	224 21.5%	455 23.2%	673 22.3%	189 29.3%	30 19.2%	42 23.8%	54 24.1%	29 25.0%	232 24.1%	4 36.4%	2 10.0%	279 21.8%	18 27.7%	72 23.0%	426 25.8%	402 21.7%	48 21.2%	
14 to 18 years old	2,542 24.5%	1,034 26.9%	1,671 27.0%	1,593 25.6%	178 28.8%	832 26.5%	6 33.3%	0 0.0%	0 0.0%	1,034 100.0%	260 35.3%	267 25.7%	482 24.6%	716 23.8%	232 36.0%	77 49.4%	58 33.0%	56 25.0%	29 25.0%	278 28.9%	6 54.5%	6 30.0%	332 25.9%	19 29.2%	80 25.6%	475 28.8%	458 24.7%	71 31.4%	
3 years old or younger	2,216 21.3%	638 16.6%	984 15.9%	994 15.9%	86 13.9%	547 17.4%	2 11.1%	638 62.3%	0 0.0%	0 0.0%	81 11.0%	205 19.7%	340 17.4%	565 18.8%	56 8.7%	13 8.3%	28 15.9%	42 18.8%	20 17.2%	124 12.9%	0 0.0%	5 25.0%	248 19.4%	11 16.9%	50 16.0%	191 11.6%	378 20.4%	52 23.0%	
Significantly different from column:*		A			F	E		I,J	H	H	L,M	K	K	O,P	N	N				R,W			T				AA,AB	Z	Z

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

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	10,775	3,970	6,383	6,318	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235	
Number missing or multiple answer	370	140	198	66	7	18	0	7	14	9	11	8	10	56	12	7	1	3	2	19	0	0	12	0	3	67	57	8	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,405	3,830	6,185	6,252	624	3,133	18	1,017	1,766	1,025	731	1,037	1,965	3,010	642	152	180	223	114	951	11	20	1,283	65	317	1,646	1,853	227	
	96.6%	96.5%	96.9%	99.0%	98.9%	99.4%	100.0%	99.3%	99.2%	99.1%	98.5%	99.2%	99.5%	98.2%	98.2%	95.6%	99.4%	98.7%	98.3%	98.0%	100.0%	100.0%	99.1%	---	99.1%	96.1%	97.0%	96.6%	
Male	5,456	2,047	3,274	3,208	371	1,636	7	558	938	540	409	547	1,045	1,586	364	84	92	115	74	516	6	14	668	31	172	913	969	114	
	52.4%	53.4%	52.9%	51.3%	59.5%	52.2%	38.9%	54.9%	53.1%	52.7%	56.0%	52.7%	53.2%	52.7%	56.7%	55.3%	51.1%	51.6%	64.9%	54.3%	54.5%	70.0%	52.1%	47.7%	54.3%	55.5%	52.3%	50.2%	
Female	4,949	1,783	2,911	3,044	253	1,497	11	459	828	485	322	490	920	1,424	278	68	88	108	40	435	5	6	615	34	145	733	884	113	
	47.6%	46.6%	47.1%	48.7%	40.5%	47.8%	61.1%	45.1%	46.9%	47.3%	44.0%	47.3%	46.8%	47.3%	43.3%	44.7%	48.9%	48.4%	35.1%	45.7%	45.5%	30.0%	47.9%	52.3%	45.7%	44.5%	47.7%	49.8%	
Significantly different from column:*		D			F	E											S	S	Q,R,T,W,X,S			S	S	S					

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

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	---	3,970	6,383	---	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235	
Number missing or multiple answer	---	184	245	---	14	34	0	14	32	27	23	15	24	81	26	11	3	2	1	26	0	1	21	0	9	90	75	10	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	3,786	6,138	---	617	3,117	18	1,010	1,748	1,007	719	1,030	1,951	2,985	628	148	178	224	115	944	11	19	1,274	65	311	1,623	1,835	225	
	---	95.4%	96.2%	---	97.8%	98.9%	100.0%	98.6%	98.2%	97.4%	96.9%	98.6%	98.8%	97.4%	96.0%	93.1%	98.3%	99.1%	99.1%	97.3%	100.0%	95.0%	98.4%	---	97.2%	94.7%	96.1%	95.7%	
Male	---	2,017	3,253	---	365	1,628	4	554	925	528	399	545	1,033	1,567	354	82	92	117	74	511	6	13	660	31	167	895	960	112	
	---	53.3%	53.0%	---	59.2%	52.2%	22.2%	54.9%	52.9%	52.4%	55.5%	52.9%	52.9%	52.5%	56.4%	55.4%	51.7%	52.2%	64.3%	54.1%	54.5%	68.4%	51.8%	47.7%	53.7%	55.1%	52.3%	49.8%	
Female	---	1,726	2,845	---	244	1,460	8	452	807	456	316	475	889	1,388	262	65	85	106	39	427	5	6	593	32	139	715	852	106	
	---	45.6%	46.4%	---	39.5%	46.8%	44.4%	44.8%	46.2%	45.3%	43.9%	46.1%	45.6%	46.5%	41.7%	43.9%	47.8%	47.3%	33.9%	45.2%	45.5%	31.6%	46.5%	49.2%	44.7%	44.1%	46.4%	47.1%	
Transgender	---	5	8	---	1	4	0	0	2	3	1	2	2	4	1	0	0	0	0	2	0	0	2	0	0	3	1	1	
	---	0.1%	0.1%	---	0.2%	0.1%	0.0%	0.0%	0.1%	0.3%	0.1%	0.2%	0.1%	0.1%	0.2%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.2%	0.0%	0.0%	0.2%	0.1%	0.4%	
Non-binary, genderqueer, or other	---	38	32	---	7	25	6	4	14	20	3	8	27	26	11	1	1	1	2	4	0	0	19	2	5	10	22	6	
	---	1.0%	0.5%	---	1.1%	0.8%	33.3%	0.4%	0.8%	2.0%	0.4%	0.8%	1.4%	0.9%	1.8%	0.7%	0.6%	0.4%	1.7%	0.4%	0.0%	0.0%	1.5%	3.1%	1.6%	0.6%	1.2%	2.7%	
Transgender, Non-binary, genderqueer, or other	---	43	40	---	8	29	6	4	16	23	4	10	29	30	12	1	1	1	2	6	0	0	21	2	5	13	23	7	
	---	1.1%	0.7%	---	1.3%	0.9%	33.3%	0.4%	0.9%	2.3%	0.6%	1.0%	1.5%	1.0%	1.9%	0.7%	0.6%	0.4%	1.7%	0.6%	0.0%	0.0%	1.6%	3.1%	1.6%	0.8%	1.3%	3.1%	
Significantly different from column:*		C						J	J	H,I									W			T							

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

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	10,775	3,970	6,383	6,318	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235	
Number missing or multiple answer	554	154	245	110	4	19	0	6	25	18	5	5	12	64	20	5	4	3	0	12	0	0	11	0	4	75	61	13	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,221 94.9%	3,816 96.1%	6,138 96.2%	6,208 98.3%	627 99.4%	3,132 99.4%	18 100.0%	1,018 99.4%	1,755 98.6%	1,016 98.3%	737 99.3%	1,040 99.5%	1,963 99.4%	3,002 97.9%	634 96.9%	154 96.9%	177 97.8%	223 98.7%	116 100.0%	958 98.8%	11 100.0%	20 100.0%	1,284 99.2%	65 ---	316 98.8%	1,638 95.6%	1,849 96.8%	222 94.5%	
Under 18	499 4.9%	152 4.0%	175 2.9%	232 3.7%	47 7.5%	101 3.2%	1 5.6%	36 3.5%	68 3.9%	46 4.5%	53 7.2%	33 3.2%	56 2.9%	120 4.0%	22 3.5%	8 5.2%	9 5.1%	12 5.4%	9 7.8%	25 2.6%	1 9.1%	1 5.0%	62 4.8%	2 3.1%	9 2.8%	70 4.3%	65 3.5%	11 5.0%	
18 to 24	546 5.3%	132 3.5%	207 3.4%	225 3.6%	12 1.9%	118 3.8%	0 0.0%	105 10.3%	12 0.7%	13 1.3%	22 3.0%	63 6.1%	45 2.3%	108 3.6%	16 2.5%	7 4.5%	4 2.3%	5 2.2%	5 4.3%	36 3.8%	0 0.0%	1 5.0%	42 3.3%	1 1.5%	15 4.7%	54 3.3%	63 3.4%	12 5.4%	
25 to 34	2,998 29.3%	931 24.4%	1,573 25.6%	1,691 27.2%	87 13.9%	834 26.6%	5 27.8%	489 48.0%	394 22.5%	46 4.5%	153 20.8%	321 30.9%	445 22.7%	780 26.0%	122 19.2%	24 15.6%	38 21.5%	37 16.6%	18 15.5%	257 26.8%	0 0.0%	4 20.0%	303 23.6%	12 18.5%	74 23.4%	346 21.1%	511 27.6%	46 20.7%	
35 to 44	3,568 34.9%	1,511 39.6%	2,333 38.0%	2,195 35.4%	224 35.7%	1,265 40.4%	6 33.3%	319 31.3%	795 45.3%	386 38.0%	291 39.5%	368 35.4%	820 41.8%	1,175 39.1%	269 42.4%	57 37.0%	61 34.5%	82 36.8%	44 37.9%	411 42.9%	4 36.4%	8 40.0%	504 39.3%	30 46.2%	120 38.0%	676 41.3%	715 38.7%	80 36.0%	
45 to 54	1,704 16.7%	718 18.8%	1,167 19.0%	1,199 19.3%	164 26.2%	541 17.3%	3 16.7%	47 4.6%	321 18.3%	344 33.9%	175 23.7%	151 14.5%	374 19.1%	529 17.6%	145 22.9%	37 24.0%	36 20.3%	61 27.4%	22 19.0%	201 21.0%	3 27.3%	4 20.0%	220 17.1%	10 15.4%	61 19.3%	333 20.3%	320 17.3%	44 19.8%	
55 to 64	615 6.0%	222 5.8%	426 6.9%	427 6.9%	62 9.9%	155 4.9%	3 16.7%	15 1.5%	93 5.3%	110 10.8%	28 3.8%	61 5.9%	131 6.7%	171 5.7%	37 5.8%	14 9.1%	17 9.6%	21 9.4%	9 7.8%	17 1.8%	3 27.3%	2 10.0%	93 7.2%	5 7.7%	24 7.6%	101 6.2%	101 5.5%	15 6.8%	
65 to 74	239 2.3%	117 3.1%	208 3.4%	190 3.1%	25 4.0%	91 2.9%	0 0.0%	5 0.5%	57 3.2%	55 5.4%	14 1.9%	33 3.2%	70 3.6%	89 3.0%	21 3.3%	6 3.9%	9 5.1%	4 1.8%	6 5.2%	7 0.7%	0 0.0%	0 0.0%	49 3.8%	4 6.2%	10 3.2%	41 2.5%	60 3.2%	12 5.4%	
75 or older	52 0.5%	33 0.9%	49 0.8%	49 0.8%	6 1.0%	27 0.9%	0 0.0%	2 0.2%	15 0.9%	16 1.6%	1 0.1%	10 1.0%	22 1.1%	30 1.0%	2 0.3%	1 0.6%	3 1.7%	1 0.4%	3 2.6%	4 0.4%	0 0.0%	0 0.0%	11 0.9%	1 1.5%	3 0.9%	17 1.0%	14 0.8%	2 0.9%	
35 or older	6,178 60.4%	2,601 68.2%	4,183 68.1%	4,060 65.4%	481 76.7%	2,079 66.4%	12 66.7%	388 38.1%	1,281 73.0%	911 89.7%	509 69.1%	623 59.9%	1,417 72.2%	1,994 66.4%	474 74.8%	115 74.7%	126 71.2%	169 75.8%	84 72.4%	640 66.8%	10 90.9%	14 70.0%	877 68.3%	50 76.9%	218 69.0%	1,168 71.3%	1,210 65.4%	153 68.9%	
Significantly different from column:*		A,D			F	E		I,J	H,J	H,I	L	K,M	L	O,P	N	N		T,W		R			R			AA	Z		

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

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	10,775	3,970	6,383	---	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235	
Number missing or multiple answer	472	170	286	---	0	0	0	8	41	18	6	6	15	78	20	8	4	1	0	14	0	0	14	2	3	86	66	13	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,303	3,800	6,097	---	631	3,151	18	1,016	1,739	1,016	736	1,039	1,960	2,988	634	151	177	225	116	956	11	20	1,281	63	317	1,627	1,844	222	
	95.6%	95.7%	95.5%	---	100.0%	100.0%	100.0%	99.2%	97.7%	98.3%	99.2%	99.4%	99.2%	97.5%	96.9%	95.0%	97.8%	99.6%	100.0%	98.6%	100.0%	100.0%	98.9%	---	99.1%	95.0%	96.5%	94.5%	
Male	1,394	631	954	---	631	0	0	135	304	178	136	165	315	510	86	29	23	84	24	133	6	6	182	17	55	326	255	34	
	13.5%	16.6%	15.6%	---	100.0%	0.0%	0.0%	13.3%	17.5%	17.5%	18.5%	15.9%	16.1%	17.1%	13.6%	19.2%	13.0%	37.3%	20.7%	13.9%	54.5%	30.0%	14.2%	27.0%	17.4%	20.0%	13.8%	15.3%	
Female	8,909	3,151	5,128	---	0	3,151	0	878	1,426	832	599	872	1,630	2,461	547	122	153	140	91	822	5	13	1,089	46	259	1,295	1,579	187	
	86.5%	82.9%	84.1%	---	0.0%	100.0%	0.0%	86.4%	82.0%	81.9%	81.4%	83.9%	83.2%	82.4%	86.3%	80.8%	86.4%	62.2%	78.4%	86.0%	45.5%	65.0%	85.0%	73.0%	81.7%	79.6%	85.6%	84.2%	
Transgender	0	2	4	---	0	0	2	0	2	0	0	0	2	2	0	0	0	0	1	0	0	0	0	0	1	1	1	0	
	0.0%	0.1%	0.1%	---	0.0%	0.0%	11.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.1%	0.1%	0.0%	
Non-binary, genderqueer, or other	0	16	11	---	0	0	16	3	7	6	1	2	13	15	1	0	1	1	0	1	0	1	10	0	2	5	9	1	
	0.0%	0.4%	0.2%	---	0.0%	0.0%	88.9%	0.3%	0.4%	0.6%	0.1%	0.2%	0.7%	0.5%	0.2%	0.0%	0.6%	0.4%	0.0%	0.1%	0.0%	5.0%	0.8%	0.0%	0.6%	0.3%	0.5%	0.5%	
Transgender, Non-binary, genderqueer, or other	0	18	15	---	0	0	18	3	9	6	1	2	15	17	1	0	1	1	1	1	0	1	10	0	3	6	10	1	
	0.0%	0.5%	0.2%	---	0.0%	0.0%	100.0%	0.3%	0.5%	0.6%	0.1%	0.2%	0.8%	0.6%	0.2%	0.0%	0.6%	0.4%	0.9%	0.1%	0.0%	5.0%	0.8%	0.0%	0.9%	0.4%	0.5%	0.5%	
Significantly different from column:*												M	L																

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

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

State Oregon Health Plan

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

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	10,775	3,970	6,383	6,318	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235	
Number missing or multiple answer	667	208	331	124	15	50	0	21	56	25	0	0	0	96	32	14	5	2	1	45	0	0	19	1	2	110	74	16	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,108	3,762	6,052	6,194	616	3,101	18	1,003	1,724	1,009	742	1,045	1,975	2,970	622	145	176	224	115	925	11	20	1,276	64	318	1,603	1,836	219	
	93.8%	94.8%	94.8%	98.0%	97.6%	98.4%	100.0%	97.9%	96.9%	97.6%	100.0%	100.0%	100.0%	96.9%	95.1%	91.2%	97.2%	99.1%	99.1%	95.4%	100.0%	100.0%	98.5%	---	99.4%	93.6%	96.1%	93.2%	
8th grade or less	802	357	649	630	69	284	0	48	179	128	357	0	0	227	100	27	27	25	8	228	0	0	20	3	6	193	141	3	
	7.9%	9.5%	10.7%	10.2%	11.2%	9.2%	0.0%	4.8%	10.4%	12.7%	48.1%	0.0%	0.0%	7.6%	16.1%	18.6%	15.3%	11.2%	7.0%	24.6%	0.0%	0.0%	1.6%	4.7%	1.9%	12.0%	7.7%	1.4%	
Some high school, but did not graduate	1,120	385	613	658	67	315	1	97	153	132	385	0	0	287	74	24	22	25	6	173	3	1	58	8	29	196	162	13	
	11.1%	10.2%	10.1%	10.6%	10.9%	10.2%	5.6%	9.7%	8.9%	13.1%	51.9%	0.0%	0.0%	9.7%	11.9%	16.6%	12.5%	11.2%	5.2%	18.7%	27.3%	5.0%	4.5%	12.5%	9.1%	12.2%	8.8%	5.9%	
High school graduate or GED	3,290	1,045	1,722	1,766	165	872	2	310	463	267	0	1,045	0	798	207	36	64	40	24	328	2	8	286	18	64	473	493	45	
	32.5%	27.8%	28.5%	28.5%	26.8%	28.1%	11.1%	30.9%	26.9%	26.5%	0.0%	100.0%	0.0%	26.9%	33.3%	24.8%	36.4%	17.9%	20.9%	35.5%	18.2%	40.0%	22.4%	28.1%	20.1%	29.5%	26.9%	20.5%	
Some college or 2-year degree	3,159	1,312	2,023	2,025	186	1,111	7	361	627	314	0	0	1,312	1,103	152	43	50	51	56	150	5	9	585	23	136	514	675	94	
	31.3%	34.9%	33.4%	32.7%	30.2%	35.8%	38.9%	36.0%	36.4%	31.1%	0.0%	0.0%	66.4%	37.1%	24.4%	29.7%	28.4%	22.8%	48.7%	16.2%	45.5%	45.0%	45.8%	35.9%	42.8%	32.1%	36.8%	42.9%	
4-year college graduate	1,073	410	641	678	76	323	5	122	186	97	0	0	410	351	49	7	8	56	11	29	1	2	200	7	43	157	207	42	
	10.6%	10.9%	10.6%	10.9%	12.3%	10.4%	27.8%	12.2%	10.8%	9.6%	0.0%	0.0%	20.8%	11.8%	7.9%	4.8%	4.5%	25.0%	9.6%	3.1%	9.1%	10.0%	15.7%	10.9%	13.5%	9.8%	11.3%	19.2%	
More than 4-year college degree	664	253	404	437	53	196	3	65	116	71	0	0	253	204	40	8	5	27	10	17	0	0	127	5	40	70	158	22	
	6.6%	6.7%	6.7%	7.1%	8.6%	6.3%	16.7%	6.5%	6.7%	7.0%	0.0%	0.0%	12.8%	6.9%	6.4%	5.5%	2.8%	12.1%	8.7%	1.8%	0.0%	0.0%	10.0%	7.8%	12.6%	4.4%	8.6%	10.0%	
4-year college graduate or more	1,737	663	1,045	1,115	129	519	8	187	302	168	0	0	663	555	89	15	13	83	21	46	1	2	327	12	83	227	365	64	
	17.2%	17.6%	17.3%	18.0%	20.9%	16.7%	44.4%	18.6%	17.5%	16.7%	0.0%	0.0%	33.6%	18.7%	14.3%	10.3%	7.4%	37.1%	18.3%	5.0%	9.1%	10.0%	25.6%	18.8%	26.1%	14.2%	19.9%	29.2%	
Significantly different from column:*					F	E					M	M	K,L	O,P	N	N	R,S,W,X,Y	Q,S,T,V,W,X	Q,R,T	R,S,W,Y		R	Q,R,T	Q,R	Q,R,T	AA,AB	AB,Z	AA,Z	

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

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

State Oregon Health Plan

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

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	10,775	3,970	6,383	6,318	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235	
Number missing or multiple answer	654	210	369	163	4	74	2	13	61	35	9	20	43	110	26	8	6	1	2	11	0	1	47	1	11	99	91	16	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	10,121	3,760	6,014	6,155	627	3,077	16	1,011	1,719	999	733	1,025	1,932	2,956	628	151	175	225	114	959	11	19	1,248	64	309	1,614	1,819	219	
	93.9%	94.7%	94.2%	97.4%	99.4%	97.7%	88.9%	98.7%	96.6%	96.6%	98.8%	98.1%	97.8%	96.4%	96.0%	95.0%	96.7%	99.6%	98.3%	98.9%	100.0%	95.0%	96.4%	---	96.6%	94.2%	95.2%	93.2%	
Mother or father	9,313	3,461	5,480	5,615	575	2,832	15	961	1,582	887	691	924	1,780	2,728	576	134	144	220	98	931	8	17	1,137	57	284	1,483	1,693	185	
	92.0%	92.0%	91.1%	91.2%	91.7%	92.0%	93.8%	95.1%	92.0%	88.8%	94.3%	90.1%	92.1%	92.3%	91.7%	88.7%	82.3%	97.8%	86.0%	97.1%	72.7%	89.5%	91.1%	89.1%	91.9%	91.9%	93.1%	84.5%	
Grandparent	532	170	301	300	22	148	0	22	84	64	25	57	87	131	30	8	18	1	8	11	0	2	68	6	15	71	72	22	
	5.3%	4.5%	5.0%	4.9%	3.5%	4.8%	0.0%	2.2%	4.9%	6.4%	3.4%	5.6%	4.5%	4.4%	4.8%	5.3%	10.3%	0.4%	7.0%	1.1%	0.0%	10.5%	5.4%	9.4%	4.9%	4.4%	4.0%	10.0%	
Aunt or uncle	69	21	41	32	4	17	0	5	9	7	2	4	13	16	3	1	3	1	1	3	0	0	8	0	1	10	7	4	
	0.7%	0.6%	0.7%	0.5%	0.6%	0.6%	0.0%	0.5%	0.5%	0.7%	0.3%	0.4%	0.7%	0.5%	0.5%	0.7%	1.7%	0.4%	0.9%	0.3%	0.0%	0.0%	0.6%	0.0%	0.3%	0.6%	0.4%	1.8%	
Older brother or sister	27	10	16	10	6	4	0	0	3	7	2	6	2	5	4	1	1	2	0	2	2	0	1	0	0	6	3	1	
	0.3%	0.3%	0.3%	0.2%	1.0%	0.1%	0.0%	0.0%	0.2%	0.7%	0.3%	0.6%	0.1%	0.2%	0.6%	0.7%	0.6%	0.9%	0.0%	0.2%	18.2%	0.0%	0.1%	0.0%	0.0%	0.4%	0.2%	0.5%	
Other relative	12	7	11	12	1	6	0	1	2	4	1	3	3	5	2	0	0	0	0	3	0	0	4	0	0	2	3	1	
	0.1%	0.2%	0.2%	0.2%	0.2%	0.2%	0.0%	0.1%	0.1%	0.4%	0.1%	0.3%	0.2%	0.2%	0.3%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.3%	0.0%	0.0%	0.1%	0.2%	0.5%		
Legal guardian	139	73	117	123	14	57	1	16	34	23	8	24	40	61	7	5	8	1	4	8	1	0	25	0	6	34	34	3	
	1.4%	1.9%	1.9%	2.0%	2.2%	1.9%	6.3%	1.6%	2.0%	2.3%	1.1%	2.3%	2.1%	2.1%	1.1%	3.3%	4.6%	0.4%	3.5%	0.8%	9.1%	0.0%	2.0%	0.0%	1.9%	2.1%	1.9%	1.4%	
Someone else	29	18	48	63	5	13	0	6	5	7	4	7	7	10	6	2	1	0	3	1	0	0	5	1	3	8	7	3	
	0.3%	0.5%	0.8%	1.0%	0.8%	0.4%	0.0%	0.6%	0.3%	0.7%	0.5%	0.7%	0.4%	0.3%	1.0%	1.3%	0.6%	0.0%	2.6%	0.1%	0.0%	0.0%	0.4%	1.6%	1.0%	0.5%	0.4%	1.4%	

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	---	3,970	6,383	---	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235	
Number missing or multiple answer	---	217	392	---	15	84	1	65	42	19	13	24	50	112	28	9	8	5	5	33	0	0	22	0	7	88	102	17	
Number no experience	NA	NA	NA	NA	NA	NA	NA	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	5,991	---	616	3,067	17	959	1,738	1,015	729	1,021	1,925	2,954	626	150	173	221	111	937	11	20	1,273	65	313	1,625	1,808	218	
	---	94.5%	93.9%	---	97.6%	97.3%	94.4%	93.7%	97.6%	98.2%	98.2%	97.7%	97.5%	96.3%	95.7%	94.3%	95.6%	97.8%	95.7%	96.6%	100.0%	100.0%	98.3%	---	97.8%	94.9%	94.7%	92.8%	
Very well	---	2,715	4,317	---	421	2,245	14	488	1,349	854	422	729	1,523	2,234	381	82	131	98	88	525	10	13	1,039	54	245	1,192	1,316	147	
	---	72.3%	72.1%	---	68.3%	73.2%	82.4%	50.9%	77.6%	84.1%	57.9%	71.4%	79.1%	75.6%	60.9%	54.7%	75.7%	44.3%	79.3%	56.0%	90.9%	65.0%	81.6%	83.1%	78.3%	73.4%	72.8%	67.4%	
Well	---	665	1,132	---	116	532	3	234	297	123	213	175	255	452	169	41	26	68	16	275	0	3	149	6	42	324	286	30	
	---	17.7%	18.9%	---	18.8%	17.3%	17.6%	24.4%	17.1%	12.1%	29.2%	17.1%	13.2%	15.3%	27.0%	27.3%	15.0%	30.8%	14.4%	29.3%	0.0%	15.0%	11.7%	9.2%	13.4%	19.9%	15.8%	13.8%	
Not well	---	221	352	---	52	165	0	118	73	27	61	61	91	161	46	13	11	44	4	81	1	2	41	3	13	73	127	11	
	---	5.9%	5.9%	---	8.4%	5.4%	0.0%	12.3%	4.2%	2.7%	8.4%	6.0%	4.7%	5.5%	7.3%	8.7%	6.4%	19.9%	3.6%	8.6%	9.1%	10.0%	3.2%	4.6%	4.2%	4.5%	7.0%	5.0%	
Not at all	---	152	190	---	27	125	0	119	19	11	33	56	56	107	30	14	5	11	3	56	0	2	44	2	13	36	79	30	
	---	4.1%	3.2%	---	4.4%	4.1%	0.0%	12.4%	1.1%	1.1%	4.5%	5.5%	2.9%	3.6%	4.8%	9.3%	2.9%	5.0%	2.7%	6.0%	0.0%	10.0%	3.5%	3.1%	4.2%	2.2%	4.4%	13.8%	
Very well or Well	---	3,380	5,449	---	537	2,777	17	722	1,646	977	635	904	1,778	2,686	550	123	157	166	104	800	10	16	1,188	60	287	1,516	1,602	177	
	---	90.1%	91.0%	---	87.2%	90.5%	100.0%	75.3%	94.7%	96.3%	87.1%	88.5%	92.4%	90.9%	87.9%	82.0%	90.8%	75.1%	93.7%	85.4%	90.9%	80.0%	93.3%	92.3%	91.7%	93.3%	88.6%	81.2%	
Significantly different from column:*					F	E		I,J	H	H	M	M	K,L	O,P	N	N	R		Q,S,T,W,X,Y	R,T	R,S,W,Y			R,T	R	R,T	AA,AB	AB,Z	AA,Z

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

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

State Oregon Health Plan

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

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	---	3,970	6,383	---	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235	
Number missing or multiple answer	---	267	633	---	34	114	2	54	81	41	31	39	69	148	41	13	9	35	6	51	0	1	20	1	15	125	119	17	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	3,703	5,750	---	597	3,037	16	970	1,699	993	711	1,006	1,906	2,918	613	146	172	191	110	919	11	19	1,275	64	305	1,588	1,791	218	
	---	93.3%	90.1%	---	94.6%	96.4%	88.9%	94.7%	95.4%	96.0%	95.8%	96.3%	96.5%	95.2%	93.7%	91.8%	95.0%	84.5%	94.8%	94.7%	100.0%	95.0%	98.5%	---	95.3%	92.7%	93.8%	92.8%	
English	---	2,731	4,210	---	439	2,237	16	731	1,270	700	266	705	1,727	2,270	359	83	122	102	102	251	7	16	1,233	53	290	1,126	1,370	186	
	---	73.8%	73.2%	---	73.5%	73.7%	100.0%	75.4%	74.7%	70.5%	37.4%	70.1%	90.6%	77.8%	58.6%	56.8%	70.9%	53.4%	92.7%	27.3%	63.6%	84.2%	96.7%	82.8%	95.1%	70.9%	76.5%	85.3%	
Spanish	---	736	1,291	---	95	628	0	162	339	225	388	239	72	480	202	49	49	0	0	601	1	0	12	6	8	359	316	19	
	---	19.9%	22.5%	---	15.9%	20.7%	0.0%	16.7%	20.0%	22.7%	54.6%	23.8%	3.8%	16.4%	33.0%	33.6%	28.5%	0.0%	0.0%	65.4%	9.1%	0.0%	0.9%	9.4%	2.6%	22.6%	17.6%	8.7%	
Other	---	215	249	---	55	159	0	67	84	63	52	55	100	155	47	11	0	87	7	57	3	3	27	5	6	95	95	11	
	---	5.8%	4.3%	---	9.2%	5.2%	0.0%	6.9%	4.9%	6.3%	7.3%	5.5%	5.2%	5.3%	7.7%	7.5%	0.0%	45.5%	6.4%	6.2%	27.3%	15.8%	2.1%	7.8%	2.0%	6.0%	5.3%	5.0%	

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

State Oregon Health Plan

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 interpreter for us to communicate with them?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	3,970	6,383	---	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235
Number missing or multiple answer	---	192	375	---	9	64	1	33	44	24	14	21	29	85	32	10	9	4	4	23	0	0	12	1	7	90	83	13
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	3,778	6,008	---	622	3,087	17	991	1,736	1,010	728	1,024	1,946	2,981	622	149	172	222	112	947	11	20	1,283	64	313	1,623	1,827	222
	---	95.2%	94.1%	---	98.6%	98.0%	94.4%	96.8%	97.5%	97.7%	98.1%	98.0%	98.5%	97.2%	95.1%	93.7%	95.0%	98.2%	96.6%	97.6%	100.0%	100.0%	99.1%	---	97.8%	94.7%	95.7%	94.5%
Yes	---	215	370	---	52	156	1	95	83	35	87	67	52	138	56	18	9	36	0	111	0	2	21	3	7	85	105	10
	---	5.7%	6.2%	---	8.4%	5.1%	5.9%	9.6%	4.8%	3.5%	12.0%	6.5%	2.7%	4.6%	9.0%	12.1%	5.2%	16.2%	0.0%	11.7%	0.0%	10.0%	1.6%	4.7%	2.2%	5.2%	5.7%	4.5%
No	---	3,563	5,638	---	570	2,931	16	896	1,653	975	641	957	1,894	2,843	566	131	163	186	112	836	11	18	1,262	61	306	1,538	1,722	212
	---	94.3%	93.8%	---	91.6%	94.9%	94.1%	90.4%	95.2%	96.5%	88.0%	93.5%	97.3%	95.4%	91.0%	87.9%	94.8%	83.8%	100.0%	88.3%	100.0%	90.0%	98.4%	95.3%	97.8%	94.8%	94.3%	95.5%
Significantly different from column:*					F	E		I,J	H	H	L,M	K,M	K,L	O,P	N	N	R,T	Q,S,W,X,Y	R,T	Q,S,W,Y			R,T	R	R,T			

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

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

State Oregon Health Plan

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 sign language interpreter for us to communicate with them?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	3,970	6,383	---	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235
Number missing or multiple answer	---	173	335	---	5	50	0	17	44	21	8	15	25	76	26	6	7	2	5	11	0	0	11	1	5	84	70	11
Number no experience	NA	NA	NA	NA	NA	NA	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	6,048	---	626	3,101	18	1,007	1,736	1,013	734	1,030	1,950	2,990	628	153	174	224	111	959	11	20	1,284	64	315	1,629	1,840	224
	---	95.6%	94.8%	---	99.2%	98.4%	100.0%	98.3%	97.5%	98.0%	98.9%	98.6%	98.7%	97.5%	96.0%	96.2%	96.1%	99.1%	95.7%	98.9%	100.0%	100.0%	99.2%	---	98.4%	95.1%	96.3%	95.3%
Yes	---	39	74	---	10	27	0	14	17	8	16	8	13	17	13	9	1	7	0	18	0	1	6	0	2	15	17	3
	---	1.0%	1.2%	---	1.6%	0.9%	0.0%	1.4%	1.0%	0.8%	2.2%	0.8%	0.7%	0.6%	2.1%	5.9%	0.6%	3.1%	0.0%	1.9%	0.0%	5.0%	0.5%	0.0%	0.6%	0.9%	0.9%	1.3%
No	---	3,758	5,974	---	616	3,074	18	993	1,719	1,005	718	1,022	1,937	2,973	615	144	173	217	111	941	11	19	1,278	64	313	1,614	1,823	221
	---	99.0%	98.8%	---	98.4%	99.1%	100.0%	98.6%	99.0%	99.2%	97.8%	99.2%	99.3%	99.4%	97.9%	94.1%	99.4%	96.9%	100.0%	98.1%	100.0%	95.0%	99.5%	100.0%	99.4%	99.1%	99.1%	98.7%
Significantly different from column:*											L,M	K	K	O	N				W			T						

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

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

State Oregon Health Plan

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

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	---	3,970	6,383	---	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235	
Number missing or multiple answer	---	644	440	---	81	440	0	121	248	173	178	150	177	447	104	26	55	24	12	227	0	3	111	6	31	311	283	31	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	3,326	5,943	---	550	2,711	18	903	1,532	861	564	895	1,798	2,619	550	133	126	202	104	743	11	17	1,184	59	289	1,402	1,627	204	
	---	83.8%	93.1%	---	87.2%	86.0%	100.0%	88.2%	86.1%	83.3%	76.0%	85.6%	91.0%	85.4%	84.1%	83.6%	69.6%	89.4%	89.7%	76.6%	100.0%	85.0%	91.4%	---	90.3%	81.8%	85.2%	86.8%	
Yes	---	48	69	---	10	36	0	10	24	14	18	5	24	21	19	8	1	6	1	18	0	0	13	0	2	19	16	9	
	---	1.4%	1.2%	---	1.8%	1.3%	0.0%	1.1%	1.6%	1.6%	3.2%	0.6%	1.3%	0.8%	3.5%	6.0%	0.8%	3.0%	1.0%	2.4%	0.0%	0.0%	1.1%	0.0%	0.7%	1.4%	1.0%	4.4%	
No	---	3,278	5,874	---	540	2,675	18	893	1,508	847	546	890	1,774	2,598	531	125	125	196	103	725	11	17	1,171	59	287	1,383	1,611	195	
	---	98.6%	98.8%	---	98.2%	98.7%	100.0%	98.9%	98.4%	98.4%	96.8%	99.4%	98.7%	99.2%	96.5%	94.0%	99.2%	97.0%	99.0%	97.6%	100.0%	100.0%	98.9%	100.0%	99.3%	98.6%	99.0%	95.6%	
Significantly different from column:*											L,M	K	K	O	N				W			T							

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

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

State Oregon Health Plan

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 deaf or does your child have serious difficulty hearing?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	3,970	6,383	---	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235
Number missing or multiple answer	---	410	274	---	48	245	0	54	151	105	144	85	46	252	70	18	39	2	3	190	1	0	15	2	11	217	160	17
Number no experience	NA	NA	NA	NA	NA	NA	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	6,109	---	583	2,906	18	970	1,629	929	598	960	1,929	2,814	584	141	142	224	113	780	10	20	1,280	63	309	1,496	1,750	218
	---	89.7%	95.7%	---	92.4%	92.2%	100.0%	94.7%	91.5%	89.8%	80.6%	91.9%	97.7%	91.8%	89.3%	88.7%	78.5%	99.1%	97.4%	80.4%	90.9%	100.0%	98.8%	---	96.6%	87.3%	91.6%	92.8%
Yes	---	45	65	---	5	40	0	10	19	16	7	13	24	25	14	6	1	1	1	8	0	1	18	0	6	16	20	6
	---	1.3%	1.1%	---	0.9%	1.4%	0.0%	1.0%	1.2%	1.7%	1.2%	1.4%	1.2%	0.9%	2.4%	4.3%	0.7%	0.4%	0.9%	1.0%	0.0%	5.0%	1.4%	0.0%	1.9%	1.1%	1.1%	2.8%
No	---	3,515	6,044	---	578	2,866	18	960	1,610	913	591	947	1,905	2,789	570	135	141	223	112	772	10	19	1,262	63	303	1,480	1,730	212
	---	98.7%	98.9%	---	99.1%	98.6%	100.0%	99.0%	98.8%	98.3%	98.8%	98.6%	98.8%	99.1%	97.6%	95.7%	99.3%	99.6%	99.1%	99.0%	100.0%	95.0%	98.6%	100.0%	98.1%	98.9%	98.9%	97.2%
Significantly different from column:*														O	N													

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

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

State Oregon Health Plan

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 blind or does your child have serious difficulty seeing, even when wearing glasses?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	3,970	6,383	---	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235
Number missing or multiple answer	---	185	282	---	13	55	0	18	47	27	17	16	27	90	23	7	8	2	2	22	0	1	11	0	5	92	74	12
Number no experience	NA	NA	NA	NA	NA	NA	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	6,101	---	618	3,096	18	1,006	1,733	1,007	725	1,029	1,948	2,976	631	152	173	224	114	948	11	19	1,284	65	315	1,621	1,836	223
	---	95.3%	95.6%	---	97.9%	98.3%	100.0%	98.2%	97.4%	97.4%	97.7%	98.5%	98.6%	97.1%	96.5%	95.6%	95.6%	99.1%	98.3%	97.7%	100.0%	95.0%	99.2%	---	98.4%	94.6%	96.1%	94.9%
Yes	---	73	114	---	14	59	0	9	32	30	26	20	27	33	21	19	2	5	2	26	0	0	14	3	11	32	29	10
	---	1.9%	1.9%	---	2.3%	1.9%	0.0%	0.9%	1.8%	3.0%	3.6%	1.9%	1.4%	1.1%	3.3%	12.5%	1.2%	2.2%	1.8%	2.7%	0.0%	0.0%	1.1%	4.6%	3.5%	2.0%	1.6%	4.5%
No	---	3,712	5,987	---	604	3,037	18	997	1,701	977	699	1,009	1,921	2,943	610	133	171	219	112	922	11	19	1,270	62	304	1,589	1,807	213
	---	98.1%	98.1%	---	97.7%	98.1%	100.0%	99.1%	98.2%	97.0%	96.4%	98.1%	98.6%	98.9%	96.7%	87.5%	98.8%	97.8%	98.2%	97.3%	100.0%	100.0%	98.9%	95.4%	96.5%	98.0%	98.4%	95.5%
Significantly different from column:*								I,J	H	H	L,M	K	K	O	N,P	O				W			T			AB		Z

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

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

State Oregon Health Plan

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

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	---	3,970	6,383	---	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235
Number missing or multiple answer	---	177	295	---	11	48	0	16	40	29	8	16	28	81	26	6	6	2	3	9	0	0	16	0	5	89	69	13
Number no experience	NA	NA	NA	NA	NA	NA	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	6,088	---	620	3,103	18	1,008	1,740	1,005	734	1,029	1,947	2,985	628	153	175	224	113	961	11	20	1,279	65	315	1,624	1,841	222
	---	95.5%	95.4%	---	98.3%	98.5%	100.0%	98.4%	97.8%	97.2%	98.9%	98.5%	98.6%	97.4%	96.0%	96.2%	96.7%	99.1%	97.4%	99.1%	100.0%	100.0%	98.8%	---	98.4%	94.8%	96.4%	94.5%
Yes	---	428	744	---	56	364	4	45	217	161	44	91	286	207	153	64	17	12	17	52	2	4	197	3	54	97	219	100
	---	11.3%	12.2%	---	9.0%	11.7%	22.2%	4.5%	12.5%	16.0%	6.0%	8.8%	14.7%	6.9%	24.4%	41.8%	9.7%	5.4%	15.0%	5.4%	18.2%	20.0%	15.4%	4.6%	17.1%	6.0%	11.9%	45.0%
No	---	3,365	5,344	---	564	2,739	14	963	1,523	844	690	938	1,661	2,778	475	89	158	212	96	909	9	16	1,082	62	261	1,527	1,622	122
	---	88.7%	87.8%	---	91.0%	88.3%	77.8%	95.5%	87.5%	84.0%	94.0%	91.2%	85.3%	93.1%	75.6%	58.2%	90.3%	94.6%	85.0%	94.6%	81.8%	80.0%	84.6%	95.4%	82.9%	94.0%	88.1%	55.0%
Significantly different from column:*								I,J	H,J	H,I	L,M	K,M	K,L	O,P	N,P	N,O	T,W,Y	S,W,Y	R,T,X	Q,S,W,Y			Q,R,T,X	S,W,Y	Q,R,T,X	AA,AB	AB,Z	AA,Z

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

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

State Oregon Health Plan

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

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	---	3,030	4,898	---	515	2,439	15	216	1,780	1,034	631	794	1,520	2,300	571	138	140	172	91	793	11	14	970	53	249	1,389	1,393	165	
Number missing or multiple answer	---	151	415	---	24	98	0	14	85	52	29	33	53	114	28	8	15	7	3	28	0	0	31	0	9	80	60	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	NA	NA	NA
Usable responses	---	2,879	4,483	---	491	2,341	15	202	1,695	982	602	761	1,467	2,186	543	130	125	165	88	765	11	14	939	53	240	1,309	1,333	158	
	---	95.0%	91.5%	---	95.3%	96.0%	100.0%	93.5%	95.2%	95.0%	95.4%	95.8%	96.5%	95.0%	95.1%	94.2%	89.3%	95.9%	96.7%	96.5%	100.0%	100.0%	96.8%	---	96.4%	94.2%	95.7%	95.8%	
Yes	---	54	78	---	7	47	0	1	32	21	12	6	34	14	20	19	0	4	1	15	0	1	14	1	10	9	29	14	
	---	1.9%	1.7%	---	1.4%	2.0%	0.0%	0.5%	1.9%	2.1%	2.0%	0.8%	2.3%	0.6%	3.7%	14.6%	0.0%	2.4%	1.1%	2.0%	0.0%	7.1%	1.5%	1.9%	4.2%	0.7%	2.2%	8.9%	
No	---	2,825	4,405	---	484	2,294	15	201	1,663	961	590	755	1,433	2,172	523	111	125	161	87	750	11	13	925	52	230	1,300	1,304	144	
	---	98.1%	98.3%	---	98.6%	98.0%	100.0%	99.5%	98.1%	97.9%	98.0%	99.2%	97.7%	99.4%	96.3%	85.4%	100.0%	97.6%	98.9%	98.0%	100.0%	92.9%	98.5%	98.1%	95.8%	99.3%	97.8%	91.1%	
Significantly different from column:*												M	L	O	N,P	O										AA	Z		

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

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

State Oregon Health Plan

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

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	---	3,030	4,898	---	515	2,439	15	216	1,780	1,034	631	794	1,520	2,300	571	138	140	172	91	793	11	14	970	53	249	1,389	1,393	165	
Number missing or multiple answer	---	160	419	---	25	104	1	16	91	53	28	34	63	119	31	8	14	8	4	28	0	0	35	0	11	83	64	8	
Number no experience	NA	NA	NA	NA	NA	NA	NA	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	4,479	---	490	2,335	14	200	1,689	981	603	760	1,457	2,181	540	130	126	164	87	765	11	14	935	53	238	1,306	1,329	157	
	---	94.7%	91.4%	---	95.1%	95.7%	93.3%	92.6%	94.9%	94.9%	95.6%	95.7%	95.9%	94.8%	94.6%	94.2%	90.0%	95.3%	95.6%	96.5%	100.0%	100.0%	96.4%	---	95.6%	94.0%	95.4%	95.2%	
Yes	---	112	160	---	17	93	0	8	76	28	17	20	71	51	41	19	2	10	1	15	0	1	49	0	12	28	61	20	
	---	3.9%	3.6%	---	3.5%	4.0%	0.0%	4.0%	4.5%	2.9%	2.8%	2.6%	4.9%	2.3%	7.6%	14.6%	1.6%	6.1%	1.1%	2.0%	0.0%	7.1%	5.2%	0.0%	5.0%	2.1%	4.6%	12.7%	
No	---	2,758	4,319	---	473	2,242	14	192	1,613	953	586	740	1,386	2,130	499	111	124	154	86	750	11	13	886	53	226	1,278	1,268	137	
	---	96.1%	96.4%	---	96.5%	96.0%	100.0%	96.0%	95.5%	97.1%	97.2%	97.4%	95.1%	97.7%	92.4%	85.4%	98.4%	93.9%	98.9%	98.0%	100.0%	92.9%	94.8%	100.0%	95.0%	97.9%	95.4%	87.3%	
Significantly different from column:*									J	I	M	M	K,L	O	N,P	O				W,Y			T		T	AA,AB	AB,Z	AA,Z	

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

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

State Oregon Health Plan

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

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	---	3,030	4,898	---	515	2,439	15	216	1,780	1,034	631	794	1,520	2,300	571	138	140	172	91	793	11	14	970	53	249	1,389	1,393	165	
Number missing or multiple answer	---	172	437	---	26	116	1	16	98	58	30	42	65	126	34	9	17	8	4	28	1	0	38	0	13	88	71	9	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	2,858	4,461	---	489	2,323	14	200	1,682	976	601	752	1,455	2,174	537	129	123	164	87	765	10	14	932	53	236	1,301	1,322	156	
	---	94.3%	91.1%	---	95.0%	95.2%	93.3%	92.6%	94.5%	94.4%	95.2%	94.7%	95.7%	94.5%	94.0%	93.5%	87.9%	95.3%	95.6%	96.5%	90.9%	100.0%	96.1%	---	94.8%	93.7%	94.9%	94.5%	
Yes	---	535	825	---	60	467	5	29	296	210	73	115	342	309	165	57	17	17	20	72	2	3	234	9	59	145	280	95	
	---	18.7%	18.5%	---	12.3%	20.1%	35.7%	14.5%	17.6%	21.5%	12.1%	15.3%	23.5%	14.2%	30.7%	44.2%	13.8%	10.4%	23.0%	9.4%	20.0%	21.4%	25.1%	17.0%	25.0%	11.1%	21.2%	60.9%	
No	---	2,323	3,636	---	429	1,856	9	171	1,386	766	528	637	1,113	1,865	372	72	106	147	67	693	8	11	698	44	177	1,156	1,042	61	
	---	81.3%	81.5%	---	87.7%	79.9%	64.3%	85.5%	82.4%	78.5%	87.9%	84.7%	76.5%	85.8%	69.3%	55.8%	86.2%	89.6%	77.0%	90.6%	80.0%	78.6%	74.9%	83.0%	75.0%	88.9%	78.8%	39.1%	
Significantly different from column:*					F	E		J	J	H,I	M	M	K,L	O,P	N,P	N,O	W,Y	S,W,Y	R,T	S,W,Y			Q,R,T		Q,R,T	AA,AB	AB,Z	AA,Z	

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

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

State Oregon Health Plan

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

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	---	765	1,266	---	130	618	5	0	0	765	183	199	363	520	178	59	47	36	23	200	6	4	252	18	58	329	355	55	
Number missing or multiple answer	---	92	131	---	12	73	1	0	0	92	18	20	44	59	21	11	7	6	2	18	0	2	27	1	7	49	37	4	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	673	1,135	---	118	545	4	0	0	673	165	179	319	461	157	48	40	30	21	182	6	2	225	17	51	280	318	51	
	---	88.0%	89.7%	---	90.8%	88.2%	80.0%	---	---	88.0%	90.2%	89.9%	87.9%	88.7%	88.2%	81.4%	85.1%	83.3%	91.3%	91.0%	100.0%	50.0%	89.3%	---	87.9%	85.1%	89.6%	92.7%	
Yes	---	91	168	---	14	75	1	0	0	91	11	23	56	46	29	14	6	1	1	13	0	0	39	4	12	22	50	17	
	---	13.5%	14.8%	---	11.9%	13.8%	25.0%	---	---	13.5%	6.7%	12.8%	17.6%	10.0%	18.5%	29.2%	15.0%	3.3%	4.8%	7.1%	0.0%	0.0%	17.3%	23.5%	23.5%	7.9%	15.7%	33.3%	
No	---	582	967	---	104	470	3	0	0	582	154	156	263	415	128	34	34	29	20	169	6	2	186	13	39	258	268	34	
	---	86.5%	85.2%	---	88.1%	86.2%	75.0%	---	---	86.5%	93.3%	87.2%	82.4%	90.0%	81.5%	70.8%	85.0%	96.7%	95.2%	92.9%	100.0%	100.0%	82.7%	76.5%	76.5%	92.1%	84.3%	66.7%	
Significantly different from column:*											M		K	O,P	N	N				W,Y			T		T	AA,AB	AB,Z	AA,Z	

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

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

State Oregon Health Plan

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

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	---	3,970	---	---	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235	
Number missing or multiple answer	---	766	---	---	101	533	0	169	332	170	100	211	322	566	90	39	0	0	0	0	0	0	0	0	0	342	361	47	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	3,204	---	---	530	2,618	18	855	1,448	864	642	834	1,653	2,500	564	120	181	226	116	970	11	20	1,295	65	320	1,371	1,549	188	
	---	80.7%	---	---	84.0%	83.1%	100.0%	83.5%	81.3%	83.6%	86.5%	79.8%	83.7%	81.5%	86.2%	75.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	80.0%	81.1%	80.0%	
American Indian or Alaska Native	---	392	---	---	69	316	2	102	168	113	85	114	188	308	65	15	181	0	5	32	1	3	58	2	110	165	196	20	
	---	12.2%	---	---	13.0%	12.1%	11.1%	11.9%	11.6%	13.1%	13.2%	13.7%	11.4%	12.3%	11.5%	12.5%	100.0%	0.0%	4.3%	3.3%	9.1%	15.0%	4.5%	3.1%	34.4%	12.0%	12.7%	10.6%	
Asian	---	314	---	---	104	206	2	82	151	76	55	55	201	257	46	10	4	226	2	3	2	3	26	0	48	151	141	15	
	---	9.8%	---	---	19.6%	7.9%	11.1%	9.6%	10.4%	8.8%	8.6%	6.6%	12.2%	10.3%	8.2%	8.3%	2.2%	100.0%	1.7%	0.3%	18.2%	15.0%	2.0%	0.0%	15.0%	11.0%	9.1%	8.0%	
Black or African American	---	206	---	---	36	168	2	59	98	49	20	38	147	168	32	5	0	0	116	1	0	0	10	1	78	78	104	22	
	---	6.4%	---	---	6.8%	6.4%	11.1%	6.9%	6.8%	5.7%	3.1%	4.6%	8.9%	6.7%	5.7%	4.2%	0.0%	0.0%	100.0%	0.1%	0.0%	0.0%	0.8%	1.5%	24.4%	5.7%	6.7%	11.7%	
Hispanic or Latino/a	---	1,259	---	---	168	1,072	2	316	574	356	454	409	346	881	307	64	65	2	4	970	2	2	53	4	157	582	571	49	
	---	39.3%	---	---	31.7%	40.9%	11.1%	37.0%	39.6%	41.2%	70.7%	49.0%	20.9%	35.2%	54.4%	53.3%	35.9%	0.9%	3.4%	100.0%	18.2%	10.0%	4.1%	6.2%	49.1%	42.5%	36.9%	26.1%	
Middle Eastern/Northern African	---	31	---	---	11	18	1	4	13	12	6	7	16	24	7	0	0	2	1	3	11	0	3	0	11	12	16	3	
	---	1.0%	---	---	2.1%	0.7%	5.6%	0.5%	0.9%	1.4%	0.9%	0.8%	1.0%	1.0%	1.2%	0.0%	0.0%	0.9%	0.3%	100.0%	0.0%	0.2%	0.0%	3.4%	0.9%	1.0%	1.6%		
Native Hawaiian or Pacific Islander	---	47	---	---	9	37	1	17	17	12	3	16	28	39	8	0	1	1	0	0	0	20	6	0	19	23	22	2	
	---	1.5%	---	---	1.7%	1.4%	5.6%	2.0%	1.2%	1.4%	0.5%	1.9%	1.7%	1.6%	1.4%	0.0%	0.6%	0.4%	0.0%	0.0%	100.0%	0.5%	0.0%	5.9%	1.7%	1.4%	1.1%		
White	---	1,762	---	---	262	1,468	13	494	785	458	135	407	1,195	1,472	232	47	48	12	11	112	4	4	1,295	4	272	672	912	141	
	---	55.0%	---	---	49.4%	56.1%	72.2%	57.8%	54.2%	53.0%	21.0%	48.8%	72.3%	58.9%	41.1%	39.2%	26.5%	5.3%	9.5%	11.5%	36.4%	20.0%	100.0%	6.2%	85.0%	49.0%	58.9%	75.0%	
Other	---	177	---	---	40	134	1	39	85	53	33	52	90	141	29	6	10	9	5	21	1	0	30	64	37	87	75	8	
	---	5.5%	---	---	7.5%	5.1%	5.6%	4.6%	5.9%	6.1%	5.1%	6.2%	5.4%	5.6%	5.1%	5.0%	5.5%	4.0%	4.3%	2.2%	9.1%	0.0%	2.3%	98.5%	11.6%	6.3%	4.8%	4.3%	

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%.

State Oregon Health Plan

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.

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	---	3,970	---	---	631	3,151	18	1,024	1,780	1,034	742	1,045	1,975	3,066	654	159	181	226	116	970	11	20	1,295	65	320	1,713	1,910	235	
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	
Number no experience	---	766	---	---	101	533	0	169	332	170	100	211	322	566	90	39	0	0	0	0	0	0	0	0	0	342	361	47	
Usable responses	---	3,204	---	---	530	2,618	18	855	1,448	864	642	834	1,653	2,500	564	120	181	226	116	970	11	20	1,295	65	320	1,371	1,549	188	
	---	80.7%	---	---	84.0%	83.1%	100.0%	83.5%	81.3%	83.6%	86.5%	79.8%	83.7%	81.5%	86.2%	75.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	80.0%	81.1%	80.0%	
American Indian or Alaska Native	---	181	---	---	23	153	1	42	76	58	49	64	63	142	31	8	181	0	0	0	0	0	0	0	0	0	88	81	5
	---	5.6%	---	---	4.3%	5.8%	5.6%	4.9%	5.2%	6.7%	7.6%	7.7%	3.8%	5.7%	5.5%	6.7%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.4%	5.2%	2.7%
Asian	---	226	---	---	84	140	1	58	110	56	50	40	134	181	35	9	0	226	0	0	0	0	0	0	0	0	113	100	6
	---	7.1%	---	---	15.8%	5.3%	5.6%	6.8%	7.6%	6.5%	7.8%	4.8%	8.1%	7.2%	6.2%	7.5%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.2%	6.5%	3.2%
Black or African American	---	116	---	---	24	91	1	29	58	29	14	24	77	93	19	3	0	0	116	0	0	0	0	0	0	0	48	58	10
	---	3.6%	---	---	4.5%	3.5%	5.6%	3.4%	4.0%	3.4%	2.2%	2.9%	4.7%	3.7%	3.4%	2.5%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.5%	3.7%	5.3%
Hispanic or Latino/a	---	970	---	---	133	822	1	238	446	278	401	328	196	645	263	56	0	0	0	970	0	0	0	0	0	0	466	427	27
	---	30.3%	---	---	25.1%	31.4%	5.6%	27.8%	30.8%	32.2%	62.5%	39.3%	11.9%	25.8%	46.6%	46.7%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	34.0%	27.6%	14.4%
Middle Eastern/Northern African	---	11	---	---	6	5	0	0	5	6	3	2	6	8	3	0	0	0	0	0	11	0	0	0	0	0	7	4	0
	---	0.3%	---	---	1.1%	0.2%	0.0%	0.0%	0.3%	0.7%	0.5%	0.2%	0.4%	0.3%	0.5%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.3%	0.0%	
Native Hawaiian or Pacific Islander	---	20	---	---	6	13	1	7	7	6	1	8	11	16	4	0	0	0	0	0	0	20	0	0	0	0	13	7	0
	---	0.6%	---	---	1.1%	0.5%	5.6%	0.8%	0.5%	0.7%	0.2%	1.0%	0.7%	0.6%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.9%	0.5%	0.0%	
White	---	1,295	---	---	182	1,089	10	383	565	332	78	286	912	1,097	154	34	0	0	0	0	0	0	1,295	0	0	0	478	680	114
	---	40.4%	---	---	34.3%	41.6%	55.6%	44.8%	39.0%	38.4%	12.1%	34.3%	55.2%	43.9%	27.3%	28.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	34.9%	43.9%	60.6%
Other	---	65	---	---	17	46	0	13	33	19	11	18	35	55	7	2	0	0	0	0	0	0	0	65	0	34	27	2	
	---	2.0%	---	---	3.2%	1.8%	0.0%	1.5%	2.3%	2.2%	1.7%	2.2%	2.1%	2.2%	1.2%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	2.5%	1.7%	1.1%	
Multiracial	---	320	---	---	55	259	3	85	148	80	35	64	219	263	48	8	0	0	0	0	0	0	0	0	320	124	165	24	
	---	10.0%	---	---	10.4%	9.9%	16.7%	9.9%	10.2%	9.3%	5.5%	7.7%	13.2%	10.5%	8.5%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	9.0%	10.7%	12.8%	
Significantly different from column:*											M	M	K,L				Y	Y	Y	Y			Y	Y	Q,R,S,T,W,X				

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

State Oregon Health Plan

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

Survey Measures*	Global Proportions			
	2021 CSS Average	Plan Rate		
		2021	2020	2019
Ratings				
Rating of Personal Doctor	88.68%	86.86%	87.31%	87.20%
Rating of Specialist	87.18%	81.96%	83.89%	83.08%
Rating of All Health Care	88.03%	81.77%	81.18%	79.86%
Rating of Health Plan	83.54%	73.74%	74.00%	73.66%
Composites				
Getting Needed Care	86.74%	81.22%	82.59%	80.47%
Getting Care Quickly	90.42%	88.78%	89.36%	89.92%
How Well Doctors Communicate	94.11%	94.92%	94.53%	93.25%
Customer Service	89.70%	87.69%	86.03%	84.86%
Additional Content Areas				
Coordination of Care	84.59%	82.39%	81.21%	80.42%
Children with Chronic Conditions Composites				
Access to Prescription Medicine	91.07%	89.51%	88.13%	87.69%
Access to Specialized Services	73.08%	68.21%	69.11%	67.30%
Getting Needed Information	90.40%	90.91%	91.49%	91.50%
Personal Doctor or Nurse Who Knows Child	90.15%	89.62%	89.66%	87.40%
Coordination of Care w/CCC (Q16 & Q27)	75.95%	75.90%	77.95%	78.74%

* 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).

State Oregon Health Plan

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

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,995	2,281	1,814	1,183	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	85	49	29	17	6	42	0	7	28	13	5	15	28	26	17	5	3	3	3	4	1	0	17	1	7	8	26	8	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,910	2,232	1,785	1,166	298	1,895	11	311	1,102	807	234	534	1,419	1,366	623	225	95	76	91	299	5	12	943	37	249	554	1,258	360	
	98.3%	97.9%	98.4%	98.6%	98.0%	97.8%	100.0%	97.8%	97.5%	98.4%	97.9%	97.3%	98.1%	98.1%	97.3%	97.8%	96.9%	96.2%	96.8%	98.7%	83.3%	100.0%	98.2%	---	97.3%	98.6%	98.0%	97.8%	
Yes	1,310	562	728	508	75	478	3	92	227	236	41	127	388	284	181	90	30	13	25	56	3	3	239	14	72	44	333	164	
	26.7%	25.2%	40.8%	43.6%	25.2%	25.2%	27.3%	29.6%	20.6%	29.2%	17.5%	23.8%	27.3%	20.8%	29.1%	40.0%	31.6%	17.1%	27.5%	18.7%	60.0%	25.0%	25.3%	37.8%	28.9%	7.9%	26.5%	45.6%	
No	3,600	1,670	1,057	658	223	1,417	8	219	875	571	193	407	1,031	1,082	442	135	65	63	66	243	2	9	704	23	177	510	925	196	
	73.3%	74.8%	59.2%	56.4%	74.8%	74.8%	72.7%	70.4%	79.4%	70.8%	82.5%	76.2%	72.7%	79.2%	70.9%	60.0%	68.4%	82.9%	72.5%	81.3%	40.0%	75.0%	74.7%	62.2%	71.1%	92.1%	73.5%	54.4%	
Significantly different from column:*		C,D						I	H,J	I	M		K	O,P	N,P	N,O	R,T	Q,X,Y		Q,W,X,Y			T	R,T	R,T	AA,AB	AB,Z	AA,Z	

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,310	562	728	508	75	478	3	92	227	236	41	127	388	284	181	90	30	13	25	56	3	3	239	14	72	44	333	164	
Number missing or multiple answer	23	8	17	11	2	5	0	2	2	4	1	1	5	4	1	3	0	0	1	1	0	0	2	0	2	3	2	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,287	554	711	497	73	473	3	90	225	232	40	126	383	280	180	87	30	13	24	55	3	3	237	14	70	41	331	163	
	98.2%	98.6%	97.7%	97.8%	97.3%	99.0%	100.0%	97.8%	99.1%	98.3%	97.6%	99.2%	98.7%	98.6%	99.4%	96.7%	100.0%	100.0%	96.0%	98.2%	100.0%	100.0%	99.2%	---	97.2%	93.2%	99.4%	99.4%	
Never	15	6	11	12	0	5	1	0	5	1	0	1	5	4	2	0	0	0	0	1	0	0	4	0	0	2	1	3	
	1.2%	1.1%	1.5%	2.4%	0.0%	1.1%	33.3%	0.0%	2.2%	0.4%	0.0%	0.8%	1.3%	1.4%	1.1%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	1.7%	0.0%	0.0%	4.9%	0.3%	1.8%		
Sometimes	69	43	47	29	7	35	0	2	17	22	2	9	30	15	17	10	4	1	2	4	0	0	18	2	9	2	28	11	
	5.4%	7.8%	6.6%	5.8%	9.6%	7.4%	0.0%	2.2%	7.6%	9.5%	5.0%	7.1%	7.8%	5.4%	9.4%	11.5%	13.3%	7.7%	8.3%	7.3%	0.0%	0.0%	7.6%	14.3%	12.9%	4.9%	8.5%	6.7%	
Usually	156	93	148	105	11	80	1	14	37	41	9	22	61	33	39	20	5	1	0	13	0	1	37	4	13	2	49	39	
	12.1%	16.8%	20.8%	21.1%	15.1%	16.9%	33.3%	15.6%	16.4%	17.7%	22.5%	17.5%	15.9%	11.8%	21.7%	23.0%	16.7%	7.7%	0.0%	23.6%	0.0%	33.3%	15.6%	28.6%	18.6%	4.9%	14.8%	23.9%	
Always	1,047	412	505	351	55	353	1	74	166	168	29	94	287	228	122	57	21	11	22	37	3	2	178	8	48	35	253	110	
	81.4%	74.4%	71.0%	70.6%	75.3%	74.6%	33.3%	82.2%	73.8%	72.4%	72.5%	74.6%	74.9%	81.4%	67.8%	65.5%	70.0%	84.6%	91.7%	67.3%	100.0%	66.7%	75.1%	57.1%	68.6%	85.4%	76.4%	67.5%	
Significantly different from column:*		A												O,P	N	N			T,Y	S					S	AB	AB	AA,Z	
Usually or Always	1,203	505	653	456	66	433	2	88	203	209	38	116	348	261	161	77	26	12	22	50	3	3	215	12	61	37	302	149	
	93.5%	91.2%	91.8%	91.8%	90.4%	91.5%	66.7%	97.8%	90.2%	90.1%	95.0%	92.1%	90.9%	93.2%	89.4%	88.5%	86.7%	92.3%	91.7%	90.9%	100.0%	100.0%	90.7%	85.7%	87.1%	90.2%	91.2%	91.4%	
Significantly different from column:*								I,J	H	H																			

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

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

State Oregon Health Plan

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

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,995	2,281	1,814	1,183	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	63	31	27	16	3	28	0	5	13	12	3	9	19	18	9	3	3	0	1	5	0	0	9	2	3	3	17	3	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,932	2,250	1,787	1,167	301	1,909	11	313	1,117	808	236	540	1,428	1,374	631	227	95	79	93	298	6	12	951	36	253	559	1,267	365	
	98.7%	98.6%	98.5%	98.6%	99.0%	98.6%	100.0%	98.4%	98.8%	98.5%	98.7%	98.4%	98.7%	98.7%	98.6%	98.7%	96.9%	100.0%	98.9%	98.3%	100.0%	100.0%	99.1%	---	98.8%	99.5%	98.7%	99.2%	
Yes	3,586	1,630	1,448	968	211	1,394	3	236	803	583	159	383	1,057	964	473	179	68	58	74	207	5	4	696	26	183	129	1,116	336	
	72.7%	72.4%	81.0%	82.9%	70.1%	73.0%	27.3%	75.4%	71.9%	72.2%	67.4%	70.9%	74.0%	70.2%	75.0%	78.9%	71.6%	73.4%	79.6%	69.5%	83.3%	33.3%	73.2%	72.2%	72.3%	23.1%	88.1%	92.1%	
No	1,346	620	339	199	90	515	8	77	314	225	77	157	371	410	158	48	27	21	19	91	1	8	255	10	70	430	151	29	
	27.3%	27.6%	19.0%	17.1%	29.9%	27.0%	72.7%	24.6%	28.1%	27.8%	32.6%	29.1%	26.0%	29.8%	25.0%	21.1%	28.4%	26.6%	20.4%	30.5%	16.7%	66.7%	26.8%	27.8%	27.7%	76.9%	11.9%	7.9%	
Significantly different from column:*		C,D									M		K	O,P	N	N											AA,AB	AB,Z	AA,Z

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,586	1,630	1,448	968	211	1,394	3	236	803	583	159	383	1,057	964	473	179	68	58	74	207	5	4	696	26	183	129	1,116	336	
Number missing or multiple answer	74	27	22	20	3	23	1	1	11	15	2	5	20	14	9	3	0	1	1	3	0	0	11	0	7	3	20	3	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,512	1,603	1,426	948	208	1,371	2	235	792	568	157	378	1,037	950	464	176	68	57	73	204	5	4	685	26	176	126	1,096	333	
	97.9%	98.3%	98.5%	97.9%	98.6%	98.4%	66.7%	99.6%	98.6%	97.4%	98.7%	98.7%	98.1%	98.5%	98.1%	98.3%	100.0%	98.3%	98.6%	98.6%	100.0%	100.0%	98.4%	---	96.2%	97.7%	98.2%	99.1%	
Never	57	25	22	14	0	23	1	6	9	10	2	9	13	18	6	1	1	2	0	3	0	0	10	0	2	11	9	3	
	1.6%	1.6%	1.5%	1.5%	0.0%	1.7%	50.0%	2.6%	1.1%	1.8%	1.3%	2.4%	1.3%	1.9%	1.3%	0.6%	1.5%	3.5%	0.0%	1.5%	0.0%	0.0%	1.5%	0.0%	1.1%	8.7%	0.8%	0.9%	
Sometimes	387	193	165	99	32	157	0	20	97	73	23	49	114	93	68	32	10	11	9	28	3	1	71	2	24	28	139	22	
	11.0%	12.0%	11.6%	10.4%	15.4%	11.5%	0.0%	8.5%	12.2%	12.9%	14.6%	13.0%	11.0%	9.8%	14.7%	18.2%	14.7%	19.3%	12.3%	13.7%	60.0%	25.0%	10.4%	7.7%	13.6%	22.2%	12.7%	6.6%	
Usually	641	398	419	295	54	337	1	50	191	156	37	83	270	203	140	50	19	18	19	57	0	1	167	10	42	28	252	106	
	18.3%	24.8%	29.4%	31.1%	26.0%	24.6%	50.0%	21.3%	24.1%	27.5%	23.6%	22.0%	26.0%	21.4%	30.2%	28.4%	27.9%	31.6%	26.0%	27.9%	0.0%	25.0%	24.4%	38.5%	23.9%	22.2%	23.0%	31.8%	
Always	2,427	987	820	540	122	854	0	159	495	329	95	237	640	636	250	93	38	26	45	116	2	2	437	14	108	59	696	202	
	69.1%	61.6%	57.5%	57.0%	58.7%	62.3%	0.0%	67.7%	62.5%	57.9%	60.5%	62.7%	61.7%	66.9%	53.9%	52.8%	55.9%	45.6%	61.6%	56.9%	40.0%	50.0%	63.8%	53.8%	61.4%	46.8%	63.5%	60.7%	
Significantly different from column:*		A,C,D						J		H				O,P	N	N		W,Y					R		R	AA,AB	Z	Z	
Usually or Always	3,068	1,385	1,239	835	176	1,191	1	209	686	485	132	320	910	839	390	143	57	44	64	173	2	3	604	24	150	87	948	308	
	87.4%	86.4%	86.9%	88.1%	84.6%	86.9%	50.0%	88.9%	86.6%	85.4%	84.1%	84.7%	87.8%	88.3%	84.1%	81.3%	83.8%	77.2%	87.7%	84.8%	40.0%	75.0%	88.2%	92.3%	85.2%	69.0%	86.5%	92.5%	
Significantly different from column:*														O,P	N	N		W				R				AA,AB	AB,Z	AA,Z	

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

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

State Oregon Health Plan

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

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,995	2,281	1,814	1,183	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	177	67	39	25	4	60	1	6	35	25	14	19	30	35	18	13	2	2	1	18	0	0	21	1	9	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,818	2,214	1,775	1,158	300	1,877	10	312	1,095	795	225	530	1,417	1,357	622	217	96	77	93	285	6	12	939	37	247	562	1,284	368	
	96.5%	97.1%	97.9%	97.9%	98.7%	96.9%	90.9%	98.1%	96.9%	97.0%	94.1%	96.5%	97.9%	97.5%	97.2%	94.3%	98.0%	97.5%	98.9%	94.1%	100.0%	100.0%	97.8%	---	96.5%	100.0%	100.0%	100.0%	
None	1,274	562	268	142	75	473	6	69	295	195	79	155	313	383	129	47	28	19	12	94	1	5	229	7	58	562	0	0	
	26.4%	25.4%	15.1%	12.3%	25.0%	25.2%	60.0%	22.1%	26.9%	24.5%	35.1%	29.2%	22.1%	28.2%	20.7%	21.7%	29.2%	24.7%	12.9%	33.0%	16.7%	41.7%	24.4%	18.9%	23.5%	100.0%	0.0%	0.0%	
1 time	961	479	441	258	57	413	2	73	242	163	46	129	298	323	122	29	26	21	24	59	2	4	183	9	55	0	479	0	
	19.9%	21.6%	24.8%	22.3%	19.0%	22.0%	20.0%	23.4%	22.1%	20.5%	20.4%	24.3%	21.0%	23.8%	19.6%	13.4%	27.1%	27.3%	25.8%	20.7%	33.3%	33.3%	19.5%	24.3%	22.3%	0.0%	37.3%	0.0%	
2	960	399	428	268	53	343	1	47	196	152	47	85	260	257	116	25	15	15	18	48	2	1	176	9	43	0	399	0	
	19.9%	18.0%	24.1%	23.1%	17.7%	18.3%	10.0%	15.1%	17.9%	19.1%	20.9%	16.0%	18.3%	18.9%	18.6%	11.5%	15.6%	19.5%	19.4%	16.8%	33.3%	8.3%	18.7%	24.3%	17.4%	0.0%	31.1%	0.0%	
3	579	265	273	182	48	213	1	46	116	100	22	61	177	156	78	29	9	8	14	37	0	2	109	5	25	0	265	0	
	12.0%	12.0%	15.4%	15.7%	16.0%	11.3%	10.0%	14.7%	10.6%	12.6%	9.8%	11.5%	12.5%	11.5%	12.5%	13.4%	9.4%	10.4%	15.1%	13.0%	0.0%	16.7%	11.6%	13.5%	10.1%	0.0%	20.6%	0.0%	
4	350	141	141	109	21	119	0	23	65	53	9	38	93	70	46	23	5	3	9	17	0	0	60	0	19	0	141	0	
	7.3%	6.4%	7.9%	9.4%	7.0%	6.3%	0.0%	7.4%	5.9%	6.7%	4.0%	7.2%	6.6%	5.2%	7.4%	10.6%	5.2%	3.9%	9.7%	6.0%	0.0%	0.0%	6.4%	0.0%	7.7%	0.0%	11.0%	0.0%	
5 to 9	439	206	155	148	25	177	0	26	104	75	17	34	151	99	71	33	7	4	11	18	1	0	102	4	26	0	0	206	
	9.1%	9.3%	8.7%	12.8%	8.3%	9.4%	0.0%	8.3%	9.5%	9.4%	7.6%	6.4%	10.7%	7.3%	11.4%	15.2%	7.3%	5.2%	11.8%	6.3%	16.7%	0.0%	10.9%	10.8%	10.5%	0.0%	0.0%	56.0%	
10 or more times	255	162	69	51	21	139	0	28	77	57	5	28	125	69	60	31	6	7	5	12	0	0	80	3	21	0	0	162	
	5.3%	7.3%	3.9%	4.4%	7.0%	7.4%	0.0%	9.0%	7.0%	7.2%	2.2%	5.3%	8.8%	5.1%	9.6%	14.3%	6.3%	9.1%	5.4%	4.2%	0.0%	0.0%	8.5%	8.1%	8.5%	0.0%	0.0%	44.0%	
5 or more times	694	368	224	199	46	316	0	54	181	132	22	62	276	168	131	64	13	11	16	30	1	0	182	7	47	0	0	368	
	14.4%	16.6%	12.6%	17.2%	15.3%	16.8%	0.0%	17.3%	16.5%	16.6%	9.8%	11.7%	19.5%	12.4%	21.1%	29.5%	13.5%	14.3%	17.2%	10.5%	16.7%	0.0%	19.4%	18.9%	19.0%	0.0%	0.0%	100.0%	
Significantly different from column:*		A,C																											

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

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State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	3,544	1,652	1,507	1,016	225	1,404	4	243	800	600	146	375	1,104	974	493	170	68	58	81	191	5	7	710	30	189	0	1,284	368
Number missing or multiple answer	34	13	15	4	3	9	1	1	3	9	4	1	8	8	3	2	0	1	1	3	0	1	4	1	1	0	10	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,510	1,639	1,492	1,012	222	1,395	3	242	797	591	142	374	1,096	966	490	168	68	57	80	188	5	6	706	29	188	0	1,274	365
	99.0%	99.2%	99.0%	99.6%	98.7%	99.4%	75.0%	99.6%	99.6%	98.5%	97.3%	99.7%	99.3%	99.2%	99.4%	98.8%	100.0%	98.3%	98.8%	98.4%	100.0%	85.7%	99.4%	---	99.5%	---	99.2%	99.2%
Never	64	23	15	18	7	15	0	3	10	10	4	5	14	10	8	4	0	2	1	2	0	1	12	0	0	0	20	3
	1.8%	1.4%	1.0%	1.8%	3.2%	1.1%	0.0%	1.2%	1.3%	1.7%	2.8%	1.3%	1.3%	1.0%	1.6%	2.4%	0.0%	3.5%	1.3%	1.1%	0.0%	16.7%	1.7%	0.0%	---	1.6%	0.8%	
Sometimes	273	126	112	68	18	107	0	21	58	47	13	29	83	67	41	16	8	7	8	12	2	1	50	2	13	0	97	29
	7.8%	7.7%	7.5%	6.7%	8.1%	7.7%	0.0%	8.7%	7.3%	8.0%	9.2%	7.8%	7.6%	6.9%	8.4%	9.5%	11.8%	12.3%	10.0%	6.4%	40.0%	16.7%	7.1%	6.9%	6.9%	---	7.6%	7.9%
Usually	533	323	320	231	42	276	0	34	159	129	26	71	220	152	117	53	15	10	19	37	1	1	130	3	42	0	239	84
	15.2%	19.7%	21.4%	22.8%	18.9%	19.8%	0.0%	14.0%	19.9%	21.8%	18.3%	19.0%	20.1%	15.7%	23.9%	31.5%	22.1%	17.5%	23.8%	19.7%	20.0%	16.7%	18.4%	10.3%	22.3%	---	18.8%	23.0%
Always	2,640	1,167	1,045	695	155	997	3	184	570	405	99	269	779	737	324	95	45	38	52	137	2	3	514	24	133	0	918	249
	75.2%	71.2%	70.0%	68.7%	69.8%	71.5%	100.0%	76.0%	71.5%	68.5%	69.7%	71.9%	71.1%	76.3%	66.1%	56.5%	66.2%	66.7%	65.0%	72.9%	40.0%	50.0%	72.8%	82.8%	70.7%	---	72.1%	68.2%
Significantly different from column:*		A						J		H				O,P	N,P	N,O												
Usually or Always	3,173	1,490	1,365	926	197	1,273	3	218	729	534	125	340	999	889	441	148	60	48	71	174	3	4	644	27	175	0	1,157	333
	90.4%	90.9%	91.5%	91.5%	88.7%	91.3%	100.0%	90.1%	91.5%	90.4%	88.0%	90.9%	91.1%	92.0%	90.0%	88.1%	88.2%	84.2%	88.8%	92.6%	60.0%	66.7%	91.2%	93.1%	93.1%	---	90.8%	91.2%
Significantly different from column:*																	Y							R				

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

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State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,544	1,652	1,507	1,016	225	1,404	4	243	800	600	146	375	1,104	974	493	170	68	58	81	191	5	7	710	30	189	0	1,284	368	
Number missing or multiple answer	28	17	19	8	4	12	1	1	8	6	1	5	10	9	4	3	1	0	1	6	0	1	8	0	0	0	16	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	3,516 99.2%	1,635 99.0%	1,488 98.7%	1,008 99.2%	221 98.2%	1,392 99.1%	3 75.0%	242 99.6%	792 99.0%	594 99.0%	145 99.3%	370 98.7%	1,094 99.1%	965 99.1%	489 99.2%	167 98.2%	67 98.5%	58 100.0%	80 98.8%	185 96.9%	5 100.0%	6 85.7%	702 98.9%	30 ---	189 100.0%	0 ---	1,268 98.8%	367 99.7%	
0 Worst health care possible	11 0.3%	1 0.1%	6 0.4%	2 0.2%	0 0.0%	1 0.1%	0 0.0%	0 0.0%	1 0.1%	0 0.0%	0 0.0%	0 0.0%	1 0.1%	1 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.1%	0 0.0%
1	8 0.2%	2 0.1%	3 0.2%	1 0.1%	0 0.0%	2 0.1%	0 0.0%	0 0.0%	1 0.1%	1 0.2%	1 0.2%	0 0.0%	0 0.0%	2 0.1%	1 0.0%	0 0.6%	1 1.5%	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 0.0%	0 0.0%	2 0.2%	0 0.0%
2	5 0.1%	6 0.4%	5 0.3%	5 0.5%	1 0.5%	5 0.4%	0 0.0%	1 0.4%	4 0.5%	1 0.2%	2 1.4%	1 0.3%	3 0.3%	1 0.1%	3 0.6%	2 1.2%	0 0.0%	0 0.0%	1 1.3%	1 0.5%	1 20.0%	0 0.0%	3 0.4%	0 0.0%	0 0.0%	0 0.0%	6 0.5%	0 0.0%	
3	13 0.4%	11 0.7%	10 0.7%	9 0.9%	3 1.4%	8 0.6%	0 0.0%	2 0.8%	7 0.9%	2 0.3%	1 0.7%	4 1.1%	6 0.5%	4 0.4%	5 1.0%	2 1.2%	1 1.5%	0 0.0%	2 2.5%	1 0.5%	0 0.0%	0 0.0%	1 0.1%	0 0.0%	4 2.1%	0 ---	8 0.6%	3 0.8%	
4	16 0.5%	6 0.4%	16 1.1%	7 0.7%	0 0.0%	6 0.4%	0 0.0%	2 0.8%	2 0.3%	2 0.3%	0 0.0%	1 0.3%	5 0.5%	3 0.3%	2 0.4%	1 0.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 0.4%	0 0.0%	2 1.1%	0 ---	5 0.4%	1 0.3%	
5	82 2.3%	39 2.4%	40 2.7%	24 2.4%	3 1.4%	35 2.5%	0 0.0%	6 2.5%	17 2.1%	16 2.7%	3 2.1%	6 1.6%	29 2.7%	21 2.2%	9 1.8%	8 4.8%	2 3.0%	3 5.2%	1 1.3%	3 1.6%	0 0.0%	0 0.0%	17 2.4%	0 0.0%	4 2.1%	0 ---	29 2.3%	10 2.7%	
6	69 2.0%	76 4.6%	47 3.2%	55 5.5%	6 2.7%	68 4.9%	0 0.0%	13 5.4%	33 4.2%	28 4.7%	5 3.4%	8 2.2%	61 5.6%	30 3.1%	34 7.0%	12 7.2%	9 13.4%	0 0.0%	2 2.5%	2 1.1%	0 0.0%	1 16.7%	33 4.7%	3 10.0%	14 7.4%	0 ---	52 4.1%	24 6.5%	
7	217 6.2%	157 9.6%	153 10.3%	100 9.9%	24 10.9%	132 9.5%	0 0.0%	17 7.0%	70 8.8%	69 11.6%	12 8.3%	38 10.3%	105 9.6%	69 7.2%	66 13.5%	21 12.6%	7 10.4%	4 6.9%	15 18.8%	15 8.1%	1 20.0%	1 16.7%	60 8.5%	1 3.3%	14 7.4%	0 ---	113 8.9%	44 12.0%	
8	626 17.8%	347 21.2%	329 22.1%	226 22.4%	50 22.6%	290 20.8%	1 33.3%	39 16.1%	166 21.0%	141 23.7%	23 15.9%	64 17.3%	257 23.5%	177 18.3%	128 26.2%	40 24.0%	14 20.9%	15 25.9%	16 20.0%	32 17.3%	1 20.0%	0 0.0%	151 21.5%	6 20.0%	42 22.2%	0 ---	241 19.0%	106 28.9%	
9	574 16.3%	342 20.9%	308 20.7%	217 21.5%	53 24.0%	286 20.5%	0 0.0%	48 19.8%	164 20.7%	128 21.5%	31 21.4%	64 17.3%	241 22.0%	198 20.5%	106 21.7%	33 19.8%	12 17.9%	17 29.3%	10 12.5%	42 22.7%	0 0.0%	1 16.7%	172 24.5%	6 20.0%	36 19.0%	0 ---	267 21.1%	75 20.4%	
10 Best health care possible	1,895 53.9%	648 39.6%	571 38.4%	362 35.9%	81 36.7%	559 40.2%	2 66.7%	114 47.1%	327 41.3%	206 34.7%	68 46.9%	184 49.7%	384 35.1%	460 47.7%	136 27.8%	47 28.1%	21 31.3%	19 32.8%	33 41.3%	89 48.1%	2 40.0%	3 50.0%	261 37.2%	14 46.7%	73 38.6%	0 ---	544 42.9%	104 28.3%	

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,544	1,652	1,507	1,016	225	1,404	4	243	800	600	146	375	1,104	974	493	170	68	58	81	191	5	7	710	30	189	0	1,284	368	
Number missing or multiple answer	28	17	19	8	4	12	1	1	8	6	1	5	10	9	4	3	1	0	1	6	0	1	8	0	0	0	16	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,516	1,635	1,488	1,008	221	1,392	3	242	792	594	145	370	1,094	965	489	167	67	58	80	185	5	6	702	30	189	0	1,268	367	
	99.2%	99.0%	98.7%	99.2%	98.2%	99.1%	75.0%	99.6%	99.0%	99.0%	99.3%	98.7%	99.1%	99.1%	99.2%	98.2%	98.5%	100.0%	98.8%	96.9%	100.0%	85.7%	98.9%	---	100.0%	---	98.8%	99.7%	
0 to 4	53	26	40	24	4	22	0	5	15	6	3	6	17	10	10	6	2	0	3	2	1	0	8	0	6	0	22	4	
	1.5%	1.6%	2.7%	2.4%	1.8%	1.6%	0.0%	2.1%	1.9%	1.0%	2.1%	1.6%	1.6%	1.0%	2.0%	3.6%	3.0%	0.0%	3.8%	1.1%	20.0%	0.0%	1.1%	0.0%	3.2%	---	1.7%	1.1%	
5	82	39	40	24	3	35	0	6	17	16	3	6	29	21	9	8	2	3	1	3	0	0	17	0	4	0	29	10	
	2.3%	2.4%	2.7%	2.4%	1.4%	2.5%	0.0%	2.5%	2.1%	2.7%	2.1%	1.6%	2.7%	2.2%	1.8%	4.8%	3.0%	5.2%	1.3%	1.6%	0.0%	0.0%	2.4%	0.0%	2.1%	---	2.3%	2.7%	
6 or 7	286	233	200	155	30	200	0	30	103	97	17	46	166	99	100	33	16	4	17	17	1	2	93	4	28	0	165	68	
	8.1%	14.3%	13.4%	15.4%	13.6%	14.4%	0.0%	12.4%	13.0%	16.3%	11.7%	12.4%	15.2%	10.3%	20.4%	19.8%	23.9%	6.9%	21.3%	9.2%	20.0%	33.3%	13.2%	13.3%	14.8%	---	13.0%	18.5%	
8 to 10	3,095	1,337	1,208	805	184	1,135	3	201	657	475	122	312	882	835	370	120	47	51	59	163	3	4	584	26	151	0	1,052	285	
	88.0%	81.8%	81.2%	79.9%	83.3%	81.5%	100.0%	83.1%	83.0%	80.0%	84.1%	84.3%	80.6%	86.5%	75.7%	71.9%	70.1%	87.9%	73.8%	88.1%	60.0%	66.7%	83.2%	86.7%	79.9%	---	83.0%	77.7%	
Significantly different from column:*		A												O,P	N	N	R,T,W	Q,S	R,T,W	Q,S,Y			Q,S		T		AB	AA	
0 to 6	204	141	127	103	13	125	0	24	65	50	11	20	107	61	53	26	13	3	6	7	1	1	58	3	24	0	103	38	
	5.8%	8.6%	8.5%	10.2%	5.9%	9.0%	0.0%	9.9%	8.2%	8.4%	7.6%	5.4%	9.8%	6.3%	10.8%	15.6%	19.4%	5.2%	7.5%	3.8%	20.0%	16.7%	8.3%	10.0%	12.7%	---	8.1%	10.4%	
7 to 8	843	504	482	326	74	422	1	56	236	210	35	102	362	246	194	61	21	19	31	47	2	1	211	7	56	0	354	150	
	24.0%	30.8%	32.4%	32.3%	33.5%	30.3%	33.3%	23.1%	29.8%	35.4%	24.1%	27.6%	33.1%	25.5%	39.7%	36.5%	31.3%	32.8%	38.8%	25.4%	40.0%	16.7%	30.1%	23.3%	29.6%	---	27.9%	40.9%	
9 to 10	2,469	990	879	579	134	845	2	162	491	334	99	248	625	658	242	80	33	36	43	131	2	4	433	20	109	0	811	179	
	70.2%	60.6%	59.1%	57.4%	60.6%	60.7%	66.7%	66.9%	62.0%	56.2%	68.3%	67.0%	57.1%	68.2%	49.5%	47.9%	49.3%	62.1%	53.8%	70.8%	40.0%	66.7%	61.7%	66.7%	57.7%	---	64.0%	48.8%	
Significantly different from column:*		A						J	J	H,I	M	M	K,L	O,P	N	N	T,W		T	Q,S,W,Y			Q,T		T		AB	AA	

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,544	1,652	1,507	1,016	225	1,404	4	243	800	600	146	375	1,104	974	493	170	68	58	81	191	5	7	710	30	189	0	1,284	368	
Number missing or multiple answer	34	10	13	5	1	8	1	2	2	6	2	2	6	8	1	1	1	0	1	2	0	1	4	0	0	0	10	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	3,510	1,642	1,494	1,011	224	1,396	3	241	798	594	144	373	1,098	966	492	169	67	58	80	189	5	6	706	30	189	0	1,274	368	
	99.0%	99.4%	99.1%	99.5%	99.6%	99.4%	75.0%	99.2%	99.8%	99.0%	98.6%	99.5%	99.5%	99.2%	99.8%	99.4%	98.5%	100.0%	98.8%	99.0%	100.0%	85.7%	99.4%	---	100.0%	---	99.2%	100.0%	
Never	47	19	26	23	4	15	0	5	9	5	2	8	9	9	5	5	0	1	2	2	0	1	4	0	2	0	19	0	
	1.3%	1.2%	1.7%	2.3%	1.8%	1.1%	0.0%	2.1%	1.1%	0.8%	1.4%	2.1%	0.8%	0.9%	1.0%	3.0%	0.0%	1.7%	2.5%	1.1%	0.0%	16.7%	0.6%	0.0%	1.1%	---	1.5%	0.0%	
Sometimes	279	191	155	128	24	162	0	33	93	64	17	31	138	73	86	30	13	11	8	13	2	0	72	3	30	0	137	54	
	7.9%	11.6%	10.4%	12.7%	10.7%	11.6%	0.0%	13.7%	11.7%	10.8%	11.8%	8.3%	12.6%	7.6%	17.5%	17.8%	19.4%	19.0%	10.0%	6.9%	40.0%	0.0%	10.2%	10.0%	15.9%	---	10.8%	14.7%	
Usually	780	523	475	333	59	460	2	60	250	209	40	112	369	284	170	67	20	24	24	60	1	2	232	9	52	0	390	133	
	22.2%	31.9%	31.8%	32.9%	26.3%	33.0%	66.7%	24.9%	31.3%	35.2%	27.8%	30.0%	33.6%	29.4%	34.6%	39.6%	29.9%	41.4%	30.0%	31.7%	20.0%	33.3%	32.9%	30.0%	27.5%	---	30.6%	36.1%	
Always	2,404	909	838	527	137	759	1	143	446	316	85	222	582	600	231	67	34	22	46	114	2	3	398	18	105	0	728	181	
	68.5%	55.4%	56.1%	52.1%	61.2%	54.4%	33.3%	59.3%	55.9%	53.2%	59.0%	59.5%	53.0%	62.1%	47.0%	39.6%	50.7%	37.9%	57.5%	60.3%	40.0%	50.0%	56.4%	60.0%	55.6%	---	57.1%	49.2%	
Significantly different from column:*		A										M	L	O,P	N	N		S,T,W,X,Y	R	R			R	R	R		AB	AA	
Usually or Always	3,184	1,432	1,313	860	196	1,219	3	203	696	525	125	334	951	884	401	134	54	46	70	174	3	5	630	27	157	0	1,118	314	
	90.7%	87.2%	87.9%	85.1%	87.5%	87.3%	100.0%	84.2%	87.2%	88.4%	86.8%	89.5%	86.6%	91.5%	81.5%	79.3%	80.6%	79.3%	87.5%	92.1%	60.0%	83.3%	89.2%	90.0%	83.1%	---	87.8%	85.3%	
Significantly different from column:*		A												O,P	N	N	T,W	T,W		Q,R,Y			Q,R,Y		T,W				

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

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State Oregon Health Plan

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

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	4,995	2,281	1,814	1,183	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368
Number missing or multiple answer	58	19	21	5	3	15	1	4	7	8	2	8	9	13	3	2	1	1	1	3	0	0	6	0	1	5	8	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,937	2,262	1,793	1,178	301	1,922	10	314	1,123	812	237	541	1,438	1,379	637	228	97	78	93	300	6	12	954	38	255	557	1,276	366
	98.8%	99.2%	98.8%	99.6%	99.0%	99.2%	90.9%	98.7%	99.4%	99.0%	99.2%	98.5%	99.4%	99.1%	99.5%	99.1%	99.0%	98.7%	98.9%	99.0%	100.0%	100.0%	99.4%	---	99.6%	99.1%	99.4%	99.5%
Yes	4,154	1,887	1,479	1,008	254	1,602	8	166	1,005	707	190	441	1,220	1,147	535	190	85	58	76	232	6	8	814	33	211	462	1,076	299
	84.1%	83.4%	82.5%	85.6%	84.4%	83.4%	80.0%	52.9%	89.5%	87.1%	80.2%	81.5%	84.8%	83.2%	84.0%	83.3%	87.6%	74.4%	81.7%	77.3%	100.0%	66.7%	85.3%	86.8%	82.7%	82.9%	84.3%	81.7%
No	783	375	314	170	47	320	2	148	118	105	47	100	218	232	102	38	12	20	17	68	0	4	140	5	44	95	200	67
	15.9%	16.6%	17.5%	14.4%	15.6%	16.6%	20.0%	47.1%	10.5%	12.9%	19.8%	18.5%	15.2%	16.8%	16.0%	16.7%	12.4%	25.6%	18.3%	22.7%	0.0%	33.3%	14.7%	13.2%	17.3%	17.1%	15.7%	18.3%
Significantly different from column:*								I,J	H	H							R,T	Q,W		Q,W			R,T					

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

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State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,154	1,887	1,479	1,008	254	1,602	8	166	1,005	707	190	441	1,220	1,147	535	190	85	58	76	232	6	8	814	33	211	462	1,076	299	
Number missing or multiple answer	88	38	28	17	6	32	0	2	19	17	2	10	25	28	7	2	1	0	2	7	0	0	17	0	3	21	15	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,066	1,849	1,451	991	248	1,570	8	164	986	690	188	431	1,195	1,119	528	188	84	58	74	225	6	8	797	33	208	441	1,061	297	
	97.9%	98.0%	98.1%	98.3%	97.6%	98.0%	100.0%	98.8%	98.1%	97.6%	98.9%	97.7%	98.0%	97.6%	98.7%	98.9%	98.8%	100.0%	97.4%	97.0%	100.0%	100.0%	97.9%	---	98.6%	95.5%	98.6%	99.3%	
Yes	569	258	239	212	33	221	0	41	146	71	31	62	159	128	81	48	9	8	10	47	2	1	92	4	29	25	151	70	
	14.0%	14.0%	16.5%	21.4%	13.3%	14.1%	0.0%	25.0%	14.8%	10.3%	16.5%	14.4%	13.3%	11.4%	15.3%	25.5%	10.7%	13.8%	13.5%	20.9%	33.3%	12.5%	11.5%	12.1%	13.9%	5.7%	14.2%	23.6%	
No	3,497	1,591	1,212	779	215	1,349	8	123	840	619	157	369	1,036	991	447	140	75	50	64	178	4	7	705	29	179	416	910	227	
	86.0%	86.0%	83.5%	78.6%	86.7%	85.9%	100.0%	75.0%	85.2%	89.7%	83.5%	85.6%	86.7%	88.6%	84.7%	74.5%	89.3%	86.2%	86.5%	79.1%	66.7%	87.5%	88.5%	87.9%	86.1%	94.3%	85.8%	76.4%	
Significantly different from column:*		C,D						I,J	H,J	H,I				O,P	N,P	N,O	T			Q,W			T			AA,AB	AB,Z	AA,Z	

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

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State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	569	258	239	212	33	221	0	41	146	71	31	62	159	128	81	48	9	8	10	47	2	1	92	4	29	25	151	70
Number missing or multiple answer	6	4	2	2	1	3	0	0	3	1	0	1	3	3	1	0	0	0	0	0	0	0	2	0	0	2	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	563	254	237	210	32	218	0	41	143	70	31	61	156	125	80	48	9	8	10	47	2	1	90	4	29	23	151	69
	98.9%	98.4%	99.2%	99.1%	97.0%	98.6%	---	100.0%	97.9%	98.6%	100.0%	98.4%	98.1%	97.7%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	---	100.0%	92.0%	100.0%	98.6%
Yes	516	236	222	200	30	202	0	39	129	68	25	58	147	120	75	40	9	8	8	43	2	0	87	4	27	20	142	64
	91.7%	92.9%	93.7%	95.2%	93.8%	92.7%	---	95.1%	90.2%	97.1%	80.6%	95.1%	94.2%	96.0%	93.8%	83.3%	100.0%	100.0%	80.0%	91.5%	100.0%	0.0%	96.7%	100.0%	93.1%	87.0%	94.0%	92.8%
No	47	18	15	10	2	16	0	2	14	2	6	3	9	5	5	8	0	0	2	4	0	1	3	0	2	3	9	5
	8.3%	7.1%	6.3%	4.8%	6.3%	7.3%	---	4.9%	9.8%	2.9%	19.4%	4.9%	5.8%	4.0%	6.3%	16.7%	0.0%	0.0%	20.0%	8.5%	0.0%	100.0%	3.3%	0.0%	6.9%	13.0%	6.0%	7.2%
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.

State Oregon Health Plan

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

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	4,995	2,281	1,814	1,183	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368
Number missing or multiple answer	81	9	11	14	0	9	0	0	4	5	2	2	5	4	3	2	1	0	0	2	0	0	4	0	2	0	3	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,914	2,272	1,803	1,169	304	1,928	11	318	1,126	815	237	547	1,442	1,388	637	228	97	79	94	301	6	12	956	38	254	562	1,281	365
	98.4%	99.6%	99.4%	98.8%	100.0%	99.5%	100.0%	100.0%	99.6%	99.4%	99.2%	99.6%	99.7%	99.7%	99.5%	99.1%	99.0%	100.0%	100.0%	99.3%	100.0%	100.0%	99.6%	---	99.2%	100.0%	99.8%	99.2%
Yes	446	188	164	125	25	162	0	45	92	49	16	37	132	72	68	46	7	13	7	30	1	1	84	2	17	23	101	61
	9.1%	8.3%	9.1%	10.7%	8.2%	8.4%	0.0%	14.2%	8.2%	6.0%	6.8%	6.8%	9.2%	5.2%	10.7%	20.2%	7.2%	16.5%	7.4%	10.0%	16.7%	8.3%	8.8%	5.3%	6.7%	4.1%	7.9%	16.7%
No	4,468	2,084	1,639	1,044	279	1,766	11	273	1,034	766	221	510	1,310	1,316	569	182	90	66	87	271	5	11	872	36	237	539	1,180	304
	90.9%	91.7%	90.9%	89.3%	91.8%	91.6%	100.0%	85.8%	91.8%	94.0%	93.2%	93.2%	90.8%	94.8%	89.3%	79.8%	92.8%	83.5%	92.6%	90.0%	83.3%	91.7%	91.2%	94.7%	93.3%	95.9%	92.1%	83.3%
Significantly different from column:*		D						I,J	H	H				O,P	N,P	N,O		W,Y					R		R	AA,AB	AB,Z	AA,Z

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	446	188	164	125	25	162	0	45	92	49	16	37	132	72	68	46	7	13	7	30	1	1	84	2	17	23	101	61
Number missing or multiple answer	8	4	1	0	0	4	0	0	4	0	0	0	3	4	0	0	0	0	0	0	0	0	1	0	0	1	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	438	184	163	125	25	158	0	45	88	49	16	37	129	68	68	46	7	13	7	30	1	1	83	2	17	22	98	61
	98.2%	97.9%	99.4%	100.0%	100.0%	97.5%	---	100.0%	95.7%	100.0%	100.0%	100.0%	97.7%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%	---	100.0%	95.7%	97.0%	100.0%
Never	53	21	21	17	3	18	0	4	12	4	3	4	14	5	6	10	0	0	1	5	0	0	9	1	0	3	12	6
	12.1%	11.4%	12.9%	13.6%	12.0%	11.4%	---	8.9%	13.6%	8.2%	18.8%	10.8%	10.9%	7.4%	8.8%	21.7%	0.0%	0.0%	14.3%	16.7%	0.0%	0.0%	10.8%	50.0%	0.0%	13.6%	12.2%	9.8%
Sometimes	65	42	29	23	6	36	0	6	22	13	2	6	34	14	19	9	3	5	3	3	1	0	23	0	2	3	22	16
	14.8%	22.8%	17.8%	18.4%	24.0%	22.8%	---	13.3%	25.0%	26.5%	12.5%	16.2%	26.4%	20.6%	27.9%	19.6%	42.9%	38.5%	42.9%	10.0%	100.0%	0.0%	27.7%	0.0%	11.8%	13.6%	22.4%	26.2%
Usually	84	45	46	26	1	44	0	13	16	16	5	12	28	19	17	9	3	3	2	7	0	0	16	0	9	5	26	14
	19.2%	24.5%	28.2%	20.8%	4.0%	27.8%	---	28.9%	18.2%	32.7%	31.3%	32.4%	21.7%	27.9%	25.0%	19.6%	42.9%	23.1%	28.6%	23.3%	0.0%	0.0%	19.3%	0.0%	52.9%	22.7%	26.5%	23.0%
Always	236	76	67	59	15	60	0	22	38	16	6	15	53	30	26	18	1	5	1	15	0	1	35	1	6	11	38	25
	53.9%	41.3%	41.1%	47.2%	60.0%	38.0%	---	48.9%	43.2%	32.7%	37.5%	40.5%	41.1%	44.1%	38.2%	39.1%	14.3%	38.5%	14.3%	50.0%	0.0%	100.0%	42.2%	50.0%	35.3%	50.0%	38.8%	41.0%
Significantly different from column:*		A			F	E																						
Usually or Always	320	121	113	85	16	104	0	35	54	32	11	27	81	49	43	27	4	8	3	22	0	1	51	1	15	16	64	39
	73.1%	65.8%	69.3%	68.0%	64.0%	65.8%	---	77.8%	61.4%	65.3%	68.8%	73.0%	62.8%	72.1%	63.2%	58.7%	57.1%	61.5%	42.9%	73.3%	0.0%	100.0%	61.4%	50.0%	88.2%	72.7%	65.3%	63.9%
Significantly different from column:*																						Y		W				

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	446	188	164	125	25	162	0	45	92	49	16	37	132	72	68	46	7	13	7	30	1	1	84	2	17	23	101	61	
Number missing or multiple answer	4	2	1	0	0	2	0	0	1	1	0	0	1	1	0	0	0	0	1	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	NA	NA	
Usable responses	442	186	163	125	25	160	0	45	91	48	16	37	131	71	67	46	7	13	6	30	1	1	84	2	17	23	99	61	
	99.1%	98.9%	99.4%	100.0%	100.0%	98.8%	---	100.0%	98.9%	98.0%	100.0%	100.0%	99.2%	98.6%	98.5%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	98.0%	100.0%	
Yes	333	144	132	101	20	124	0	37	73	33	15	30	98	51	56	35	5	9	3	23	1	1	66	1	16	15	77	49	
	75.3%	77.4%	81.0%	80.8%	80.0%	77.5%	---	82.2%	80.2%	68.8%	93.8%	81.1%	74.8%	71.8%	83.6%	76.1%	71.4%	69.2%	50.0%	76.7%	100.0%	100.0%	78.6%	50.0%	94.1%	65.2%	77.8%	80.3%	
No	109	42	31	24	5	36	0	8	18	15	1	7	33	20	11	11	2	4	3	7	0	0	18	1	1	8	22	12	
	24.7%	22.6%	19.0%	19.2%	20.0%	22.5%	---	17.8%	19.8%	31.3%	6.3%	18.9%	25.2%	28.2%	16.4%	23.9%	28.6%	30.8%	50.0%	23.3%	0.0%	0.0%	21.4%	50.0%	5.9%	34.8%	22.2%	19.7%	
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.

State Oregon Health Plan

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

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,995	2,281	1,814	1,183	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	83	14	17	10	3	11	0	0	9	5	2	2	10	12	2	0	0	1	0	3	0	0	4	1	2	7	2	3	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,912	2,267	1,797	1,173	301	1,926	11	318	1,121	815	237	547	1,437	1,380	638	230	98	78	94	300	6	12	956	37	254	555	1,282	365	
	98.3%	99.4%	99.1%	99.2%	99.0%	99.4%	100.0%	100.0%	99.2%	99.4%	99.2%	99.6%	99.3%	99.1%	99.7%	100.0%	100.0%	98.7%	100.0%	99.0%	100.0%	100.0%	99.6%	---	99.2%	98.8%	99.8%	99.2%	
Yes	1,280	638	470	358	81	544	1	154	338	139	62	138	420	340	212	81	31	28	28	93	3	3	258	7	79	100	340	177	
	26.1%	28.1%	26.2%	30.5%	26.9%	28.2%	9.1%	48.4%	30.2%	17.1%	26.2%	25.2%	29.2%	24.6%	33.2%	35.2%	31.6%	35.9%	29.8%	31.0%	50.0%	25.0%	27.0%	18.9%	31.1%	18.0%	26.5%	48.5%	
No	3,632	1,629	1,327	815	220	1,382	10	164	783	676	175	409	1,017	1,040	426	149	67	50	66	207	3	9	698	30	175	455	942	188	
	73.9%	71.9%	73.8%	69.5%	73.1%	71.8%	90.9%	51.6%	69.8%	82.9%	73.8%	74.8%	70.8%	75.4%	66.8%	64.8%	68.4%	64.1%	70.2%	69.0%	50.0%	75.0%	73.0%	81.1%	68.9%	82.0%	73.5%	51.5%	
Significantly different from column:*								I,J	H,J	H,I				O,P	N	N										AA,AB	AB,Z	AA,Z	

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,280	638	470	358	81	544	1	154	338	139	62	138	420	340	212	81	31	28	28	93	3	3	258	7	79	100	340	177
Number missing or multiple answer	25	8	8	5	2	5	0	1	5	2	1	0	6	2	2	4	0	2	0	1	0	0	2	0	0	3	4	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,255	630	462	353	79	539	1	153	333	137	61	138	414	338	210	77	31	26	28	92	3	3	256	7	79	97	336	176
	98.0%	98.7%	98.3%	98.6%	97.5%	99.1%	100.0%	99.4%	98.5%	98.6%	98.4%	100.0%	98.6%	99.4%	99.1%	95.1%	100.0%	92.9%	100.0%	98.9%	100.0%	100.0%	99.2%	---	100.0%	97.0%	98.8%	99.4%
Never	139	79	53	56	6	72	0	22	43	11	7	10	61	41	28	9	1	1	6	4	0	1	34	1	14	14	43	17
	11.1%	12.5%	11.5%	15.9%	7.6%	13.4%	0.0%	14.4%	12.9%	8.0%	11.5%	7.2%	14.7%	12.1%	13.3%	11.7%	3.2%	3.8%	21.4%	4.3%	0.0%	33.3%	13.3%	14.3%	17.7%	14.4%	12.8%	9.7%
Sometimes	203	118	92	71	19	96	0	21	72	25	10	28	77	55	46	16	8	3	4	17	0	0	49	2	9	17	64	35
	16.2%	18.7%	19.9%	20.1%	24.1%	17.8%	0.0%	13.7%	21.6%	18.2%	16.4%	20.3%	18.6%	16.3%	21.9%	20.8%	25.8%	11.5%	14.3%	18.5%	0.0%	0.0%	19.1%	28.6%	11.4%	17.5%	19.0%	19.9%
Usually	234	156	122	97	19	134	0	31	81	43	11	38	101	80	55	21	6	12	5	27	0	0	62	2	20	15	84	54
	18.6%	24.8%	26.4%	27.5%	24.1%	24.9%	0.0%	20.3%	24.3%	31.4%	18.0%	27.5%	24.4%	23.7%	26.2%	27.3%	19.4%	46.2%	17.9%	29.3%	0.0%	0.0%	24.2%	28.6%	25.3%	15.5%	25.0%	30.7%
Always	679	277	195	129	35	237	1	79	137	58	33	62	175	162	81	31	16	10	13	44	3	2	111	2	36	51	145	70
	54.1%	44.0%	42.2%	36.5%	44.3%	44.0%	100.0%	51.6%	41.1%	42.3%	54.1%	44.9%	42.3%	47.9%	38.6%	40.3%	51.6%	38.5%	46.4%	47.8%	100.0%	66.7%	43.4%	28.6%	45.6%	52.6%	43.2%	39.8%
Significantly different from column:*		A,D						I	H					O	N											AB		Z
Usually or Always	913	433	317	226	54	371	1	110	218	101	44	100	276	242	136	52	22	22	18	71	3	2	173	4	56	66	229	124
	72.7%	68.7%	68.6%	64.0%	68.4%	68.8%	100.0%	71.9%	65.5%	73.7%	72.1%	72.5%	66.7%	71.6%	64.8%	67.5%	71.0%	84.6%	64.3%	77.2%	100.0%	66.7%	67.6%	57.1%	70.9%	68.0%	68.2%	70.5%
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.

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,280	638	470	358	81	544	1	154	338	139	62	138	420	340	212	81	31	28	28	93	3	3	258	7	79	100	340	177	
Number missing or multiple answer	26	11	7	6	1	9	0	0	6	4	1	0	8	7	2	2	0	1	0	1	0	0	1	0	3	2	3	3	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,254	627	463	352	80	535	1	154	332	135	61	138	412	333	210	79	31	27	28	92	3	3	257	7	76	98	337	174	
	98.0%	98.3%	98.5%	98.3%	98.8%	98.3%	100.0%	100.0%	98.2%	97.1%	98.4%	100.0%	98.1%	97.9%	99.1%	97.5%	100.0%	96.4%	100.0%	98.9%	100.0%	100.0%	99.6%	---	96.2%	98.0%	99.1%	98.3%	
Yes	789	441	338	238	49	383	1	117	224	98	45	106	278	235	144	58	25	21	21	78	3	3	166	4	49	56	242	128	
	62.9%	70.3%	73.0%	67.6%	61.3%	71.6%	100.0%	76.0%	67.5%	72.6%	73.8%	76.8%	67.5%	70.6%	68.6%	73.4%	80.6%	77.8%	75.0%	84.8%	100.0%	100.0%	64.6%	57.1%	64.5%	57.1%	71.8%	73.6%	
No	465	186	125	114	31	152	0	37	108	37	16	32	134	98	66	21	6	6	7	14	0	0	91	3	27	42	95	46	
	37.1%	29.7%	27.0%	32.4%	38.8%	28.4%	0.0%	24.0%	32.5%	27.4%	26.2%	23.2%	32.5%	29.4%	31.4%	26.6%	19.4%	22.2%	25.0%	15.2%	0.0%	0.0%	35.4%	42.9%	35.5%	42.9%	28.2%	26.4%	
Significantly different from column:*		A										M	L						W,Y			T		T	AA,AB	Z	Z		

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

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

State Oregon Health Plan

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

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,995	2,281	1,814	1,183	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	95	14	16	13	2	12	0	2	8	4	1	4	9	9	3	2	0	0	0	3	0	0	6	0	3	5	6	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,900	2,267	1,798	1,170	302	1,925	11	316	1,122	816	238	545	1,438	1,383	637	228	98	79	94	300	6	12	954	38	253	557	1,278	366	
	98.1%	99.4%	99.1%	98.9%	99.3%	99.4%	100.0%	99.4%	99.3%	99.5%	99.6%	99.3%	99.4%	99.4%	99.5%	99.1%	100.0%	100.0%	100.0%	99.0%	100.0%	100.0%	99.4%	---	98.8%	99.1%	99.5%	99.5%	
Yes	2,140	1,155	862	619	148	986	6	127	579	441	101	241	790	678	339	126	46	41	46	112	4	4	529	20	138	188	654	275	
	43.7%	50.9%	47.9%	52.9%	49.0%	51.2%	54.5%	40.2%	51.6%	54.0%	42.4%	44.2%	54.9%	49.0%	53.2%	55.3%	46.9%	51.9%	48.9%	37.3%	66.7%	33.3%	55.5%	52.6%	54.5%	33.8%	51.2%	75.1%	
No	2,760	1,112	936	551	154	939	5	189	543	375	137	304	648	705	298	102	52	38	48	188	2	8	425	18	115	369	624	91	
	56.3%	49.1%	52.1%	47.1%	51.0%	48.8%	45.5%	59.8%	48.4%	46.0%	57.6%	55.8%	45.1%	51.0%	46.8%	44.7%	53.1%	48.1%	51.1%	62.7%	33.3%	66.7%	44.5%	47.4%	45.5%	66.2%	48.8%	24.9%	
Significantly different from column:*		A						I,J	H	H	M	M	K,L				T	T		R,S,W,Y			T		T	AA,AB	AB,Z	AA,Z	

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

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State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,140	1,155	862	619	148	986	6	127	579	441	101	241	790	678	339	126	46	41	46	112	4	4	529	20	138	188	654	275	
Number missing or multiple answer	37	13	9	5	3	9	0	4	7	2	2	1	9	5	5	3	1	1	0	2	0	0	4	0	0	7	3	3	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,103	1,142	853	614	145	977	6	123	572	439	99	240	781	673	334	123	45	40	46	110	4	4	525	20	138	181	651	272	
	98.3%	98.9%	99.0%	99.2%	98.0%	99.1%	100.0%	96.9%	98.8%	99.5%	98.0%	99.6%	98.9%	99.3%	98.5%	97.6%	97.8%	97.6%	100.0%	98.2%	100.0%	100.0%	99.2%	---	100.0%	96.3%	99.5%	98.9%	
Never	261	151	96	64	14	131	3	23	76	50	10	26	112	79	47	22	10	8	4	9	0	1	64	3	24	34	89	24	
	12.4%	13.2%	11.3%	10.4%	9.7%	13.4%	50.0%	18.7%	13.3%	11.4%	10.1%	10.8%	14.3%	11.7%	14.1%	17.9%	22.2%	20.0%	8.7%	8.2%	0.0%	25.0%	12.2%	15.0%	17.4%	18.8%	13.7%	8.8%	
Sometimes	298	190	165	121	31	151	2	25	83	79	22	34	127	91	73	25	8	5	9	23	1	0	86	4	18	30	113	41	
	14.2%	16.6%	19.3%	19.7%	21.4%	15.5%	33.3%	20.3%	14.5%	18.0%	22.2%	14.2%	16.3%	13.5%	21.9%	20.3%	17.8%	12.5%	19.6%	20.9%	25.0%	0.0%	16.4%	20.0%	13.0%	16.6%	17.4%	15.1%	
Usually	430	289	225	176	36	251	0	32	141	115	23	59	203	166	86	34	10	16	12	25	0	1	136	5	37	34	156	93	
	20.4%	25.3%	26.4%	28.7%	24.8%	25.7%	0.0%	26.0%	24.7%	26.2%	23.2%	24.6%	26.0%	24.7%	25.7%	27.6%	22.2%	40.0%	26.1%	22.7%	0.0%	25.0%	25.9%	25.0%	26.8%	18.8%	24.0%	34.2%	
Always	1,114	512	367	253	64	444	1	43	272	195	44	121	339	337	128	42	17	11	21	53	3	2	239	8	59	83	293	114	
	53.0%	44.8%	43.0%	41.2%	44.1%	45.4%	16.7%	35.0%	47.6%	44.4%	44.4%	50.4%	43.4%	50.1%	38.3%	34.1%	37.8%	27.5%	45.7%	48.2%	75.0%	50.0%	45.5%	40.0%	42.8%	45.9%	45.0%	41.9%	
Significantly different from column:*		A						I	H					O,P	N	N		T,W		R			R						
Usually or Always	1,544	801	592	429	100	695	1	75	413	310	67	180	542	503	214	76	27	27	33	78	3	3	375	13	96	117	449	207	
	73.4%	70.1%	69.4%	69.9%	69.0%	71.1%	16.7%	61.0%	72.2%	70.6%	67.7%	75.0%	69.4%	74.7%	64.1%	61.8%	60.0%	67.5%	71.7%	70.9%	75.0%	75.0%	71.4%	65.0%	69.6%	64.6%	69.0%	76.1%	
Significantly different from column:*		A						I,J	H	H				O,P	N	N										AB	AB	AA,Z	

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,140	1,155	862	619	148	986	6	127	579	441	101	241	790	678	339	126	46	41	46	112	4	4	529	20	138	188	654	275	
Number missing or multiple answer	37	15	12	7	4	10	0	0	9	6	1	5	8	8	5	2	0	0	1	1	0	0	4	1	2	6	3	5	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,103	1,140	850	612	144	976	6	127	570	435	100	236	782	670	334	124	46	41	45	111	4	4	525	19	136	182	651	270	
	98.3%	98.7%	98.6%	98.9%	97.3%	99.0%	100.0%	100.0%	98.4%	98.6%	99.0%	97.9%	99.0%	98.8%	98.5%	98.4%	100.0%	100.0%	97.8%	99.1%	100.0%	100.0%	99.2%	---	98.6%	96.8%	99.5%	98.2%	
Yes	1,171	606	464	333	85	512	3	79	286	236	62	143	390	360	171	67	21	29	21	74	2	4	269	13	70	65	347	172	
	55.7%	53.2%	54.6%	54.4%	59.0%	52.5%	50.0%	62.2%	50.2%	54.3%	62.0%	60.6%	49.9%	53.7%	51.2%	54.0%	45.7%	70.7%	46.7%	66.7%	50.0%	100.0%	51.2%	68.4%	51.5%	35.7%	53.3%	63.7%	
No	932	534	386	279	59	464	3	48	284	199	38	93	392	310	163	57	25	12	24	37	2	0	256	6	66	117	304	98	
	44.3%	46.8%	45.4%	45.6%	41.0%	47.5%	50.0%	37.8%	49.8%	45.7%	38.0%	39.4%	50.1%	46.3%	48.8%	46.0%	54.3%	29.3%	53.3%	33.3%	50.0%	0.0%	48.8%	31.6%	48.5%	64.3%	46.7%	36.3%	
Significantly different from column:*								I	H		M	M	K,L				R,T	Q,S,W,Y	R,T	Q,S,W,Y			R,T		R,T	AA,AB	AB,Z	AA,Z	

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

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State Oregon Health Plan

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

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,995	2,281	1,814	1,183	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	102	21	35	13	3	18	0	0	11	10	9	5	7	12	8	1	1	0	1	9	0	0	2	1	1	6	9	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,893	2,260	1,779	1,170	301	1,919	11	318	1,119	810	230	544	1,440	1,380	632	229	97	79	93	294	6	12	958	37	255	556	1,275	366	
	98.0%	99.1%	98.1%	98.9%	99.0%	99.1%	100.0%	100.0%	99.0%	98.8%	96.2%	99.1%	99.5%	99.1%	98.8%	99.6%	99.0%	100.0%	98.9%	97.0%	100.0%	100.0%	99.8%	---	99.6%	98.9%	99.3%	99.5%	
Yes	1,936	1,050	850	632	125	906	4	153	491	399	85	207	742	565	336	142	42	38	47	114	4	4	471	19	120	82	637	290	
	39.6%	46.5%	47.8%	54.0%	41.5%	47.2%	36.4%	48.1%	43.9%	49.3%	37.0%	38.1%	51.5%	40.9%	53.2%	62.0%	43.3%	48.1%	50.5%	38.8%	66.7%	33.3%	49.2%	51.4%	47.1%	14.7%	50.0%	79.2%	
No	2,957	1,210	929	538	176	1,013	7	165	628	411	145	337	698	815	296	87	55	41	46	180	2	8	487	18	135	474	638	76	
	60.4%	53.5%	52.2%	46.0%	58.5%	52.8%	63.6%	51.9%	56.1%	50.7%	63.0%	61.9%	48.5%	59.1%	46.8%	38.0%	56.7%	51.9%	49.5%	61.2%	33.3%	66.7%	50.8%	48.6%	52.9%	85.3%	50.0%	20.8%	
Significantly different from column:*		A,D							J	I	M	M	K,L	O,P	N,P	N,O			T	S,W			T			AA,AB	AB,Z	AA,Z	

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

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State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,936	1,050	850	632	125	906	4	153	491	399	85	207	742	565	336	142	42	38	47	114	4	4	471	19	120	82	637	290
Number missing or multiple answer	34	14	16	15	3	11	0	1	5	8	1	4	8	9	2	3	1	0	2	0	0	0	6	0	2	2	8	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,902	1,036	834	617	122	895	4	152	486	391	84	203	734	556	334	139	41	38	45	114	4	4	465	19	118	80	629	288
	98.2%	98.7%	98.1%	97.6%	97.6%	98.8%	100.0%	99.3%	99.0%	98.0%	98.8%	98.1%	98.9%	98.4%	99.4%	97.9%	97.6%	100.0%	95.7%	100.0%	100.0%	100.0%	98.7%	---	98.3%	97.6%	98.7%	99.3%
Yes	1,146	610	519	384	72	531	4	102	282	223	64	141	402	302	213	92	24	20	21	90	3	2	271	13	62	36	364	184
	60.3%	58.9%	62.2%	62.2%	59.0%	59.3%	100.0%	67.1%	58.0%	57.0%	76.2%	69.5%	54.8%	54.3%	63.8%	66.2%	58.5%	52.6%	46.7%	78.9%	75.0%	50.0%	58.3%	68.4%	52.5%	45.0%	57.9%	63.9%
No	756	426	315	233	50	364	0	50	204	168	20	62	332	254	121	47	17	18	24	24	1	2	194	6	56	44	265	104
	39.7%	41.1%	37.8%	37.8%	41.0%	40.7%	0.0%	32.9%	42.0%	43.0%	23.8%	30.5%	45.2%	45.7%	36.2%	33.8%	41.5%	47.4%	53.3%	21.1%	25.0%	50.0%	41.7%	31.6%	47.5%	55.0%	42.1%	36.1%
Significantly different from column:*								I,J	H	H	M	M	K,L	O,P	N	N	T	T	T	Q,R,S,W,Y			T		T	AA,AB	Z	Z

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

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

State Oregon Health Plan

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

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,995	2,281	1,814	1,183	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	67	18	24	21	5	13	0	2	9	7	5	2	11	1	6	0	0	1	5	0	0	9	0	2	8	5	1		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,928	2,263	1,790	1,162	299	1,924	11	316	1,121	813	234	547	1,436	1,381	639	224	98	79	93	298	6	12	951	38	254	554	1,279	367	
	98.7%	99.2%	98.7%	98.2%	98.4%	99.3%	100.0%	99.4%	99.2%	99.1%	97.9%	99.6%	99.2%	99.2%	99.8%	97.4%	100.0%	100.0%	98.9%	98.3%	100.0%	100.0%	99.1%	---	99.2%	98.6%	99.6%	99.7%	
Yes	4,556	2,130	1,670	1,104	268	1,826	10	295	1,059	764	216	503	1,369	1,312	588	212	92	73	89	273	6	10	894	37	240	494	1,222	352	
	92.5%	94.1%	93.3%	95.0%	89.6%	94.9%	90.9%	93.4%	94.5%	94.0%	92.3%	92.0%	95.3%	95.0%	92.0%	94.6%	93.9%	92.4%	95.7%	91.6%	100.0%	83.3%	94.0%	97.4%	94.5%	89.2%	95.5%	95.9%	
No	372	133	120	58	31	98	1	21	62	49	18	44	67	69	51	12	6	6	4	25	0	2	57	1	14	60	57	15	
	7.5%	5.9%	6.7%	5.0%	10.4%	5.1%	9.1%	6.6%	5.5%	6.0%	7.7%	8.0%	4.7%	5.0%	8.0%	5.4%	6.1%	7.6%	4.3%	8.4%	0.0%	16.7%	6.0%	2.6%	5.5%	10.8%	4.5%	4.1%	
Significantly different from column:*		A			F	E						M	L	O	N											AA,AB	Z	Z	

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,556	2,130	1,670	1,104	268	1,826	10	295	1,059	764	216	503	1,369	1,312	588	212	92	73	89	273	6	10	894	37	240	494	1,222	352	
Number missing or multiple answer	92	43	27	27	4	38	0	5	18	20	9	8	22	26	7	10	3	3	0	8	0	0	17	1	4	10	15	6	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,464	2,087	1,643	1,077	264	1,788	10	290	1,041	744	207	495	1,347	1,286	581	202	89	70	89	265	6	10	877	36	236	484	1,207	346	
	98.0%	98.0%	98.4%	97.6%	98.5%	97.9%	100.0%	98.3%	98.3%	97.4%	95.8%	98.4%	98.4%	98.0%	98.8%	95.3%	96.7%	95.9%	100.0%	97.1%	100.0%	100.0%	98.1%	---	98.3%	98.0%	98.8%	98.3%	
None	1,073	539	281	155	55	475	6	61	284	193	57	136	338	360	134	40	23	14	18	70	1	4	222	8	66	358	125	44	
	24.0%	25.8%	17.1%	14.4%	20.8%	26.6%	60.0%	21.0%	27.3%	25.9%	27.5%	27.5%	25.1%	28.0%	23.1%	19.8%	25.8%	20.0%	20.2%	26.4%	16.7%	40.0%	25.3%	22.2%	28.0%	74.0%	10.4%	12.7%	
1 time	1,379	726	543	351	96	617	2	107	377	239	71	165	477	474	193	53	28	33	28	81	1	4	327	14	76	88	543	83	
	30.9%	34.8%	33.0%	32.6%	36.4%	34.5%	20.0%	36.9%	36.2%	32.1%	34.3%	33.3%	35.4%	36.9%	33.2%	26.2%	31.5%	47.1%	31.5%	30.6%	16.7%	40.0%	37.3%	38.9%	32.2%	18.2%	45.0%	24.0%	
2	996	406	402	276	61	340	1	62	185	154	41	94	265	243	124	37	20	12	22	54	3	0	171	6	47	20	308	67	
	22.3%	19.5%	24.5%	25.6%	23.1%	19.0%	10.0%	21.4%	17.8%	20.7%	19.8%	19.0%	19.7%	18.9%	21.3%	18.3%	22.5%	17.1%	24.7%	20.4%	50.0%	0.0%	19.5%	16.7%	19.9%	4.1%	25.5%	19.4%	
3	479	215	220	136	30	182	0	35	104	74	15	45	149	122	55	35	7	5	13	29	1	1	83	4	22	9	152	49	
	10.7%	10.3%	13.4%	12.6%	11.4%	10.2%	0.0%	12.1%	10.0%	9.9%	7.2%	9.1%	11.1%	9.5%	9.5%	17.3%	7.9%	7.1%	14.6%	10.9%	16.7%	10.0%	9.5%	11.1%	9.3%	1.9%	12.6%	14.2%	
4	218	96	100	82	12	82	1	13	41	42	12	27	56	48	35	12	3	3	6	12	0	0	36	2	13	4	61	27	
	4.9%	4.6%	6.1%	7.6%	4.5%	4.6%	10.0%	4.5%	3.9%	5.6%	5.8%	5.5%	4.2%	3.7%	6.0%	5.9%	3.4%	4.3%	6.7%	4.5%	0.0%	0.0%	4.1%	5.6%	5.5%	0.8%	5.1%	7.8%	
5 to 9	237	83	76	65	7	73	0	9	42	31	9	23	48	33	29	21	5	3	1	15	0	1	32	2	10	4	15	59	
	5.3%	4.0%	4.6%	6.0%	2.7%	4.1%	0.0%	3.1%	4.0%	4.2%	4.3%	4.6%	3.6%	2.6%	5.0%	10.4%	5.6%	4.3%	1.1%	5.7%	0.0%	10.0%	3.6%	5.6%	4.2%	0.8%	1.2%	17.1%	
10 or more times	82	22	21	12	3	19	0	3	8	11	2	5	14	6	11	4	3	0	1	4	0	0	6	0	2	1	3	17	
	1.8%	1.1%	1.3%	1.1%	1.1%	1.1%	0.0%	1.0%	0.8%	1.5%	1.0%	1.0%	1.0%	0.5%	1.9%	2.0%	3.4%	0.0%	1.1%	1.5%	0.0%	0.0%	0.7%	0.0%	0.8%	0.2%	0.2%	4.9%	
2 or more times	2,012	822	819	571	113	696	2	122	380	312	79	194	532	452	254	109	38	23	43	114	4	2	328	14	94	38	539	219	
	45.1%	39.4%	49.8%	53.0%	42.8%	38.9%	20.0%	42.1%	36.5%	41.9%	38.2%	39.2%	39.5%	35.1%	43.7%	54.0%	42.7%	32.9%	48.3%	43.0%	66.7%	20.0%	37.4%	38.9%	39.8%	7.9%	44.7%	63.3%	
Significantly different from column:*		A,C,D							J	I				O,P	N,P	N,O		S	R,W			S				AA,AB	AB,Z	AA,Z	

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

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

State Oregon Health Plan

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?

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

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	---	1,548	1,362	922	209	1,313	4	229	757	551	150	359	1,009	926	447	162	66	56	71	195	5	6	655	28	170	126	1,082	302
Number missing or multiple answer	---	6	3	3	2	4	0	0	2	4	3	1	2	2	2	1	1	0	0	2	0	0	2	0	0	0	5	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	1,542	1,359	919	207	1,309	4	229	755	547	147	358	1,007	924	445	161	65	56	71	193	5	6	653	28	170	126	1,077	302
	---	99.6%	99.8%	99.7%	99.0%	99.7%	100.0%	100.0%	99.7%	99.3%	98.0%	99.7%	99.8%	99.8%	99.6%	99.4%	98.5%	100.0%	100.0%	99.0%	100.0%	100.0%	99.7%	---	100.0%	100.0%	99.5%	100.0%
Never	---	1,441	1,260	845	188	1,232	4	214	708	510	109	333	975	881	408	141	57	45	68	147	3	5	645	27	165	113	1,009	286
	---	93.5%	92.7%	91.9%	90.8%	94.1%	100.0%	93.4%	93.8%	93.2%	74.1%	93.0%	96.8%	95.3%	91.7%	87.6%	87.7%	80.4%	95.8%	76.2%	60.0%	83.3%	98.8%	96.4%	97.1%	89.7%	93.7%	94.7%
Sometimes	---	56	55	40	11	45	0	11	23	20	18	16	20	20	26	9	4	8	2	21	2	0	5	0	4	9	37	7
	---	3.6%	4.0%	4.4%	5.3%	3.4%	0.0%	4.8%	3.0%	3.7%	12.2%	4.5%	2.0%	2.2%	5.8%	5.6%	6.2%	14.3%	2.8%	10.9%	40.0%	0.0%	0.8%	0.0%	2.4%	7.1%	3.4%	2.3%
Usually	---	17	22	14	5	10	0	0	11	6	9	5	2	6	5	6	2	3	0	9	0	0	1	1	0	2	10	5
	---	1.1%	1.6%	1.5%	2.4%	0.8%	0.0%	0.0%	1.5%	1.1%	6.1%	1.4%	0.2%	0.6%	1.1%	3.7%	3.1%	5.4%	0.0%	4.7%	0.0%	0.0%	0.2%	3.6%	0.0%	1.6%	0.9%	1.7%
Always	---	28	22	20	3	22	0	4	13	11	11	4	10	17	6	5	2	0	1	16	0	1	2	0	1	2	21	4
	---	1.8%	1.6%	2.2%	1.4%	1.7%	0.0%	1.7%	1.7%	2.0%	7.5%	1.1%	1.0%	1.8%	1.3%	3.1%	3.1%	0.0%	8.3%	0.0%	16.7%	0.3%	0.0%	0.6%	1.6%	1.9%	1.3%	
Significantly different from column:*																			Y						T			
Usually or Always	---	45	44	34	8	32	0	4	24	17	20	9	12	23	11	11	4	3	1	25	0	1	3	1	1	4	31	9
	---	2.9%	3.2%	3.7%	3.9%	2.4%	0.0%	1.7%	3.2%	3.1%	13.6%	2.5%	1.2%	2.5%	2.5%	6.8%	6.2%	5.4%	1.4%	13.0%	0.0%	16.7%	0.5%	3.6%	0.6%	3.2%	2.9%	3.0%
Significantly different from column:*											L	K		P	P	N,O		T	S,W,Y			T		T				

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

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

State Oregon Health Plan

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?

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

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,391	1,548	1,362	922	209	1,313	4	229	757	551	150	359	1,009	926	447	162	66	56	71	195	5	6	655	28	170	126	1,082	302	
Number missing or multiple answer	11	3	6	4	1	2	0	0	0	3	1	0	2	1	1	0	0	0	0	0	0	0	2	0	0	0	2	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,380	1,545	1,356	918	208	1,311	4	229	757	548	149	359	1,007	925	446	162	66	56	71	195	5	6	653	28	170	126	1,080	301	
	99.7%	99.8%	99.6%	99.6%	99.5%	99.8%	100.0%	100.0%	100.0%	99.5%	99.3%	100.0%	99.8%	99.9%	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%	---	100.0%	100.0%	99.8%	99.7%	
Never	45	30	23	12	6	22	0	2	16	12	6	10	11	16	7	6	0	2	2	8	0	0	10	0	4	9	11	8	
	1.3%	1.9%	1.7%	1.3%	2.9%	1.7%	0.0%	0.9%	2.1%	2.2%	4.0%	2.8%	1.1%	1.7%	1.6%	3.7%	0.0%	3.6%	2.8%	4.1%	0.0%	0.0%	1.5%	0.0%	2.4%	7.1%	1.0%	2.7%	
Sometimes	135	42	53	41	6	35	0	8	22	11	8	9	23	15	21	5	4	3	3	8	2	1	14	0	5	5	25	11	
	4.0%	2.7%	3.9%	4.5%	2.9%	2.7%	0.0%	3.5%	2.9%	2.0%	5.4%	2.5%	2.3%	1.6%	4.7%	3.1%	6.1%	5.4%	4.2%	4.1%	40.0%	16.7%	2.1%	0.0%	2.9%	4.0%	2.3%	3.7%	
Usually	435	220	184	133	34	182	0	33	104	81	26	60	131	115	72	33	15	14	11	32	1	0	85	3	22	16	151	45	
	12.9%	14.2%	13.6%	14.5%	16.3%	13.9%	0.0%	14.4%	13.7%	14.8%	17.4%	16.7%	13.0%	12.4%	16.1%	20.4%	22.7%	25.0%	15.5%	16.4%	20.0%	0.0%	13.0%	10.7%	12.9%	12.7%	14.0%	15.0%	
Always	2,765	1,253	1,096	732	162	1,072	4	186	615	444	109	280	842	779	346	118	47	37	55	147	2	5	544	25	139	96	893	237	
	81.8%	81.1%	80.8%	79.7%	77.9%	81.8%	100.0%	81.2%	81.2%	81.0%	73.2%	78.0%	83.6%	84.2%	77.6%	72.8%	71.2%	66.1%	77.5%	75.4%	40.0%	83.3%	83.3%	89.3%	81.8%	76.2%	82.7%	78.7%	
Significantly different from column:*											M	M	K,L	O,P	N	N	W	W,X,Y		W			Q,R,T	R	R				
Usually or Always	3,200	1,473	1,280	865	196	1,254	4	219	719	525	135	340	973	894	418	151	62	51	66	179	3	5	629	28	161	112	1,044	282	
	94.7%	95.3%	94.4%	94.2%	94.2%	95.7%	100.0%	95.6%	95.0%	95.8%	90.6%	94.7%	96.6%	96.6%	93.7%	93.2%	93.9%	91.1%	93.0%	91.8%	60.0%	83.3%	96.3%	100.0%	94.7%	88.9%	96.7%	93.7%	
Significantly different from column:*											M		K	O,P	N	N				W			T			AA	AB,Z	AA	

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

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

State Oregon Health Plan

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?

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

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	3,391	1,548	1,362	922	209	1,313	4	229	757	551	150	359	1,009	926	447	162	66	56	71	195	5	6	655	28	170	126	1,082	302
Number missing or multiple answer	5	8	7	3	1	7	0	1	4	3	3	1	3	4	2	1	0	0	0	1	0	0	4	0	2	1	6	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,386	1,540	1,355	919	208	1,306	4	228	753	548	147	358	1,006	922	445	161	66	56	71	194	5	6	651	28	168	125	1,076	301
	99.9%	99.5%	99.5%	99.7%	99.5%	99.5%	100.0%	99.6%	99.5%	99.5%	98.0%	99.7%	99.7%	99.6%	99.6%	99.4%	100.0%	100.0%	100.0%	99.5%	100.0%	100.0%	99.4%	---	98.8%	99.2%	99.4%	99.7%
Never	34	12	15	14	2	10	0	1	4	7	2	4	6	4	5	2	0	0	0	2	0	0	6	0	3	2	6	4
	1.0%	0.8%	1.1%	1.5%	1.0%	0.8%	0.0%	0.4%	0.5%	1.3%	1.4%	1.1%	0.6%	0.4%	1.1%	1.2%	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%	0.9%	0.0%	1.8%	1.6%	0.6%	1.3%
Sometimes	136	47	53	41	8	38	0	11	18	18	5	18	23	18	16	13	3	1	3	5	2	1	22	1	3	3	34	10
	4.0%	3.1%	3.9%	4.5%	3.8%	2.9%	0.0%	4.8%	2.4%	3.3%	3.4%	5.0%	2.3%	2.0%	3.6%	8.1%	4.5%	1.8%	4.2%	2.6%	40.0%	16.7%	3.4%	3.6%	1.8%	2.4%	3.2%	3.3%
Usually	402	257	218	162	35	218	0	32	118	103	27	56	170	132	92	32	19	18	14	28	1	0	100	6	23	21	175	53
	11.9%	16.7%	16.1%	17.6%	16.8%	16.7%	0.0%	14.0%	15.7%	18.8%	18.4%	15.6%	16.9%	14.3%	20.7%	19.9%	28.8%	32.1%	19.7%	14.4%	20.0%	0.0%	15.4%	21.4%	13.7%	16.8%	16.3%	17.6%
Always	2,814	1,224	1,069	702	163	1,040	4	184	613	420	113	280	807	768	332	114	44	37	54	159	2	5	523	21	139	99	861	234
	83.1%	79.5%	78.9%	76.4%	78.4%	79.6%	100.0%	80.7%	81.4%	76.6%	76.9%	78.2%	80.2%	83.3%	74.6%	70.8%	66.7%	66.1%	76.1%	82.0%	40.0%	83.3%	80.3%	75.0%	82.7%	79.2%	80.0%	77.7%
Significantly different from column:*		A							J	I				O,P	N	N	T,W,Y	T,W,Y		Q,R			Q,R		Q,R			
Usually or Always	3,216	1,481	1,287	864	198	1,258	4	216	731	523	140	336	977	900	424	146	63	55	68	187	3	5	623	27	162	120	1,036	287
	95.0%	96.2%	95.0%	94.0%	95.2%	96.3%	100.0%	94.7%	97.1%	95.4%	95.2%	93.9%	97.1%	97.6%	95.3%	90.7%	95.5%	98.2%	95.8%	96.4%	60.0%	83.3%	95.7%	96.4%	96.4%	96.0%	96.3%	95.3%
Significantly different from column:*		D										M	L	O,P	N,P	N,O												

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

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

State Oregon Health Plan

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?

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

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	3,391	1,548	1,362	922	209	1,313	4	229	757	551	150	359	1,009	926	447	162	66	56	71	195	5	6	655	28	170	126	1,082	302
Number missing or multiple answer	4	3	9	4	1	2	0	0	1	2	1	1	1	1	0	0	0	0	0	0	0	0	2	0	1	0	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,387	1,545	1,353	918	208	1,311	4	229	756	549	149	358	1,008	925	446	162	66	56	71	195	5	6	653	28	169	126	1,079	302
	99.9%	99.8%	99.3%	99.6%	99.5%	99.8%	100.0%	100.0%	99.9%	99.6%	99.3%	99.7%	99.9%	99.9%	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%	---	99.4%	100.0%	99.7%	100.0%
Never	20	13	11	11	2	11	0	1	5	7	2	4	7	5	4	4	0	0	0	3	0	0	6	0	2	1	10	2
	0.6%	0.8%	0.8%	1.2%	1.0%	0.8%	0.0%	0.4%	0.7%	1.3%	1.3%	1.1%	0.7%	0.5%	0.9%	2.5%	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.9%	0.0%	1.2%	0.8%	0.9%	0.7%
Sometimes	100	39	38	37	6	32	0	8	20	11	4	14	20	19	9	10	0	0	4	1	1	0	22	1	4	4	26	8
	3.0%	2.5%	2.8%	4.0%	2.9%	2.4%	0.0%	3.5%	2.6%	2.0%	2.7%	3.9%	2.0%	2.1%	2.0%	6.2%	0.0%	0.0%	5.6%	0.5%	20.0%	0.0%	3.4%	3.6%	2.4%	3.2%	2.4%	2.6%
Usually	301	182	175	123	27	152	0	31	76	73	16	37	127	95	66	20	15	10	7	23	1	1	68	2	21	16	119	41
	8.9%	11.8%	12.9%	13.4%	13.0%	11.6%	0.0%	13.5%	10.1%	13.3%	10.7%	10.3%	12.6%	10.3%	14.8%	12.3%	22.7%	17.9%	9.9%	11.8%	20.0%	16.7%	10.4%	7.1%	12.4%	12.7%	11.0%	13.6%
Always	2,966	1,311	1,129	747	173	1,116	4	189	655	458	127	303	854	806	367	128	51	46	60	168	3	5	557	25	142	105	924	251
	87.6%	84.9%	83.4%	81.4%	83.2%	85.1%	100.0%	82.5%	86.6%	83.4%	85.2%	84.6%	84.7%	87.1%	82.3%	79.0%	77.3%	82.1%	84.5%	86.2%	60.0%	83.3%	85.3%	89.3%	84.0%	83.3%	85.6%	83.1%
Significantly different from column:*		A,D												O,P	N	N												
Usually or Always	3,267	1,493	1,304	870	200	1,268	4	220	731	531	143	340	981	901	433	148	66	56	67	191	4	6	625	27	163	121	1,043	292
	96.5%	96.6%	96.4%	94.8%	96.2%	96.7%	100.0%	96.1%	96.7%	96.7%	96.0%	95.0%	97.3%	97.4%	97.1%	91.4%	100.0%	100.0%	94.4%	97.9%	80.0%	100.0%	95.7%	96.4%	96.4%	96.0%	96.7%	96.7%
Significantly different from column:*		D										M	L	P	P	N,O												

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

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

State Oregon Health Plan

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?

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

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	3,391	1,548	1,362	922	209	1,313	4	229	757	551	150	359	1,009	926	447	162	66	56	71	195	5	6	655	28	170	126	1,082	302
Number missing or multiple answer	31	11	14	7	0	11	0	1	7	3	0	2	9	5	5	1	0	0	0	2	0	0	5	0	2	1	8	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,360	1,537	1,348	915	209	1,302	4	228	750	548	150	357	1,000	921	442	161	66	56	71	193	5	6	650	28	168	125	1,074	300
	99.1%	99.3%	99.0%	99.2%	100.0%	99.2%	100.0%	99.6%	99.1%	99.5%	100.0%	99.4%	99.1%	99.5%	98.9%	99.4%	100.0%	100.0%	100.0%	99.0%	100.0%	100.0%	99.2%	---	98.8%	99.2%	99.3%	99.3%
Yes	2,445	1,105	1,020	654	145	943	3	57	557	487	98	258	726	668	310	116	47	26	48	132	4	4	478	23	121	80	787	211
	72.8%	71.9%	75.7%	71.5%	69.4%	72.4%	75.0%	25.0%	74.3%	88.9%	65.3%	72.3%	72.6%	72.5%	70.1%	72.0%	71.2%	46.4%	67.6%	68.4%	80.0%	66.7%	73.5%	82.1%	72.0%	64.0%	73.3%	70.3%
No	915	432	328	261	64	359	1	171	193	61	52	99	274	253	132	45	19	30	23	61	1	2	172	5	47	45	287	89
	27.2%	28.1%	24.3%	28.5%	30.6%	27.6%	25.0%	75.0%	25.7%	11.1%	34.7%	27.7%	27.4%	27.5%	29.9%	28.0%	28.8%	53.6%	32.4%	31.6%	20.0%	33.3%	26.5%	17.9%	28.0%	36.0%	26.7%	29.7%
Significantly different from column:*		C						I,J	H,J	H,I							R	Q,S,T,W,X,Y	R			R	R	R	AA	Z		

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,445	1,105	1,020	654	145	943	3	57	557	487	98	258	726	668	310	116	47	26	48	132	4	4	478	23	121	80	787	211	
Number missing or multiple answer	27	5	8	11	1	4	0	0	2	3	0	1	4	2	2	1	0	0	0	1	0	0	3	0	0	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	NA	NA	
Usable responses	2,418	1,100	1,012	643	144	939	3	57	555	484	98	257	722	666	308	115	47	26	48	131	4	4	475	23	121	80	783	210	
	98.9%	99.5%	99.2%	98.3%	99.3%	99.6%	100.0%	100.0%	99.6%	99.4%	100.0%	99.6%	99.4%	99.7%	99.4%	99.1%	100.0%	100.0%	100.0%	99.2%	100.0%	100.0%	99.4%	---	100.0%	100.0%	99.5%	99.5%	
Never	19	6	7	7	1	5	0	0	4	2	0	1	5	1	3	2	1	0	0	0	0	0	4	0	0	0	4	2	
	0.8%	0.5%	0.7%	1.1%	0.7%	0.5%	0.0%	0.0%	0.7%	0.4%	0.0%	0.4%	0.7%	0.2%	1.0%	1.7%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.5%	1.0%	
Sometimes	115	50	73	46	5	45	0	5	26	19	7	13	30	23	15	12	4	1	3	5	0	0	22	1	4	5	31	12	
	4.8%	4.5%	7.2%	7.2%	3.5%	4.8%	0.0%	8.8%	4.7%	3.9%	7.1%	5.1%	4.2%	3.5%	4.9%	10.4%	8.5%	3.8%	6.3%	3.8%	0.0%	0.0%	4.6%	4.3%	3.3%	6.3%	4.0%	5.7%	
Usually	390	245	221	150	28	214	0	9	123	113	18	66	159	137	82	23	10	8	11	28	1	1	104	6	27	20	175	43	
	16.1%	22.3%	21.8%	23.3%	19.4%	22.8%	0.0%	15.8%	22.2%	23.3%	18.4%	25.7%	22.0%	20.6%	26.6%	20.0%	21.3%	30.8%	22.9%	21.4%	25.0%	25.0%	21.9%	26.1%	22.3%	25.0%	22.3%	20.5%	
Always	1,894	799	711	440	110	675	3	43	402	350	73	177	528	505	208	78	32	17	34	98	3	3	345	16	90	55	573	153	
	78.3%	72.6%	70.3%	68.4%	76.4%	71.9%	100.0%	75.4%	72.4%	72.3%	74.5%	68.9%	73.1%	75.8%	67.5%	67.8%	68.1%	65.4%	70.8%	74.8%	75.0%	75.0%	72.6%	69.6%	74.4%	68.8%	73.2%	72.9%	
Significantly different from column:*		A												O	N														
Usually or Always	2,284	1,044	932	590	138	889	3	52	525	463	91	243	687	642	290	101	42	25	45	126	4	4	449	22	117	75	748	196	
	94.5%	94.9%	92.1%	91.8%	95.8%	94.7%	100.0%	91.2%	94.6%	95.7%	92.9%	94.6%	95.2%	96.4%	94.2%	87.8%	89.4%	96.2%	93.8%	96.2%	100.0%	100.0%	94.5%	95.7%	96.7%	93.8%	95.5%	93.3%	
Significantly different from column:*		C,D												P	P	N,O													

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

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

State Oregon Health Plan

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?

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

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,391	1,548	1,362	922	209	1,313	4	229	757	551	150	359	1,009	926	447	162	66	56	71	195	5	6	655	28	170	126	1,082	302	
Number missing or multiple answer	25	10	10	5	1	9	0	3	4	3	2	1	7	4	3	2	0	0	1	1	0	0	5	0	1	2	6	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	3,366	1,538	1,352	917	208	1,304	4	226	753	548	148	358	1,002	922	444	160	66	56	70	194	5	6	650	28	169	124	1,076	301	
	99.3%	99.4%	99.3%	99.5%	99.5%	99.3%	100.0%	98.7%	99.5%	99.5%	98.7%	99.7%	99.3%	99.6%	99.3%	98.8%	100.0%	100.0%	98.6%	99.5%	100.0%	100.0%	99.2%	---	99.4%	98.4%	99.4%	99.7%	
Never	81	23	16	16	4	18	0	6	9	8	4	10	8	12	7	4	0	0	4	5	1	0	4	0	4	5	15	3	
	2.4%	1.5%	1.2%	1.7%	1.9%	1.4%	0.0%	2.7%	1.2%	1.5%	2.7%	2.8%	0.8%	1.3%	1.6%	2.5%	0.0%	0.0%	5.7%	2.6%	20.0%	0.0%	0.6%	0.0%	2.4%	4.0%	1.4%	1.0%	
Sometimes	244	107	87	76	14	91	0	18	58	29	15	29	59	45	47	14	6	6	5	23	1	1	35	1	14	10	77	17	
	7.2%	7.0%	6.4%	8.3%	6.7%	7.0%	0.0%	8.0%	7.7%	5.3%	10.1%	8.1%	5.9%	4.9%	10.6%	8.8%	9.1%	10.7%	7.1%	11.9%	20.0%	16.7%	5.4%	3.6%	8.3%	8.1%	7.2%	5.6%	
Usually	617	315	303	205	41	271	0	41	144	127	40	73	200	180	95	39	23	10	14	51	1	0	121	3	34	29	217	58	
	18.3%	20.5%	22.4%	22.4%	19.7%	20.8%	0.0%	18.1%	19.1%	23.2%	27.0%	20.4%	20.0%	19.5%	21.4%	24.4%	34.8%	17.9%	20.0%	26.3%	20.0%	0.0%	18.6%	10.7%	20.1%	23.4%	20.2%	19.3%	
Always	2,424	1,093	946	620	149	924	4	161	542	384	89	246	735	685	295	103	37	40	47	115	2	5	490	24	117	80	767	223	
	72.0%	71.1%	70.0%	67.6%	71.6%	70.9%	100.0%	71.2%	72.0%	70.1%	60.1%	68.7%	73.4%	74.3%	66.4%	64.4%	56.1%	71.4%	67.1%	59.3%	40.0%	83.3%	75.4%	85.7%	69.2%	64.5%	71.3%	74.1%	
Significantly different from column:*											M		K	O,P	N	N	W,X			W,X,Y			Q,T	Q,T	T	AB		Z	
Usually or Always	3,041	1,408	1,249	825	190	1,195	4	202	686	511	129	319	935	865	390	142	60	50	61	166	3	5	611	27	151	109	984	281	
	90.3%	91.5%	92.4%	90.0%	91.3%	91.6%	100.0%	89.4%	91.1%	93.2%	87.2%	89.1%	93.3%	93.8%	87.8%	88.8%	90.9%	89.3%	87.1%	85.6%	60.0%	83.3%	94.0%	96.4%	89.3%	87.9%	91.4%	93.4%	
Significantly different from column:*											M	M	K,L	O,P	N	N				W			T,Y		W				

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

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

State Oregon Health Plan

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?

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

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	3,391	1,548	1,362	922	209	1,313	4	229	757	551	150	359	1,009	926	447	162	66	56	71	195	5	6	655	28	170	126	1,082	302
Number missing or multiple answer	18	12	7	12	1	10	0	0	4	8	2	2	7	4	2	4	1	0	0	0	1	0	7	0	1	1	8	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,373	1,536	1,355	910	208	1,303	4	229	753	543	148	357	1,002	922	445	158	65	56	71	195	4	6	648	28	169	125	1,074	301
	99.5%	99.2%	99.5%	98.7%	99.5%	99.2%	100.0%	100.0%	99.5%	98.5%	98.7%	99.4%	99.3%	99.6%	99.6%	97.5%	98.5%	100.0%	100.0%	100.0%	80.0%	100.0%	98.9%	---	99.4%	99.2%	99.3%	99.7%
Yes	2,997	1,363	1,203	803	179	1,164	4	213	695	447	127	318	896	829	393	132	52	50	60	172	3	5	582	27	149	108	952	272
	88.9%	88.7%	88.8%	88.2%	86.1%	89.3%	100.0%	93.0%	92.3%	82.3%	85.8%	89.1%	89.4%	89.9%	88.3%	83.5%	80.0%	89.3%	84.5%	88.2%	75.0%	83.3%	89.8%	96.4%	88.2%	86.4%	88.6%	90.4%
No	376	173	152	107	29	139	0	16	58	96	21	39	106	93	52	26	13	6	11	23	1	1	66	1	20	17	122	29
	11.1%	11.3%	11.2%	11.8%	13.9%	10.7%	0.0%	7.0%	7.7%	17.7%	14.2%	10.9%	10.6%	10.1%	11.7%	16.5%	20.0%	10.7%	15.5%	11.8%	25.0%	16.7%	10.2%	3.6%	11.8%	13.6%	11.4%	9.6%
Significantly different from column:*								J	J	H,I				P		N	W						Q					

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

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

State Oregon Health Plan

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?

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

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,391	1,548	1,362	922	209	1,313	4	229	757	551	150	359	1,009	926	447	162	66	56	71	195	5	6	655	28	170	126	1,082	302	
Number missing or multiple answer	21	7	9	5	2	5	0	0	3	4	0	2	5	4	2	1	0	0	1	1	0	0	2	0	1	0	6	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	3,370	1,541	1,353	917	207	1,308	4	229	754	547	150	357	1,004	922	445	161	66	56	70	194	5	6	653	28	169	126	1,076	301	
	99.4%	99.5%	99.3%	99.5%	99.0%	99.6%	100.0%	100.0%	99.6%	99.3%	100.0%	99.4%	99.5%	99.6%	99.6%	99.4%	100.0%	100.0%	98.6%	99.5%	100.0%	100.0%	99.7%	---	99.4%	100.0%	99.4%	99.7%	
Yes	1,843	867	779	587	108	744	2	132	409	320	79	166	606	458	292	112	34	32	43	104	3	2	395	17	89	41	550	252	
	54.7%	56.3%	57.6%	64.0%	52.2%	56.9%	50.0%	57.6%	54.2%	58.5%	52.7%	46.5%	60.4%	49.7%	65.6%	69.6%	51.5%	57.1%	61.4%	53.6%	60.0%	33.3%	60.5%	60.7%	52.7%	32.5%	51.1%	83.7%	
No	1,527	674	574	330	99	564	2	97	345	227	71	191	398	464	153	49	32	24	27	90	2	4	258	11	80	85	526	49	
	45.3%	43.7%	42.4%	36.0%	47.8%	43.1%	50.0%	42.4%	45.8%	41.5%	47.3%	53.5%	39.6%	50.3%	34.4%	30.4%	48.5%	42.9%	38.6%	46.4%	40.0%	66.7%	39.5%	39.3%	47.3%	67.5%	48.9%	16.3%	
Significantly different from column:*		D										M	L	O,P	N	N											AA,AB	AB,Z	AA,Z

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,843	867	779	587	108	744	2	132	409	320	79	166	606	458	292	112	34	32	43	104	3	2	395	17	89	41	550	252	
Number missing or multiple answer	32	21	18	10	1	20	0	2	10	9	1	2	18	11	5	4	1	0	3	1	0	0	10	0	4	1	15	4	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,811	846	761	577	107	724	2	130	399	311	78	164	588	447	287	108	33	32	40	103	3	2	385	17	85	40	535	248	
	98.3%	97.6%	97.7%	98.3%	99.1%	97.3%	100.0%	98.5%	97.6%	97.2%	98.7%	98.8%	97.0%	97.6%	98.3%	96.4%	97.1%	100.0%	93.0%	99.0%	100.0%	100.0%	97.5%	---	95.5%	97.6%	97.3%	98.4%	
Never	102	47	35	37	11	35	0	5	23	18	5	6	35	25	14	8	3	1	2	1	0	0	22	1	7	4	30	12	
	5.6%	5.6%	4.6%	6.4%	10.3%	4.8%	0.0%	3.8%	5.8%	5.8%	6.4%	3.7%	6.0%	5.6%	4.9%	7.4%	9.1%	3.1%	5.0%	1.0%	0.0%	0.0%	5.7%	5.9%	8.2%	10.0%	5.6%	4.8%	
Sometimes	177	102	108	76	9	91	0	16	38	48	6	21	72	50	38	14	3	4	6	11	1	0	46	1	10	4	57	37	
	9.8%	12.1%	14.2%	13.2%	8.4%	12.6%	0.0%	12.3%	9.5%	15.4%	7.7%	12.8%	12.2%	11.2%	13.2%	13.0%	9.1%	12.5%	15.0%	10.7%	33.3%	0.0%	11.9%	5.9%	11.8%	10.0%	10.7%	14.9%	
Usually	401	250	223	172	29	217	2	34	120	92	22	47	179	125	88	34	8	10	11	32	1	0	118	6	25	10	155	80	
	22.1%	29.6%	29.3%	29.8%	27.1%	30.0%	100.0%	26.2%	30.1%	29.6%	28.2%	28.7%	30.4%	28.0%	30.7%	31.5%	24.2%	31.3%	27.5%	31.1%	33.3%	0.0%	30.6%	35.3%	29.4%	25.0%	29.0%	32.3%	
Always	1,131	447	395	292	58	381	0	75	218	153	45	90	302	247	147	52	19	17	21	59	1	2	199	9	43	22	293	119	
	62.5%	52.8%	51.9%	50.6%	54.2%	52.6%	0.0%	57.7%	54.6%	49.2%	57.7%	54.9%	51.4%	55.3%	51.2%	48.1%	57.6%	53.1%	52.5%	57.3%	33.3%	100.0%	51.7%	52.9%	50.6%	55.0%	54.8%	48.0%	
Significantly different from column:*		A																											
Usually or Always	1,532	697	618	464	87	598	2	109	338	245	67	137	481	372	235	86	27	27	32	91	2	2	317	15	68	32	448	199	
	84.6%	82.4%	81.2%	80.4%	81.3%	82.6%	100.0%	83.8%	84.7%	78.8%	85.9%	83.5%	81.8%	83.2%	81.9%	79.6%	81.8%	84.4%	80.0%	88.3%	66.7%	100.0%	82.3%	88.2%	80.0%	80.0%	83.7%	80.2%	
Significantly different from column:*								J	I																				

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

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State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,556	2,130	1,670	1,104	268	1,826	10	295	1,059	764	216	503	1,369	1,312	588	212	92	73	89	273	6	10	894	37	240	494	1,222	352	
Number missing or multiple answer	70	44	23	18	10	34	0	3	19	22	10	8	26	24	10	9	4	2	1	5	0	0	15	0	6	17	19	6	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,486	2,086	1,647	1,086	258	1,792	10	292	1,040	742	206	495	1,343	1,288	578	203	88	71	88	268	6	10	879	37	234	477	1,203	346	
	98.5%	97.9%	98.6%	98.4%	96.3%	98.1%	100.0%	99.0%	98.2%	97.1%	95.4%	98.4%	98.1%	98.2%	98.3%	95.8%	95.7%	97.3%	98.9%	98.2%	100.0%	100.0%	98.3%	---	97.5%	96.6%	98.4%	98.3%	
0 Worst personal doctor possible	17	3	5	4	0	3	0	0	1	2	1	0	2	1	0	2	1	0	0	1	0	0	1	0	0	2	1	0	
	0.4%	0.1%	0.3%	0.4%	0.0%	0.2%	0.0%	0.0%	0.1%	0.3%	0.5%	0.0%	0.1%	0.1%	0.0%	1.0%	1.1%	0.0%	0.4%	0.0%	0.0%	0.1%	0.0%	0.0%	0.4%	0.1%	0.0%		
1	8	5	7	4	0	5	0	0	3	2	2	1	2	2	1	2	0	0	1	1	0	0	2	0	0	2	3	0	
	0.2%	0.2%	0.4%	0.4%	0.0%	0.3%	0.0%	0.0%	0.3%	0.3%	1.0%	0.2%	0.1%	0.2%	0.2%	1.0%	0.0%	0.0%	1.1%	0.4%	0.0%	0.0%	0.2%	0.0%	0.0%	0.4%	0.2%	0.0%	
2	14	2	4	3	1	1	0	0	2	0	0	1	1	2	0	0	1	0	0	0	0	0	0	0	1	2	0	0	
	0.3%	0.1%	0.2%	0.3%	0.4%	0.1%	0.0%	0.0%	0.2%	0.0%	0.0%	0.2%	0.1%	0.2%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%	0.4%	0.0%	0.0%	
3	20	13	8	6	0	12	0	1	9	3	0	5	7	3	6	4	1	0	0	1	0	0	6	0	1	6	4	2	
	0.4%	0.6%	0.5%	0.6%	0.0%	0.7%	0.0%	0.3%	0.9%	0.4%	0.0%	1.0%	0.5%	0.2%	1.0%	2.0%	1.1%	0.0%	0.4%	0.0%	0.0%	0.7%	0.0%	0.4%	1.3%	0.3%	0.6%		
4	28	14	8	6	4	10	0	2	2	9	2	2	10	7	3	4	0	0	1	0	0	3	1	4	3	8	2		
	0.6%	0.7%	0.5%	0.6%	1.6%	0.6%	0.0%	0.7%	0.2%	1.2%	1.0%	0.4%	0.7%	0.5%	0.5%	2.0%	0.0%	0.0%	1.1%	0.0%	0.0%	0.3%	2.7%	1.7%	0.6%	0.7%	0.6%		
5	102	59	32	24	9	48	0	3	27	29	4	19	34	35	16	8	0	1	4	5	0	26	1	10	26	25	8		
	2.3%	2.8%	1.9%	2.2%	3.5%	2.7%	0.0%	1.0%	2.6%	3.9%	1.9%	3.8%	2.5%	2.7%	2.8%	3.9%	0.0%	1.4%	4.5%	1.9%	0.0%	3.0%	2.7%	4.3%	5.5%	2.1%	2.3%		
6	90	52	35	30	8	43	0	11	17	24	8	14	30	26	21	4	6	1	1	4	1	24	1	6	17	26	8		
	2.0%	2.5%	2.1%	2.8%	3.1%	2.4%	0.0%	3.8%	1.6%	3.2%	3.9%	2.8%	2.2%	2.0%	3.6%	2.0%	6.8%	1.4%	1.1%	1.5%	16.7%	10.0%	2.7%	2.7%	2.6%	3.6%	2.2%	2.3%	
7	229	126	110	62	14	110	0	20	56	48	15	30	79	71	43	10	11	4	4	10	0	57	3	12	45	59	17		
	5.1%	6.0%	6.7%	5.7%	5.4%	6.1%	0.0%	6.8%	5.4%	6.5%	7.3%	6.1%	5.9%	5.5%	7.4%	4.9%	12.5%	5.6%	4.5%	3.7%	0.0%	6.5%	8.1%	5.1%	9.4%	4.9%	4.9%		
8	558	293	244	177	40	250	1	31	144	115	18	56	215	174	92	26	15	11	13	29	2	132	3	33	72	171	40		
	12.4%	14.0%	14.8%	16.3%	15.5%	14.0%	10.0%	10.6%	13.8%	15.5%	8.7%	11.3%	16.0%	13.5%	15.9%	12.8%	17.0%	15.5%	14.8%	10.8%	33.3%	15.0%	8.1%	14.1%	15.1%	14.2%	11.6%		
9	648	420	328	225	56	358	1	60	207	151	33	100	278	232	134	50	15	20	14	62	1	177	6	46	72	247	90		
	14.4%	20.1%	19.9%	20.7%	21.7%	20.0%	10.0%	20.5%	19.9%	20.4%	16.0%	20.2%	20.7%	18.0%	23.2%	24.6%	17.0%	28.2%	15.9%	23.1%	16.7%	20.1%	16.2%	19.7%	15.1%	20.5%	26.0%		
10 Best personal doctor possible	2,772	1,099	866	545	126	952	8	164	572	359	123	267	685	735	262	93	38	34	50	155	2	5	451	22	121	230	659	179	
	61.8%	52.7%	52.6%	50.2%	48.8%	53.1%	80.0%	56.2%	55.0%	48.4%	59.7%	53.9%	51.0%	57.1%	45.3%	45.8%	43.2%	47.9%	56.8%	57.8%	33.3%	50.0%	51.3%	59.5%	51.7%	48.2%	54.8%	51.7%	

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,556	2,130	1,670	1,104	268	1,826	10	295	1,059	764	216	503	1,369	1,312	588	212	92	73	89	273	6	10	894	37	240	494	1,222	352	
Number missing or multiple answer	70	44	23	18	10	34	0	3	19	22	10	8	26	24	10	9	4	2	1	5	0	0	15	0	6	17	19	6	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,486	2,086	1,647	1,086	258	1,792	10	292	1,040	742	206	495	1,343	1,288	578	203	88	71	88	268	6	10	879	37	234	477	1,203	346	
	98.5%	97.9%	98.6%	98.4%	96.3%	98.1%	100.0%	99.0%	98.2%	97.1%	95.4%	98.4%	98.1%	98.2%	98.3%	95.8%	95.7%	97.3%	98.9%	98.2%	100.0%	100.0%	98.3%	---	97.5%	96.6%	98.4%	98.3%	
0 to 4	87	37	32	23	5	31	0	3	17	16	5	9	22	15	10	12	3	0	2	3	0	0	12	1	6	15	16	4	
	1.9%	1.8%	1.9%	2.1%	1.9%	1.7%	0.0%	1.0%	1.6%	2.2%	2.4%	1.8%	1.6%	1.2%	1.7%	5.9%	3.4%	0.0%	2.3%	1.1%	0.0%	0.0%	1.4%	2.7%	2.6%	3.1%	1.3%	1.2%	
5	102	59	32	24	9	48	0	3	27	29	4	19	34	35	16	8	0	1	4	5	0	0	26	1	10	26	25	8	
	2.3%	2.8%	1.9%	2.2%	3.5%	2.7%	0.0%	1.0%	2.6%	3.9%	1.9%	3.8%	2.5%	2.7%	2.8%	3.9%	0.0%	1.4%	4.5%	1.9%	0.0%	0.0%	3.0%	2.7%	4.3%	5.5%	2.1%	2.3%	
6 or 7	319	178	145	92	22	153	0	31	73	72	23	44	109	97	64	14	17	5	5	14	1	1	81	4	18	62	85	25	
	7.1%	8.5%	8.8%	8.5%	8.5%	8.5%	0.0%	10.6%	7.0%	9.7%	11.2%	8.9%	8.1%	7.5%	11.1%	6.9%	19.3%	7.0%	5.7%	5.2%	16.7%	10.0%	9.2%	10.8%	7.7%	13.0%	7.1%	7.2%	
8 to 10	3,978	1,812	1,438	947	222	1,560	10	255	923	625	174	423	1,178	1,141	488	169	68	65	77	246	5	9	760	31	200	374	1,077	309	
	88.7%	86.9%	87.3%	87.2%	86.0%	87.1%	100.0%	87.3%	88.8%	84.2%	84.5%	85.5%	87.7%	88.6%	84.4%	83.3%	77.3%	91.5%	87.5%	91.8%	83.3%	90.0%	86.5%	83.8%	85.5%	78.4%	89.5%	89.3%	
Significantly different from column:*		A							J	I				O,P	N	N	R,T,W	Q		Q,W,Y			Q,T		T	AA,AB	Z	Z	
0 to 6	279	148	99	77	22	122	0	17	61	69	17	42	86	76	47	24	9	2	7	12	1	1	62	3	22	58	67	20	
	6.2%	7.1%	6.0%	7.1%	8.5%	6.8%	0.0%	5.8%	5.9%	9.3%	8.3%	8.5%	6.4%	5.9%	8.1%	11.8%	10.2%	2.8%	8.0%	4.5%	16.7%	10.0%	7.1%	8.1%	9.4%	12.2%	5.6%	5.8%	
7 to 8	787	419	354	239	54	360	1	51	200	163	33	86	294	245	135	36	26	15	17	39	2	1	189	6	45	117	230	57	
	17.5%	20.1%	21.5%	22.0%	20.9%	20.1%	10.0%	17.5%	19.2%	22.0%	16.0%	17.4%	21.9%	19.0%	23.4%	17.7%	29.5%	21.1%	19.3%	14.6%	33.3%	10.0%	21.5%	16.2%	19.2%	24.5%	19.1%	16.5%	
9 to 10	3,420	1,519	1,194	770	182	1,310	9	224	779	510	156	367	963	967	396	143	53	54	64	217	3	8	628	28	167	302	906	269	
	76.2%	72.8%	72.5%	70.9%	70.5%	73.1%	90.0%	76.7%	74.9%	68.7%	75.7%	74.1%	71.7%	75.1%	68.5%	70.4%	60.2%	76.1%	72.7%	81.0%	50.0%	80.0%	71.4%	75.7%	71.4%	63.3%	75.3%	77.7%	
Significantly different from column:*		A						J	J	H,I				O	N		R,T,W	Q		Q,W,Y			Q,T		T	AA,AB	Z	Z	

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

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

State Oregon Health Plan

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 3 months?

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

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,556	2,130	1,670	1,104	268	1,826	10	295	1,059	764	216	503	1,369	1,312	588	212	92	73	89	273	6	10	894	37	240	494	1,222	352	
Number missing or multiple answer	88	29	18	15	4	25	0	2	13	14	8	3	18	20	6	2	2	1	1	4	0	0	13	0	4	7	13	6	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,468	2,101	1,652	1,089	264	1,801	10	293	1,046	750	208	500	1,351	1,292	582	210	90	72	88	269	6	10	881	37	236	487	1,209	346	
	98.1%	98.6%	98.9%	98.6%	98.5%	98.6%	100.0%	99.3%	98.8%	98.2%	96.3%	99.4%	98.7%	98.5%	99.0%	99.1%	97.8%	98.6%	98.9%	98.5%	100.0%	100.0%	98.5%	---	98.3%	98.6%	98.9%	98.3%	
Yes	3,132	1,627	1,230	875	195	1,405	7	209	839	570	132	365	1,104	948	483	183	72	55	73	158	3	7	724	31	187	330	939	315	
	70.1%	77.4%	74.5%	80.3%	73.9%	78.0%	70.0%	71.3%	80.2%	76.0%	63.5%	73.0%	81.7%	73.4%	83.0%	87.1%	80.0%	76.4%	83.0%	58.7%	50.0%	70.0%	82.2%	83.8%	79.2%	67.8%	77.7%	91.0%	
No	1,336	474	422	214	69	396	3	84	207	180	76	135	247	344	99	27	18	17	15	111	3	3	157	6	49	157	270	31	
	29.9%	22.6%	25.5%	19.7%	26.1%	22.0%	30.0%	28.7%	19.8%	24.0%	36.5%	27.0%	18.3%	26.6%	17.0%	12.9%	20.0%	23.6%	17.0%	41.3%	50.0%	30.0%	17.8%	16.2%	20.8%	32.2%	22.3%	9.0%	
Significantly different from column:*		A,C						I	H,J	I	L,M	K,M	K,L	O,P	N	N	T	T	T	Q,R,S,W,X,Y		T	T	T		AA,AB	AB,Z	AA,Z	

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,132	1,627	1,230	875	195	1,405	7	209	839	570	132	365	1,104	948	483	183	72	55	73	158	3	7	724	31	187	330	939	315	
Number missing or multiple answer	51	43	27	17	6	37	0	9	17	17	2	11	30	20	17	6	6	0	1	3	0	0	19	0	9	14	19	9	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,081	1,584	1,203	858	189	1,368	7	200	822	553	130	354	1,074	928	466	177	66	55	72	155	3	7	705	31	178	316	920	306	
	98.4%	97.4%	97.8%	98.1%	96.9%	97.4%	100.0%	95.7%	98.0%	97.0%	98.5%	97.0%	97.3%	97.9%	96.5%	96.7%	91.7%	100.0%	98.6%	98.1%	100.0%	100.0%	97.4%	---	95.2%	95.8%	98.0%	97.1%	
Yes	2,848	1,453	1,105	767	176	1,253	7	183	758	505	116	330	985	867	419	154	53	52	65	144	2	5	658	27	158	287	846	282	
	92.4%	91.7%	91.9%	89.4%	93.1%	91.6%	100.0%	91.5%	92.2%	91.3%	89.2%	93.2%	91.7%	93.4%	89.9%	87.0%	80.3%	94.5%	90.3%	92.9%	66.7%	71.4%	93.3%	87.1%	88.8%	90.8%	92.0%	92.2%	
No	233	131	98	91	13	115	0	17	64	48	14	24	89	61	47	23	13	3	7	11	1	2	47	4	20	29	74	24	
	7.6%	8.3%	8.1%	10.6%	6.9%	8.4%	0.0%	8.5%	7.8%	8.7%	10.8%	6.8%	8.3%	6.6%	10.1%	13.0%	19.7%	5.5%	9.7%	7.1%	33.3%	28.6%	6.7%	12.9%	11.2%	9.2%	8.0%	7.8%	
Significantly different from column:*														O,P	N	N	R,T,W	Q		Q			Q,Y		W				

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

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

State Oregon Health Plan

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 family's day-to-day life?

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

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,132	1,627	1,230	875	195	1,405	7	209	839	570	132	365	1,104	948	483	183	72	55	73	158	3	7	724	31	187	330	939	315	
Number missing or multiple answer	67	40	38	20	7	33	0	4	17	19	1	10	29	18	13	9	3	0	3	7	0	1	13	0	8	14	14	10	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,065	1,587	1,192	855	188	1,372	7	205	822	551	131	355	1,075	930	470	174	69	55	70	151	3	6	711	31	179	316	925	305	
	97.9%	97.5%	96.9%	97.7%	96.4%	97.7%	100.0%	98.1%	98.0%	96.7%	99.2%	97.3%	97.4%	98.1%	97.3%	95.1%	95.8%	100.0%	95.9%	95.6%	100.0%	85.7%	98.2%	---	95.7%	95.8%	98.5%	96.8%	
Yes	2,733	1,403	1,053	723	170	1,209	7	183	734	479	112	328	941	840	405	145	52	49	60	140	2	5	632	27	153	281	823	264	
	89.2%	88.4%	88.3%	84.6%	90.4%	88.1%	100.0%	89.3%	89.3%	86.9%	85.5%	92.4%	87.5%	90.3%	86.2%	83.3%	75.4%	89.1%	85.7%	92.7%	66.7%	83.3%	88.9%	87.1%	85.5%	88.9%	89.0%	86.6%	
No	332	184	139	132	18	163	0	22	88	72	19	27	134	90	65	29	17	6	10	11	1	1	79	4	26	35	102	41	
	10.8%	11.6%	11.7%	15.4%	9.6%	11.9%	0.0%	10.7%	10.7%	13.1%	14.5%	7.6%	12.5%	9.7%	13.8%	16.7%	24.6%	10.9%	14.3%	7.3%	33.3%	16.7%	11.1%	12.9%	14.5%	11.1%	11.0%	13.4%	
Significantly different from column:*		D									L	K,M	L	O,P	N	N	T,W			Q,Y			Q		T				

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

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,995	2,281	1,814	1,183	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	37	13	10	5	2	10	1	2	7	4	4	3	6	8	0	5	0	0	0	4	0	0	6	0	1	7	3	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,958	2,268	1,804	1,178	302	1,927	10	316	1,123	816	235	546	1,441	1,384	640	225	98	79	94	299	6	12	954	38	255	555	1,281	367	
	99.3%	99.4%	99.4%	99.6%	99.3%	99.5%	90.9%	99.4%	99.4%	99.5%	98.3%	99.5%	99.6%	99.4%	100.0%	97.8%	100.0%	100.0%	100.0%	98.7%	100.0%	100.0%	99.4%	---	99.6%	98.8%	99.8%	99.7%	
Yes	1,968	840	657	488	98	732	2	135	399	300	75	164	590	423	288	120	32	27	35	102	4	5	368	16	99	89	495	225	
	39.7%	37.0%	36.4%	41.4%	32.5%	38.0%	20.0%	42.7%	35.5%	36.8%	31.9%	30.0%	40.9%	30.6%	45.0%	53.3%	32.7%	34.2%	37.2%	34.1%	66.7%	41.7%	38.6%	42.1%	38.8%	16.0%	38.6%	61.3%	
No	2,990	1,428	1,147	690	204	1,195	8	181	724	516	160	382	851	961	352	105	66	52	59	197	2	7	586	22	156	466	786	142	
	60.3%	63.0%	63.6%	58.6%	67.5%	62.0%	80.0%	57.3%	64.5%	63.2%	68.1%	70.0%	59.1%	69.4%	55.0%	46.7%	67.3%	65.8%	62.8%	65.9%	33.3%	58.3%	61.4%	57.9%	61.2%	84.0%	61.4%	38.7%	
Significantly different from column:*		A,D						I	H		M	M	K,L	O,P	N,P	N,O											AA,AB	AB,Z	AA,Z

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,968	840	657	488	98	732	2	135	399	300	75	164	590	423	288	120	32	27	35	102	4	5	368	16	99	89	495	225	
Number missing or multiple answer	24	4	5	3	0	4	0	1	3	0	0	3	1	3	1	0	0	0	1	0	0	2	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	NA	NA	
Usable responses	1,944	836	652	485	98	728	2	134	396	300	75	161	589	420	287	120	32	27	35	101	4	5	366	16	99	89	493	225	
	98.8%	99.5%	99.2%	99.4%	100.0%	99.5%	100.0%	99.3%	99.2%	100.0%	100.0%	98.2%	99.8%	99.3%	99.7%	100.0%	100.0%	100.0%	100.0%	99.0%	100.0%	100.0%	99.5%	---	100.0%	100.0%	99.6%	100.0%	
Never	58	44	59	26	5	38	0	5	21	17	3	5	35	21	15	8	3	0	2	7	0	1	13	0	7	6	30	7	
	3.0%	5.3%	9.0%	5.4%	5.1%	5.2%	0.0%	3.7%	5.3%	5.7%	4.0%	3.1%	5.9%	5.0%	5.2%	6.7%	9.4%	0.0%	5.7%	6.9%	0.0%	20.0%	3.6%	0.0%	7.1%	6.7%	6.1%	3.1%	
Sometimes	277	163	89	91	14	147	0	29	80	52	18	31	111	67	69	27	5	5	10	25	2	1	61	5	19	23	97	38	
	14.2%	19.5%	13.7%	18.8%	14.3%	20.2%	0.0%	21.6%	20.2%	17.3%	24.0%	19.3%	18.8%	16.0%	24.0%	22.5%	15.6%	18.5%	28.6%	24.8%	50.0%	20.0%	16.7%	31.3%	19.2%	25.8%	19.7%	16.9%	
Usually	415	251	205	150	34	214	2	36	120	94	21	56	171	111	98	38	6	9	12	33	0	0	118	3	26	20	140	84	
	21.3%	30.0%	31.4%	30.9%	34.7%	29.4%	100.0%	26.9%	30.3%	31.3%	28.0%	34.8%	29.0%	26.4%	34.1%	31.7%	18.8%	33.3%	34.3%	32.7%	0.0%	0.0%	32.2%	18.8%	26.3%	22.5%	28.4%	37.3%	
Always	1,194	378	299	218	45	329	0	64	175	137	33	69	272	221	105	47	18	13	11	36	2	3	174	8	47	40	226	96	
	61.4%	45.2%	45.9%	44.9%	45.9%	45.2%	0.0%	47.8%	44.2%	45.7%	44.0%	42.9%	46.2%	52.6%	36.6%	39.2%	56.3%	48.1%	31.4%	35.6%	50.0%	60.0%	47.5%	50.0%	47.5%	44.9%	45.8%	42.7%	
Significantly different from column:*		A												O,P	N	N	S,T		Q	Q,W			T						
Usually or Always	1,609	629	504	368	79	543	2	100	295	231	54	125	443	332	203	85	24	22	23	69	2	3	292	11	73	60	366	180	
	82.8%	75.2%	77.3%	75.9%	80.6%	74.6%	100.0%	74.6%	74.5%	77.0%	72.0%	77.6%	75.2%	79.0%	70.7%	70.8%	75.0%	81.5%	65.7%	68.3%	50.0%	60.0%	79.8%	68.8%	73.7%	67.4%	74.2%	80.0%	
Significantly different from column:*		A												O	N				W			T				AB		Z	

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,968	840	657	488	98	732	2	135	399	300	75	164	590	423	288	120	32	27	35	102	4	5	368	16	99	89	495	225
Number missing or multiple answer	31	13	8	1	1	12	0	3	7	3	1	4	8	4	3	6	0	0	0	1	0	0	7	1	2	0	5	4
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,937 98.4%	827 98.5%	649 98.8%	487 99.8%	97 99.0%	720 98.4%	2 100.0%	132 97.8%	392 98.2%	297 99.0%	74 98.7%	160 97.6%	582 98.6%	419 99.1%	285 99.0%	114 95.0%	32 100.0%	27 100.0%	35 100.0%	101 99.0%	4 100.0%	5 100.0%	361 98.1%	15 ---	97 98.0%	89 100.0%	490 99.0%	221 98.2%
None	92 4.7%	45 5.4%	49 7.6%	18 3.7%	5 5.2%	39 5.4%	0 0.0%	5 3.8%	27 6.9%	11 3.7%	5 6.8%	8 5.0%	31 5.3%	24 5.7%	13 4.6%	7 6.1%	3 9.4%	1 3.7%	2 5.7%	5 5.0%	0 0.0%	1 20.0%	17 4.7%	0 0.0%	7 7.2%	10 11.2%	29 5.9%	3 1.4%
1 specialist	1,012 52.2%	428 51.8%	349 53.8%	236 48.5%	49 50.5%	373 51.8%	1 50.0%	57 43.2%	204 52.0%	164 55.2%	40 54.1%	84 52.5%	299 51.4%	243 58.0%	136 47.7%	44 38.6%	16 50.0%	12 44.4%	17 48.6%	54 53.5%	2 50.0%	3 60.0%	186 51.5%	8 53.3%	48 49.5%	55 61.8%	295 60.2%	67 30.3%
2	487 25.1%	194 23.5%	150 23.1%	134 27.5%	24 24.7%	168 23.3%	1 50.0%	30 22.7%	89 22.7%	74 24.9%	20 27.0%	39 24.4%	133 22.9%	86 20.5%	79 27.7%	27 23.7%	5 15.6%	9 33.3%	10 28.6%	29 28.7%	1 25.0%	1 20.0%	90 24.9%	6 40.0%	14 14.4%	16 18.0%	118 24.1%	53 24.0%
3	208 10.7%	85 10.3%	60 9.2%	53 10.9%	12 12.4%	73 10.1%	0 0.0%	18 13.6%	35 8.9%	32 10.8%	7 9.5%	17 10.6%	61 10.5%	47 11.2%	23 8.1%	14 12.3%	6 18.8%	4 14.8%	5 14.3%	7 6.9%	0 0.0%	0 0.0%	31 8.6%	1 6.7%	13 13.4%	6 6.7%	33 6.7%	42 19.0%
4	66 3.4%	36 4.4%	18 2.8%	20 4.1%	3 3.1%	32 4.4%	0 0.0%	6 4.5%	21 5.4%	9 3.0%	1 1.4%	6 3.8%	28 4.8%	11 2.6%	16 5.6%	9 7.9%	1 3.1%	0 0.0%	0 0.0%	2 2.0%	0 0.0%	0 0.0%	21 5.8%	0 0.0%	7 7.2%	2 2.2%	6 1.2%	27 12.2%
5 or more specialists	72 3.7%	39 4.7%	23 3.5%	26 5.3%	4 4.1%	35 4.9%	0 0.0%	16 12.1%	16 4.1%	7 2.4%	1 1.4%	6 3.8%	30 5.2%	8 1.9%	18 6.3%	13 11.4%	1 3.1%	1 3.7%	1 2.9%	4 4.0%	1 25.0%	0 0.0%	16 4.4%	0 0.0%	8 8.2%	0 0.0%	9 1.8%	29 13.1%
3 or more specialists	346 17.9%	160 19.3%	101 15.6%	99 20.3%	19 19.6%	140 19.4%	0 0.0%	40 30.3%	72 18.4%	48 16.2%	9 12.2%	29 18.1%	119 20.4%	66 15.8%	57 20.0%	36 31.6%	8 25.0%	5 18.5%	6 17.1%	13 12.9%	1 25.0%	0 0.0%	68 18.8%	1 6.7%	28 28.9%	8 9.0%	48 9.8%	98 44.3%
Significantly different from column:*								I,J	H	H				P	P	N,O				Y			Y		T,W	AB	AB	AA,Z

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,845	782	600	469	92	681	2	127	365	286	69	152	551	395	272	107	29	26	33	96	4	4	344	15	90	79	461	218
Number missing or multiple answer	12	6	4	8	1	5	0	0	3	3	1	1	4	1	4	1	0	1	0	0	0	0	2	0	1	2	3	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,833	776	596	461	91	676	2	127	362	283	68	151	547	394	268	106	29	25	33	96	4	4	342	15	89	77	458	217
	99.3%	99.2%	99.3%	98.3%	98.9%	99.3%	100.0%	100.0%	99.2%	99.0%	98.6%	99.3%	99.3%	99.7%	98.5%	99.1%	100.0%	96.2%	100.0%	100.0%	100.0%	100.0%	99.4%	---	98.9%	97.5%	99.3%	99.5%
0 Worst specialist possible	10	4	2	4	1	3	0	2	1	1	1	2	1	2	1	1	0	0	0	1	0	0	3	0	0	0	3	1
	0.5%	0.5%	0.3%	0.9%	1.1%	0.4%	0.0%	1.6%	0.3%	0.4%	1.5%	1.3%	0.2%	0.5%	0.4%	0.9%	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.7%	0.5%
1	4	3	0	1	0	3	0	0	2	1	1	0	2	1	1	0	0	0	0	0	0	0	2	0	0	0	1	1
	0.2%	0.4%	0.0%	0.2%	0.0%	0.4%	0.0%	0.0%	0.6%	0.4%	1.5%	0.0%	0.4%	0.3%	0.4%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	1.3%	0.2%	0.5%
2	8	2	8	2	0	2	0	0	0	2	0	1	1	0	0	2	0	0	0	0	0	0	1	0	0	0	1	1
	0.4%	0.3%	1.3%	0.4%	0.0%	0.3%	0.0%	0.0%	0.0%	0.7%	0.0%	0.7%	0.2%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.2%	0.5%
3	11	10	3	1	1	9	0	1	7	2	2	1	7	4	3	3	1	1	1	0	0	0	2	0	3	1	5	3
	0.6%	1.3%	0.5%	0.2%	1.1%	1.3%	0.0%	0.8%	1.9%	0.7%	2.9%	0.7%	1.3%	1.0%	1.1%	2.8%	3.4%	4.0%	3.0%	0.0%	0.0%	0.0%	0.6%	0.0%	3.4%	1.3%	1.1%	1.4%
4	16	4	5	6	0	4	0	0	2	2	0	1	3	1	2	0	1	0	0	0	0	0	2	0	0	0	3	1
	0.9%	0.5%	0.8%	1.3%	0.0%	0.6%	0.0%	0.0%	0.6%	0.7%	0.0%	0.7%	0.5%	0.3%	0.7%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	0.7%	0.5%
5	39	32	14	13	5	26	0	11	11	10	3	8	20	15	13	4	0	0	0	5	1	0	16	0	5	3	16	10
	2.1%	4.1%	2.3%	2.8%	5.5%	3.8%	0.0%	8.7%	3.0%	3.5%	4.4%	5.3%	3.7%	3.8%	4.9%	3.8%	0.0%	0.0%	0.0%	5.2%	25.0%	0.0%	4.7%	0.0%	5.6%	3.9%	3.5%	4.6%
6	39	26	24	16	1	24	1	2	10	14	2	4	20	14	7	4	0	0	2	1	0	0	11	0	5	6	8	11
	2.1%	3.4%	4.0%	3.5%	1.1%	3.6%	50.0%	1.6%	2.8%	4.9%	2.9%	2.6%	3.7%	3.6%	2.6%	3.8%	0.0%	0.0%	6.1%	1.0%	0.0%	3.2%	0.0%	5.6%	7.8%	1.7%	5.1%	
7	108	59	40	35	7	52	0	9	26	24	3	11	45	24	30	5	4	5	4	9	1	0	26	2	5	7	35	16
	5.9%	7.6%	6.7%	7.6%	7.7%	7.7%	0.0%	7.1%	7.2%	8.5%	4.4%	7.3%	8.2%	6.1%	11.2%	4.7%	13.8%	20.0%	12.1%	9.4%	25.0%	0.0%	7.6%	13.3%	5.6%	9.1%	7.6%	7.4%
8	246	149	93	75	18	129	0	24	68	55	14	27	105	64	62	22	6	9	4	13	1	1	64	4	16	16	80	48
	13.4%	19.2%	15.6%	16.3%	19.8%	19.1%	0.0%	18.9%	18.8%	19.4%	20.6%	17.9%	19.2%	16.2%	23.1%	20.8%	20.7%	36.0%	12.1%	13.5%	25.0%	25.0%	18.7%	26.7%	18.0%	20.8%	17.5%	22.1%
9	297	159	123	101	21	137	0	27	80	51	11	35	111	69	64	25	8	4	5	25	0	1	73	3	14	11	102	41
	16.2%	20.5%	20.6%	21.9%	23.1%	20.3%	0.0%	21.3%	22.1%	18.0%	16.2%	23.2%	20.3%	17.5%	23.9%	23.6%	27.6%	16.0%	15.2%	26.0%	0.0%	25.0%	21.3%	20.0%	15.7%	14.3%	22.3%	18.9%
10 Best specialist possible	1,055	328	284	207	37	287	1	51	155	121	31	61	232	200	85	39	9	6	17	42	1	2	142	6	41	32	204	84
	57.6%	42.3%	47.7%	44.9%	40.7%	42.5%	50.0%	40.2%	42.8%	42.8%	45.6%	40.4%	42.4%	50.8%	31.7%	36.8%	31.0%	24.0%	51.5%	43.8%	25.0%	50.0%	41.5%	40.0%	46.1%	41.6%	44.5%	38.7%

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,845	782	600	469	92	681	2	127	365	286	69	152	551	395	272	107	29	26	33	96	4	4	344	15	90	79	461	218
Number missing or multiple answer	12	6	4	8	1	5	0	0	3	3	1	1	4	1	4	1	0	1	0	0	0	0	2	0	1	2	3	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,833	776	596	461	91	676	2	127	362	283	68	151	547	394	268	106	29	25	33	96	4	4	342	15	89	77	458	217
	99.3%	99.2%	99.3%	98.3%	98.9%	99.3%	100.0%	100.0%	99.2%	99.0%	98.6%	99.3%	99.3%	99.7%	98.5%	99.1%	100.0%	96.2%	100.0%	100.0%	100.0%	100.0%	99.4%	---	98.9%	97.5%	99.3%	99.5%
0 to 4	49	23	18	14	2	21	0	3	12	8	4	5	14	8	7	7	2	1	1	1	0	0	10	0	3	2	13	7
	2.7%	3.0%	3.0%	3.0%	2.2%	3.1%	0.0%	2.4%	3.3%	2.8%	5.9%	3.3%	2.6%	2.0%	2.6%	6.6%	6.9%	4.0%	3.0%	1.0%	0.0%	0.0%	2.9%	0.0%	3.4%	2.6%	2.8%	3.2%
5	39	32	14	13	5	26	0	11	11	10	3	8	20	15	13	4	0	0	0	5	1	0	16	0	5	3	16	10
	2.1%	4.1%	2.3%	2.8%	5.5%	3.8%	0.0%	8.7%	3.0%	3.5%	4.4%	5.3%	3.7%	3.8%	4.9%	3.8%	0.0%	0.0%	0.0%	5.2%	25.0%	0.0%	4.7%	0.0%	5.6%	3.9%	3.5%	4.6%
6 or 7	147	85	64	51	8	76	1	11	36	38	5	15	65	38	37	9	4	5	6	10	1	0	37	2	10	13	43	27
	8.0%	11.0%	10.7%	11.1%	8.8%	11.2%	50.0%	8.7%	9.9%	13.4%	7.4%	9.9%	11.9%	9.6%	13.8%	8.5%	13.8%	20.0%	18.2%	10.4%	25.0%	0.0%	10.8%	13.3%	11.2%	16.9%	9.4%	12.4%
8 to 10	1,598	636	500	383	76	553	1	102	303	227	56	123	448	333	211	86	23	19	26	80	2	4	279	13	71	59	386	173
	87.2%	82.0%	83.9%	83.1%	83.5%	81.8%	50.0%	80.3%	83.7%	80.2%	82.4%	81.5%	81.9%	84.5%	78.7%	81.1%	79.3%	76.0%	78.8%	83.3%	50.0%	100.0%	81.6%	86.7%	79.8%	76.6%	84.3%	79.7%
Significantly different from column:*		A																										
0 to 6	127	81	56	43	8	71	1	16	33	32	9	17	54	37	27	15	2	1	3	7	1	0	37	0	13	11	37	28
	6.9%	10.4%	9.4%	9.3%	8.8%	10.5%	50.0%	12.6%	9.1%	11.3%	13.2%	11.3%	9.9%	9.4%	10.1%	14.2%	6.9%	4.0%	9.1%	7.3%	25.0%	0.0%	10.8%	0.0%	14.6%	14.3%	8.1%	12.9%
7 to 8	354	208	133	110	25	181	0	33	94	79	17	38	150	88	92	27	10	14	8	22	2	1	90	6	21	23	115	64
	19.3%	26.8%	22.3%	23.9%	27.5%	26.8%	0.0%	26.0%	26.0%	27.9%	25.0%	25.2%	27.4%	22.3%	34.3%	25.5%	34.5%	56.0%	24.2%	22.9%	50.0%	25.0%	26.3%	40.0%	23.6%	29.9%	25.1%	29.5%
9 to 10	1,352	487	407	308	58	424	1	78	235	172	42	96	343	269	149	64	17	10	22	67	1	3	215	9	55	43	306	125
	73.8%	62.8%	68.3%	66.8%	63.7%	62.7%	50.0%	61.4%	64.9%	60.8%	61.8%	63.6%	62.7%	68.3%	55.6%	60.4%	58.6%	40.0%	66.7%	69.8%	25.0%	75.0%	62.9%	60.0%	61.8%	55.8%	66.8%	57.6%
Significantly different from column:*		A,C												O	N			S,T,W	R	R			R				AB	AA

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

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	4,995	2,281	1,814	1,183	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368
Number missing or multiple answer	73	27	16	10	5	21	1	3	16	8	5	5	15	13	6	6	2	1	0	5	0	2	8	1	2	10	10	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,922	2,254	1,798	1,173	299	1,916	10	315	1,114	812	234	544	1,432	1,379	634	224	96	78	94	298	6	10	952	37	254	552	1,274	366
	98.5%	98.8%	99.1%	99.2%	98.4%	98.9%	90.9%	99.1%	98.6%	99.0%	97.9%	99.1%	99.0%	99.1%	99.1%	97.4%	98.0%	98.7%	100.0%	98.3%	100.0%	83.3%	99.2%	---	99.2%	98.2%	99.2%	99.5%
Yes	1,410	483	477	298	74	403	2	92	216	173	66	114	298	270	149	60	17	18	23	100	3	4	173	10	52	78	291	92
	28.6%	21.4%	26.5%	25.4%	24.7%	21.0%	20.0%	29.2%	19.4%	21.3%	28.2%	21.0%	20.8%	19.6%	23.5%	26.8%	17.7%	23.1%	24.5%	33.6%	50.0%	40.0%	18.2%	27.0%	20.5%	14.1%	22.8%	25.1%
No	3,512	1,771	1,321	875	225	1,513	8	223	898	639	168	430	1,134	1,109	485	164	79	60	71	198	3	6	779	27	202	474	983	274
	71.4%	78.6%	73.5%	74.6%	75.3%	79.0%	80.0%	70.8%	80.6%	78.7%	71.8%	79.0%	79.2%	80.4%	76.5%	73.2%	82.3%	76.9%	75.5%	66.4%	50.0%	60.0%	81.8%	73.0%	79.5%	85.9%	77.2%	74.9%
Significantly different from column:*		A,C,D						I,J	H	H	L,M	K	K	O,P	N	N	T			Q,W,Y			T		T	AA,AB	Z	Z

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,410	483	477	298	74	403	2	92	216	173	66	114	298	270	149	60	17	18	23	100	3	4	173	10	52	78	291	92	
Number missing or multiple answer	22	7	9	4	2	5	0	0	2	5	0	3	4	3	1	1	1	0	0	0	0	0	2	0	2	1	3	3	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,388	476	468	294	72	398	2	92	214	168	66	111	294	267	148	59	16	18	23	100	3	4	171	10	50	77	288	89	
	98.4%	98.6%	98.1%	98.7%	97.3%	98.8%	100.0%	100.0%	99.1%	97.1%	100.0%	97.4%	98.7%	98.9%	99.3%	98.3%	94.1%	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%	---	96.2%	98.7%	99.0%	96.7%	
Never	26	16	13	16	0	15	1	2	8	6	2	3	11	7	6	3	0	0	1	0	0	0	10	0	2	2	12	2	
	1.9%	3.4%	2.8%	5.4%	0.0%	3.8%	50.0%	2.2%	3.7%	3.6%	3.0%	2.7%	3.7%	2.6%	4.1%	5.1%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	5.8%	0.0%	4.0%	2.6%	4.2%	2.2%	
Sometimes	194	73	86	49	11	61	1	13	30	30	8	21	44	31	27	14	3	3	5	12	1	2	25	1	8	12	46	10	
	14.0%	15.3%	18.4%	16.7%	15.3%	15.3%	50.0%	14.1%	14.0%	17.9%	12.1%	18.9%	15.0%	11.6%	18.2%	23.7%	18.8%	16.7%	21.7%	12.0%	33.3%	50.0%	14.6%	10.0%	16.0%	15.6%	16.0%	11.2%	
Usually	318	123	125	84	18	104	0	22	65	34	21	32	68	60	47	16	4	6	6	34	1	1	34	2	10	22	68	26	
	22.9%	25.8%	26.7%	28.6%	25.0%	26.1%	0.0%	23.9%	30.4%	20.2%	31.8%	28.8%	23.1%	22.5%	31.8%	27.1%	25.0%	33.3%	26.1%	34.0%	33.3%	25.0%	19.9%	20.0%	20.0%	28.6%	23.6%	29.2%	
Always	850	264	244	145	43	218	0	55	111	98	35	55	171	169	68	26	9	9	11	54	1	1	102	7	30	41	162	51	
	61.2%	55.5%	52.1%	49.3%	59.7%	54.8%	0.0%	59.8%	51.9%	58.3%	53.0%	49.5%	58.2%	63.3%	45.9%	44.1%	56.3%	50.0%	47.8%	54.0%	33.3%	25.0%	59.6%	70.0%	60.0%	53.2%	56.3%	57.3%	
Significantly different from column:*		A												O,P	N	N													
Usually or Always	1,168	387	369	229	61	322	0	77	176	132	56	87	239	229	115	42	13	15	17	88	2	2	136	9	40	63	230	77	
	84.1%	81.3%	78.8%	77.9%	84.7%	80.9%	0.0%	83.7%	82.2%	78.6%	84.8%	78.4%	81.3%	85.8%	77.7%	71.2%	81.3%	83.3%	73.9%	88.0%	66.7%	50.0%	79.5%	90.0%	80.0%	81.8%	79.9%	86.5%	
Significantly different from column:*														O,P	N	N													

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,410	483	477	298	74	403	2	92	216	173	66	114	298	270	149	60	17	18	23	100	3	4	173	10	52	78	291	92
Number missing or multiple answer	22	10	6	4	2	8	0	0	2	8	0	5	5	2	4	2	1	0	0	1	0	0	3	0	1	1	5	4
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,388	473	471	294	72	395	2	92	214	165	66	109	293	268	145	58	16	18	23	99	3	4	170	10	51	77	286	88
	98.4%	97.9%	98.7%	98.7%	97.3%	98.0%	100.0%	100.0%	99.1%	95.4%	100.0%	95.6%	98.3%	99.3%	97.3%	96.7%	94.1%	100.0%	100.0%	99.0%	100.0%	100.0%	98.3%	---	98.1%	98.7%	98.3%	95.7%
Never	18	7	11	6	0	6	1	0	3	4	1	1	5	4	2	1	0	0	1	1	0	0	5	0	0	2	3	2
	1.3%	1.5%	2.3%	2.0%	0.0%	1.5%	50.0%	0.0%	1.4%	2.4%	1.5%	0.9%	1.7%	1.5%	1.4%	1.7%	0.0%	0.0%	4.3%	1.0%	0.0%	0.0%	2.9%	0.0%	0.0%	2.6%	1.0%	2.3%
Sometimes	48	21	21	18	3	18	0	8	7	6	4	5	12	7	9	5	0	2	2	4	0	1	5	1	3	6	13	1
	3.5%	4.4%	4.5%	6.1%	4.2%	4.6%	0.0%	8.7%	3.3%	3.6%	6.1%	4.6%	4.1%	2.6%	6.2%	8.6%	0.0%	11.1%	8.7%	4.0%	0.0%	25.0%	2.9%	10.0%	5.9%	7.8%	4.5%	1.1%
Usually	177	77	104	59	12	64	0	12	37	26	11	18	48	35	31	11	3	5	6	18	1	1	18	3	8	11	45	14
	12.8%	16.3%	22.1%	20.1%	16.7%	16.2%	0.0%	13.0%	17.3%	15.8%	16.7%	16.5%	16.4%	13.1%	21.4%	19.0%	18.8%	27.8%	26.1%	18.2%	33.3%	25.0%	10.6%	30.0%	15.7%	14.3%	15.7%	15.9%
Always	1,145	368	335	211	57	307	1	72	167	129	50	85	228	222	103	41	13	11	14	76	2	2	142	6	40	58	225	71
	82.5%	77.8%	71.1%	71.8%	79.2%	77.7%	50.0%	78.3%	78.0%	78.2%	75.8%	78.0%	77.8%	82.8%	71.0%	70.7%	81.3%	61.1%	60.9%	76.8%	66.7%	50.0%	83.5%	60.0%	78.4%	75.3%	78.7%	80.7%
Significantly different from column:*		A,C												O,P	N	N												
Usually or Always	1,322	445	439	270	69	371	1	84	204	155	61	103	276	257	134	52	16	16	20	94	3	3	160	9	48	69	270	85
	95.2%	94.1%	93.2%	91.8%	95.8%	93.9%	50.0%	91.3%	95.3%	93.9%	92.4%	94.5%	94.2%	95.9%	92.4%	89.7%	100.0%	88.9%	87.0%	94.9%	100.0%	75.0%	94.1%	90.0%	94.1%	89.6%	94.4%	96.6%
Significantly different from column:*																												

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

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,995	2,281	1,814	1,183	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	114	50	30	24	9	40	1	8	23	18	11	16	23	29	14	4	4	2	0	8	0	1	21	0	5	12	18	11	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,881	2,231	1,784	1,159	295	1,897	10	310	1,107	802	228	533	1,424	1,363	626	226	94	77	94	295	6	11	939	38	251	550	1,266	357	
	97.7%	97.8%	98.3%	98.0%	97.0%	97.9%	90.9%	97.5%	98.0%	97.8%	95.4%	97.1%	98.4%	97.9%	97.8%	98.3%	95.9%	97.5%	100.0%	97.4%	100.0%	91.7%	97.8%	---	98.0%	97.9%	98.6%	97.0%	
Yes	1,234	595	575	336	95	491	1	91	291	209	70	154	360	345	175	70	27	18	14	110	1	4	234	13	62	125	338	111	
	25.3%	26.7%	32.2%	29.0%	32.2%	25.9%	10.0%	29.4%	26.3%	26.1%	30.7%	28.9%	25.3%	25.3%	28.0%	31.0%	28.7%	23.4%	14.9%	37.3%	16.7%	36.4%	24.9%	34.2%	24.7%	22.7%	26.7%	31.1%	
No	3,647	1,636	1,209	823	200	1,406	9	219	816	593	158	379	1,064	1,018	451	156	67	59	80	185	5	7	705	25	189	425	928	246	
	74.7%	73.3%	67.8%	71.0%	67.8%	74.1%	90.0%	70.6%	73.7%	73.9%	69.3%	71.1%	74.7%	74.7%	72.0%	69.0%	71.3%	76.6%	85.1%	62.7%	83.3%	63.6%	75.1%	65.8%	75.3%	77.3%	73.3%	68.9%	
Significantly different from column:*		C			F	E											S	T	Q,T,W,X	R,S,W,Y			S,T	S	T	AB		Z	

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,881	2,231	1,784	1,159	295	1,897	10	310	1,107	802	228	533	1,424	1,363	626	226	94	77	94	295	6	11	939	38	251	550	1,266	357	
Number missing or multiple answer	37	22	10	4	5	17	0	3	7	12	4	5	13	9	7	6	1	1	1	0	0	1	7	0	3	3	8	5	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,844	2,209	1,774	1,155	290	1,880	10	307	1,100	790	224	528	1,411	1,354	619	220	93	76	93	295	6	10	932	38	248	547	1,258	352	
	99.2%	99.0%	99.4%	99.7%	98.3%	99.1%	100.0%	99.0%	99.4%	98.5%	98.2%	99.1%	99.1%	99.3%	98.9%	97.3%	98.9%	98.7%	98.9%	100.0%	100.0%	90.9%	99.3%	---	98.8%	99.5%	99.4%	98.6%	
Never	45	28	24	19	2	26	0	4	15	9	5	3	20	14	10	4	2	2	0	9	0	0	6	0	2	8	14	6	
	0.9%	1.3%	1.4%	1.6%	0.7%	1.4%	0.0%	1.3%	1.4%	1.1%	2.2%	0.6%	1.4%	1.0%	1.6%	1.8%	2.2%	2.6%	0.0%	3.1%	0.0%	0.0%	0.6%	0.0%	0.8%	1.5%	1.1%	1.7%	
Sometimes	190	99	84	55	18	80	0	13	52	32	12	23	61	49	40	10	3	4	1	22	0	1	39	2	11	27	51	20	
	3.9%	4.5%	4.7%	4.8%	6.2%	4.3%	0.0%	4.2%	4.7%	4.1%	5.4%	4.4%	4.3%	3.6%	6.5%	4.5%	3.2%	5.3%	1.1%	7.5%	0.0%	10.0%	4.2%	5.3%	4.4%	4.9%	4.1%	5.7%	
Usually	341	203	210	122	36	165	0	28	106	68	23	56	122	126	53	24	13	7	3	29	0	2	89	3	20	38	121	36	
	7.0%	9.2%	11.8%	10.6%	12.4%	8.8%	0.0%	9.1%	9.6%	8.6%	10.3%	10.6%	8.6%	9.3%	8.6%	10.9%	14.0%	9.2%	3.2%	9.8%	0.0%	20.0%	9.5%	7.9%	8.1%	6.9%	9.6%	10.2%	
Always	4,268	1,879	1,456	959	234	1,609	10	262	927	681	184	446	1,208	1,165	516	182	75	63	89	235	6	7	798	33	215	474	1,072	290	
	88.1%	85.1%	82.1%	83.0%	80.7%	85.6%	100.0%	85.3%	84.3%	86.2%	82.1%	84.5%	85.6%	86.0%	83.4%	82.7%	80.6%	82.9%	95.7%	79.7%	100.0%	70.0%	85.6%	86.8%	86.7%	86.7%	85.2%	82.4%	
Significantly different from column:*		A,C			F	E											S	S	Q,R,T,W,Y	S,W,Y			S,T		S,T				
Usually or Always	4,609	2,082	1,666	1,081	270	1,774	10	290	1,033	749	207	502	1,330	1,291	569	206	88	70	92	264	6	9	887	36	235	512	1,193	326	
	95.1%	94.3%	93.9%	93.6%	93.1%	94.4%	100.0%	94.5%	93.9%	94.8%	92.4%	95.1%	94.3%	95.3%	91.9%	93.6%	94.6%	92.1%	98.9%	89.5%	100.0%	90.0%	95.2%	94.7%	94.8%	93.6%	94.8%	92.6%	
Significantly different from column:*														O	N				T	S,W,Y			T		T				

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

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 NCOA as "Always" in question 43, and are used in calculating the Customer Service composite score.

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,995	2,281	1,814	1,183	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	67	42	33	10	11	31	0	6	18	17	3	9	30	24	11	5	1	1	2	0	0	1	21	1	8	10	24	6	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,928	2,239	1,781	1,173	293	1,906	11	312	1,112	803	236	540	1,417	1,368	629	225	97	78	92	303	6	11	939	37	248	552	1,260	362	
	98.7%	98.2%	98.2%	99.2%	96.4%	98.4%	100.0%	98.1%	98.4%	97.9%	98.7%	98.4%	97.9%	98.3%	98.3%	97.8%	99.0%	98.7%	97.9%	100.0%	100.0%	91.7%	97.8%	---	96.9%	98.2%	98.1%	98.4%	
0 Worst health plan possible	25	11	6	3	2	8	1	1	7	3	2	0	9	5	3	3	0	0	0	1	0	0	7	0	0	3	6	2	
	0.5%	0.5%	0.3%	0.3%	0.7%	0.4%	9.1%	0.3%	0.6%	0.4%	0.8%	0.0%	0.6%	0.4%	0.5%	1.3%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.7%	0.0%	0.0%	0.5%	0.5%	0.6%	
1	8	2	14	5	0	2	0	0	2	0	0	0	2	1	1	0	0	0	0	0	0	1	1	0	0	1	1	0	
	0.2%	0.1%	0.8%	0.4%	0.0%	0.1%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.1%	0.1%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.1%	0.0%	0.0%	0.2%	0.1%	0.0%	
2	9	11	13	3	4	7	0	2	4	5	2	4	5	6	4	1	2	0	1	1	1	0	3	1	1	2	8	1	
	0.2%	0.5%	0.7%	0.3%	1.4%	0.4%	0.0%	0.6%	0.4%	0.6%	0.8%	0.7%	0.4%	0.4%	0.6%	0.4%	2.1%	0.0%	1.1%	0.3%	16.7%	0.0%	0.3%	2.7%	0.4%	0.4%	0.6%	0.3%	
3	23	19	27	11	2	17	0	2	8	9	1	5	13	11	4	4	0	1	0	1	0	0	13	0	2	7	7	5	
	0.5%	0.8%	1.5%	0.9%	0.7%	0.9%	0.0%	0.6%	0.7%	1.1%	0.4%	0.9%	0.9%	0.8%	0.6%	1.8%	0.0%	1.3%	0.0%	0.3%	0.0%	0.0%	1.4%	0.0%	0.8%	1.3%	0.6%	1.4%	
4	34	32	27	18	6	26	0	7	10	15	1	4	27	15	10	6	1	2	2	2	0	0	14	1	3	9	19	4	
	0.7%	1.4%	1.5%	1.5%	2.0%	1.4%	0.0%	2.2%	0.9%	1.9%	0.4%	0.7%	1.9%	1.1%	1.6%	2.7%	1.0%	2.6%	2.2%	0.7%	0.0%	0.0%	1.5%	2.7%	1.2%	1.6%	1.5%	1.1%	
5	161	119	87	57	9	106	0	14	63	42	8	21	86	60	40	17	7	6	2	9	0	0	54	1	13	37	60	19	
	3.3%	5.3%	4.9%	4.9%	3.1%	5.6%	0.0%	4.5%	5.7%	5.2%	3.4%	3.9%	6.1%	4.4%	6.4%	7.6%	7.2%	7.7%	2.2%	3.0%	0.0%	0.0%	5.8%	2.7%	5.2%	6.7%	4.8%	5.2%	
6	138	112	83	73	16	96	0	12	57	42	18	21	72	61	38	12	4	5	5	9	0	1	51	3	15	26	59	24	
	2.8%	5.0%	4.7%	6.2%	5.5%	5.0%	0.0%	3.8%	5.1%	5.2%	7.6%	3.9%	5.1%	4.5%	6.0%	5.3%	4.1%	6.4%	5.4%	3.0%	0.0%	9.1%	5.4%	8.1%	6.0%	4.7%	4.7%	6.6%	
7	413	282	206	139	35	240	3	31	141	107	12	51	213	152	97	30	11	15	21	16	1	0	127	5	31	66	153	54	
	8.4%	12.6%	11.6%	11.8%	11.9%	12.6%	27.3%	9.9%	12.7%	13.3%	5.1%	9.4%	15.0%	11.1%	15.4%	13.3%	11.3%	19.2%	22.8%	5.3%	16.7%	0.0%	13.5%	13.5%	12.5%	12.0%	12.1%	14.9%	
8	816	423	344	246	58	359	1	48	206	166	43	92	283	245	123	54	23	11	17	54	0	2	178	2	47	120	216	74	
	16.6%	18.9%	19.3%	21.0%	19.8%	18.8%	9.1%	15.4%	18.5%	20.7%	18.2%	17.0%	20.0%	17.9%	19.6%	24.0%	23.7%	14.1%	18.5%	17.8%	0.0%	18.2%	19.0%	5.4%	19.0%	21.7%	17.1%	20.4%	
9	781	410	324	214	56	347	2	52	198	157	40	96	269	259	110	40	22	11	15	51	2	1	187	5	50	97	241	68	
	15.8%	18.3%	18.2%	18.2%	19.1%	18.2%	18.2%	16.7%	17.8%	19.6%	16.9%	17.8%	19.0%	18.9%	17.5%	17.8%	22.7%	14.1%	16.3%	16.8%	33.3%	9.1%	19.9%	13.5%	20.2%	17.6%	19.1%	18.8%	
10 Best health plan possible	2,520	818	650	404	105	698	4	143	416	257	109	246	438	553	199	58	27	27	29	159	2	6	304	19	86	184	490	111	
	51.1%	36.5%	36.5%	34.4%	35.8%	36.6%	36.4%	45.8%	37.4%	32.0%	46.2%	45.6%	30.9%	40.4%	31.6%	25.8%	27.8%	34.6%	31.5%	52.5%	33.3%	54.5%	32.4%	51.4%	34.7%	33.3%	38.9%	30.7%	

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or 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	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	4,995	2,281	1,814	1,183	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	67	42	33	10	11	31	0	6	18	17	3	9	30	24	11	5	1	1	2	0	0	1	21	1	8	10	24	6	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,928 98.7%	2,239 98.2%	1,781 98.2%	1,173 99.2%	293 96.4%	1,906 98.4%	11 100.0%	312 98.1%	1,112 98.4%	803 97.9%	236 98.7%	540 98.4%	1,417 97.9%	1,368 98.3%	629 98.3%	225 97.8%	97 99.0%	78 98.7%	92 97.9%	303 100.0%	6 100.0%	11 91.7%	939 97.8%	37 ---	248 96.9%	552 98.2%	1,260 98.1%	362 98.4%	
0 to 4	99 2.0%	75 3.3%	87 4.9%	40 3.4%	14 4.8%	60 3.1%	1 9.1%	12 3.8%	31 2.8%	32 4.0%	6 2.5%	13 2.4%	56 4.0%	38 2.8%	22 3.5%	14 6.2%	3 3.1%	3 3.8%	3 3.3%	5 1.7%	1 16.7%	1 9.1%	38 4.0%	2 5.4%	6 2.4%	22 4.0%	41 3.3%	12 3.3%	
5	161 3.3%	119 5.3%	87 4.9%	57 4.9%	9 3.1%	106 5.6%	0 0.0%	14 4.5%	63 5.7%	42 5.2%	8 3.4%	21 3.9%	86 6.1%	60 4.4%	40 6.4%	17 7.6%	7 7.2%	6 7.7%	2 2.2%	9 3.0%	0 0.0%	0 0.0%	54 5.8%	1 2.7%	13 5.2%	37 6.7%	60 4.8%	19 5.2%	
6 or 7	551 11.2%	394 17.6%	289 16.2%	212 18.1%	51 17.4%	336 17.6%	3 27.3%	43 13.8%	198 17.8%	149 18.6%	30 12.7%	72 13.3%	285 20.1%	213 15.6%	135 21.5%	42 18.7%	15 15.5%	20 25.6%	26 28.3%	25 8.3%	1 16.7%	1 9.1%	178 19.0%	8 21.6%	46 18.5%	92 16.7%	212 16.8%	78 21.5%	
8 to 10	4,117 83.5%	1,651 73.7%	1,318 74.0%	864 73.7%	219 74.7%	1,404 73.7%	7 63.6%	243 77.9%	820 73.7%	580 72.2%	192 81.4%	434 80.4%	990 69.9%	1,057 77.3%	432 68.7%	152 67.6%	72 74.2%	49 62.8%	61 66.3%	264 87.1%	4 66.7%	9 81.8%	669 71.2%	26 70.3%	183 73.8%	401 72.6%	947 75.2%	253 69.9%	
Significantly different from column:*		A									M	M	K,L	O,P	N	N	T	T	T	Q,R,S,W,X,Y		T	T	T		AB	AA		
0 to 6	398 8.1%	306 13.7%	257 14.4%	170 14.5%	39 13.3%	262 13.7%	1 9.1%	38 12.2%	151 13.6%	116 14.4%	32 13.6%	55 10.2%	214 15.1%	159 11.6%	100 15.9%	43 19.1%	14 14.4%	14 17.9%	10 10.9%	23 7.6%	1 16.7%	2 18.2%	143 15.2%	6 16.2%	34 13.7%	85 15.4%	160 12.7%	55 15.2%	
7 to 8	1,229 24.9%	705 31.5%	550 30.9%	385 32.8%	93 31.7%	599 31.4%	4 36.4%	79 25.3%	347 31.2%	273 34.0%	55 23.3%	143 26.5%	496 35.0%	397 29.0%	220 35.0%	84 37.3%	34 35.1%	26 33.3%	38 41.3%	70 23.1%	1 16.7%	2 18.2%	305 32.5%	7 18.9%	78 31.5%	186 33.7%	369 29.3%	128 35.4%	
9 to 10	3,301 67.0%	1,228 54.8%	974 54.7%	618 52.7%	161 54.9%	1,045 54.8%	6 54.5%	195 62.5%	614 55.2%	414 51.6%	149 63.1%	342 63.3%	707 49.9%	812 59.4%	309 49.1%	98 43.6%	49 50.5%	38 48.7%	44 47.8%	210 69.3%	4 66.7%	7 63.6%	491 52.3%	24 64.9%	136 54.8%	281 50.9%	731 58.0%	179 49.4%	
Significantly different from column:*		A						I,J	H	H	M	M	K,L	O,P	N	N	T	T	T	Q,R,S,W,Y		T		T		AA	AB,Z	AA	

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

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	4,995	2,281	1,814	1,183	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368
Number missing or multiple answer	22	12	11	13	1	11	0	1	3	8	2	5	4	4	2	4	0	0	0	3	0	0	5	0	1	3	4	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,973	2,269	1,803	1,170	303	1,926	11	317	1,127	812	237	544	1,443	1,388	638	226	98	79	94	300	6	12	955	38	255	559	1,280	366
	99.6%	99.5%	99.4%	98.9%	99.7%	99.4%	100.0%	99.7%	99.7%	99.0%	99.2%	99.1%	99.7%	99.7%	99.7%	98.3%	100.0%	100.0%	100.0%	99.0%	100.0%	100.0%	99.5%	---	99.6%	99.5%	99.7%	99.5%
Yes	3,572	1,447	1,213	813	189	1,233	5	155	698	583	126	345	945	830	436	168	60	45	67	166	4	5	628	28	152	226	866	305
	71.8%	63.8%	67.3%	69.5%	62.4%	64.0%	45.5%	48.9%	61.9%	71.8%	53.2%	63.4%	65.5%	59.8%	68.3%	74.3%	61.2%	57.0%	71.3%	55.3%	66.7%	41.7%	65.8%	73.7%	59.6%	40.4%	67.7%	83.3%
No	1,401	822	590	357	114	693	6	162	429	229	111	199	498	558	202	58	38	34	27	134	2	7	327	10	103	333	414	61
	28.2%	36.2%	32.7%	30.5%	37.6%	36.0%	54.5%	51.1%	38.1%	28.2%	46.8%	36.6%	34.5%	40.2%	31.7%	25.7%	38.8%	43.0%	28.7%	44.7%	33.3%	58.3%	34.2%	26.3%	40.4%	59.6%	32.3%	16.7%
Significantly different from column:*		A,C,D						I,J	H,J	H,I	L,M	K	K	O,P	N	N	S	R,T,Y	S,W,X			T	T	S	AA,AB	AB,Z	AA,Z	

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,572	1,447	1,213	813	189	1,233	5	155	698	583	126	345	945	830	436	168	60	45	67	166	4	5	628	28	152	226	866	305	
Number missing or multiple answer	22	7	8	9	0	7	0	1	4	2	0	1	6	3	1	2	0	0	1	0	0	0	3	0	0	0	6	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	3,550 99.4%	1,440 99.5%	1,205 99.3%	804 98.9%	189 100.0%	1,226 99.4%	5 100.0%	154 99.4%	694 99.4%	581 99.7%	126 100.0%	344 99.7%	939 99.4%	827 99.6%	435 99.8%	166 98.8%	60 100.0%	45 100.0%	66 98.5%	166 100.0%	4 100.0%	5 100.0%	625 99.5%	28 ---	152 100.0%	226 100.0%	860 99.3%	304 99.7%	
Never	28 0.8%	41 2.8%	19 1.6%	11 1.4%	9 4.8%	29 2.4%	1 20.0%	4 2.6%	22 3.2%	13 2.2%	5 4.0%	5 1.5%	28 3.0%	20 2.4%	15 3.4%	6 3.6%	1 1.7%	2 4.4%	2 3.0%	4 2.4%	0 0.0%	0 0.0%	15 2.4%	0 0.0%	6 3.9%	10 4.4%	22 2.6%	7 2.3%	
Sometimes	289 8.1%	110 7.6%	124 10.3%	88 10.9%	14 7.4%	95 7.7%	0 0.0%	14 9.1%	55 7.9%	41 7.1%	9 7.1%	21 6.1%	79 8.4%	48 5.8%	45 10.3%	17 10.2%	5 8.3%	6 13.3%	6 9.1%	8 4.8%	2 50.0%	0 0.0%	48 7.7%	2 7.1%	14 9.2%	16 7.1%	65 7.6%	27 8.9%	
Usually	670 18.9%	345 24.0%	318 26.4%	207 25.7%	36 19.0%	301 24.6%	2 40.0%	30 19.5%	176 25.4%	135 23.2%	27 21.4%	67 19.5%	245 26.1%	183 22.1%	107 24.6%	52 31.3%	17 28.3%	14 31.1%	14 21.2%	42 25.3%	0 0.0%	0 0.0%	148 23.7%	5 17.9%	33 21.7%	47 20.8%	196 22.8%	88 28.9%	
Always	2,563 72.2%	944 65.6%	744 61.7%	498 61.9%	130 68.8%	801 65.3%	2 40.0%	106 68.8%	441 63.5%	392 67.5%	85 67.5%	251 73.0%	587 62.5%	576 69.6%	268 61.6%	91 54.8%	37 61.7%	23 51.1%	44 66.7%	112 67.5%	2 50.0%	5 100.0%	414 66.2%	21 75.0%	99 65.1%	153 67.7%	577 67.1%	182 59.9%	
Significantly different from column:*		A,C										M	L	O,P	N	N		T,W,X		R			R	R			AB	AA	
Usually or Always	3,233 91.1%	1,289 89.5%	1,062 88.1%	705 87.7%	166 87.8%	1,102 89.9%	4 80.0%	136 88.3%	617 88.9%	527 90.7%	112 88.9%	318 92.4%	832 88.6%	759 91.8%	375 86.2%	143 86.1%	54 90.0%	37 82.2%	58 87.9%	154 92.8%	2 50.0%	5 100.0%	562 89.9%	26 92.9%	132 86.8%	200 88.5%	773 89.9%	270 88.8%	
Significantly different from column:*												M	L	O,P	N	N													

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,572	1,447	1,213	813	189	1,233	5	155	698	583	126	345	945	830	436	168	60	45	67	166	4	5	628	28	152	226	866	305	
Number missing or multiple answer	70	28	20	17	5	23	0	0	14	14	6	9	13	14	6	6	2	0	2	0	0	0	10	0	3	6	15	3	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,502	1,419	1,193	796	184	1,210	5	155	684	569	120	336	932	816	430	162	58	45	65	166	4	5	618	28	149	220	851	302	
	98.0%	98.1%	98.4%	97.9%	97.4%	98.1%	100.0%	100.0%	98.0%	97.6%	95.2%	97.4%	98.6%	98.3%	98.6%	96.4%	96.7%	100.0%	97.0%	100.0%	100.0%	100.0%	98.4%	---	98.0%	97.3%	98.3%	99.0%	
Yes	2,259	888	769	515	119	757	1	100	444	338	95	223	550	502	272	108	35	32	33	123	3	4	370	20	99	129	533	200	
	64.5%	62.6%	64.5%	64.7%	64.7%	62.6%	20.0%	64.5%	64.9%	59.4%	79.2%	66.4%	59.0%	61.5%	63.3%	66.7%	60.3%	71.1%	50.8%	74.1%	75.0%	80.0%	59.9%	71.4%	66.4%	58.6%	62.6%	66.2%	
No	1,243	531	424	281	65	453	4	55	240	231	25	113	382	314	158	54	23	13	32	43	1	1	248	8	50	91	318	102	
	35.5%	37.4%	35.5%	35.3%	35.3%	37.4%	80.0%	35.5%	35.1%	40.6%	20.8%	33.6%	41.0%	38.5%	36.7%	33.3%	39.7%	28.9%	49.2%	25.9%	25.0%	20.0%	40.1%	28.6%	33.6%	41.4%	37.4%	33.8%	
Significantly different from column:*									J	I	L,M	K,M	K,L				T	S	R,T,Y	Q,S,W			T		S				

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

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

State Oregon Health Plan

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

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	---	2,281	1,814	1,183	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368
Number missing or multiple answer	---	20	14	31	3	17	0	4	8	8	2	5	13	11	4	2	1	1	0	2	0	0	10	0	1	5	11	4
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	2,261	1,800	1,152	301	1,920	11	314	1,122	812	237	544	1,434	1,381	636	228	97	78	94	301	6	12	950	38	255	557	1,273	364
	---	99.1%	99.2%	97.4%	99.0%	99.1%	100.0%	98.7%	99.3%	99.0%	99.2%	99.1%	99.1%	99.2%	99.4%	99.1%	99.0%	98.7%	100.0%	99.3%	100.0%	100.0%	99.0%	---	99.6%	99.1%	99.1%	98.9%
Yes	---	1,824	1,490	993	230	1,561	9	205	962	648	191	424	1,175	1,144	500	167	70	65	70	254	6	9	777	30	202	435	1,060	281
	---	80.7%	82.8%	86.2%	76.4%	81.3%	81.8%	65.3%	85.7%	79.8%	80.6%	77.9%	81.9%	82.8%	78.6%	73.2%	72.2%	83.3%	74.5%	84.4%	100.0%	75.0%	81.8%	78.9%	79.2%	78.1%	83.3%	77.2%
No	---	437	310	159	71	359	2	109	160	164	46	120	259	237	136	61	27	13	24	47	0	3	173	8	53	122	213	83
	---	19.3%	17.2%	13.8%	23.6%	18.7%	18.2%	34.7%	14.3%	20.2%	19.4%	22.1%	18.1%	17.2%	21.4%	26.8%	27.8%	16.7%	25.5%	15.6%	0.0%	25.0%	18.2%	21.1%	20.8%	21.9%	16.7%	22.8%
Significantly different from column:*		D			F	E		I,J	H,J	H,I		M	L	O,P	N	N	T,W		T	Q,S			Q			AA	AB,Z	AA

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

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	---	2,281	1,814	1,183	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	---	19	5	27	5	14	0	1	8	10	1	6	11	11	3	3	1	0	0	2	0	0	10	1	2	6	10	3	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	---	2,262	1,809	1,156	299	1,923	11	317	1,122	810	238	543	1,436	1,381	637	227	97	79	94	301	6	12	950	37	254	556	1,274	365	
	---	99.2%	99.7%	97.7%	98.4%	99.3%	100.0%	99.7%	99.3%	98.8%	99.6%	98.9%	99.2%	99.2%	99.5%	98.7%	99.0%	100.0%	100.0%	99.3%	100.0%	100.0%	99.0%	---	99.2%	98.9%	99.2%	99.2%	
Yes	---	1,225	1,215	775	150	1,058	3	140	670	409	119	287	798	781	330	106	46	40	46	184	5	7	523	20	141	253	721	215	
	---	54.2%	67.2%	67.0%	50.2%	55.0%	27.3%	44.2%	59.7%	50.5%	50.0%	52.9%	55.6%	56.6%	51.8%	46.7%	47.4%	50.6%	48.9%	61.1%	83.3%	58.3%	55.1%	54.1%	55.5%	45.5%	56.6%	58.9%	
No	---	1,037	594	381	149	865	8	177	452	401	119	256	638	600	307	121	51	39	48	117	1	5	427	17	113	303	553	150	
	---	45.8%	32.8%	33.0%	49.8%	45.0%	72.7%	55.8%	40.3%	49.5%	50.0%	47.1%	44.4%	43.4%	48.2%	53.3%	52.6%	49.4%	51.1%	38.9%	16.7%	41.7%	44.9%	45.9%	44.5%	54.5%	43.4%	41.1%	
Significantly different from column:*		C,D						I	H,J	I				O,P	N	N	T		T	Q,S						AA,AB	Z	Z	

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

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State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	---	1,225	1,215	775	150	1,058	3	140	670	409	119	287	798	781	330	106	46	40	46	184	5	7	523	20	141	253	721	215
Number missing or multiple answer	---	11	18	8	0	11	0	0	5	6	0	3	8	5	5	1	2	1	0	0	0	0	4	0	1	3	6	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	1,214	1,197	767	150	1,047	3	140	665	403	119	284	790	776	325	105	44	39	46	184	5	7	519	20	140	250	715	214
	---	99.1%	98.5%	99.0%	100.0%	99.0%	100.0%	100.0%	99.3%	98.5%	100.0%	99.0%	99.0%	99.4%	98.5%	99.1%	95.7%	97.5%	100.0%	100.0%	100.0%	100.0%	99.2%	---	99.3%	98.8%	99.2%	99.5%
Never	---	28	13	16	2	26	0	1	13	14	2	4	22	14	8	5	1	2	1	3	0	0	14	0	3	0	19	8
	---	2.3%	1.1%	2.1%	1.3%	2.5%	0.0%	0.7%	2.0%	3.5%	1.7%	1.4%	2.8%	1.8%	2.5%	4.8%	2.3%	5.1%	2.2%	1.6%	0.0%	0.0%	2.7%	0.0%	2.1%	0.0%	2.7%	3.7%
Sometimes	---	69	72	39	8	61	0	4	38	25	7	20	41	35	22	12	3	3	2	15	2	1	27	0	8	17	40	10
	---	5.7%	6.0%	5.1%	5.3%	5.8%	0.0%	2.9%	5.7%	6.2%	5.9%	7.0%	5.2%	4.5%	6.8%	11.4%	6.8%	7.7%	4.3%	8.2%	40.0%	14.3%	5.2%	0.0%	5.7%	6.8%	5.6%	4.7%
Usually	---	215	207	145	29	182	1	20	111	83	29	53	131	125	61	25	12	10	6	38	0	1	79	2	24	42	135	32
	---	17.7%	17.3%	18.9%	19.3%	17.4%	33.3%	14.3%	16.7%	20.6%	24.4%	18.7%	16.6%	16.1%	18.8%	23.8%	27.3%	25.6%	13.0%	20.7%	0.0%	14.3%	15.2%	10.0%	17.1%	16.8%	18.9%	15.0%
Always	---	902	905	567	111	778	2	115	503	281	81	207	596	602	234	63	28	24	37	128	3	5	399	18	105	191	521	164
	---	74.3%	75.6%	73.9%	74.0%	74.3%	66.7%	82.1%	75.6%	69.7%	68.1%	72.9%	75.4%	77.6%	72.0%	60.0%	63.6%	61.5%	80.4%	69.6%	60.0%	71.4%	76.9%	90.0%	75.0%	76.4%	72.9%	76.6%
Significantly different from column:*								J	J	H,I				O,P	N,P	N,O	W,X	W,X		W			Q,R,T	Q,R				
Usually or Always	---	1,117	1,112	712	140	960	3	135	614	364	110	260	727	727	295	88	40	34	43	166	3	6	478	20	129	233	656	196
	---	92.0%	92.9%	92.8%	93.3%	91.7%	100.0%	96.4%	92.3%	90.3%	92.4%	91.5%	92.0%	93.7%	90.8%	83.8%	90.9%	87.2%	93.5%	90.2%	60.0%	85.7%	92.1%	100.0%	92.1%	93.2%	91.7%	91.6%
Significantly different from column:*								J		H				P	P	N,O												

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

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

State Oregon Health Plan

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

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	---	2,281	1,814	1,183	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	---	98	52	55	12	85	0	10	42	45	8	27	61	60	25	8	4	3	5	12	0	0	52	1	8	28	52	14	
Number no experience	---	1693	1310	841	234	1427	11	254	827	605	170	401	1087	1061	468	155	65	58	70	214	2	7	723	32	191	428	962	259	
Usable responses	---	490	452	287	58	425	0	54	261	170	61	121	299	271	147	67	29	18	19	77	4	5	185	5	57	106	270	95	
	---	21.5%	24.9%	24.3%	19.1%	21.9%	0.0%	17.0%	23.1%	20.7%	25.5%	22.0%	20.7%	19.5%	23.0%	29.1%	29.6%	22.8%	20.2%	25.4%	66.7%	41.7%	19.3%	---	22.3%	18.9%	21.0%	25.8%	
Never	---	215	167	110	27	185	0	23	108	81	20	56	134	119	62	32	16	10	10	31	1	5	80	1	26	58	114	35	
	---	43.9%	36.9%	38.3%	46.6%	43.5%	---	42.6%	41.4%	47.6%	32.8%	46.3%	44.8%	43.9%	42.2%	47.8%	55.2%	55.6%	52.6%	40.3%	25.0%	100.0%	43.2%	20.0%	45.6%	54.7%	42.2%	36.8%	
Sometimes	---	61	82	46	4	57	0	7	33	21	13	14	33	26	22	12	3	4	3	12	1	0	18	1	6	11	36	11	
	---	12.4%	18.1%	16.0%	6.9%	13.4%	---	13.0%	12.6%	12.4%	21.3%	11.6%	11.0%	9.6%	15.0%	17.9%	10.3%	22.2%	15.8%	15.6%	25.0%	0.0%	9.7%	20.0%	10.5%	10.4%	13.3%	11.6%	
Usually	---	86	86	56	12	72	0	10	45	31	13	20	51	57	21	8	3	2	2	16	2	0	40	1	10	17	53	16	
	---	17.6%	19.0%	19.5%	20.7%	16.9%	---	18.5%	17.2%	18.2%	21.3%	16.5%	17.1%	21.0%	14.3%	11.9%	10.3%	11.1%	10.5%	20.8%	50.0%	0.0%	21.6%	20.0%	17.5%	16.0%	19.6%	16.8%	
Always	---	128	117	75	15	111	0	14	75	37	15	31	81	69	42	15	7	2	4	18	0	0	47	2	15	20	67	33	
	---	26.1%	25.9%	26.1%	25.9%	26.1%	---	25.9%	28.7%	21.8%	24.6%	25.6%	27.1%	25.5%	28.6%	22.4%	24.1%	11.1%	21.1%	23.4%	0.0%	0.0%	25.4%	40.0%	26.3%	18.9%	24.8%	34.7%	
Significantly different from column:*																													
Usually or Always	---	214	203	131	27	183	0	24	120	68	28	51	132	126	63	23	10	4	6	34	2	0	87	3	25	37	120	49	
	---	43.7%	44.9%	45.6%	46.6%	43.1%	---	44.4%	46.0%	40.0%	45.9%	42.1%	44.1%	46.5%	42.9%	34.3%	34.5%	22.2%	31.6%	44.2%	50.0%	0.0%	47.0%	60.0%	43.9%	34.9%	44.4%	51.6%	
Significantly different from column:*																		W					R						

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

State Oregon Health Plan

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

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	---	2,281	1,814	1,183	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	---	105	78	62	16	86	1	29	44	31	10	33	58	55	34	11	4	1	3	9	0	0	46	2	14	21	58	17	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	2,176	1,736	1,121	288	1,851	10	289	1,086	789	229	516	1,389	1,337	606	219	94	78	91	294	6	12	914	36	242	541	1,226	351	
	---	95.4%	95.7%	94.8%	94.7%	95.6%	90.9%	90.9%	96.1%	96.2%	95.8%	94.0%	96.0%	96.0%	94.7%	95.2%	95.9%	98.7%	96.8%	97.0%	100.0%	100.0%	95.2%	---	94.5%	96.3%	95.5%	95.4%	
0 Extremely Difficult	---	128	96	61	13	111	1	17	51	57	12	22	89	62	42	24	8	2	3	14	0	2	51	4	20	32	65	28	
	---	5.9%	5.5%	5.4%	4.5%	6.0%	10.0%	5.9%	4.7%	7.2%	5.2%	4.3%	6.4%	4.6%	6.9%	11.0%	8.5%	2.6%	3.3%	4.8%	0.0%	16.7%	5.6%	11.1%	8.3%	5.9%	5.3%	8.0%	
1	---	54	24	19	4	50	0	8	29	17	5	14	34	25	20	7	3	2	3	1	0	1	23	1	4	17	24	10	
	---	2.5%	1.4%	1.7%	1.4%	2.7%	0.0%	2.8%	2.7%	2.2%	2.2%	2.7%	2.4%	1.9%	3.3%	3.2%	3.2%	2.6%	3.3%	0.3%	0.0%	8.3%	2.5%	2.8%	1.7%	3.1%	2.0%	2.8%	
2	---	53	35	33	6	46	1	7	23	22	4	13	36	28	20	5	2	4	2	2	1	0	23	1	8	10	33	10	
	---	2.4%	2.0%	2.9%	2.1%	2.5%	10.0%	2.4%	2.1%	2.8%	1.7%	2.5%	2.6%	2.1%	3.3%	2.3%	2.1%	5.1%	2.2%	0.7%	16.7%	0.0%	2.5%	2.8%	3.3%	1.8%	2.7%	2.8%	
3	---	70	56	40	11	59	0	6	33	29	9	11	49	37	18	14	7	2	1	4	0	0	33	0	6	17	41	9	
	---	3.2%	3.2%	3.6%	3.8%	3.2%	0.0%	2.1%	3.0%	3.7%	3.9%	2.1%	3.5%	2.8%	3.0%	6.4%	7.4%	2.6%	1.1%	1.4%	0.0%	0.0%	3.6%	0.0%	2.5%	3.1%	3.3%	2.6%	
4	---	71	57	36	8	63	0	12	35	24	3	19	49	39	23	8	6	3	3	7	0	1	31	3	8	20	39	10	
	---	3.3%	3.3%	3.2%	2.8%	3.4%	0.0%	4.2%	3.2%	3.0%	1.3%	3.7%	3.5%	2.9%	3.8%	3.7%	6.4%	3.8%	3.3%	2.4%	0.0%	8.3%	3.4%	8.3%	3.3%	3.7%	3.2%	2.8%	
5	---	185	159	102	31	151	3	28	75	82	16	36	132	107	60	18	4	4	5	20	2	0	88	3	18	46	97	36	
	---	8.5%	9.2%	9.1%	10.8%	8.2%	30.0%	9.7%	6.9%	10.4%	7.0%	7.0%	9.5%	8.0%	9.9%	8.2%	4.3%	5.1%	5.5%	6.8%	33.3%	0.0%	9.6%	8.3%	7.4%	8.5%	7.9%	10.3%	
6	---	106	80	42	11	93	0	6	58	40	12	17	75	58	31	13	2	6	7	15	0	0	42	1	9	30	53	20	
	---	4.9%	4.6%	3.7%	3.8%	5.0%	0.0%	2.1%	5.3%	5.1%	5.2%	3.3%	5.4%	4.3%	5.1%	5.9%	2.1%	7.7%	7.7%	5.1%	0.0%	0.0%	4.6%	2.8%	3.7%	5.5%	4.3%	5.7%	
7	---	172	120	74	29	140	0	18	89	65	17	31	122	103	50	19	10	8	11	23	1	0	64	3	21	32	102	36	
	---	7.9%	6.9%	6.6%	10.1%	7.6%	0.0%	6.2%	8.2%	8.2%	7.4%	6.0%	8.8%	7.7%	8.3%	8.7%	10.6%	10.3%	12.1%	7.8%	16.7%	0.0%	7.0%	8.3%	8.7%	5.9%	8.3%	10.3%	
8	---	256	202	127	41	212	1	33	132	90	25	70	156	147	78	31	9	11	12	42	1	0	103	3	25	70	141	38	
	---	11.8%	11.6%	11.3%	14.2%	11.5%	10.0%	11.4%	12.2%	11.4%	10.9%	13.6%	11.2%	11.0%	12.9%	14.2%	9.6%	14.1%	13.2%	14.3%	16.7%	0.0%	11.3%	8.3%	10.3%	12.9%	11.5%	10.8%	
9	---	280	206	142	35	240	2	25	146	109	34	65	176	176	78	23	10	9	10	44	0	3	127	5	36	61	167	45	
	---	12.9%	11.9%	12.7%	12.2%	13.0%	20.0%	8.7%	13.4%	13.8%	14.8%	12.6%	12.7%	13.2%	12.9%	10.5%	10.6%	11.5%	11.0%	15.0%	0.0%	25.0%	13.9%	13.9%	14.9%	11.3%	13.6%	12.8%	
10 Extremely Easy	---	801	701	445	99	686	2	129	415	254	92	218	471	555	186	57	33	27	34	122	1	5	329	12	87	206	464	109	
	---	36.8%	40.4%	39.7%	34.4%	37.1%	20.0%	44.6%	38.2%	32.2%	40.2%	42.2%	33.9%	41.5%	30.7%	26.0%	35.1%	34.6%	37.4%	41.5%	16.7%	41.7%	36.0%	33.3%	36.0%	38.1%	37.8%	31.1%	

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

State Oregon Health Plan

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

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	---	2,281	1,814	1,183	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368
Number missing or multiple answer	---	105	78	62	16	86	1	29	44	31	10	33	58	34	11	4	1	3	9	0	0	46	2	14	21	58	17	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	2,176	1,736	1,121	288	1,851	10	289	1,086	789	229	516	1,389	1,337	606	219	94	78	91	294	6	12	914	36	242	541	1,226	351
	---	95.4%	95.7%	94.8%	94.7%	95.6%	90.9%	90.9%	96.1%	96.2%	95.8%	94.0%	96.0%	96.0%	94.7%	95.2%	95.9%	98.7%	96.8%	97.0%	100.0%	100.0%	95.2%	---	94.5%	96.3%	95.5%	95.4%
0 to 4	---	376	268	189	42	329	2	50	171	149	33	79	257	191	123	58	26	13	12	28	1	4	161	9	46	96	202	67
	---	17.3%	15.4%	16.9%	14.6%	17.8%	20.0%	17.3%	15.7%	18.9%	14.4%	15.3%	18.5%	14.3%	20.3%	26.5%	27.7%	16.7%	13.2%	9.5%	16.7%	33.3%	17.6%	25.0%	19.0%	17.7%	16.5%	19.1%
5	---	185	159	102	31	151	3	28	75	82	16	36	132	107	60	18	4	4	5	20	2	0	88	3	18	46	97	36
	---	8.5%	9.2%	9.1%	10.8%	8.2%	30.0%	9.7%	6.9%	10.4%	7.0%	7.0%	9.5%	8.0%	9.9%	8.2%	4.3%	5.1%	5.5%	6.8%	33.3%	0.0%	9.6%	8.3%	7.4%	8.5%	7.9%	10.3%
6 or 7	---	278	200	116	40	233	0	24	147	105	29	48	197	161	81	32	12	14	18	38	1	0	106	4	30	62	155	56
	---	12.8%	11.5%	10.3%	13.9%	12.6%	0.0%	8.3%	13.5%	13.3%	12.7%	9.3%	14.2%	12.0%	13.4%	14.6%	12.8%	17.9%	19.8%	12.9%	16.7%	0.0%	11.6%	11.1%	12.4%	11.5%	12.6%	16.0%
8 to 10	---	1,337	1,109	714	175	1,138	5	187	693	453	151	353	803	878	342	111	52	47	56	208	2	8	559	20	148	337	772	192
	---	61.4%	63.9%	63.7%	60.8%	61.5%	50.0%	64.7%	63.8%	57.4%	65.9%	68.4%	57.8%	65.7%	56.4%	50.7%	55.3%	60.3%	61.5%	70.7%	33.3%	66.7%	61.2%	55.6%	61.2%	62.3%	63.0%	54.7%
Significantly different from column:*								J	J	H,I	M	M	K,L	O,P	N	N	T			Q,W,Y			T		T	AB	AB	AA,Z
0 to 6	---	667	507	333	84	573	5	84	304	271	61	132	464	356	214	89	32	23	24	63	3	4	291	13	73	172	352	123
	---	30.7%	29.2%	29.7%	29.2%	31.0%	50.0%	29.1%	28.0%	34.3%	26.6%	25.6%	33.4%	26.6%	35.3%	40.6%	34.0%	29.5%	26.4%	21.4%	50.0%	33.3%	31.8%	36.1%	30.2%	31.8%	28.7%	35.0%
7 to 8	---	428	322	201	70	352	1	51	221	155	42	101	278	250	128	50	19	19	23	65	2	0	167	6	46	102	243	74
	---	19.7%	18.5%	17.9%	24.3%	19.0%	10.0%	17.6%	20.3%	19.6%	18.3%	19.6%	20.0%	18.7%	21.1%	22.8%	20.2%	24.4%	25.3%	22.1%	33.3%	0.0%	18.3%	16.7%	19.0%	18.9%	19.8%	21.1%
9 to 10	---	1,081	907	587	134	926	4	154	561	363	126	283	647	731	264	80	43	36	44	166	1	8	456	17	123	267	631	154
	---	49.7%	52.2%	52.4%	46.5%	50.0%	40.0%	53.3%	51.7%	46.0%	55.0%	54.8%	46.6%	54.7%	43.6%	36.5%	45.7%	46.2%	48.4%	56.5%	16.7%	66.7%	49.9%	47.2%	50.8%	49.4%	51.5%	43.9%
Significantly different from column:*								J	J	H,I	M	M	K,L	O,P	N	N			W				T				AB	AA

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

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

State Oregon Health Plan

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

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,995	2,281	1,814	1,183	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	32	19	15	10	2	17	0	0	6	13	2	8	9	0	0	0	1	0	0	2	0	0	11	0	3	3	10	5	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,963 99.4%	2,262 99.2%	1,799 99.2%	1,173 99.2%	302 99.3%	1,920 99.1%	11 100.0%	318 100.0%	1,124 99.5%	807 98.4%	237 99.2%	541 98.5%	1,438 99.4%	1,392 100.0%	640 100.0%	230 100.0%	97 99.0%	79 100.0%	94 100.0%	301 99.3%	6 100.0%	12 100.0%	949 98.9%	38 ---	253 98.8%	559 99.5%	1,274 99.2%	363 98.6%	
Poor	48 1.0%	23 1.0%	21 1.2%	18 1.5%	2 0.7%	20 1.0%	0 0.0%	4 1.3%	10 0.9%	9 1.1%	6 2.5%	5 0.9%	10 0.7%	0 0.0%	0 0.0%	23 10.0%	1 1.0%	1 1.3%	1 1.1%	5 1.7%	0 0.0%	0 0.0%	5 0.5%	1 2.6%	1 0.4%	0 0.0%	10 0.8%	11 3.0%	
Fair	504 10.2%	207 9.2%	172 9.6%	128 10.9%	27 8.9%	175 9.1%	1 9.1%	19 6.0%	78 6.9%	109 13.5%	35 14.8%	50 9.2%	114 7.9%	0 0.0%	0 0.0%	207 90.0%	5 5.2%	11 13.9%	6 6.4%	37 12.3%	0 0.0%	0 0.0%	73 7.7%	4 10.5%	22 8.7%	47 8.4%	96 7.5%	53 14.6%	
Good	1,498 30.2%	640 28.3%	531 29.5%	379 32.3%	83 27.5%	548 28.5%	2 18.2%	65 20.4%	325 28.9%	244 30.2%	81 34.2%	165 30.5%	381 26.5%	0 0.0%	640 100.0%	0 0.0%	33 34.0%	22 27.8%	34 36.2%	112 37.2%	3 50.0%	5 41.7%	240 25.3%	15 39.5%	74 29.2%	129 23.1%	362 28.4%	131 36.1%	
Very Good	1,816 36.6%	883 39.0%	718 39.9%	434 37.0%	117 38.7%	753 39.2%	3 27.3%	130 40.9%	444 39.5%	306 37.9%	70 29.5%	196 36.2%	605 42.1%	883 63.4%	0 0.0%	0 0.0%	40 41.2%	31 39.2%	31 33.0%	87 28.9%	2 33.3%	1 8.3%	421 44.4%	10 26.3%	95 37.5%	226 40.4%	507 39.8%	128 35.3%	
Excellent	1,097 22.1%	509 22.5%	357 19.8%	214 18.2%	73 24.2%	424 22.1%	5 45.5%	100 31.4%	267 23.8%	139 17.2%	45 19.0%	125 23.1%	328 22.8%	509 36.6%	0 0.0%	0 0.0%	18 18.6%	14 17.7%	22 23.4%	60 19.9%	1 16.7%	6 50.0%	210 22.1%	8 21.1%	61 24.1%	157 28.1%	299 23.5%	40 11.0%	
Significantly different from column:*		C,D						I,J	H,J	H,I				O,P	N	N										AA,AB	AB,Z	AA,Z	
Excellent, Very Good, or Good	4,411 88.9%	2,032 89.8%	1,606 89.3%	1,027 87.6%	273 90.4%	1,725 89.8%	10 90.9%	295 92.8%	1,036 92.2%	689 85.4%	196 82.7%	486 89.8%	1,314 91.4%	1,392 100.0%	640 100.0%	0 0.0%	91 93.8%	67 84.8%	87 92.6%	259 86.0%	6 100.0%	12 100.0%	871 91.8%	33 86.8%	230 90.9%	512 91.6%	1,168 91.7%	299 82.4%	
Significantly different from column:*		D						J	J	H,I	L,M	K	K	P	P	N,O	R,T	Q,W		Q,W			R,T			AB	AB	AA,Z	

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

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,995	2,281	1,814	1,183	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	41	20	16	12	1	19	0	2	9	9	3	3	14	12	3	2	0	1	0	3	0	0	5	1	3	4	13	3	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,954	2,261	1,798	1,171	303	1,918	11	316	1,121	811	236	546	1,433	1,380	637	228	98	78	94	300	6	12	955	37	253	558	1,271	365	
	99.2%	99.1%	99.1%	99.0%	99.7%	99.0%	100.0%	99.4%	99.2%	98.9%	98.7%	99.5%	99.0%	99.1%	99.5%	99.1%	100.0%	98.7%	100.0%	99.0%	100.0%	100.0%	99.5%	---	98.8%	99.3%	99.0%	99.2%	
Poor	239	171	109	88	21	145	1	6	63	101	20	41	104	42	72	52	7	3	5	14	0	0	81	4	23	31	77	57	
	4.8%	7.6%	6.1%	7.5%	6.9%	7.6%	9.1%	1.9%	5.6%	12.5%	8.5%	7.5%	7.3%	3.0%	11.3%	22.8%	7.1%	3.8%	5.3%	4.7%	0.0%	0.0%	8.5%	10.8%	9.1%	5.6%	6.1%	15.6%	
Fair	1,128	564	433	344	64	488	4	47	287	226	66	127	359	233	218	107	24	23	22	67	1	2	247	14	59	124	304	116	
	22.8%	24.9%	24.1%	29.4%	21.1%	25.4%	36.4%	14.9%	25.6%	27.9%	28.0%	23.3%	25.1%	16.9%	34.2%	46.9%	24.5%	29.5%	23.4%	22.3%	16.7%	16.7%	25.9%	37.8%	23.3%	22.2%	23.9%	31.8%	
Good	1,566	777	598	366	110	654	2	78	400	294	71	190	502	483	242	50	38	27	39	102	2	4	336	11	81	209	455	96	
	31.6%	34.4%	33.3%	31.3%	36.3%	34.1%	18.2%	24.7%	35.7%	36.3%	30.1%	34.8%	35.0%	35.0%	38.0%	21.9%	38.8%	34.6%	41.5%	34.0%	33.3%	33.3%	35.2%	29.7%	32.0%	37.5%	35.8%	26.3%	
Very Good	1,134	496	402	242	66	424	2	93	263	139	45	120	324	412	69	12	25	14	16	77	2	1	209	4	56	131	290	61	
	22.9%	21.9%	22.4%	20.7%	21.8%	22.1%	18.2%	29.4%	23.5%	17.1%	19.1%	22.0%	22.6%	29.9%	10.8%	5.3%	25.5%	17.9%	17.0%	25.7%	33.3%	8.3%	21.9%	10.8%	22.1%	23.5%	22.8%	16.7%	
Excellent	887	253	256	131	42	207	2	92	108	51	34	68	144	210	36	7	4	11	12	40	1	5	82	4	34	63	145	35	
	17.9%	11.2%	14.2%	11.2%	13.9%	10.8%	18.2%	29.1%	9.6%	6.3%	14.4%	12.5%	10.0%	15.2%	5.7%	3.1%	4.1%	14.1%	12.8%	13.3%	16.7%	41.7%	8.6%	10.8%	13.4%	11.3%	11.4%	9.6%	
Significantly different from column:*		A,C						I,J	H,J	H,I	M		K	O,P	N	N	R,S,T,Y	Q	Q	Q,W			T,Y		Q,W				
Excellent, Very Good, or Good	3,587	1,526	1,256	739	218	1,285	6	263	771	484	150	378	970	1,105	347	69	67	52	67	219	5	10	627	19	171	403	890	192	
	72.4%	67.5%	69.9%	63.1%	71.9%	67.0%	54.5%	83.2%	68.8%	59.7%	63.6%	69.2%	67.7%	80.1%	54.5%	30.3%	68.4%	66.7%	71.3%	73.0%	83.3%	83.3%	65.7%	51.4%	67.6%	72.2%	70.0%	52.6%	
Significantly different from column:*		A,D						I,J	H,J	H,I				O,P	N,P	N,O			X	W,X			T	S,T		AB	AB	AA,Z	

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

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

State Oregon Health Plan

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

Question 55

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

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,995	2,281	1,814	1,183	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	14	8	9	1	1	7	0	2	4	2	0	1	7	6	1	1	0	1	1	1	0	1	2	0	0	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	NA	NA	
Usable responses	4,981	2,273	1,805	1,182	303	1,930	11	316	1,126	818	239	548	1,440	1,386	639	229	98	78	93	302	6	11	958	38	256	560	1,279	368	
	99.7%	99.6%	99.5%	99.9%	99.7%	99.6%	100.0%	99.4%	99.6%	99.8%	100.0%	99.8%	99.5%	99.6%	99.8%	99.6%	100.0%	98.7%	98.9%	99.7%	100.0%	91.7%	99.8%	---	100.0%	99.6%	99.6%	100.0%	
Yes	3,589	1,384	1,117	730	180	1,182	5	135	658	585	121	333	900	787	415	170	54	36	66	161	4	7	594	29	150	237	820	284	
	72.1%	60.9%	61.9%	61.8%	59.4%	61.2%	45.5%	42.7%	58.4%	71.5%	50.6%	60.8%	62.5%	56.8%	64.9%	74.2%	55.1%	46.2%	71.0%	53.3%	66.7%	63.6%	62.0%	76.3%	58.6%	42.3%	64.1%	77.2%	
No	1,392	889	688	452	123	748	6	181	468	233	118	215	540	599	224	59	44	42	27	141	2	4	364	9	106	323	459	84	
	27.9%	39.1%	38.1%	38.2%	40.6%	38.8%	54.5%	57.3%	41.6%	28.5%	49.4%	39.2%	37.5%	43.2%	35.1%	25.8%	44.9%	53.8%	29.0%	46.7%	33.3%	36.4%	38.0%	23.7%	41.4%	57.7%	35.9%	22.8%	
Significantly different from column:*		A						I,J	H,J	H,I	L,M	K	K	O,P	N,P	N,O	S,X	S,W,X	Q,R,T,Y	S,W,X			R,T	Q,R,T,Y	S,X	AA,AB	AB,Z	AA,Z	

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,589	1,384	1,117	730	180	1,182	5	135	658	585	121	333	900	787	415	170	54	36	66	161	4	7	594	29	150	237	820	284	
Number missing or multiple answer	18	5	5	2	0	5	0	1	1	3	0	0	4	1	3	1	0	0	1	2	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	NA	NA	
Usable responses	3,571	1,379	1,112	728	180	1,177	5	134	657	582	121	333	896	786	412	169	54	36	65	159	4	7	593	29	150	236	819	283	
	99.5%	99.6%	99.6%	99.7%	100.0%	99.6%	100.0%	99.3%	99.8%	99.5%	100.0%	100.0%	99.6%	99.9%	99.3%	99.4%	100.0%	100.0%	98.5%	98.8%	100.0%	100.0%	99.8%	---	100.0%	99.6%	99.9%	99.6%	
Yes	3,438	1,330	1,074	710	171	1,140	5	129	631	565	117	325	862	752	398	168	52	33	62	154	4	7	576	27	144	226	787	276	
	96.3%	96.4%	96.6%	97.5%	95.0%	96.9%	100.0%	96.3%	96.0%	97.1%	96.7%	97.6%	96.2%	95.7%	96.6%	99.4%	96.3%	91.7%	95.4%	96.9%	100.0%	100.0%	97.1%	93.1%	96.0%	95.8%	96.1%	97.5%	
No	133	49	38	18	9	37	0	5	26	17	4	8	34	34	14	1	2	3	3	5	0	0	17	2	6	10	32	7	
	3.7%	3.6%	3.4%	2.5%	5.0%	3.1%	0.0%	3.7%	4.0%	2.9%	3.3%	2.4%	3.8%	4.3%	3.4%	0.6%	3.7%	8.3%	4.6%	3.1%	0.0%	0.0%	2.9%	6.9%	4.0%	4.2%	3.9%	2.5%	
Significantly different from column:*														P		N													

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,438	1,330	1,074	710	171	1,140	5	129	631	565	117	325	862	752	398	168	52	33	62	154	4	7	576	27	144	226	787	276	
Number missing or multiple answer	28	8	6	1	2	6	0	0	4	4	1	2	5	3	3	2	0	0	1	0	0	0	0	1	2	1	3	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,410	1,322	1,068	709	169	1,134	5	129	627	561	116	323	857	749	395	166	52	33	61	154	4	7	576	26	142	225	784	274	
	99.2%	99.4%	99.4%	99.9%	98.8%	99.5%	100.0%	100.0%	99.4%	99.3%	99.1%	99.4%	99.4%	99.6%	99.2%	98.8%	100.0%	100.0%	98.4%	100.0%	100.0%	100.0%	100.0%	---	98.6%	99.6%	99.6%	99.3%	
Yes	3,355	1,295	1,051	692	164	1,112	5	122	618	550	115	317	837	734	385	164	51	31	58	148	4	7	566	25	140	222	770	266	
	98.4%	98.0%	98.4%	97.6%	97.0%	98.1%	100.0%	94.6%	98.6%	98.0%	99.1%	98.1%	97.7%	98.0%	97.5%	98.8%	98.1%	93.9%	95.1%	96.1%	100.0%	100.0%	98.3%	96.2%	98.6%	98.7%	98.2%	97.1%	
No	55	27	17	17	5	22	0	7	9	11	1	6	20	15	10	2	1	2	3	6	0	0	10	1	2	3	14	8	
	1.6%	2.0%	1.6%	2.4%	3.0%	1.9%	0.0%	5.4%	1.4%	2.0%	0.9%	1.9%	2.3%	2.0%	2.5%	1.2%	1.9%	6.1%	4.9%	3.9%	0.0%	0.0%	1.7%	3.8%	1.4%	1.3%	1.8%	2.9%	
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.

State Oregon Health Plan

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

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,995	2,281	1,814	1,183	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	115	37	28	22	4	32	0	1	24	12	2	8	26	24	11	2	3	0	2	5	0	0	6	1	6	2	27	8	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,880	2,244	1,786	1,161	300	1,905	11	317	1,106	808	237	541	1,421	1,368	629	228	95	79	92	298	6	12	954	37	250	560	1,257	360	
	97.7%	98.4%	98.5%	98.1%	98.7%	98.3%	100.0%	99.7%	97.9%	98.5%	99.2%	98.5%	98.2%	98.3%	98.3%	99.1%	96.9%	100.0%	97.9%	98.3%	100.0%	100.0%	99.4%	---	97.7%	99.6%	97.9%	97.8%	
Yes	2,770	1,426	1,078	778	198	1,202	4	210	744	461	138	311	948	790	447	178	63	51	64	164	4	7	617	27	164	306	780	297	
	56.8%	63.5%	60.4%	67.0%	66.0%	63.1%	36.4%	66.2%	67.3%	57.1%	58.2%	57.5%	66.7%	57.7%	71.1%	78.1%	66.3%	64.6%	69.6%	55.0%	66.7%	58.3%	64.7%	73.0%	65.6%	54.6%	62.1%	82.5%	
No	2,110	818	708	383	102	703	7	107	362	347	99	230	473	578	182	50	32	28	28	134	2	5	337	10	86	254	477	63	
	43.2%	36.5%	39.6%	33.0%	34.0%	36.9%	63.6%	33.8%	32.7%	42.9%	41.8%	42.5%	33.3%	42.3%	28.9%	21.9%	33.7%	35.4%	30.4%	45.0%	33.3%	41.7%	35.3%	27.0%	34.4%	45.4%	37.9%	17.5%	
Significantly different from column:*		A,C,D						J	J	H,I	M	M	K,L	O,P	N,P	N,O			T	S,W,X,Y			T	T	T	AA,AB	AB,Z	AA,Z	

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,770	1,426	1,078	778	198	1,202	4	210	744	461	138	311	948	790	447	178	63	51	64	164	4	7	617	27	164	306	780	297	
Number missing or multiple answer	26	10	12	3	2	8	0	1	8	1	1	3	6	6	3	1	0	0	1	1	0	1	3	1	0	2	5	3	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,744	1,416	1,066	775	196	1,194	4	209	736	460	137	308	942	784	444	177	63	51	63	163	4	6	614	26	164	304	775	294	
	99.1%	99.3%	98.9%	99.6%	99.0%	99.3%	100.0%	99.5%	98.9%	99.8%	99.3%	99.0%	99.4%	99.2%	99.3%	99.4%	100.0%	100.0%	98.4%	99.4%	100.0%	85.7%	99.5%	---	100.0%	99.3%	99.4%	99.0%	
Yes	2,588	1,351	1,014	739	184	1,143	4	198	702	441	124	289	910	739	429	172	61	49	62	149	3	6	594	25	156	280	740	289	
	94.3%	95.4%	95.1%	95.4%	93.9%	95.7%	100.0%	94.7%	95.4%	95.9%	90.5%	93.8%	96.6%	94.3%	96.6%	97.2%	96.8%	96.1%	98.4%	91.4%	75.0%	100.0%	96.7%	96.2%	95.1%	92.1%	95.5%	98.3%	
No	156	65	52	36	12	51	0	11	34	19	13	19	32	45	15	5	2	2	1	14	1	0	20	1	8	24	35	5	
	5.7%	4.6%	4.9%	4.6%	6.1%	4.3%	0.0%	5.3%	4.6%	4.1%	9.5%	6.2%	3.4%	5.7%	3.4%	2.8%	3.2%	3.9%	1.6%	8.6%	25.0%	0.0%	3.3%	3.8%	4.9%	7.9%	4.5%	1.7%	
Significantly different from column:*											M	M	K,L							W			T			AA,AB	AB,Z	AA,Z	

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,588	1,351	1,014	739	184	1,143	4	198	702	441	124	289	910	739	429	172	61	49	62	149	3	6	594	25	156	280	740	289
Number missing or multiple answer	26	10	8	3	2	8	0	2	7	1	2	4	3	3	5	2	0	0	0	3	0	0	2	1	2	2	4	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,562	1,341	1,006	736	182	1,135	4	196	695	440	122	285	907	736	424	170	61	49	62	146	3	6	592	24	154	278	736	287
	99.0%	99.3%	99.2%	99.6%	98.9%	99.3%	100.0%	99.0%	99.0%	99.8%	98.4%	98.6%	99.7%	99.6%	98.8%	98.8%	100.0%	100.0%	100.0%	98.0%	100.0%	100.0%	99.7%	---	98.7%	99.3%	99.5%	99.3%
Yes	2,529	1,323	995	733	180	1,121	4	196	687	431	119	281	898	727	417	169	59	48	60	144	3	5	589	24	153	274	724	285
	98.7%	98.7%	98.9%	99.6%	98.9%	98.8%	100.0%	100.0%	98.8%	98.0%	97.5%	98.6%	99.0%	98.8%	98.3%	99.4%	96.7%	98.0%	96.8%	98.6%	100.0%	83.3%	99.5%	100.0%	99.4%	98.6%	98.4%	99.3%
No	33	18	11	3	2	14	0	0	8	9	3	4	9	9	7	1	2	1	2	2	0	1	3	0	1	4	12	2
	1.3%	1.3%	1.1%	0.4%	1.1%	1.2%	0.0%	0.0%	1.2%	2.0%	2.5%	1.4%	1.0%	1.2%	1.7%	0.6%	3.3%	2.0%	3.2%	1.4%	0.0%	16.7%	0.5%	0.0%	0.6%	1.4%	1.6%	0.7%
Significantly different from column:*		D																										

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

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

State Oregon Health Plan

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

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	4,995	2,281	1,814	1,183	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368
Number missing or multiple answer	86	32	18	10	5	27	0	1	19	12	7	5	20	20	7	5	1	1	1	7	0	0	10	2	2	5	19	4
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,909	2,249	1,796	1,173	299	1,910	11	317	1,111	808	232	544	1,427	1,372	633	225	97	78	93	296	6	12	950	36	254	557	1,265	364
	98.3%	98.6%	99.0%	99.2%	98.4%	98.6%	100.0%	99.7%	98.3%	98.5%	97.1%	99.1%	98.6%	98.6%	98.9%	97.8%	99.0%	98.7%	98.9%	97.7%	100.0%	100.0%	99.0%	---	99.2%	99.1%	98.5%	98.9%
Yes	1,843	1,029	756	551	136	872	3	155	512	353	107	220	676	524	342	154	50	44	44	126	3	6	439	20	119	240	547	211
	37.5%	45.8%	42.1%	47.0%	45.5%	45.7%	27.3%	48.9%	46.1%	43.7%	46.1%	40.4%	47.4%	38.2%	54.0%	68.4%	51.5%	56.4%	47.3%	42.6%	50.0%	50.0%	46.2%	55.6%	46.9%	43.1%	43.2%	58.0%
No	3,066	1,220	1,040	622	163	1,038	8	162	599	455	125	324	751	848	291	71	47	34	49	170	3	6	511	16	135	317	718	153
	62.5%	54.2%	57.9%	53.0%	54.5%	54.3%	72.7%	51.1%	53.9%	56.3%	53.9%	59.6%	52.6%	61.8%	46.0%	31.6%	48.5%	43.6%	52.7%	57.4%	50.0%	50.0%	53.8%	44.4%	53.1%	56.9%	56.8%	42.0%
Significantly different from column:*		A,C										M	L	O,P	N,P	N,O		T		R						AB	AB	AA,Z

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,843	1,029	756	551	136	872	3	155	512	353	107	220	676	524	342	154	50	44	44	126	3	6	439	20	119	240	547	211
Number missing or multiple answer	18	11	9	1	2	9	0	3	5	3	2	4	3	7	0	4	0	1	0	1	0	0	3	0	2	3	5	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,825	1,018	747	550	134	863	3	152	507	350	105	216	673	517	342	150	50	43	44	125	3	6	436	20	117	237	542	209
	99.0%	98.9%	98.8%	99.8%	98.5%	99.0%	100.0%	98.1%	99.0%	99.2%	98.1%	98.2%	99.6%	98.7%	100.0%	97.4%	100.0%	97.7%	100.0%	99.2%	100.0%	100.0%	99.3%	---	98.3%	98.8%	99.1%	99.1%
Yes	1,707	967	724	534	126	824	3	139	484	335	95	202	653	484	329	145	48	40	42	114	3	4	420	19	112	217	516	206
	93.5%	95.0%	96.9%	97.1%	94.0%	95.5%	100.0%	91.4%	95.5%	95.7%	90.5%	93.5%	97.0%	93.6%	96.2%	96.7%	96.0%	93.0%	95.5%	91.2%	100.0%	66.7%	96.3%	95.0%	95.7%	91.6%	95.2%	98.6%
No	118	51	23	16	8	39	0	13	23	15	10	14	20	33	13	5	2	3	2	11	0	2	16	1	5	20	26	3
	6.5%	5.0%	3.1%	2.9%	6.0%	4.5%	0.0%	8.6%	4.5%	4.3%	9.5%	6.5%	3.0%	6.4%	3.8%	3.3%	4.0%	7.0%	4.5%	8.8%	0.0%	33.3%	3.7%	5.0%	4.3%	8.4%	4.8%	1.4%
Significantly different from column:*		C,D										M	L						W			T				AA,AB	AB,Z	AA,Z

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,707	967	724	534	126	824	3	139	484	335	95	202	653	484	329	145	48	40	42	114	3	4	420	19	112	217	516	206
Number missing or multiple answer	12	8	4	1	3	5	0	1	5	2	1	3	4	4	2	2	0	0	1	2	0	1	3	0	0	3	4	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,695	959	720	533	123	819	3	138	479	333	94	199	649	480	327	143	48	40	41	112	3	3	417	19	112	214	512	206
	99.3%	99.2%	99.4%	99.8%	97.6%	99.4%	100.0%	99.3%	99.0%	99.4%	98.9%	98.5%	99.4%	99.2%	99.4%	98.6%	100.0%	100.0%	97.6%	98.2%	100.0%	75.0%	99.3%	---	100.0%	98.6%	99.2%	100.0%
Yes	1,679	953	709	533	121	815	3	137	476	331	92	197	647	476	325	143	47	39	41	112	3	2	417	19	111	213	509	204
	99.1%	99.4%	98.5%	100.0%	98.4%	99.5%	100.0%	99.3%	99.4%	99.4%	97.9%	99.0%	99.7%	99.2%	99.4%	100.0%	97.9%	97.5%	100.0%	100.0%	100.0%	66.7%	100.0%	100.0%	99.1%	99.5%	99.4%	99.0%
No	16	6	11	0	2	4	0	1	3	2	2	2	2	4	2	0	1	1	0	0	0	1	0	0	1	1	3	2
	0.9%	0.6%	1.5%	0.0%	1.6%	0.5%	0.0%	0.7%	0.6%	0.6%	2.1%	1.0%	0.3%	0.8%	0.6%	0.0%	2.1%	2.5%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	0.9%	0.5%	0.6%	1.0%
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.

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,995	2,281	1,814	1,183	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	71	20	10	7	3	15	0	3	6	9	3	5	10	11	3	6	2	0	0	6	0	0	6	0	2	4	13	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,924	2,261	1,804	1,176	301	1,922	11	315	1,124	811	236	544	1,437	1,381	637	224	96	79	94	297	6	12	954	38	254	558	1,271	366	
	98.6%	99.1%	99.4%	99.4%	99.0%	99.2%	100.0%	99.1%	99.5%	98.9%	98.7%	99.1%	99.3%	99.2%	99.5%	97.4%	98.0%	100.0%	100.0%	98.0%	100.0%	100.0%	99.4%	---	99.2%	99.3%	99.0%	99.5%	
Yes	1,733	869	624	466	115	737	2	183	475	202	85	192	573	486	267	110	41	44	43	123	3	5	359	15	97	200	462	181	
	35.2%	38.4%	34.6%	39.6%	38.2%	38.3%	18.2%	58.1%	42.3%	24.9%	36.0%	35.3%	39.9%	35.2%	41.9%	49.1%	42.7%	55.7%	45.7%	41.4%	50.0%	41.7%	37.6%	39.5%	38.2%	35.8%	36.3%	49.5%	
No	3,191	1,392	1,180	710	186	1,185	9	132	649	609	151	352	864	895	370	114	55	35	51	174	3	7	595	23	157	358	809	185	
	64.8%	61.6%	65.4%	60.4%	61.8%	61.7%	81.8%	41.9%	57.7%	75.1%	64.0%	64.7%	60.1%	64.8%	58.1%	50.9%	57.3%	44.3%	54.3%	58.6%	50.0%	58.3%	62.4%	60.5%	61.8%	64.2%	63.7%	50.5%	
Significantly different from column:*		A,C						I,J	H,J	H,I				O,P	N	N		T,W,Y		R			R		R	AB	AB	AA,Z	

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,733	869	624	466	115	737	2	183	475	202	85	192	573	486	267	110	41	44	43	123	3	5	359	15	97	200	462	181	
Number missing or multiple answer	22	6	12	4	1	5	0	2	2	2	1	2	3	3	0	0	0	0	0	3	0	0	2	0	0	1	4	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,711	863	612	462	114	732	2	181	473	200	84	190	570	483	264	110	41	44	43	120	3	5	357	15	97	199	458	180	
	98.7%	99.3%	98.1%	99.1%	99.1%	99.3%	100.0%	98.9%	99.6%	99.0%	98.8%	99.0%	99.5%	99.4%	98.9%	100.0%	100.0%	100.0%	100.0%	97.6%	100.0%	100.0%	99.4%	---	100.0%	99.5%	99.1%	99.4%	
Yes	1,532	800	573	427	105	680	2	164	434	193	74	176	534	442	246	106	39	42	39	102	3	5	336	15	90	184	421	170	
	89.5%	92.7%	93.6%	92.4%	92.1%	92.9%	100.0%	90.6%	91.8%	96.5%	88.1%	92.6%	93.7%	91.5%	93.2%	96.4%	95.1%	95.5%	90.7%	85.0%	100.0%	100.0%	94.1%	100.0%	92.8%	92.5%	91.9%	94.4%	
No	179	63	39	35	9	52	0	17	39	7	10	14	36	41	18	4	2	2	4	18	0	0	21	0	7	15	37	10	
	10.5%	7.3%	6.4%	7.6%	7.9%	7.1%	0.0%	9.4%	8.2%	3.5%	11.9%	7.4%	6.3%	8.5%	6.8%	3.6%	4.9%	4.5%	9.3%	15.0%	0.0%	0.0%	5.9%	0.0%	7.2%	7.5%	8.1%	5.6%	
Significantly different from column:*		A						J	J	H,I										W			T						

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,532	800	573	427	105	680	2	164	434	193	74	176	534	442	246	106	39	42	39	102	3	5	336	15	90	184	421	170
Number missing or multiple answer	13	3	4	4	0	3	0	0	3	0	2	1	0	1	1	1	0	0	1	1	0	0	0	0	1	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,519	797	569	423	105	677	2	164	431	193	72	175	534	441	245	105	39	42	38	101	3	5	336	15	89	184	419	170
	99.2%	99.6%	99.3%	99.1%	100.0%	99.6%	100.0%	100.0%	99.3%	100.0%	97.3%	99.4%	100.0%	99.8%	99.6%	99.1%	100.0%	100.0%	97.4%	99.0%	100.0%	100.0%	100.0%	---	98.9%	100.0%	99.5%	100.0%
Yes	1,483	782	552	419	104	663	2	163	425	185	69	171	526	433	241	102	38	41	38	99	2	4	330	15	88	182	411	165
	97.6%	98.1%	97.0%	99.1%	99.0%	97.9%	100.0%	99.4%	98.6%	95.9%	95.8%	97.7%	98.5%	98.2%	98.4%	97.1%	97.4%	97.6%	100.0%	98.0%	66.7%	80.0%	98.2%	100.0%	98.9%	98.9%	98.1%	97.1%
No	36	15	17	4	1	14	0	1	6	8	3	4	8	8	4	3	1	1	0	2	1	1	6	0	1	2	8	5
	2.4%	1.9%	3.0%	0.9%	1.0%	2.1%	0.0%	0.6%	1.4%	4.1%	4.2%	2.3%	1.5%	1.8%	1.6%	2.9%	2.6%	2.4%	0.0%	2.0%	33.3%	20.0%	1.8%	0.0%	1.1%	1.1%	1.9%	2.9%
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.

State Oregon Health Plan

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

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,995	2,281	1,814	1,183	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	81	20	22	7	3	14	1	4	9	5	4	4	10	11	3	6	0	0	0	2	0	0	7	1	1	4	12	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,914	2,261	1,792	1,176	301	1,923	10	314	1,121	815	235	545	1,437	1,381	637	224	98	79	94	301	6	12	953	37	255	558	1,272	366	
	98.4%	99.1%	98.8%	99.4%	99.0%	99.3%	90.9%	98.7%	99.2%	99.4%	98.3%	99.3%	99.3%	99.2%	99.5%	97.4%	100.0%	100.0%	100.0%	99.3%	100.0%	100.0%	99.3%	---	99.6%	99.3%	99.1%	99.5%	
Yes	2,955	1,515	1,134	803	201	1,284	7	168	782	556	154	339	993	893	451	156	69	53	72	172	3	6	670	30	178	349	837	291	
	60.1%	67.0%	63.3%	68.3%	66.8%	66.8%	70.0%	53.5%	69.8%	68.2%	65.5%	62.2%	69.1%	64.7%	70.8%	69.6%	70.4%	67.1%	76.6%	57.1%	50.0%	50.0%	70.3%	81.1%	69.8%	62.5%	65.8%	79.5%	
No	1,959	746	658	373	100	639	3	146	339	259	81	206	444	488	186	68	29	26	22	129	3	6	283	7	77	209	435	75	
	39.9%	33.0%	36.7%	31.7%	33.2%	33.2%	30.0%	46.5%	30.2%	31.8%	34.5%	37.8%	30.9%	35.3%	29.2%	30.4%	29.6%	32.9%	23.4%	42.9%	50.0%	50.0%	29.7%	18.9%	30.2%	37.5%	34.2%	20.5%	
Significantly different from column:*		A,C						I,J	H	H		M	L	O	N		T		T	Q,S,W,X,Y			T	T	T	AB	AB	AA,Z	

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

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

State Oregon Health Plan

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)

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,955	1,515	1,134	803	201	1,284	7	168	782	556	154	339	993	893	451	156	69	53	72	172	3	6	670	30	178	349	837	291	
Number missing or multiple answer	37	18	12	11	2	14	0	1	3	12	2	5	8	10	6	2	1	0	0	1	0	0	7	0	2	3	10	4	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,918	1,497	1,122	792	199	1,270	7	167	779	544	152	334	985	883	445	154	68	53	72	171	3	6	663	30	176	346	827	287	
	98.7%	98.8%	98.9%	98.6%	99.0%	98.9%	100.0%	99.4%	99.6%	97.8%	98.7%	98.5%	99.2%	98.9%	98.7%	98.7%	98.6%	100.0%	100.0%	99.4%	100.0%	100.0%	99.0%	---	98.9%	99.1%	98.8%	98.6%	
Yes	2,857	1,482	1,100	783	199	1,255	7	165	771	539	147	329	980	876	437	154	67	51	71	168	3	6	657	30	176	345	816	284	
	97.9%	99.0%	98.0%	98.9%	100.0%	98.8%	100.0%	98.8%	99.0%	99.1%	96.7%	98.5%	99.5%	99.2%	98.2%	100.0%	98.5%	96.2%	98.6%	98.2%	100.0%	100.0%	99.1%	100.0%	99.7%	98.7%	99.0%		
No	61	15	22	9	0	15	0	2	8	5	5	5	5	7	8	0	1	2	1	3	0	0	6	0	0	1	11	3	
	2.1%	1.0%	2.0%	1.1%	0.0%	1.2%	0.0%	1.2%	1.0%	0.9%	3.3%	1.5%	0.5%	0.8%	1.8%	0.0%	1.5%	3.8%	1.4%	1.8%	0.0%	0.0%	0.9%	0.0%	0.0%	0.3%	1.3%	1.0%	
Significantly different from column:*		A,C																											

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

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

State Oregon Health Plan

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

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,995	2,281	1,814	1,183	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	72	13	16	12	4	4	0	0	0	0	1	1	5	6	6	1	2	2	0	1	0	0	2	0	1	3	8	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,923	2,268	1,798	1,171	300	1,933	11	318	1,130	820	238	548	1,442	1,386	634	229	96	77	94	302	6	12	958	38	255	559	1,276	367	
	98.6%	99.4%	99.1%	99.0%	98.7%	99.8%	100.0%	100.0%	100.0%	100.0%	99.6%	99.8%	99.7%	99.6%	99.1%	99.6%	98.0%	97.5%	100.0%	99.7%	100.0%	100.0%	99.8%	---	99.6%	99.5%	99.4%	99.7%	
Less than 1 year old	39	11	0	0	4	7	0	11	0	0	0	4	6	6	4	1	1	0	0	2	0	0	4	0	4	1	5	5	
	0.8%	0.5%	0.0%	0.0%	1.3%	0.4%	0.0%	3.5%	0.0%	0.0%	0.0%	0.7%	0.4%	0.4%	0.6%	0.4%	1.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.4%	0.0%	1.6%	0.2%	0.4%	1.4%	
1 year old	95	33	32	15	7	26	0	33	0	0	5	8	20	25	5	3	0	2	2	4	0	1	15	1	6	4	17	12	
	1.9%	1.5%	1.8%	1.3%	2.3%	1.3%	0.0%	10.4%	0.0%	0.0%	2.1%	1.5%	1.4%	1.8%	0.8%	1.3%	0.0%	2.6%	2.1%	1.3%	0.0%	8.3%	1.6%	2.6%	2.4%	0.7%	1.3%	3.3%	
2 years old	148	46	46	24	9	37	0	46	0	0	3	13	29	31	9	6	1	2	1	4	0	1	25	0	2	6	26	13	
	3.0%	2.0%	2.6%	2.0%	3.0%	1.9%	0.0%	14.5%	0.0%	0.0%	1.3%	2.4%	2.0%	2.2%	1.4%	2.6%	1.0%	2.6%	1.1%	1.3%	0.0%	8.3%	2.6%	0.0%	0.8%	1.1%	2.0%	3.5%	
3 years old	174	64	54	33	9	54	1	64	0	0	6	22	36	43	18	3	3	1	3	13	0	0	22	2	8	14	40	9	
	3.5%	2.8%	3.0%	2.8%	3.0%	2.8%	9.1%	20.1%	0.0%	0.0%	2.5%	4.0%	2.5%	3.1%	2.8%	1.3%	3.1%	1.3%	3.2%	4.3%	0.0%	0.0%	2.3%	5.3%	3.1%	2.5%	3.1%	2.5%	
4 to 6 years old	631	272	217	131	28	240	1	164	108	0	26	77	165	195	57	20	11	7	16	40	0	1	101	1	31	75	152	34	
	12.8%	12.0%	12.1%	11.2%	9.3%	12.4%	9.1%	51.6%	9.6%	0.0%	10.9%	14.1%	11.4%	14.1%	9.0%	8.7%	11.5%	9.1%	17.0%	13.2%	0.0%	8.3%	10.5%	2.6%	12.2%	13.4%	11.9%	9.3%	
7 to 9 years old	847	392	297	207	45	343	1	0	392	0	37	82	264	251	111	29	20	19	16	54	2	3	158	7	42	105	208	68	
	17.2%	17.3%	16.5%	17.7%	15.0%	17.7%	9.1%	0.0%	34.7%	0.0%	15.5%	15.0%	18.3%	18.1%	17.5%	12.7%	20.8%	24.7%	17.0%	17.9%	33.3%	25.0%	16.5%	18.4%	16.5%	18.8%	16.3%	18.5%	
10 to 13 years old	1,363	630	518	352	85	534	3	0	630	0	61	144	412	390	186	49	22	16	28	79	1	1	276	10	70	159	360	94	
	27.7%	27.8%	28.8%	30.1%	28.3%	27.6%	27.3%	0.0%	55.8%	0.0%	25.6%	26.3%	28.6%	28.1%	29.3%	21.4%	22.9%	20.8%	29.8%	26.2%	16.7%	8.3%	28.8%	26.3%	27.5%	28.4%	28.2%	25.6%	
14 to 18 years old	1,626	820	634	409	113	692	5	0	0	820	100	198	510	445	244	118	38	30	28	106	3	5	357	17	92	195	468	132	
	33.0%	36.2%	35.3%	34.9%	37.7%	35.8%	45.5%	0.0%	0.0%	100.0%	42.0%	36.1%	35.4%	32.1%	38.5%	51.5%	39.6%	39.0%	29.8%	35.1%	50.0%	41.7%	37.3%	44.7%	36.1%	34.9%	36.7%	36.0%	
3 years old or younger	456	154	132	72	29	124	1	154	0	0	14	47	91	105	36	13	5	5	6	23	0	2	66	3	20	25	88	39	
	9.3%	6.8%	7.3%	6.1%	9.7%	6.4%	9.1%	48.4%	0.0%	0.0%	5.9%	8.6%	6.3%	7.6%	5.7%	5.7%	5.2%	6.5%	6.4%	7.6%	0.0%	16.7%	6.9%	7.9%	7.8%	4.5%	6.9%	10.6%	
Significantly different from column:*		A			F	E		I,J	H	H																AA,AB	AB,Z	AA,Z	

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

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,995	2,281	1,814	1,183	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	72	13	12	11	2	5	0	1	3	3	2	1	4	9	2	2	1	1	0	2	0	0	2	0	0	2	9	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	4,923	2,268	1,802	1,172	302	1,932	11	317	1,127	817	237	548	1,443	1,383	638	228	97	78	94	301	6	12	958	38	256	560	1,275	368	
	98.6%	99.4%	99.3%	99.1%	99.3%	99.7%	100.0%	99.7%	99.7%	99.6%	99.2%	99.8%	99.7%	99.4%	99.7%	99.1%	99.0%	98.7%	100.0%	99.3%	100.0%	100.0%	99.8%	---	100.0%	99.6%	99.3%	100.0%	
Male	2,855	1,296	1,048	646	183	1,095	4	195	686	411	149	308	816	791	381	118	55	40	57	182	2	9	534	20	143	349	720	190	
	58.0%	57.1%	58.2%	55.1%	60.6%	56.7%	36.4%	61.5%	60.9%	50.3%	62.9%	56.2%	56.5%	57.2%	59.7%	51.8%	56.7%	51.3%	60.6%	60.5%	33.3%	75.0%	55.7%	52.6%	55.9%	62.3%	56.5%	51.6%	
Female	2,068	972	754	526	119	837	7	122	441	406	88	240	627	592	257	110	42	38	37	119	4	3	424	18	113	211	555	178	
	42.0%	42.9%	41.8%	44.9%	39.4%	43.3%	63.6%	38.5%	39.1%	49.7%	37.1%	43.8%	43.5%	42.8%	40.3%	48.2%	43.3%	48.7%	39.4%	39.5%	66.7%	25.0%	44.3%	47.4%	44.1%	37.7%	43.5%	48.4%	
Significantly different from column:*								J	J	H,I					P	O											AA,AB	Z	Z

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

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	---	2,281	1,814	---	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	---	28	30	---	2	19	0	2	5	15	5	8	9	16	9	2	1	2	0	3	0	1	8	0	1	9	13	4	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	2,253	1,784	---	302	1,918	11	316	1,125	805	234	541	1,438	1,376	631	228	97	77	94	300	6	11	952	38	255	553	1,271	364	
	---	98.8%	98.3%	---	99.3%	99.0%	100.0%	99.4%	99.6%	98.2%	97.9%	98.5%	99.4%	98.9%	98.6%	99.1%	99.0%	97.5%	100.0%	99.0%	100.0%	91.7%	99.2%	---	99.6%	98.4%	99.0%	98.9%	
Male	---	1,283	1,038	---	183	1,085	3	194	677	408	149	305	807	787	372	118	56	40	55	182	2	8	531	20	141	345	718	184	
	---	56.9%	58.2%	---	60.6%	56.6%	27.3%	61.4%	60.2%	50.7%	63.7%	56.4%	56.1%	57.2%	59.0%	51.8%	57.7%	51.9%	58.5%	60.7%	33.3%	72.7%	55.8%	52.6%	55.3%	62.4%	56.5%	50.5%	
Female	---	919	719	---	108	797	4	122	431	363	84	222	595	558	244	105	40	36	38	113	4	3	398	17	106	198	528	165	
	---	40.8%	40.3%	---	35.8%	41.6%	36.4%	38.6%	38.3%	45.1%	35.9%	41.0%	41.4%	40.6%	38.7%	46.1%	41.2%	46.8%	40.4%	37.7%	66.7%	27.3%	41.8%	44.7%	41.6%	35.8%	41.5%	45.3%	
Transgender	---	12	7	---	2	10	0	0	3	9	1	5	6	6	2	4	0	0	0	3	0	0	3	0	3	3	4	4	
	---	0.5%	0.4%	---	0.7%	0.5%	0.0%	0.0%	0.3%	1.1%	0.4%	0.9%	0.4%	0.4%	0.3%	1.8%	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%	0.3%	0.0%	1.2%	0.5%	0.3%	1.1%	
Non-binary, genderqueer, or other	---	39	20	---	9	26	4	0	14	25	0	9	30	25	13	1	1	1	2	0	0	20	1	5	7	21	11		
	---	1.7%	1.1%	---	3.0%	1.4%	36.4%	0.0%	1.2%	3.1%	0.0%	1.7%	2.1%	1.8%	2.1%	0.4%	1.0%	1.3%	1.1%	0.7%	0.0%	2.1%	2.6%	2.0%	1.3%	1.7%	3.0%		
Transgender, Non-binary, genderqueer, or other	---	51	27	---	11	36	4	0	17	34	1	14	36	31	15	5	1	1	1	5	0	0	23	1	8	10	25	15	
	---	2.3%	1.5%	---	3.6%	1.9%	36.4%	0.0%	1.5%	4.2%	0.4%	2.6%	2.5%	2.3%	2.4%	2.2%	1.0%	1.3%	1.1%	1.7%	0.0%	0.0%	2.4%	2.6%	3.1%	1.8%	2.0%	4.1%	
Significantly different from column:*					F	E		J	J	H,I	M		K													AB	AB	AA,Z	

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

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,995	2,281	1,814	1,183	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	119	29	43	16	2	11	0	1	10	12	2	4	6	14	10	5	2	0	1	4	0	0	5	0	2	6	14	5	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,876 97.6%	2,252 98.7%	1,771 97.6%	1,167 98.6%	302 99.3%	1,926 99.4%	11 100.0%	317 99.7%	1,120 99.1%	808 98.5%	237 99.2%	545 99.3%	1,441 99.6%	1,378 99.0%	630 98.4%	225 97.8%	96 98.0%	79 100.0%	93 98.9%	299 98.7%	6 100.0%	12 100.0%	955 99.5%	38 ---	254 99.2%	556 98.9%	1,270 98.9%	363 98.6%	
Under 18	225 4.6%	116 5.2%	56 3.2%	43 3.7%	36 11.9%	78 4.0%	0 0.0%	12 3.8%	64 5.7%	40 5.0%	32 13.5%	17 3.1%	62 4.3%	65 4.7%	37 5.9%	13 5.8%	3 3.1%	6 7.6%	4 4.3%	7 2.3%	0 0.0%	0 0.0%	54 5.7%	1 2.6%	16 6.3%	30 5.4%	64 5.0%	19 5.2%	
18 to 24	97 2.0%	39 1.7%	24 1.4%	19 1.6%	5 1.7%	34 1.8%	0 0.0%	29 9.1%	3 0.3%	7 0.9%	8 3.4%	17 3.1%	14 1.0%	29 2.1%	6 1.0%	4 1.8%	1 1.0%	2 2.5%	1 1.1%	6 2.0%	0 0.0%	1 8.3%	12 1.3%	1 2.6%	7 2.8%	9 1.6%	20 1.6%	10 2.8%	
25 to 34	1,106 22.7%	395 17.5%	327 18.5%	204 17.5%	26 8.6%	365 19.0%	1 9.1%	117 36.9%	246 22.0%	30 3.7%	53 22.4%	121 22.2%	214 14.9%	252 18.3%	113 17.9%	30 13.3%	14 14.6%	13 16.5%	12 12.9%	82 27.4%	1 16.7%	2 16.7%	144 15.1%	5 13.2%	44 17.3%	99 17.8%	224 17.6%	60 16.5%	
35 to 44	1,740 35.7%	789 35.0%	636 35.9%	401 34.4%	85 28.1%	697 36.2%	3 27.3%	109 34.4%	415 37.1%	262 32.4%	70 29.5%	195 35.8%	513 35.6%	475 34.5%	223 35.4%	81 36.0%	31 32.3%	26 32.9%	34 36.6%	117 39.1%	1 16.7%	5 41.7%	333 34.9%	10 26.3%	83 32.7%	199 35.8%	430 33.9%	133 36.6%	
45 to 54	1,008 20.7%	505 22.4%	410 23.2%	299 25.6%	77 25.5%	422 21.9%	3 27.3%	36 11.4%	221 19.7%	247 30.6%	50 21.1%	92 16.9%	359 24.9%	293 21.3%	153 24.3%	55 24.4%	25 26.0%	21 26.6%	25 26.9%	68 22.7%	3 50.0%	2 16.7%	217 22.7%	13 34.2%	58 22.8%	114 20.5%	296 23.3%	82 22.6%	
55 to 64	471 9.7%	233 10.3%	194 11.0%	115 9.9%	48 15.9%	180 9.3%	4 36.4%	12 3.8%	90 8.0%	130 16.1%	18 7.6%	60 11.0%	153 10.6%	152 11.0%	57 9.0%	22 9.8%	11 11.5%	7 8.9%	9 9.7%	13 4.3%	1 16.7%	1 8.3%	110 11.5%	4 10.5%	34 13.4%	67 12.1%	125 9.8%	36 9.9%	
65 to 74	194 4.0%	146 6.5%	99 5.6%	73 6.3%	20 6.6%	126 6.5%	0 0.0%	2 0.6%	64 5.7%	80 9.9%	5 2.1%	35 6.4%	106 7.4%	95 6.9%	31 4.9%	18 8.0%	11 11.5%	4 5.1%	6 6.5%	2 0.7%	0 0.0%	0 0.0%	75 7.9%	4 10.5%	11 4.3%	32 5.8%	92 7.2%	20 5.5%	
75 or older	35 0.7%	29 1.3%	25 1.4%	13 1.1%	5 1.7%	24 1.2%	0 0.0%	0 0.0%	17 1.5%	12 1.5%	1 0.4%	8 1.5%	20 1.4%	17 1.2%	10 1.6%	2 0.9%	0 0.0%	0 0.0%	2 2.2%	4 1.3%	0 0.0%	1 8.3%	10 1.0%	0 0.0%	1 0.4%	6 1.1%	19 1.5%	3 0.8%	
35 or older	3,448 70.7%	1,702 75.6%	1,364 77.0%	901 77.2%	235 77.8%	1,449 75.2%	10 90.9%	159 50.2%	807 72.1%	731 90.5%	144 60.8%	390 71.6%	1,151 79.9%	1,032 74.9%	474 75.2%	178 79.1%	78 81.3%	58 73.4%	76 81.7%	204 68.2%	5 83.3%	9 75.0%	745 78.0%	31 81.6%	187 73.6%	418 75.2%	962 75.7%	274 75.5%	
Significantly different from column:*		A						I,J	H,J	H,I	L,M	K,M	K,L				T		T	Q,S,W			T						

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

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,995	2,281	1,814	---	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	90	29	52	---	0	0	0	2	12	10	1	2	4	17	7	5	0	0	0	4	0	0	4	0	1	8	13	6	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,905	2,252	1,762	---	304	1,937	11	316	1,118	810	238	547	1,443	1,375	633	225	98	79	94	299	6	12	956	38	255	554	1,271	362	
	98.2%	98.7%	97.1%	---	100.0%	100.0%	100.0%	99.4%	98.9%	98.8%	99.6%	99.6%	99.7%	98.8%	98.9%	97.8%	100.0%	100.0%	100.0%	98.7%	100.0%	100.0%	99.6%	---	99.6%	98.6%	99.0%	98.4%	
Male	493	304	231	---	304	0	0	45	142	113	45	84	170	190	83	29	14	20	17	33	2	3	133	5	26	75	179	46	
	10.1%	13.5%	13.1%	---	100.0%	0.0%	0.0%	14.2%	12.7%	14.0%	18.9%	15.4%	11.8%	13.8%	13.1%	12.9%	14.3%	25.3%	18.1%	11.0%	33.3%	25.0%	13.9%	13.2%	10.2%	13.5%	14.1%	12.7%	
Female	4,412	1,937	1,524	---	0	1,937	0	270	971	692	193	461	1,264	1,177	548	195	84	59	77	266	4	8	819	33	227	473	1,088	316	
	89.9%	86.0%	86.5%	---	0.0%	100.0%	0.0%	85.4%	86.9%	85.4%	81.1%	84.3%	87.6%	85.6%	86.6%	86.7%	85.1%	74.7%	81.9%	89.0%	66.7%	66.7%	85.7%	86.8%	89.0%	85.4%	85.6%	87.3%	
Transgender	0	1	3	---	0	0	1	0	0	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	
	0.0%	0.0%	0.2%	---	0.0%	0.0%	9.1%	0.0%	0.0%	0.1%	0.0%	0.2%	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%	0.2%	0.0%	0.0%	
Non-binary, genderqueer, or other	0	10	4	---	0	0	10	1	5	4	0	1	9	8	2	0	0	0	0	0	0	1	4	0	2	5	4	0	
	0.0%	0.4%	0.2%	---	0.0%	0.0%	90.9%	0.3%	0.4%	0.5%	0.0%	0.2%	0.6%	0.6%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.4%	0.0%	0.8%	0.9%	0.3%	0.0%	
Transgender, Non-binary, genderqueer, or other	0	11	7	---	0	0	11	1	5	5	0	2	9	8	2	1	0	0	0	0	0	1	4	0	2	6	4	0	
	0.0%	0.5%	0.4%	---	0.0%	0.0%	100.0%	0.3%	0.4%	0.6%	0.0%	0.4%	0.6%	0.6%	0.3%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.4%	0.0%	0.8%	1.1%	0.3%	0.0%	
Significantly different from column:*																													

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

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,995	2,281	1,814	1,183	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	135	46	64	19	5	19	0	5	23	12	0	0	0	23	13	10	1	1	2	11	0	0	5	0	4	15	19	8	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,860	2,235	1,750	1,164	299	1,918	11	313	1,107	808	239	549	1,447	1,369	627	220	97	78	92	292	6	12	955	38	252	547	1,265	360	
	97.3%	98.0%	96.5%	98.4%	98.4%	99.0%	100.0%	98.4%	98.0%	98.5%	100.0%	100.0%	100.0%	98.3%	98.0%	95.7%	99.0%	98.7%	97.9%	96.4%	100.0%	100.0%	99.5%	---	98.4%	97.3%	98.5%	97.8%	
8th grade or less	221	89	109	67	21	67	0	9	45	35	89	0	0	37	29	22	5	7	2	50	0	0	14	0	4	30	43	9	
	4.5%	4.0%	6.2%	5.8%	7.0%	3.5%	0.0%	2.9%	4.1%	4.3%	37.2%	0.0%	0.0%	2.7%	4.6%	10.0%	5.2%	9.0%	2.2%	17.1%	0.0%	0.0%	1.5%	0.0%	1.6%	5.5%	3.4%	2.5%	
Some high school, but did not graduate	486	150	132	83	24	126	0	21	63	65	150	0	0	78	52	19	10	2	2	52	0	0	36	4	16	49	81	13	
	10.0%	6.7%	7.5%	7.1%	8.0%	6.6%	0.0%	6.7%	5.7%	8.0%	62.8%	0.0%	0.0%	5.7%	8.3%	8.6%	10.3%	2.6%	2.2%	17.8%	0.0%	0.0%	3.8%	10.5%	6.3%	9.0%	6.4%	3.6%	
High school graduate or GED	1,453	549	440	283	84	461	2	99	251	198	0	549	0	321	165	55	28	14	15	107	1	4	183	12	46	155	313	62	
	29.9%	24.6%	25.1%	24.3%	28.1%	24.0%	18.2%	31.6%	22.7%	24.5%	0.0%	100.0%	0.0%	23.4%	26.3%	25.0%	28.9%	17.9%	16.3%	36.6%	16.7%	33.3%	19.2%	31.6%	18.3%	28.3%	24.7%	17.2%	
Some college or 2-year degree	1,779	912	694	447	80	825	5	119	475	316	0	0	912	600	227	78	39	15	41	59	2	6	449	14	114	207	511	166	
	36.6%	40.8%	39.7%	38.4%	26.8%	43.0%	45.5%	38.0%	42.9%	39.1%	0.0%	0.0%	63.0%	43.8%	36.2%	35.5%	40.2%	19.2%	44.6%	20.2%	33.3%	50.0%	47.0%	36.8%	45.2%	37.8%	40.4%	46.1%	
4-year college graduate	535	304	208	154	45	255	2	37	160	104	0	0	304	190	94	19	9	19	14	17	1	2	156	3	39	64	177	61	
	11.0%	13.6%	11.9%	13.2%	15.1%	13.3%	18.2%	11.8%	14.5%	12.9%	0.0%	0.0%	21.0%	13.9%	15.0%	8.6%	9.3%	24.4%	15.2%	5.8%	16.7%	16.7%	16.3%	7.9%	15.5%	11.7%	14.0%	16.9%	
More than 4-year college degree	386	231	167	130	45	184	2	28	113	90	0	0	231	143	60	27	6	21	18	7	2	0	117	5	33	42	140	49	
	7.9%	10.3%	9.5%	11.2%	15.1%	9.6%	18.2%	8.9%	10.2%	11.1%	0.0%	0.0%	16.0%	10.4%	9.6%	12.3%	6.2%	26.9%	19.6%	2.4%	33.3%	0.0%	12.3%	13.2%	13.1%	7.7%	11.1%	13.6%	
4-year college graduate or more	921	535	375	284	90	439	4	65	273	194	0	0	535	333	154	46	15	40	32	24	3	2	273	8	72	106	317	110	
	19.0%	23.9%	21.4%	24.4%	30.1%	22.9%	36.4%	20.8%	24.7%	24.0%	0.0%	0.0%	37.0%	24.3%	24.6%	20.9%	15.5%	51.3%	34.8%	8.2%	50.0%	16.7%	28.6%	21.1%	28.6%	19.4%	25.1%	30.6%	
Significantly different from column:*		A			F	E					M	M	K,L				R,S,T,W,Y	Q,S,T,V,W,X	Q,R,T	Q,R,S,W,Y		R	Q,R,T	R	Q,R,T	AA,AB	AB,Z	AA,Z	

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

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

State Oregon Health Plan

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

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	4,995	2,281	1,814	1,183	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	242	109	111	51	8	86	1	8	54	42	6	23	64	72	25	11	4	2	3	7	0	1	50	2	12	25	69	13	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,753	2,172	1,703	1,132	296	1,851	10	310	1,076	778	233	526	1,383	1,320	615	219	94	77	91	296	6	11	910	36	244	537	1,215	355	
	95.2%	95.2%	93.9%	95.7%	97.4%	95.6%	90.9%	97.5%	95.2%	94.9%	97.5%	95.8%	95.6%	94.8%	96.1%	95.2%	95.9%	97.5%	96.8%	97.7%	100.0%	91.7%	94.8%	---	95.3%	95.6%	94.6%	96.5%	
Mother or father	4,092	1,842	1,443	931	249	1,573	10	273	902	659	208	441	1,166	1,111	529	186	71	73	75	279	5	11	752	34	207	451	1,038	296	
	86.1%	84.8%	84.7%	82.2%	84.1%	85.0%	100.0%	88.1%	83.8%	84.7%	89.3%	83.8%	84.3%	84.2%	86.0%	84.9%	75.5%	94.8%	82.4%	94.3%	83.3%	100.0%	82.6%	94.4%	84.8%	84.0%	85.4%	83.4%	
Grandparent	419	167	131	99	18	148	0	14	88	65	10	50	106	101	46	18	10	0	4	8	0	0	78	2	20	46	88	29	
	8.8%	7.7%	7.7%	8.7%	6.1%	8.0%	0.0%	4.5%	8.2%	8.4%	4.3%	9.5%	7.7%	7.7%	7.5%	8.2%	10.6%	0.0%	4.4%	2.7%	0.0%	0.0%	8.6%	5.6%	8.2%	8.6%	7.2%	8.2%	
Aunt or uncle	55	23	16	10	3	20	0	2	16	5	2	2	19	17	5	1	3	0	1	2	0	0	11	0	3	4	15	4	
	1.2%	1.1%	0.9%	0.9%	1.0%	1.1%	0.0%	0.6%	1.5%	0.6%	0.9%	0.4%	1.4%	1.3%	0.8%	0.5%	3.2%	0.0%	1.1%	0.7%	0.0%	0.0%	1.2%	0.0%	1.2%	0.7%	1.2%	1.1%	
Older brother or sister	7	3	3	0	1	2	0	0	2	1	1	2	0	2	0	1	0	2	0	0	0	0	1	0	0	0	2	1	
	0.1%	0.1%	0.2%	0.0%	0.3%	0.1%	0.0%	0.0%	0.2%	0.1%	0.4%	0.4%	0.0%	0.2%	0.0%	0.5%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.2%	0.3%	
Other relative	8	6	9	4	1	5	0	0	5	1	1	1	4	4	1	1	0	0	0	0	0	0	5	0	1	0	3	3	
	0.2%	0.3%	0.5%	0.4%	0.3%	0.3%	0.0%	0.0%	0.5%	0.1%	0.4%	0.2%	0.3%	0.3%	0.2%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.0%	0.4%	0.0%	0.2%	0.8%	
Legal guardian	148	98	70	55	14	81	0	13	51	34	6	24	66	68	23	7	10	2	6	5	1	0	47	0	10	28	53	13	
	3.1%	4.5%	4.1%	4.9%	4.7%	4.4%	0.0%	4.2%	4.7%	4.4%	2.6%	4.6%	4.8%	5.2%	3.7%	3.2%	10.6%	2.6%	6.6%	1.7%	16.7%	0.0%	5.2%	0.0%	4.1%	5.2%	4.4%	3.7%	
Someone else	24	33	31	33	10	22	0	8	12	13	5	6	22	17	11	5	0	0	5	2	0	0	16	0	3	8	16	9	
	0.5%	1.5%	1.8%	2.9%	3.4%	1.2%	0.0%	2.6%	1.1%	1.7%	2.1%	1.1%	1.6%	1.3%	1.8%	2.3%	0.0%	0.0%	5.5%	0.7%	0.0%	0.0%	1.8%	0.0%	1.2%	1.5%	1.3%	2.5%	

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	---	2,281	1,814	---	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	---	61	80	---	7	41	0	12	33	11	4	15	26	36	16	7	2	1	2	9	1	0	16	0	5	9	37	12	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	2,220	1,734	---	297	1,896	11	306	1,097	809	235	534	1,421	1,356	624	223	96	78	92	294	5	12	944	38	251	553	1,247	356	
	---	97.3%	95.6%	---	97.7%	97.9%	100.0%	96.2%	97.1%	98.7%	98.3%	97.3%	98.2%	97.4%	97.5%	97.0%	98.0%	98.7%	97.9%	97.0%	83.3%	100.0%	98.3%	---	98.0%	98.4%	97.1%	96.7%	
Very well	---	1,659	1,278	---	203	1,437	9	128	840	687	146	379	1,115	1,064	441	137	76	36	71	165	3	7	739	33	197	413	940	258	
	---	74.7%	73.7%	---	68.4%	75.8%	81.8%	41.8%	76.6%	84.9%	62.1%	71.0%	78.5%	78.5%	70.7%	61.4%	79.2%	46.2%	77.2%	56.1%	60.0%	58.3%	78.3%	86.8%	78.5%	74.7%	75.4%	72.5%	
Well	---	331	283	---	45	280	2	73	174	81	56	88	181	178	105	48	11	22	13	84	1	2	118	4	25	96	174	52	
	---	14.9%	16.3%	---	15.2%	14.8%	18.2%	23.9%	15.9%	10.0%	23.8%	16.5%	12.7%	13.1%	16.8%	21.5%	11.5%	28.2%	14.1%	28.6%	20.0%	16.7%	12.5%	10.5%	10.0%	17.4%	14.0%	14.6%	
Not well	---	129	107	---	27	101	0	56	53	19	17	33	75	69	43	17	5	14	6	26	1	1	46	0	13	28	81	17	
	---	5.8%	6.2%	---	9.1%	5.3%	0.0%	18.3%	4.8%	2.3%	7.2%	6.2%	5.3%	5.1%	6.9%	7.6%	5.2%	17.9%	6.5%	8.8%	20.0%	8.3%	4.9%	0.0%	5.2%	5.1%	6.5%	4.8%	
Not at all	---	101	66	---	22	78	0	49	30	22	16	34	50	45	35	21	4	6	2	19	0	2	41	1	16	16	52	29	
	---	4.5%	3.8%	---	7.4%	4.1%	0.0%	16.0%	2.7%	2.7%	6.8%	6.4%	3.5%	3.3%	5.6%	9.4%	4.2%	7.7%	2.2%	6.5%	0.0%	16.7%	4.3%	2.6%	6.4%	2.9%	4.2%	8.1%	
Very well or Well	---	1,990	1,561	---	248	1,717	11	201	1,014	768	202	467	1,296	1,242	546	185	87	58	84	249	4	9	857	37	222	509	1,114	310	
	---	89.6%	90.0%	---	83.5%	90.6%	100.0%	65.7%	92.4%	94.9%	86.0%	87.5%	91.2%	91.6%	87.5%	83.0%	90.6%	74.4%	91.3%	84.7%	80.0%	75.0%	90.8%	97.4%	88.4%	92.0%	89.3%	87.1%	
Significantly different from column:*					F	E		I,J	H,J	H,I	M	M	K,L	O,P	N	N	R	Q,S,T,W,X,Y	R	R,W,X			R,T	R,T	R	AB	Z		

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

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

State Oregon Health Plan

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

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	---	2,281	1,814	---	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	---	79	122	---	12	53	0	8	41	25	10	25	29	41	25	13	2	6	2	21	1	0	19	0	7	15	47	14	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	2,202	1,692	---	292	1,884	11	310	1,089	795	229	524	1,418	1,351	615	217	96	73	92	282	5	12	941	38	249	547	1,237	354	
	---	96.5%	93.3%	---	96.1%	97.3%	100.0%	97.5%	96.4%	97.0%	95.8%	95.4%	98.0%	97.1%	96.1%	94.3%	98.0%	92.4%	97.9%	93.1%	83.3%	100.0%	98.0%	---	97.3%	97.3%	96.3%	96.2%	
English	---	1,937	1,466	---	253	1,661	11	250	972	708	136	427	1,355	1,230	523	166	84	57	90	116	5	9	911	37	240	477	1,096	318	
	---	88.0%	86.6%	---	86.6%	88.2%	100.0%	80.6%	89.3%	89.1%	59.4%	81.5%	95.6%	91.0%	85.0%	76.5%	87.5%	78.1%	97.8%	41.1%	100.0%	75.0%	96.8%	97.4%	96.4%	87.2%	88.6%	89.8%	
Spanish	---	180	175	---	19	159	0	31	82	67	82	68	20	80	65	34	12	0	0	150	0	0	2	0	4	52	98	17	
	---	8.2%	10.3%	---	6.5%	8.4%	0.0%	10.0%	7.5%	8.4%	35.8%	13.0%	1.4%	5.9%	10.6%	15.7%	12.5%	0.0%	53.2%	0.0%	0.0%	0.2%	0.0%	1.6%	9.5%	7.9%	4.8%		
Other	---	68	51	---	16	51	0	21	29	17	7	20	39	33	22	13	0	15	2	11	0	3	25	1	3	13	36	14	
	---	3.1%	3.0%	---	5.5%	2.7%	0.0%	6.8%	2.7%	2.1%	3.1%	3.8%	2.8%	2.4%	3.6%	6.0%	0.0%	20.5%	2.2%	3.9%	0.0%	25.0%	2.7%	2.6%	2.4%	2.9%	4.0%		

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	---	2,281	1,814	---	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	---	46	66	---	5	28	0	5	24	12	3	10	18	27	10	8	2	0	1	8	1	0	11	0	5	7	28	9	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	2,235	1,748	---	299	1,909	11	313	1,106	808	236	539	1,429	1,365	630	222	96	79	93	295	5	12	949	38	251	555	1,256	359	
	---	98.0%	96.4%	---	98.4%	98.6%	100.0%	98.4%	97.9%	98.5%	98.7%	98.2%	98.8%	98.1%	98.4%	96.5%	98.0%	100.0%	98.9%	97.4%	83.3%	100.0%	98.9%	---	98.0%	98.8%	97.8%	97.6%	
Yes	---	105	87	---	25	79	0	30	58	16	23	33	46	42	38	25	3	11	2	45	0	2	25	0	6	26	60	15	
	---	4.7%	5.0%	---	8.4%	4.1%	0.0%	9.6%	5.2%	2.0%	9.7%	6.1%	3.2%	3.1%	6.0%	11.3%	3.1%	13.9%	2.2%	15.3%	0.0%	16.7%	2.6%	0.0%	2.4%	4.7%	4.8%	4.2%	
No	---	2,130	1,661	---	274	1,830	11	283	1,048	792	213	506	1,383	1,323	592	197	93	68	91	250	5	10	924	38	245	529	1,196	344	
	---	95.3%	95.0%	---	91.6%	95.9%	100.0%	90.4%	94.8%	98.0%	90.3%	93.9%	96.8%	96.9%	94.0%	88.7%	96.9%	86.1%	97.8%	84.7%	100.0%	83.3%	97.4%	100.0%	97.6%	95.3%	95.2%	95.8%	
Significantly different from column:*					F	E		I,J	H,J	H,I	M	M	K,L	O,P	N,P	N,O	R,T	Q,S	R,T	Q,S,W,X,Y			T	T	T				

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

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	---	2,281	1,814	---	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368
Number missing or multiple answer	---	45	62	---	5	27	0	4	25	12	1	11	18	29	10	5	2	0	2	6	2	0	10	0	4	6	29	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	NA	NA
Usable responses	---	2,236	1,752	---	299	1,910	11	314	1,105	808	238	538	1,429	1,363	630	225	96	79	92	297	4	12	950	38	252	556	1,255	361
	---	98.0%	96.6%	---	98.4%	98.6%	100.0%	98.7%	97.8%	98.5%	99.6%	98.0%	98.8%	97.9%	98.4%	97.8%	98.0%	100.0%	97.9%	98.0%	66.7%	100.0%	99.0%	---	98.4%	98.9%	97.7%	98.1%
Yes	---	43	33	---	10	32	0	14	18	11	13	10	19	21	9	13	0	6	1	16	0	1	12	0	2	10	27	5
	---	1.9%	1.9%	---	3.3%	1.7%	0.0%	4.5%	1.6%	1.4%	5.5%	1.9%	1.3%	1.5%	1.4%	5.8%	0.0%	7.6%	1.1%	5.4%	0.0%	8.3%	1.3%	0.0%	0.8%	1.8%	2.2%	1.4%
No	---	2,193	1,719	---	289	1,878	11	300	1,087	797	225	528	1,410	1,342	621	212	96	73	91	281	4	11	938	38	250	546	1,228	356
	---	98.1%	98.1%	---	96.7%	98.3%	100.0%	95.5%	98.4%	98.6%	94.5%	98.1%	98.7%	98.5%	98.6%	94.2%	100.0%	92.4%	98.9%	94.6%	100.0%	91.7%	98.7%	100.0%	99.2%	98.2%	97.8%	98.6%
Significantly different from column:*					F	E		I,J	H	H	L	K			P	O				W,Y			T		T			

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

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

State Oregon Health Plan

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

Question 80

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

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	---	2,281	1,814	---	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	---	249	90	---	35	199	0	23	129	91	43	73	114	148	67	32	14	7	5	56	2	1	98	2	22	62	138	40	
Number no experience	NA	NA	NA	NA	NA	NA	NA	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	1,724	---	269	1,738	11	295	1,001	729	196	476	1,333	1,244	573	198	84	72	89	247	4	11	862	36	234	500	1,146	328	
	---	89.1%	95.0%	---	88.5%	89.7%	100.0%	92.8%	88.6%	88.9%	82.0%	86.7%	92.1%	89.4%	89.5%	86.1%	85.7%	91.1%	94.7%	81.5%	66.7%	91.7%	89.8%	---	91.4%	89.0%	89.3%	89.1%	
Yes	---	78	46	---	12	65	0	12	45	21	14	18	45	38	26	14	5	9	3	16	0	1	23	1	7	21	44	12	
	---	3.8%	2.7%	---	4.5%	3.7%	0.0%	4.1%	4.5%	2.9%	7.1%	3.8%	3.4%	3.1%	4.5%	7.1%	6.0%	12.5%	3.4%	6.5%	0.0%	9.1%	2.7%	2.8%	3.0%	4.2%	3.8%	3.7%	
No	---	1,954	1,678	---	257	1,673	11	283	956	708	182	458	1,288	1,206	547	184	79	63	86	231	4	10	839	35	227	479	1,102	316	
	---	96.2%	97.3%	---	95.5%	96.3%	100.0%	95.9%	95.5%	97.1%	92.9%	96.2%	96.6%	96.9%	95.5%	92.9%	94.0%	87.5%	96.6%	93.5%	100.0%	90.9%	97.3%	97.2%	97.0%	95.8%	96.2%	96.3%	
Significantly different from column:*		C									M		K	P		N		S	R	W			T						

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

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

State Oregon Health Plan

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 deaf or does your child have serious difficulty hearing?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	---	2,281	1,814	---	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	---	104	34	---	14	76	0	12	52	34	30	32	26	60	26	17	5	0	1	53	1	0	12	0	7	27	57	14	
Number no experience	NA	NA	NA	NA	NA	NA	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	1,780	---	290	1,861	11	306	1,078	786	209	517	1,421	1,332	614	213	93	79	93	250	5	12	948	38	249	535	1,227	354	
	---	95.4%	98.1%	---	95.4%	96.1%	100.0%	96.2%	95.4%	95.9%	87.4%	94.2%	98.2%	95.7%	95.9%	92.6%	94.9%	100.0%	98.9%	82.5%	83.3%	100.0%	98.8%	---	97.3%	95.2%	95.6%	96.2%	
Yes	---	73	46	---	11	61	0	16	36	21	10	20	43	37	21	15	3	4	1	10	0	1	32	1	10	24	33	14	
	---	3.4%	2.6%	---	3.8%	3.3%	0.0%	5.2%	3.3%	2.7%	4.8%	3.9%	3.0%	2.8%	3.4%	7.0%	3.2%	5.1%	1.1%	4.0%	0.0%	8.3%	3.4%	2.6%	4.0%	4.5%	2.7%	4.0%	
No	---	2,104	1,734	---	279	1,800	11	290	1,042	765	199	497	1,378	1,295	593	198	90	75	92	240	5	11	916	37	239	511	1,194	340	
	---	96.6%	97.4%	---	96.2%	96.7%	100.0%	94.8%	96.7%	97.3%	95.2%	96.1%	97.0%	97.2%	96.6%	93.0%	96.8%	94.9%	98.9%	96.0%	100.0%	91.7%	96.6%	97.4%	96.0%	95.5%	97.3%	96.0%	
Significantly different from column:*								J		H				P	P	N,O													

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

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

State Oregon Health Plan

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 blind or does your child have serious difficulty seeing, even when wearing glasses?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	---	2,281	1,814	---	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	---	52	34	---	5	33	0	5	29	14	4	14	18	30	14	8	2	0	1	9	1	1	9	1	5	9	32	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	NA	NA	NA
Usable responses	---	2,229	1,780	---	299	1,904	11	313	1,101	806	235	535	1,429	1,362	626	222	96	79	93	294	5	11	951	37	251	553	1,252	361	
	---	97.7%	98.1%	---	98.4%	98.3%	100.0%	98.4%	97.4%	98.3%	98.3%	97.4%	98.8%	97.8%	97.8%	96.5%	98.0%	100.0%	98.9%	97.0%	83.3%	91.7%	99.1%	---	98.0%	98.4%	97.5%	98.1%	
Yes	---	82	58	---	11	70	0	12	39	29	15	24	42	26	30	26	4	5	3	14	0	0	23	3	11	20	44	17	
	---	3.7%	3.3%	---	3.7%	3.7%	0.0%	3.8%	3.5%	3.6%	6.4%	4.5%	2.9%	1.9%	4.8%	11.7%	4.2%	6.3%	3.2%	4.8%	0.0%	0.0%	2.4%	8.1%	4.4%	3.6%	3.5%	4.7%	
No	---	2,147	1,722	---	288	1,834	11	301	1,062	777	220	511	1,387	1,336	596	196	92	74	90	280	5	11	928	34	240	533	1,208	344	
	---	96.3%	96.7%	---	96.3%	96.3%	100.0%	96.2%	96.5%	96.4%	93.6%	95.5%	97.1%	98.1%	95.2%	88.3%	95.8%	93.7%	96.8%	95.2%	100.0%	100.0%	97.6%	91.9%	95.6%	96.4%	96.5%	95.3%	
Significantly different from column:*											M		K	O,P	N,P	N,O				W			T						

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

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

State Oregon Health Plan

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?

Base: All respondents

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	---	2,281	1,814	---	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	---	62	44	---	5	44	0	4	36	18	6	16	25	39	15	8	2	0	3	6	1	0	15	0	7	11	37	9	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	2,219	1,770	---	299	1,893	11	314	1,094	802	233	533	1,422	1,353	625	222	96	79	91	297	5	12	945	38	249	551	1,247	359	
	---	97.3%	97.6%	---	98.4%	97.7%	100.0%	98.7%	96.8%	97.8%	97.5%	97.1%	98.3%	97.2%	97.7%	96.5%	98.0%	100.0%	96.8%	98.0%	83.3%	100.0%	98.4%	---	97.3%	98.0%	97.1%	97.6%	
Yes	---	961	691	---	120	828	3	113	478	363	87	195	667	456	342	151	43	34	35	94	4	6	440	19	125	198	523	214	
	---	43.3%	39.0%	---	40.1%	43.7%	27.3%	36.0%	43.7%	45.3%	37.3%	36.6%	46.9%	33.7%	54.7%	68.0%	44.8%	43.0%	38.5%	31.6%	80.0%	50.0%	46.6%	50.0%	50.2%	35.9%	41.9%	59.6%	
No	---	1,258	1,079	---	179	1,065	8	201	616	439	146	338	755	897	283	71	53	45	56	203	1	6	505	19	124	353	724	145	
	---	56.7%	61.0%	---	59.9%	56.3%	72.7%	64.0%	56.3%	54.7%	62.7%	63.4%	53.1%	66.3%	45.3%	32.0%	55.2%	57.0%	61.5%	68.4%	20.0%	50.0%	53.4%	50.0%	49.8%	64.1%	58.1%	40.4%	
Significantly different from column:*		C						I,J	H	H	M	M	K,L	O,P	N,P	N,O	T			Q,W,X,Y			T	T	T	AA,AB	AB,Z	AA,Z	

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

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

State Oregon Health Plan

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

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	---	2,038	1,604	---	266	1,739	10	88	1,130	820	220	475	1,306	1,221	589	209	90	67	81	266	6	9	860	35	226	515	1,143	318	
Number missing or multiple answer	---	78	112	---	9	60	0	6	50	22	11	19	35	48	18	12	2	2	3	16	1	0	21	0	6	20	42	10	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	1,960	1,492	---	257	1,679	10	82	1,080	798	209	456	1,271	1,173	571	197	88	65	78	250	5	9	839	35	220	495	1,101	308	
	---	96.2%	93.0%	---	96.6%	96.5%	100.0%	93.2%	95.6%	97.3%	95.0%	96.0%	97.3%	96.1%	96.9%	94.3%	97.8%	97.0%	96.3%	94.0%	83.3%	100.0%	97.6%	---	97.3%	96.1%	96.3%	96.9%	
Yes	---	109	68	---	11	98	0	4	62	43	12	19	76	26	41	39	2	4	5	16	0	0	47	3	15	15	58	32	
	---	5.6%	4.6%	---	4.3%	5.8%	0.0%	4.9%	5.7%	5.4%	5.7%	4.2%	6.0%	2.2%	7.2%	19.8%	2.3%	6.2%	6.4%	6.4%	0.0%	0.0%	5.6%	8.6%	6.8%	3.0%	5.3%	10.4%	
No	---	1,851	1,424	---	246	1,581	10	78	1,018	755	197	437	1,195	1,147	530	158	86	61	73	234	5	9	792	32	205	480	1,043	276	
	---	94.4%	95.4%	---	95.7%	94.2%	100.0%	95.1%	94.3%	94.6%	94.3%	95.8%	94.0%	97.8%	92.8%	80.2%	97.7%	93.8%	93.6%	93.6%	100.0%	100.0%	94.4%	91.4%	93.2%	97.0%	94.7%	89.6%	
Significantly different from column:*														O,P	N,P	N,O											AA,AB	AB,Z	AA,Z

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

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

State Oregon Health Plan

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

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	---	2,038	1,604	---	266	1,739	10	88	1,130	820	220	475	1,306	1,221	589	209	90	67	81	266	6	9	860	35	226	515	1,143	318	
Number missing or multiple answer	---	80	115	---	9	61	0	7	50	23	9	22	36	50	22	8	2	2	2	14	1	0	23	0	6	20	44	10	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	1,958	1,489	---	257	1,678	10	81	1,080	797	211	453	1,270	1,171	567	201	88	65	79	252	5	9	837	35	220	495	1,099	308	
	---	96.1%	92.8%	---	96.6%	96.5%	100.0%	92.0%	95.6%	97.2%	95.9%	95.4%	97.2%	95.9%	96.3%	96.2%	97.8%	97.0%	97.5%	94.7%	83.3%	100.0%	97.3%	---	97.3%	96.1%	96.2%	96.9%	
Yes	---	270	151	---	35	229	0	19	187	64	28	50	188	121	99	48	13	20	13	28	1	1	116	4	25	48	159	55	
	---	13.8%	10.1%	---	13.6%	13.6%	0.0%	23.5%	17.3%	8.0%	13.3%	11.0%	14.8%	10.3%	17.5%	23.9%	14.8%	30.8%	16.5%	11.1%	20.0%	11.1%	13.9%	11.4%	11.4%	9.7%	14.5%	17.9%	
No	---	1,688	1,338	---	222	1,449	10	62	893	733	183	403	1,082	1,050	468	153	75	45	66	224	4	8	721	31	195	447	940	253	
	---	86.2%	89.9%	---	86.4%	86.4%	100.0%	76.5%	82.7%	92.0%	86.7%	89.0%	85.2%	89.7%	82.5%	76.1%	85.2%	69.2%	83.5%	88.9%	80.0%	88.9%	86.1%	88.6%	88.6%	90.3%	85.5%	82.1%	
Significantly different from column:*		C						J	J	H,I		M	L	O,P	N,P	N,O	R	Q,S,T,W,X,Y	R				R	R	R	AA,AB	Z	Z	

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

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

State Oregon Health Plan

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

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	---	2,038	1,604	---	266	1,739	10	88	1,130	820	220	475	1,306	1,221	589	209	90	67	81	266	6	9	860	35	226	515	1,143	318	
Number missing or multiple answer	---	86	120	---	10	67	0	7	54	25	10	24	39	55	21	9	4	2	2	15	1	0	26	0	6	22	45	12	
Number no experience	NA	NA	NA	NA	NA	NA	NA	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	1,484	---	256	1,672	10	81	1,076	795	210	451	1,267	1,166	568	200	86	65	79	251	5	9	834	35	220	493	1,098	306	
	---	95.8%	92.5%	---	96.2%	96.1%	100.0%	92.0%	95.2%	97.0%	95.5%	94.9%	97.0%	95.5%	96.4%	95.7%	95.6%	97.0%	97.5%	94.4%	83.3%	100.0%	97.0%	---	97.3%	95.7%	96.1%	96.2%	
Yes	---	1,086	742	---	121	950	4	42	617	427	117	232	727	594	354	127	49	32	44	108	4	3	477	25	138	257	590	212	
	---	55.6%	50.0%	---	47.3%	56.8%	40.0%	51.9%	57.3%	53.7%	55.7%	51.4%	57.4%	50.9%	62.3%	63.5%	57.0%	49.2%	55.7%	43.0%	80.0%	33.3%	57.2%	71.4%	62.7%	52.1%	53.7%	69.3%	
No	---	866	742	---	135	722	6	39	459	368	93	219	540	572	214	73	37	33	35	143	1	6	357	10	82	236	508	94	
	---	44.4%	50.0%	---	52.7%	43.2%	60.0%	48.1%	42.7%	46.3%	44.3%	48.6%	42.6%	49.1%	37.7%	36.5%	43.0%	50.8%	44.3%	57.0%	20.0%	66.7%	42.8%	28.6%	37.3%	47.9%	46.3%	30.7%	
Significantly different from column:*		C			F	E						M	L	O,P	N	N	T	X	T	Q,S,W,X,Y			T	R,T	T	AB	AB	AA,Z	

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

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

State Oregon Health Plan

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

	2021 CSS Average	2021	2020	2019	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)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	---	638	481	---	83	545	3	0	0	638	72	161	394	333	196	96	31	24	23	79	2	3	271	16	71	147	362	108	
Number missing or multiple answer	---	57	50	---	5	49	0	0	0	57	6	16	31	27	16	12	1	4	2	7	0	1	26	0	4	17	33	4	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	---	581	431	---	78	496	3	0	0	581	66	145	363	306	180	84	30	20	21	72	2	2	245	16	67	130	329	104	
	---	91.1%	89.6%	---	94.0%	91.0%	100.0%	---	---	91.1%	91.7%	90.1%	92.1%	91.9%	91.8%	87.5%	96.8%	83.3%	91.3%	91.1%	100.0%	66.7%	90.4%	---	94.4%	88.4%	90.9%	96.3%	
Yes	---	207	152	---	22	181	1	0	0	207	18	51	136	93	74	36	11	5	7	15	0	0	90	9	29	39	115	45	
	---	35.6%	35.3%	---	28.2%	36.5%	33.3%	---	---	35.6%	27.3%	35.2%	37.5%	30.4%	41.1%	42.9%	36.7%	25.0%	33.3%	20.8%	0.0%	0.0%	36.7%	56.3%	43.3%	30.0%	35.0%	43.3%	
No	---	374	279	---	56	315	2	0	0	374	48	94	227	213	106	48	19	15	14	57	2	2	155	7	38	91	214	59	
	---	64.4%	64.7%	---	71.8%	63.5%	66.7%	---	---	64.4%	72.7%	64.8%	62.5%	69.6%	58.9%	57.1%	63.3%	75.0%	66.7%	79.2%	100.0%	100.0%	63.3%	43.8%	56.7%	70.0%	65.0%	56.7%	
Significantly different from column:*														O,P	N	N				W,Y			T			T	AB		Z

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

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

State Oregon Health Plan

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

	2021 CSS Average	2021	2020	2019	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)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	---	2,281	---	---	304	1,937	11	318	1,130	820	239	549	1,447	1,392	640	230	98	79	94	303	6	12	960	38	256	562	1,284	368	
Number missing or multiple answer	---	435	---	---	51	360	4	55	231	144	35	139	239	274	102	57	0	0	0	0	0	0	0	0	0	109	252	61	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	1,846	---	---	253	1,577	7	263	899	676	204	410	1,208	1,118	538	173	98	79	94	303	6	12	960	38	256	453	1,032	307	
	---	80.9%	---	---	83.2%	81.4%	63.6%	82.7%	79.6%	82.4%	85.4%	74.7%	83.5%	80.3%	84.1%	75.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	80.6%	80.4%	83.4%	
American Indian or Alaska Native	---	242	---	---	38	202	1	36	113	90	28	59	152	142	72	23	98	0	6	10	0	2	42	1	83	55	140	40	
	---	13.1%	---	---	15.0%	12.8%	14.3%	13.7%	12.6%	13.3%	13.7%	14.4%	12.6%	12.7%	13.4%	13.3%	100.0%	0.0%	6.4%	3.3%	0.0%	16.7%	4.4%	2.6%	32.4%	12.1%	13.6%	13.0%	
Asian	---	152	---	---	32	120	0	28	70	51	13	29	108	94	40	16	0	79	1	3	1	1	19	0	48	45	82	23	
	---	8.2%	---	---	12.6%	7.6%	0.0%	10.6%	7.8%	7.5%	6.4%	7.1%	8.9%	8.4%	7.4%	9.2%	0.0%	100.0%	1.1%	1.0%	16.7%	8.3%	2.0%	0.0%	18.8%	9.9%	7.9%	7.5%	
Black or African American	---	160	---	---	21	139	0	33	77	50	6	26	126	94	56	10	0	0	94	1	0	0	8	2	55	24	102	31	
	---	8.7%	---	---	8.3%	8.8%	0.0%	12.5%	8.6%	7.4%	2.9%	6.3%	10.4%	8.4%	10.4%	5.8%	0.0%	0.0%	100.0%	0.3%	0.0%	0.0%	0.8%	5.3%	21.5%	5.3%	9.9%	10.1%	
Hispanic or Latino/a	---	492	---	---	55	432	1	85	234	171	120	148	211	268	167	54	24	1	4	303	0	0	41	3	116	139	266	67	
	---	26.7%	---	---	21.7%	27.4%	14.3%	32.3%	26.0%	25.3%	58.8%	36.1%	17.5%	24.0%	31.0%	31.2%	24.5%	1.3%	4.3%	100.0%	0.0%	0.0%	4.3%	7.9%	45.3%	30.7%	25.8%	21.8%	
Middle Eastern/Northern African	---	20	---	---	5	14	1	3	9	8	2	5	13	13	7	0	1	1	1	1	6	0	2	0	8	1	14	5	
	---	1.1%	---	---	2.0%	0.9%	14.3%	1.1%	1.0%	1.2%	1.0%	1.2%	1.1%	1.2%	1.3%	0.0%	1.0%	1.3%	1.1%	0.3%	100.0%	0.0%	0.2%	0.0%	3.1%	0.2%	1.4%	1.6%	
Native Hawaiian or Pacific Islander	---	34	---	---	5	28	1	8	13	13	1	10	22	23	9	0	0	0	0	0	0	12	5	1	16	11	20	3	
	---	1.8%	---	---	2.0%	1.8%	14.3%	3.0%	1.4%	1.9%	0.5%	2.4%	1.8%	2.1%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.5%	2.6%	6.3%	2.4%	1.9%	1.0%	
White	---	1,288	---	---	171	1,107	6	177	633	472	79	242	958	829	341	104	22	10	18	48	2	2	960	5	221	309	712	236	
	---	69.8%	---	---	67.6%	70.2%	85.7%	67.3%	70.4%	69.8%	38.7%	59.0%	79.3%	74.2%	63.4%	60.1%	22.4%	12.7%	19.1%	15.8%	33.3%	16.7%	100.0%	13.2%	86.3%	68.2%	69.0%	76.9%	
Other	---	129	---	---	17	111	0	17	59	53	14	40	72	69	42	18	6	4	5	10	2	0	26	38	38	30	72	20	
	---	7.0%	---	---	6.7%	7.0%	0.0%	6.5%	6.6%	7.8%	6.9%	9.8%	6.0%	6.2%	7.8%	10.4%	6.1%	5.1%	5.3%	3.3%	33.3%	0.0%	2.7%	100.0%	14.8%	6.6%	7.0%	6.5%	

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%.

