



**Oregon Health Plan Report of Results for
State Oregon Health Plan Child Population (Claims Stratum: Non-Chronic)
2020 CAHPS® 5.0H 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. Surveyed members are asked to rate various aspects of the health plan based on their experience with the plan during the previous six months.

WHAT'S NEW IN 2020

2020 SURVEY FIELDING UPDATES

SAMPLING METHODOLOGY

The sampling methodology consisted of a primary sample for CCOs as well as oversample segments based on race/ethnicity to capture the experience of these members that might not otherwise be captured in the primary sample. Previously, the oversample was drawn independently from the primary sample. However, members sampled as part of the primary sample were counted towards their respective race/ethnicity segments and therefore, we were able to increase the 2020 target sample sizes based on the re-allocation of the oversample.

Two child Medicaid samples were drawn based on the pre-screen status code that identified children that were likely to have a chronic condition (CCC) based on claim and encounter records in the sample frame. However, all child Medicaid sample members received the Child Medicaid with CCC measures instrument regardless of their pre-screen status code to reduce the variation of survey materials and streamline the data collection process.

SURVEY INSTRUMENTS

The National Committee for Quality Assurance (NCQA) shortened the 2020 HEDIS/CAHPS 5.0H surveys to reduce the burden for health plan members and sponsors. OHA adopted these changes for the surveys administered to OHP members. The following questions were removed from the survey:

- *Shared Decision Making* questions and the associated composite measure
- *Health Promotion and Education* question
- *Written Materials or Internet Provided Needed Information* question (adult only)
- Chronic conditions (adult only) and proxy questions.

To support the Race, Ethnicity, Language, and Disability (REALD) initiative, OHA implemented additional items in the demographics area of the survey to collect these data from OHP members. Kindergarten readiness items were also removed from the child instrument.

IMPACT OF COVID-19 ON OHA REPORTING

The 2020 OHA CAHPS survey fielding timeline overlapped with the COVID-19 outbreak in the United States (US). Survey administration began on January 8, 2020 and data collection closed on April 6, 2020. The pandemic gained more widespread national attention during the second half of survey administration. Oregon's response to the outbreak as outlined in Governor's Executive Order No. 20-12 (https://www.oregon.gov/gov/Documents/executive_orders/eo_20-12.pdf) demonstrates the overlap of the timelines. A multitude of factors, such as COVID-19 infection rates, consumer experience, stay-at-home orders, social distancing guidelines, and "essential business" designations might affect the data collected. It is unclear how all these changes may have impacted CAHPS survey results for 2020 and CCOs should be mindful of this when interpreting results.

UPDATES TO THE 2020 OHA CAHPS SURVEY RESULTS REPORT

CSS has made several updates to the 2020 CAHPS Results Reports:

- The *Member Profile and Analysis of Plan Ratings by Member Segment* section has been updated for revised race and gender survey item. Visiting a dentist's office or clinic for care survey item was also included as a utilization measure.
- The *CSS Key Driver Model* has been updated to reflect the shortened survey instrument. Areas that are no longer being assessed with the survey were removed from consideration as possible key drivers of plan performance.
- An updated and expanded *Health Plan Quality Improvement Resource Guide* is included.

EXECUTIVE SUMMARY

CSS administered the Child Medicaid with CCC Measure version of the 2020 CAHPS Health Plan Survey for the Oregon Health Authority on behalf of various CCOs between January 8 and April 8, 2020. 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 Child Medicaid aggregated survey sample (Claims Stratum: Non-Chronic) for the State OHP included 16,717 members. 3,968 members completed the survey, resulting in a response rate of 24.04 percent.

This section highlights some of the key survey findings for the State OHP, including trends in CAHPS ratings and composites and comparisons to the State Oregon Health Plan results. Results are based on the rates of members answering *8, 9, or 10* for the ratings questions and *Usually or Always* for all other measures. Statistical significance tests were conducted at the 95% confidence level. Up to six organizational priorities for quality improvement are also identified based on CSS's *Key Driver Analysis*.

RESULTS ON KEY SURVEY MEASURES

STATISTICALLY SIGNIFICANT IMPROVEMENTS OR DECLINES COMPARED TO 2019

Reportable Rate IMPROVED	Reportable Rate DECLINED
Rating of All Health Care (by 1.9 points)	No statistically significant declines

STATISTICALLY SIGNIFICANT DIFFERENCES FROM NATIONAL BENCHMARK

Reportable Rate ABOVE Benchmark	Reportable Rate BELOW Benchmark
2020 CSS Child Medicaid Average	
None	Rating of Personal Doctor (by 1.64 points) Rating of Health Plan (by 2.55 points) Getting Needed Care (by 4.72 points) Getting Care Quickly (by 2.19 points) How Well Doctors Communicate (by 1.54 points) Coordination of Care (by 3.21 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 the quality of physicians in health plan network (personal doctors)
2. Improving the quality of physicians in health plan network (specialists)
3. Improving member access to care (ease of getting needed care, tests, or treatment)
4. Improving member access to care (getting an appointment for urgent care as soon as needed)
5. Improving member access to care (having a personal doctor)

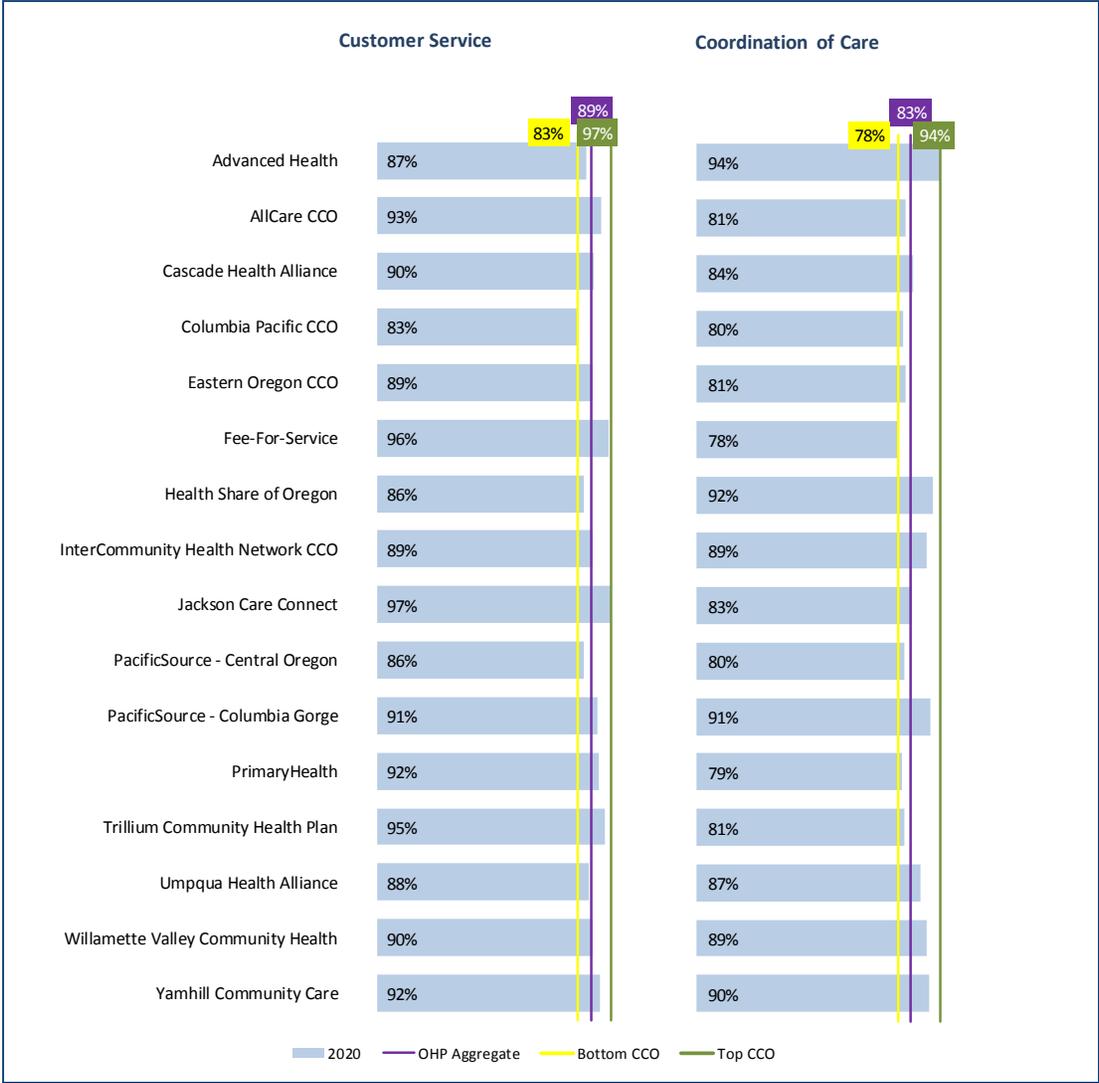
The remainder of this report examines these and other findings in greater detail.

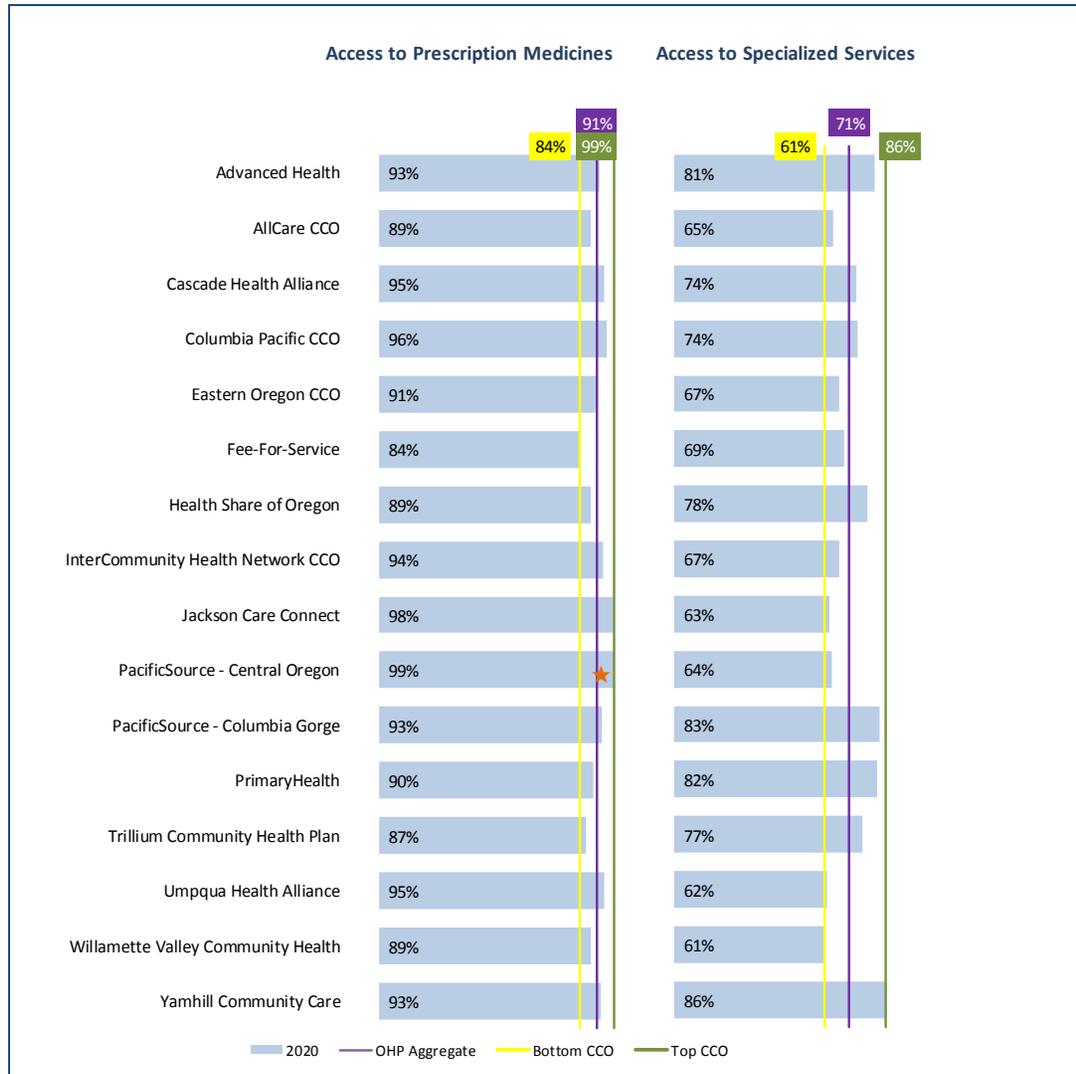
OREGON HEALTH PLAN CCO PERFORMANCE ON KEY SURVEY MEASURES

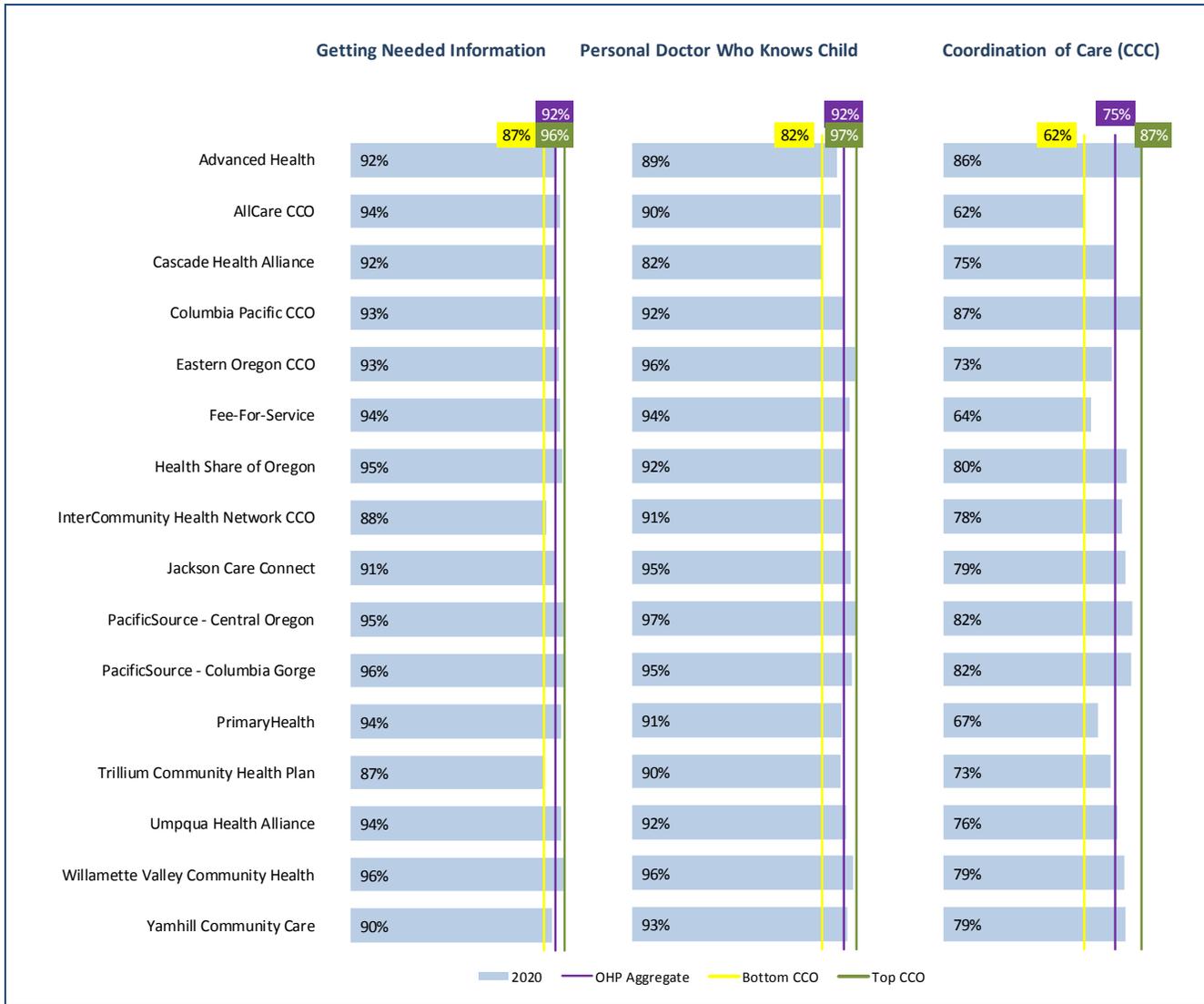
The charts on the following pages show how the State OHP and each of the CCOs performed in 2020. Statistically significant differences from the State OHP are flagged at the 95% confidence level. For each measure, the top and bottom performing CCOs rates provide additional benchmarks.











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. 2020 OHA CAHPS SURVEY FOR STATE OHP CHILD MEDICAID SAMPLE (CLAIMS STRATUM: NON-CHRONIC): SURVEY RESULTS AT A GLANCE

CAHPS 5.0H Survey Measures		Global Proportions and Question Summary Rates			Valid Responses			2020 CSS Child Medicaid Average
		2018	2019	2020	2018	2019	2020	
Overall Ratings (% 8, 9, or 10)	Q9. Rating of All Health Care	83.11% ▲	85.19% ▲	87.09%	3,161	2,660	2,563	86.77%
	Q36. Rating of Personal Doctor	87.94%	89.26%	89.01%	4,020	2,962	3,321	90.65% ▼
	Q43. Rating of Specialist Seen Most Often	80.66% ▲	84.51%	85.64%	512	510	390	87.02%
	Q49. Rating of Health Plan	80.39% ▲	83.43%	83.48%	4,655	3,869	3,820	86.04% ▼
Getting Needed Care (% Always or Usually)	Getting Needed Care Composite	81.33%	84.77%	82.21%	1,861	1,604	1,507	86.92% ▼
	Q10. Easy to get needed care	89.47% ▲	89.35% ▲	91.29%	3,144	2,657	2,560	92.57% ▼
	Q41. Easy to see specialists	73.18%	80.18% ▼	73.13%	578	550	454	81.89% ▼
Getting Care Quickly (% Always or Usually)	Getting Care Quickly Composite	88.35%	88.90%	89.01%	2,109	1,845	1,751	91.20% ▼
	Q4. Got urgent care as soon as needed	90.42%	91.76%	91.31%	1,294	1,056	990	92.18%
	Q6. Got routine care as soon as needed	86.28%	86.03%	86.70%	2,923	2,634	2,511	89.90% ▼
How Well Doctors Communicate* (% Always or Usually)	How Well Doctors Communicate Composite	94.39%	95.22%	94.71%	2,855	2,309	2,320	96.25% ▼
	Q27. Doctor explained things	94.68%	95.89%	94.74%	2,857	2,314	2,321	96.41% ▼
	Q28. Doctor listened carefully	95.84%	96.02%	96.04%	2,860	2,312	2,324	96.82%
	Q29. Doctor showed respect	96.74%	97.53%	97.03%	2,857	2,311	2,325	97.47%
Customer Service (% Always or Usually)	Q32. Doctor spent enough time	90.30%	91.42%	91.03%	2,845	2,297	2,308	92.80% ▼
	Customer Service Composite	87.93%	87.52%	89.00%	1,214	1,093	941	90.92%
	Q45. Provided needed information/help	81.96%	81.83%	84.08%	1,214	1,095	942	85.60%
Children with Chronic Conditions Measures	Q46. Treated with courtesy/respect	93.90%	93.22%	93.93%	1,213	1,091	939	94.85%
	Q35. Coordination of Care (% Always or Usually)	83.71%	83.95%	82.81%	1,056	916	768	86.02% ▼
	. Access to Prescription Medicines	---	---	91.48%	---	---	1,103	92.15%
	. Access to Specialized Services	---	---	71.04%	---	---	176	78.81% ▼
	. Getting Needed Information	---	---	91.67%	---	---	2,568	89.30% ▲
	. Personal Doctor Who Knows Child	---	---	91.72%	---	---	1,048	90.26%
	. Coordination of Care for Children With Chronic Conditions	---	---	75.10%	---	---	384	73.22%

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 2020 CAHPS report, prepared by CSS for State OHP, are highlighted below.

- 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, PrimaryHealth, Trillium Community Health Plan, Umpqua Health Alliance, Willamette Valley Community Health, 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 2020, 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 2020 State OHP survey results are compared to the 2020 CSS Child Medicaid Average. The 2020 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 performance. If prior-year survey results are available, any statistically significant improvements or declines on key survey measures are also noted. Up to five top organizational priorities for quality improvement based on CSS’s *Key Driver Analysis* are identified.
- *Summary of Survey Results* presents the 2020 State OHP survey scores on key measures, including question summary rates (QSRs), global proportions, and changes in QSR 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 2020 State OHP QSRs and global proportions are compared to the 2020 CSS Child Medicaid Average on all measures. Where available, a three-year trend in scores is also shown.
- *Member Profile and Analysis of Plan Ratings by Member Segment* compares the 2020 State OHP respondent profile to the appropriate reference distribution (i.e., all plans included in the 2020 CSS Child Medicaid Average) of demographic characteristics and utilization variables. Variation in *Rating of Health Plan* measure by member segment is examined.

- *Key Driver Analysis* identifies those aspects of member experience (key drivers) that are closely related to the overall rating of the plan. The *CSS Key Driver Model* quantifies the contribution of each key driver to the overall evaluation of the plan. The 2020 State OHP results on each key driver are compared to the highest score among all the Child Medicaid plans contributing to the 2020 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. A separate section of the report provides some helpful resources for health plan quality improvement.
- The *Appendix* includes:
 - Detailed cross-tabulations of survey responses for every survey question, with additional tables summarizing performance on key survey measures;
 - A copy of the survey instrument;
 - Step-by-step guidelines for calculating composite global proportions; and
 - A glossary of terms.

SURVEY METHODOLOGY

SURVEY PROTOCOL AND TIMELINE

CSS administered the Child Medicaid with CCC Measure version of the 2020 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 8;
- An initial questionnaire with cover letter, which was mailed on January 15;
- A replacement questionnaire with cover letter, which was mailed on February 13;
- 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 9; and
- Close of data collection on April 6, 2020.

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 2020, Volume 3: Specifications for Survey Measures and Quality Assurance Plan for HEDIS 2020 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 return envelope. Besides the core CAHPS questions, the survey included 25 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.

SAMPLE SELECTION

CSS followed Oregon Health Authority's instructions to generate the survey sample for the State OHP. Sample-eligible members were defined as plan members who were 17 years old or younger as of November 30, 2019; 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. The sample frame included a pre-screen status code to identify

children that were likely to have a chronic condition (CCC) based on claim and encounter records. Using this code, a sample was drawn from the child Medicaid population. All child Medicaid sample members received the Child Medicaid w/ CCC measures instrument regardless of their pre-screen status code. The results for the CCC population presented in this report are based the pre-screen status code rather than responses to the survey in the NCQA methodology.

Prior to sampling, CSS carefully inspected the member file(s) and informed the Oregon Health Authority of any errors or irregularities found (such as missing address elements 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 using a random selection 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 Child Medicaid survey sample (Claims Stratum: Non-Chronic) for the State OHP included 16,717 members.

DATA CAPTURE

Questionnaires returned by mail 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 pre-defined degree of certainty.

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. On-site CATI supervisors maintained quality control by monitoring the telephone interviews and keyboard entry of interviewers in real time. In addition, CSS research staff remotely monitored interviews on a regular basis. Due to the multiple mailings and varied modes of data collection, multiple survey responses could be received from the same sample member. In those cases, CSS included only one survey response (the most complete survey) in the final analysis dataset.

MEMBER DISPOSITIONS AND RESPONSE RATE

Among the State OHP sample members who met final eligibility criteria, 3,968 completed the survey, resulting in a response rate of 24.04 percent. Additional detail on sample member status at the end of data collection (dispositions) is provided in Exhibit 2.

EXHIBIT 2. 2020 OHA CAHPS SURVEY FOR STATE OHP CHILD MEDICAID SAMPLE (CLAIMS STRATUM: NON-CHRONIC): SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

Disposition	Total	
	Number	% Initial Sample
Initial Sample	16,717	100.00%
Disposition		
Complete and Eligible - Mail	2,288	13.69%
Complete and Eligible - Phone	1,598	9.56%
Complete and Eligible - Internet	82	0.49%
Complete and Eligible - Total	3,968	23.74%
Does not meet Eligible Population criteria	187	1.12%
Incomplete (but Eligible)	318	1.90%
Ineligible	23	0.14%
- Language barrier	19	0.11%
- Mentally or physically incapacitated	0	0.00%
- Deceased	4	0.02%
Refusal	1,135	6.79%
Nonresponse after maximum attempts	10,988	65.73%
Added to Do Not Call (DNC) list	98	0.59%
Response Rate*		24.04%

*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 3A.

EXHIBIT 3A. 2020 STATE OHP CHILD MEDICAID WITH CCC MEASURE CAHPS SURVEY: RESPONSE RATES BY CCO

CCOs	Sample Size	Completes	Ineligibles	Response Rate
State OHP	16,717	3,968	210	24.04%
Advanced Health	950	210	4	22.20%
AllCare CCO	950	207	6	21.93%
Cascade Health Alliance	950	212	9	22.53%
Columbia Pacific CCO	950	188	11	20.02%
Eastern Oregon CCO	950	250	9	26.57%
Fee-For-Service	950	162	34	17.69%
Health Share of Oregon	950	261	14	27.88%
InterCommunity Health Network CCO	950	235	9	24.97%
Jackson Care Connect	950	222	5	23.49%
PacificSource - Central Oregon	950	241	12	25.69%
PacificSource - Columbia Gorge	950	259	10	27.55%
PrimaryHealth	950	189	8	20.06%
Trillium Community Health Plan	950	193	14	20.62%
Umpqua Health Alliance	950	190	14	20.30%
Willamette Valley Community Health	950	259	21	27.88%
Yamhill Community Care	950	278	8	29.51%
Oversample	1,517	412	22	27.56%

SATISFACTION WITH THE EXPERIENCE OF CARE

PATIENT EXPERIENCE OF CARE MEASURES

GLOBAL RATINGS

CAHPS Health Plan Survey (version 5.0H) includes four global rating questions that utilize the scale of 0 to 10, with 0 representing the worst and 10 representing the best possible rating. Results are reported as the proportion of members selecting one of the top three responses (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

In addition to the global ratings, the results for several CAHPS composite measures are also reported. CAHPS composites combine results from related survey questions into a single measure to summarize health plan performance in the areas listed below.

- **Getting Needed Care** combines two survey questions that address member access to care. Both questions use a *Never, Sometimes, Usually, or Always* response scale, with *Always* being the most favorable response. Results are based on the proportion of members answering the following questions as *Usually* or *Always*.
 - *In the last 6 months, how often was it easy to get the care, tests, or treatment 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, when you made an appointment for a check-up or routine care for your child at a doctor’s office or clinic, how often did you get an appointment 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?*

NCQA calculates and reports the following measures for the Child Medicaid with CCC Survey:

- **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 (QSRs) express the proportion of respondents selecting the response option(s) of interest from a given question on the survey.

Composite Global Proportions express the proportion of respondents selecting the response option(s) of interest from a given group of questions on the survey. They are calculated by first determining the proportion of respondents selecting the reported response(s) on each survey question contributing to the composite and subsequently averaging these proportions across all items 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 2020, Volume 3: Specifications for Survey Measures* or consult the Appendix.

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 2020 State OHP results are compared to the 2020 CSS Child Medicaid Average as well as to the highest and lowest performing CCO. The 2020 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).

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 QSRs for additional content areas. Where applicable, changes in scores over time and comparisons to benchmarks are reported and tested for statistical significance.

EXHIBIT 3. 2020 OHA CAHPS SURVEY FOR STATE OHP CHILD MEDICAID SAMPLE (CLAIMS STRATUM: NON-CHRONIC): SUMMARY OF RESULTS ON KEY MEASURES

CAHPS 5.0H Survey Measures*	2020 Rate	Difference** between 2020 Rate and...		
		2019 Rate	2018 Rate	2020 CSS Child Medicaid Average
Ratings				
Rating of Personal Doctor	89.01%	-0.25%	1.07%	-1.64% ▼
Rating of Specialist Seen Most Often	85.64%	1.13%	4.98% ▲	-1.38%
Rating of All Health Care	87.09%	1.90% ▲	3.98% ▲	0.32%
Rating of Health Plan	83.48%	0.05%	3.09% ▲	-2.55% ▼
Composite Measures				
Getting Needed Care	82.21%	-2.56%	0.88%	-4.72% ▼
Getting Care Quickly	89.01%	0.11%	0.66%	-2.19% ▼
How Well Doctors Communicate	94.71%	-0.51%	0.32%	-1.54% ▼
Customer Service	89.00%	1.48%	1.07%	-1.92%
Additional Content Areas				
Coordination of Care	82.81%	-1.14%	-0.90%	-3.21% ▼
Children with Chronic Conditions Measures				
Access to Prescription Medicines	91.48%	No data***	No data***	-0.67%
Access to Specialized Services	71.04%	No data***	No data***	-7.77% ▼
Getting Needed Information	91.67%	No data***	No data***	2.36% ▲
Personal Doctor Who Knows Child	91.72%	No data***	No data***	1.45%
Coordination of Care for Children With Chronic Conditions	75.10%	No data***	No data***	1.88%

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

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

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

DETAILED PERFORMANCE CHARTS

This section of the report includes detailed charts for composite global proportions, rating question summary rates (QSRs), as well as additional QSRs for individual survey items. The charts have the following features:

TREND IN RESULTS

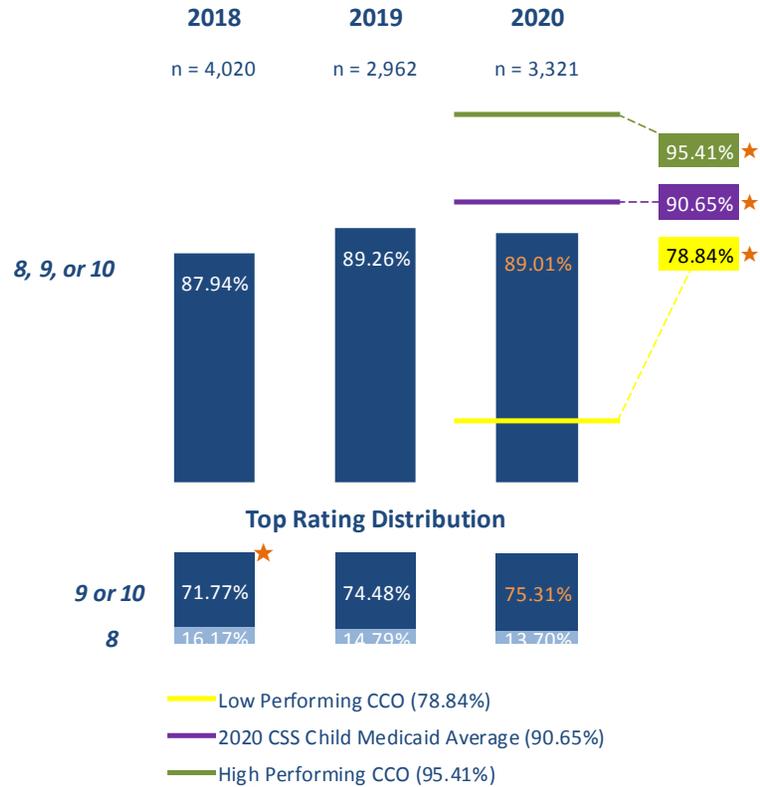
- State OHP survey scores are trended over three consecutive years of data collection, if available. A result may not be available if the survey was not administered in a given year, if the measure is new, or if the measure is not deemed appropriate for trending. In such cases, “No data” appears in place 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 rate and each of the prior-year rates, if available. Where appropriate, differences in both standard (e.g., 8 + 9 + 10 or *Usually* + *Always*) as well as top-box (e.g., 9 + 10 or *Always*) 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 2019 rate denotes a statistically significant difference between the 2020 and 2019 rates.

COMPARISONS TO BENCHMARKS

- The horizontal lines displayed on the charts correspond to the 2020 CSS Child Medicaid Average as well as to the highest and lowest performing CCO. If the 2020 State OHP 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



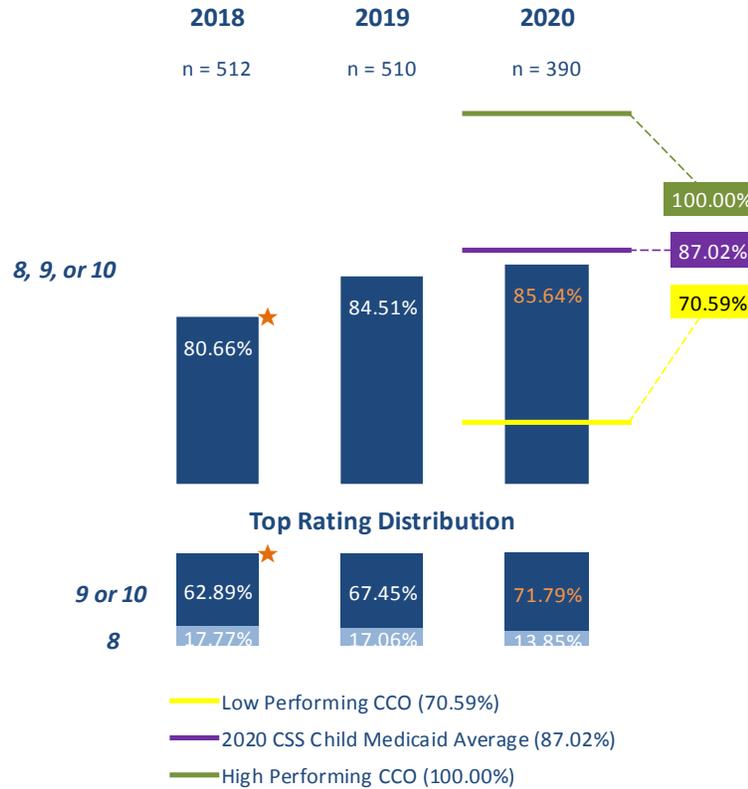
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Tests of statistical significance were conducted for the following reportable rates: (8 + 9 + 10) and (9 + 10). Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison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



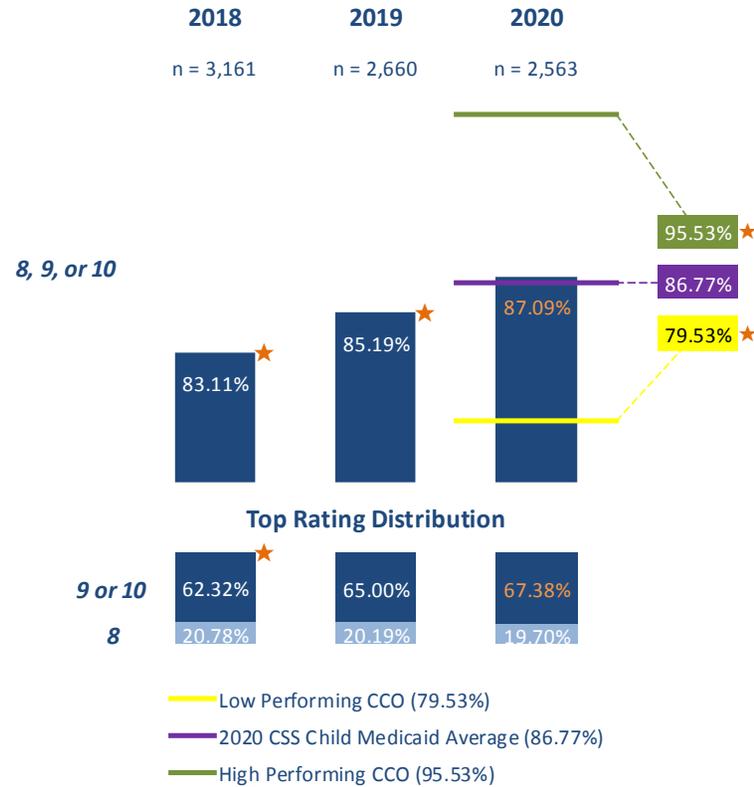
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Tests of statistical significance were conducted for the following reportable rates: (8 + 9 + 10) and (9 + 10). Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison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



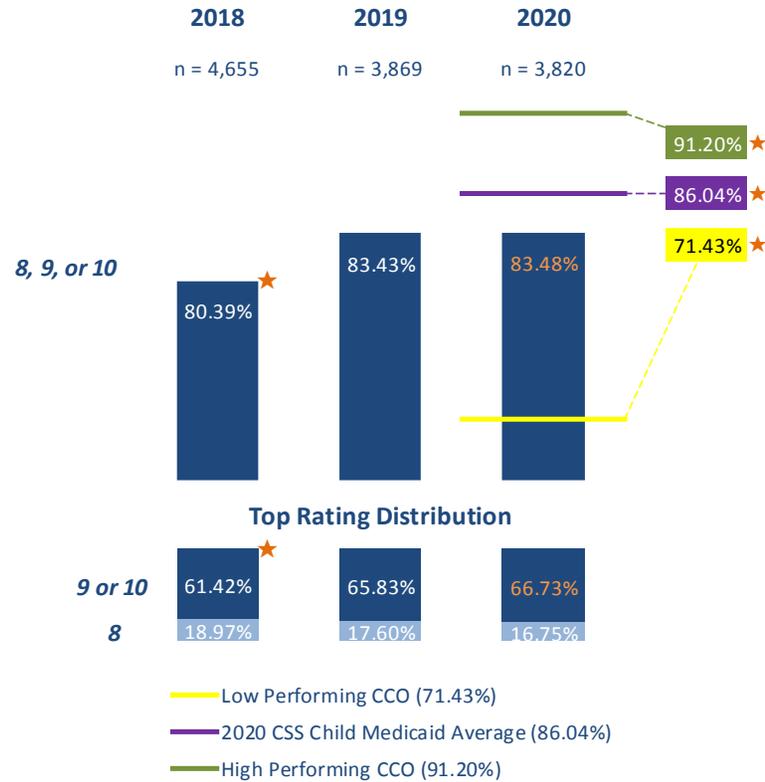
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Tests of statistical significance were conducted for the following reportable rates: (8 + 9 + 10) and (9 + 10). Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison 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 Health Plan

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.

Getting Needed Care (Composite)

Percent Responding Always or Usually



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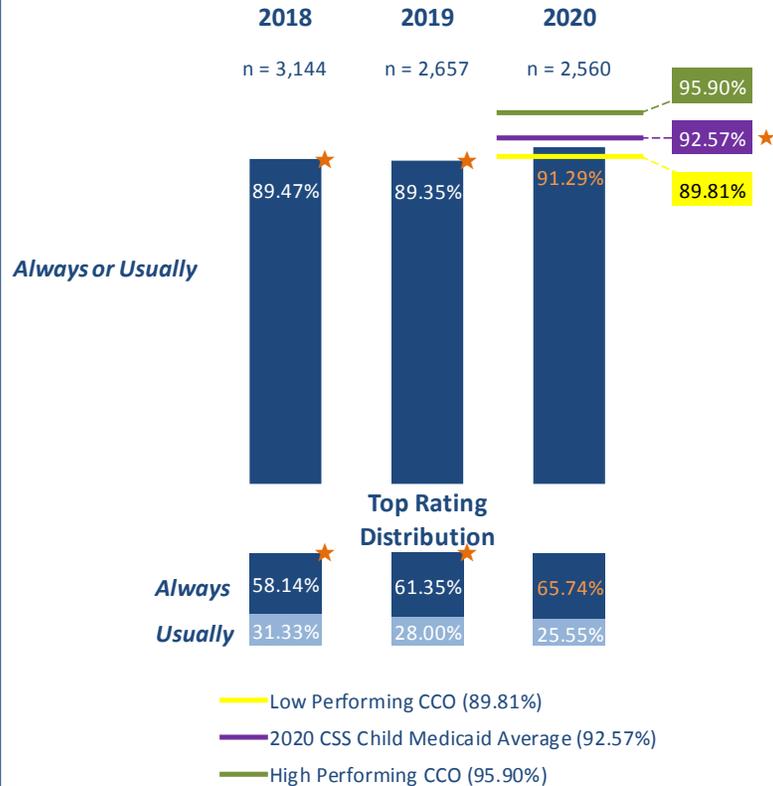
Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

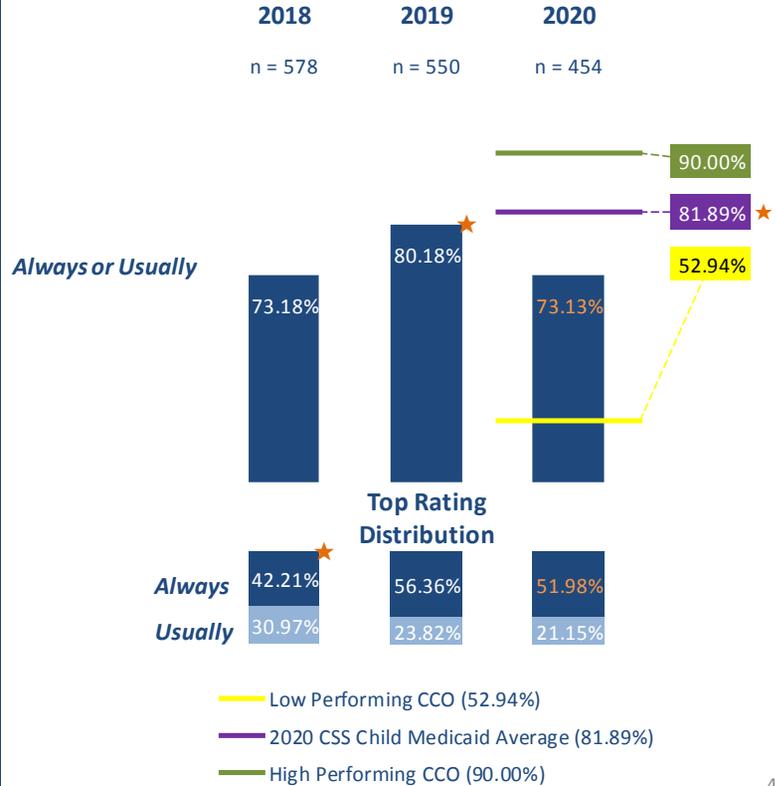
Getting Needed Care (Contributing Items)

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 an appointment for your child to see a specialist as soon as you needed?



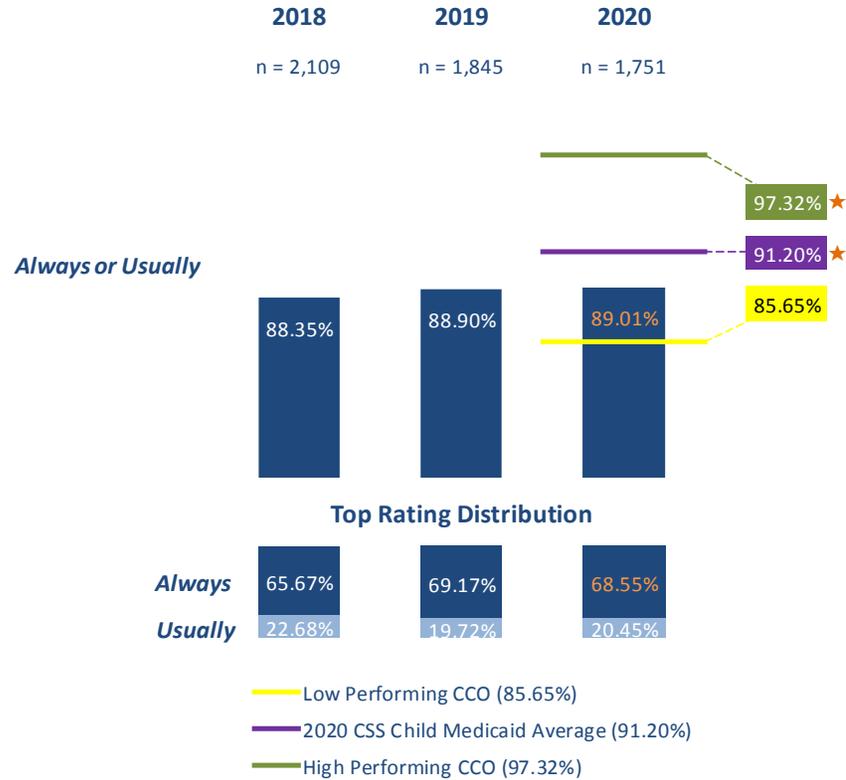
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison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

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.

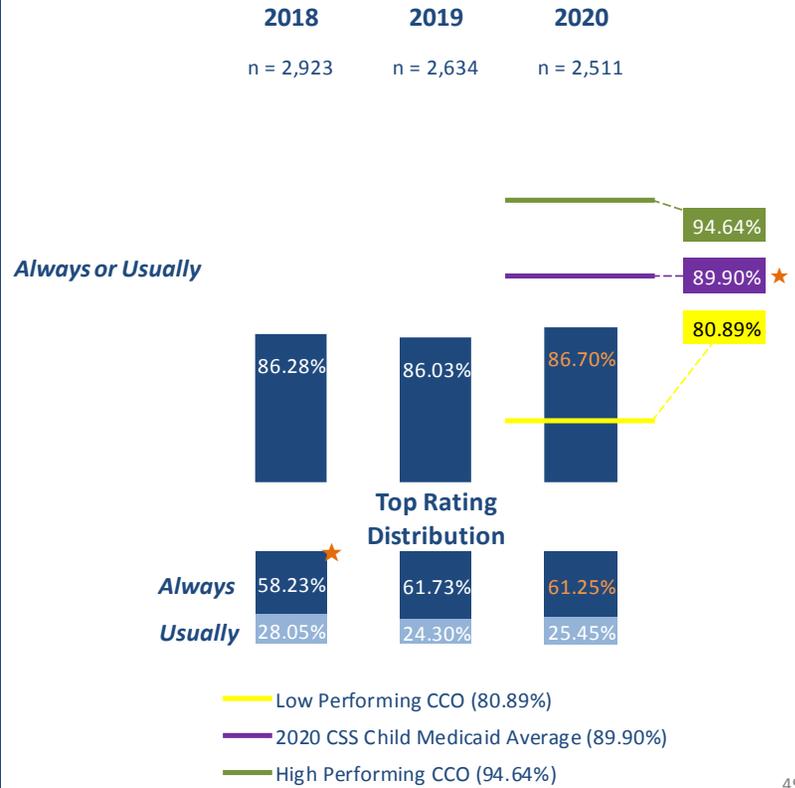
Getting Care Quickly (Contributing Items)

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, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?



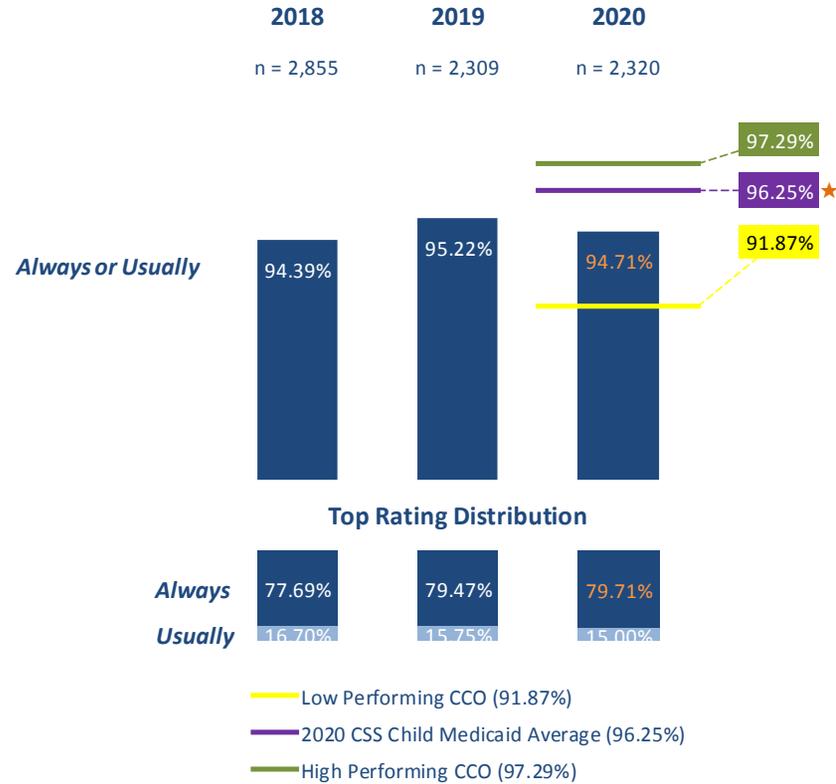
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Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and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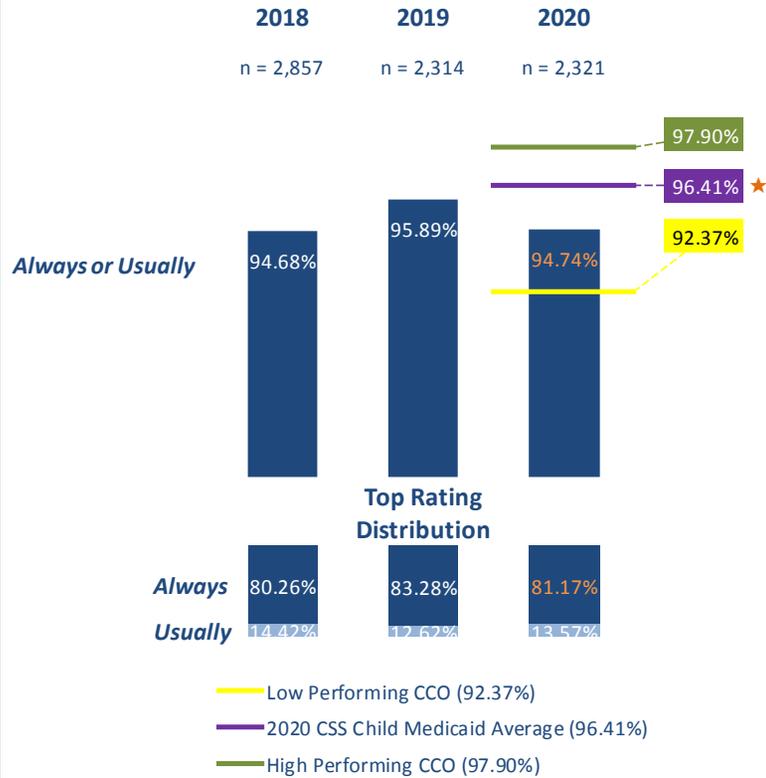
Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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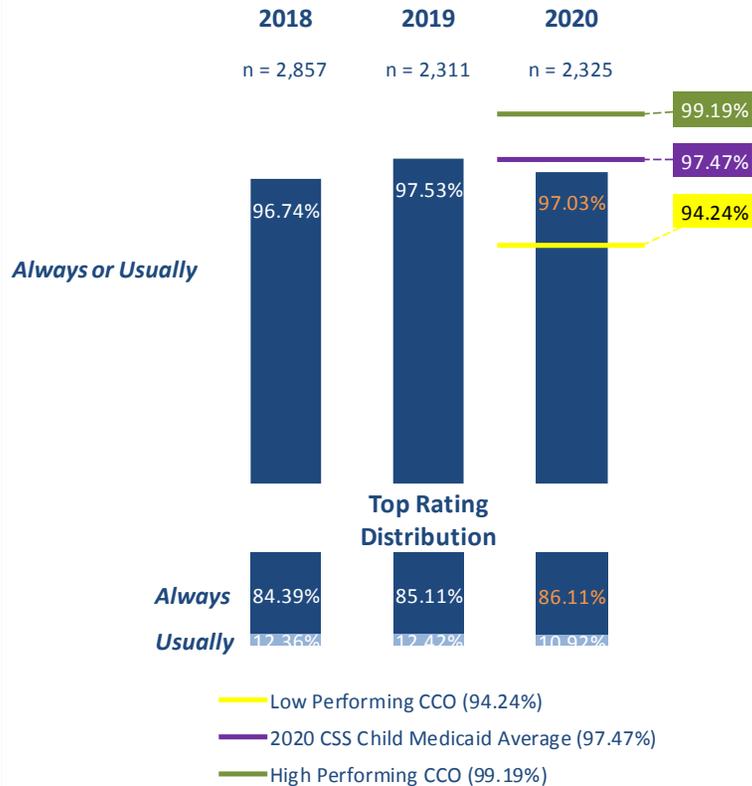
Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison rate (prior-year, or national rate) are marked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



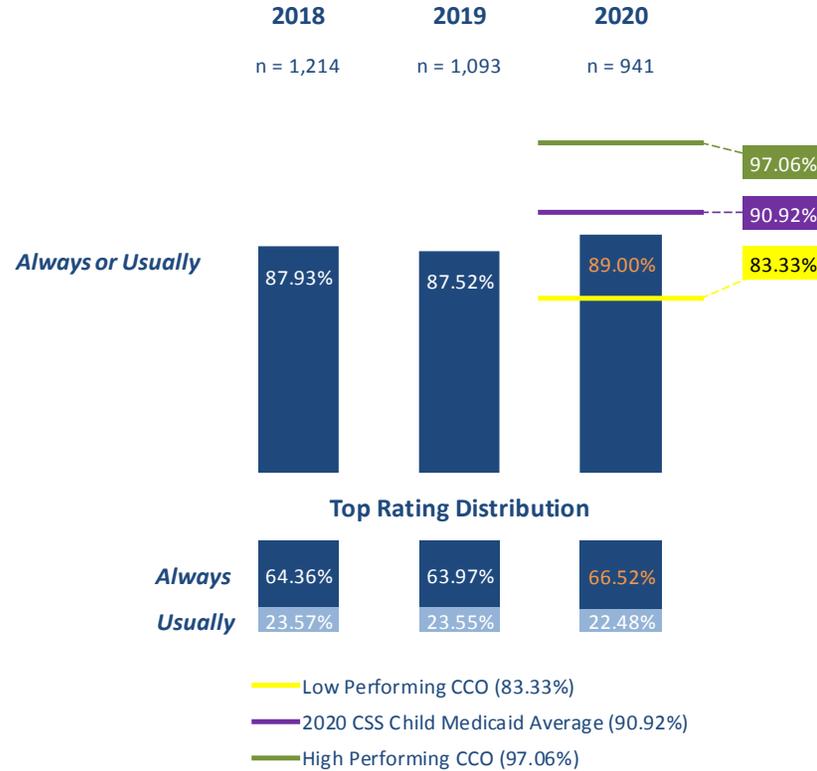
Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison rate (prior-year, or national rate) are marked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



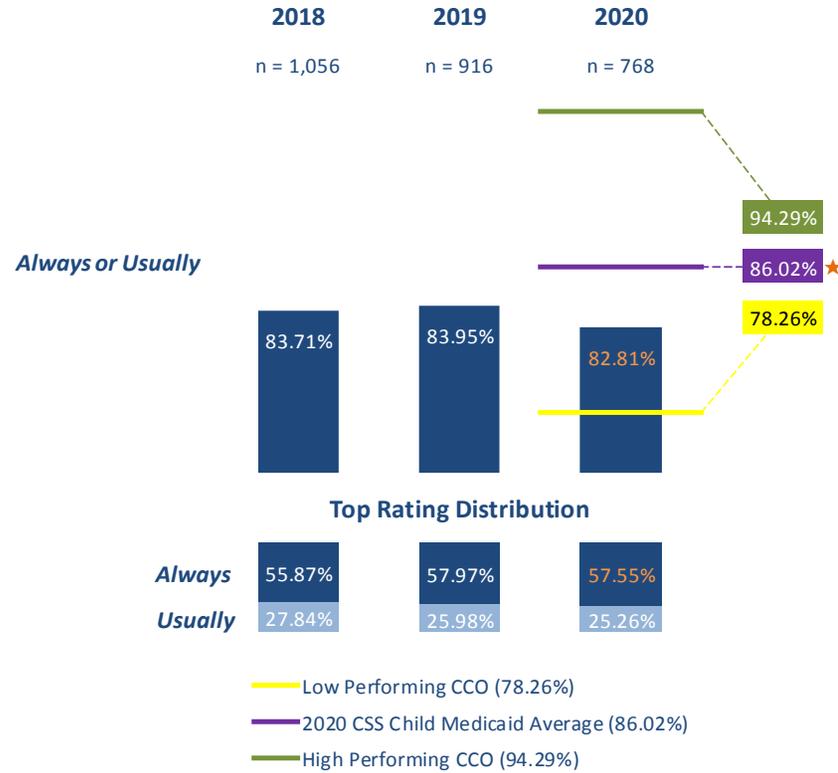
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison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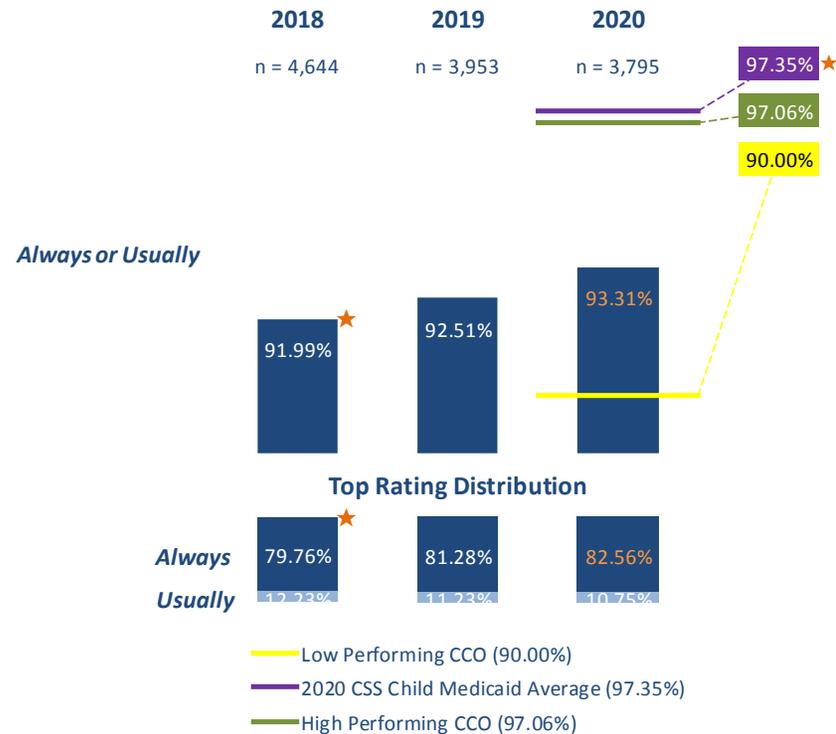
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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



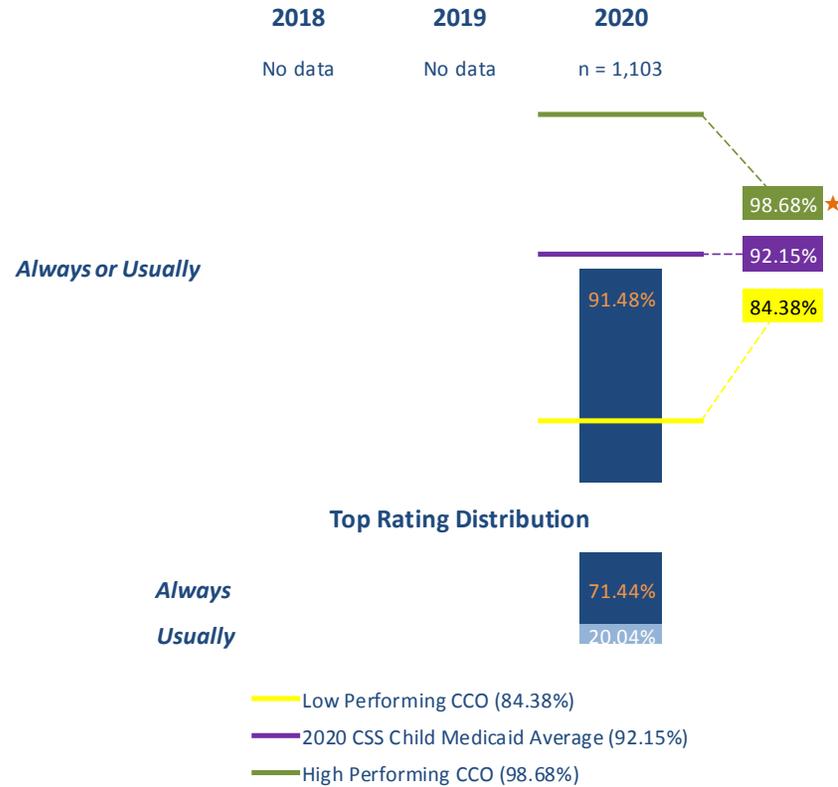
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison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



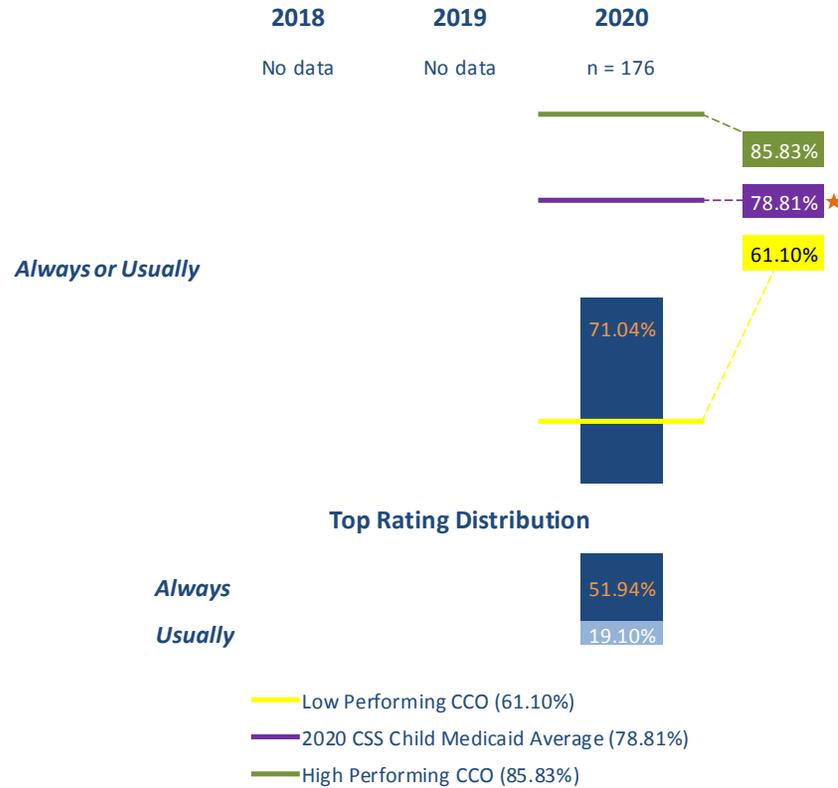
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Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and 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



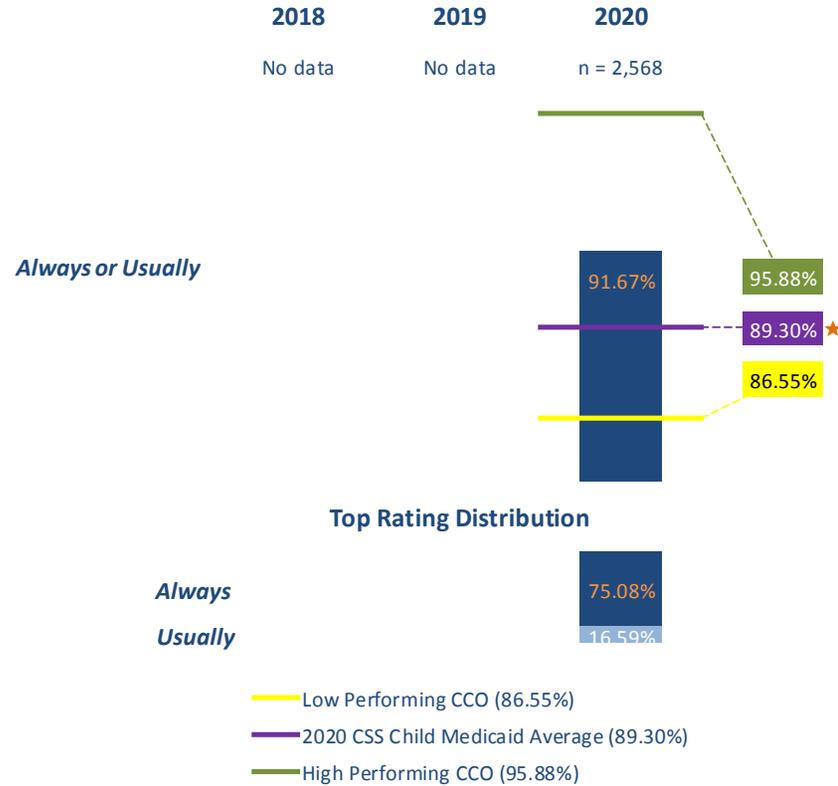
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Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and 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



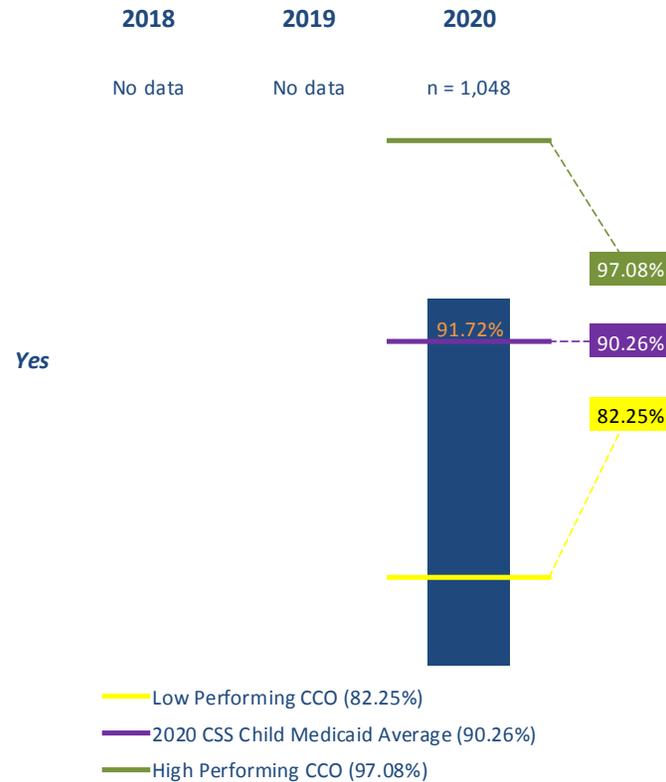
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Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and 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



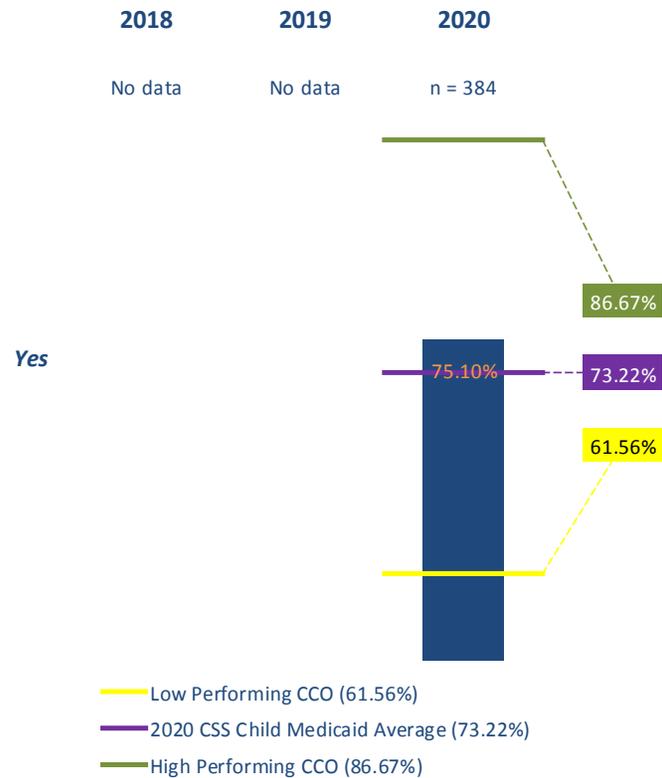
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Tests of statistical significance were conducted for the Yes rate. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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



49970

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 PLAN 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 health plan'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 ratings 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.

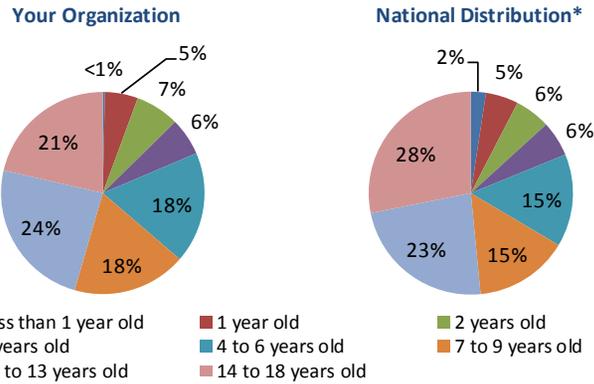
The charts on the following pages compare the State OHP membership profile to the relevant national benchmark distribution on demographic characteristics and utilization patterns. The pie chart in the upper half of each panel contrasts the distribution of the State OHP membership on a given member attribute (e.g., gender, education level, number of doctor visits, etc.) with the 2020 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

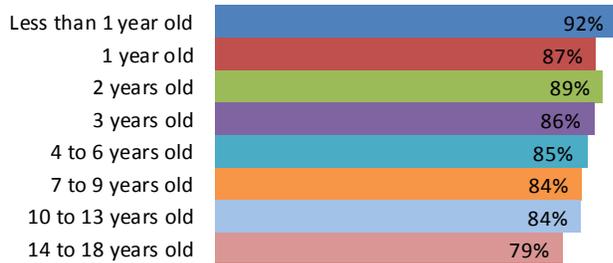
The following characteristics are profiled in this section:

- 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 racial or ethnic identity

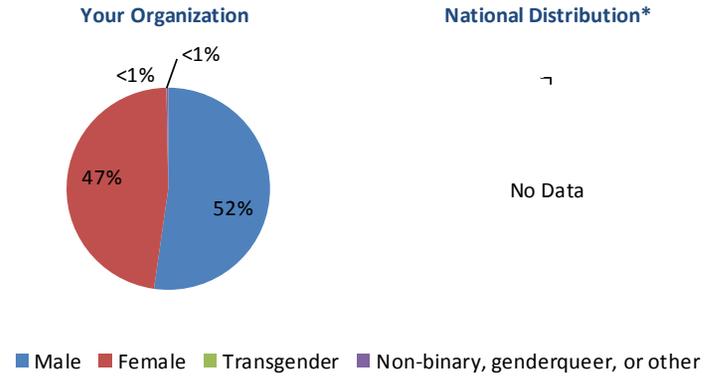
Q69. What is your child's age?



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**



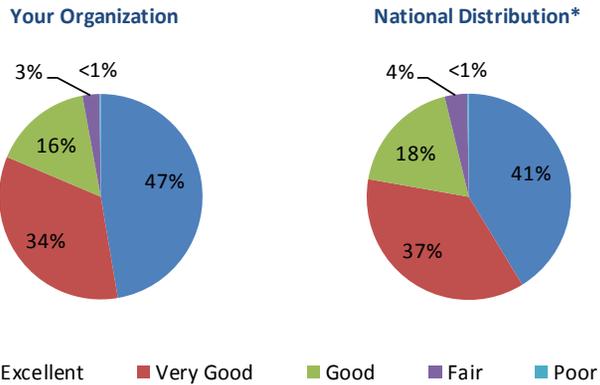
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

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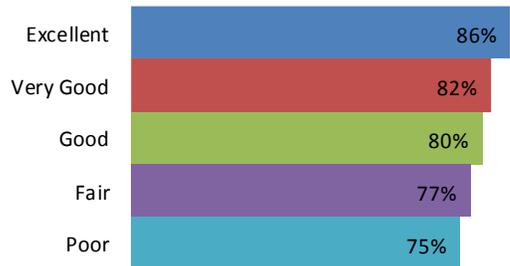
* Represents the combined distribution of responses to this question for all plans included in the 2020 CSS Child Medicaid Average.

** 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.

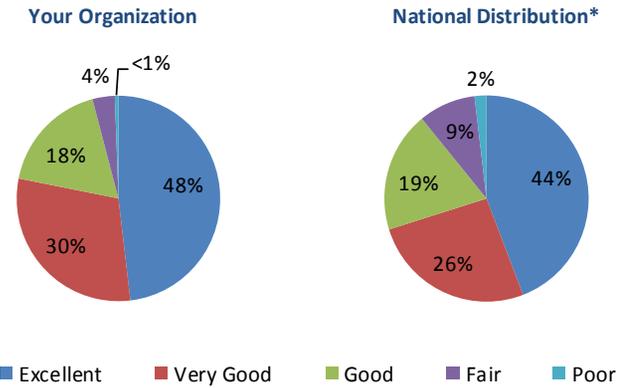
Q53. In general, how would you rate your child's overall health?



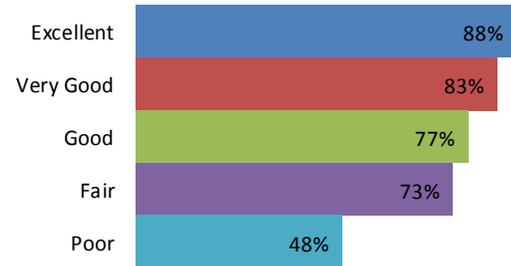
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q53**



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**



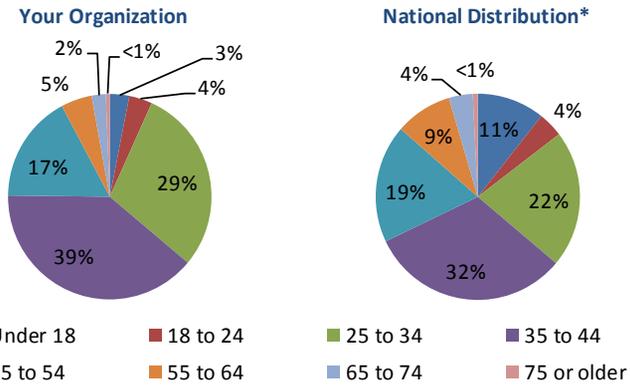
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

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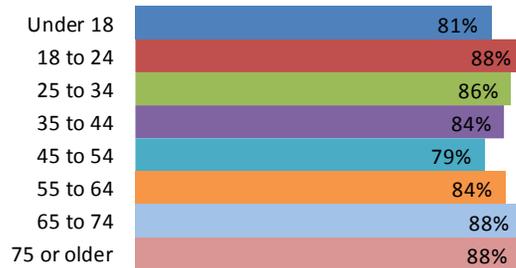
* Represents the combined distribution of responses to this question for all plans included in the 2020 CSS Child Medicaid Average.

** 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.

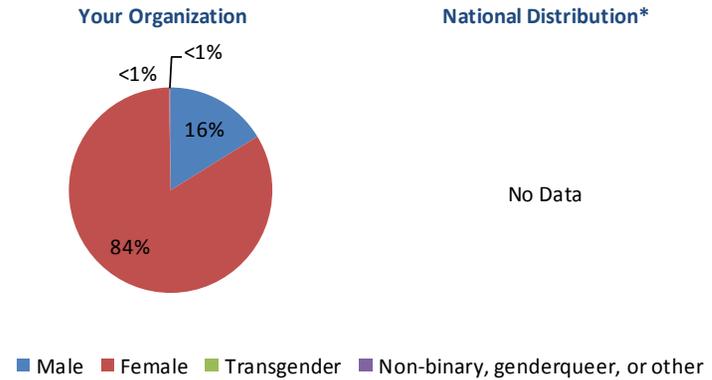
Q72. What is your age?



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.

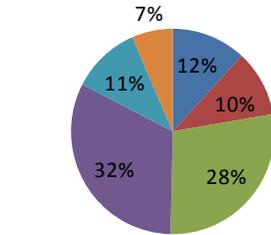
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* Represents the combined distribution of responses to this question for all plans included in the 2020 CSS Child Medicaid Average.

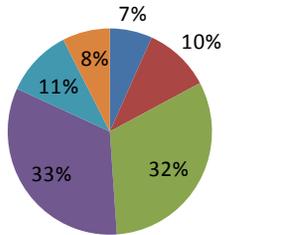
** Includes members who answered the question and provided a valid response to Q49 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q49 or if no one rated the plan as 8, 9, or 10.

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

Your Organization

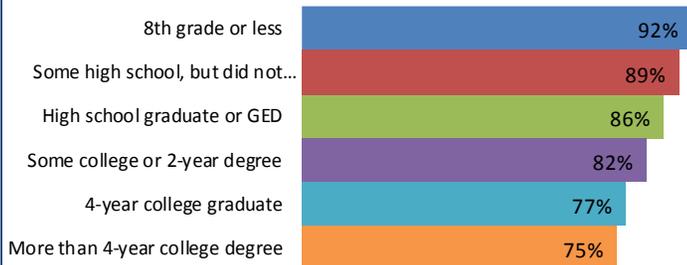


National Distribution*



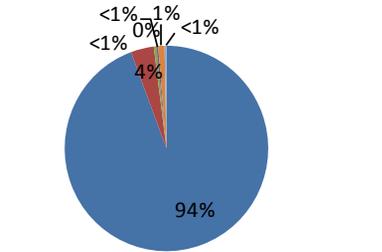
- 8th grade or less
- High school graduate or GED
- 4-year college graduate
- Some high school, but did not graduate
- Some college or 2-year degree
- More than 4-year college degree

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q74**

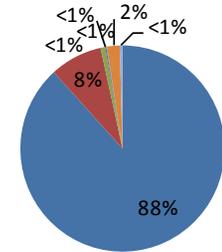


Q75. How are you related to the child?

Your Organization

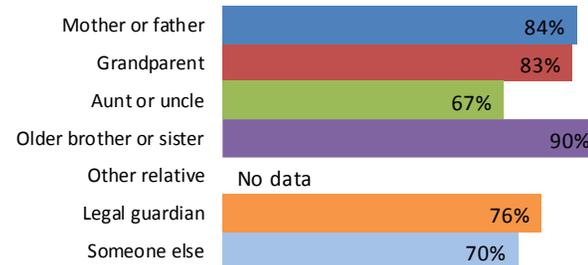


National Distribution*



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

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q75**

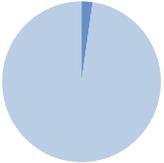
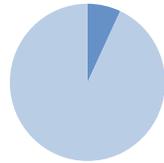
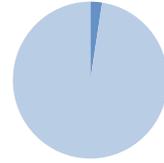
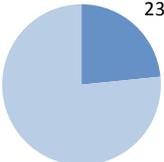
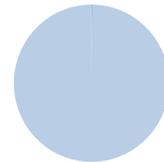
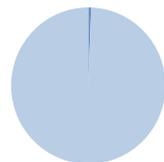


Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

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

<p>Q76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.</p> <p>% American Indian or Alaska Native†</p>	<p>Q76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.</p> <p>% Asian†</p>	<p>Q76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.</p> <p>% Black or African American†</p>
<p>Your Organization National Distribution*</p>  <p>2%</p> <p>No Data</p> <p>Percent of American Indian or Alaska Native† Members Rating Their Plan as 8, 9, or 10** 82%</p>	<p>Your Organization National Distribution*</p>  <p>7%</p> <p>No Data</p> <p>Percent of Asian† Members Rating Their Plan as 8, 9, or 10** 81%</p>	<p>Your Organization National Distribution*</p>  <p>2%</p> <p>No Data</p> <p>Percent of Black or African American† Members Rating Their Plan as 8, 9, or 10** 81%</p>
<p>Q76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.</p> <p>% Hispanic or Latino/a†</p>	<p>Q76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.</p> <p>% Middle Eastern/Northern African†</p>	<p>Q76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.</p> <p>% Native Hawaiian or Pacific Islander†</p>
<p>Your Organization National Distribution*</p>  <p>23%</p> <p>No Data</p> <p>Percent of Hispanic or Latino/a† Members Rating Their Plan as 8, 9, or 10** 94%</p>	<p>Your Organization National Distribution*</p>  <p><1%</p> <p>No Data</p> <p>Percent of Middle Eastern/Northern African† Members Rating Their Plan as 8, 9, or 10** 100%</p>	<p>Your Organization National Distribution*</p>  <p><1%</p> <p>No Data</p> <p>Percent of Native Hawaiian or Pacific Islander† Members Rating Their Plan as 8, 9, or 10** 85%</p>

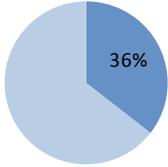
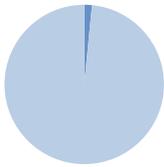
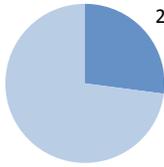
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

49970

† The self-reported race and ethnicity responses were aggregated into broader race and ethnic categories to help summarize for reporting purposes.

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** 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.

Q76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.		Q76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.		Q76. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.	
% White†		% Other†		% Multiracial†	
Your Organization	National Distribution*	Your Organization	National Distribution*	Your Organization	National Distribution*
 <p>36%</p>	No Data	 <p>2%</p>	No Data	 <p>27%</p>	No Data
Percent of White† Members Rating Their Plan as 8, 9, or 10**	79%	Percent of Other† Members Rating Their Plan as 8, 9, or 10**	74%	Percent of Multiracial† Members Rating Their Plan as 8, 9, or 10**	83%

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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† The self-reported race and ethnicity responses were aggregated into broader race and ethnic categories to help summarize for reporting purposes.

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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 in a clinic, emergency room, or doctor's office? (% Yes)</p>	<p>Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic? (% Yes)</p>	<p>Q25. A personal doctor is the one your child would see 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> <p>Yes 83% No 84%</p>	<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> <p>Yes 84% No 82%</p>	<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> <p>Yes 84% No 77%</p>
<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 to see 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> <p>Yes 83% No 86%</p>	<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> <p>Yes 80% No 84%</p>	<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> <p>Yes 84% No 80%</p>

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

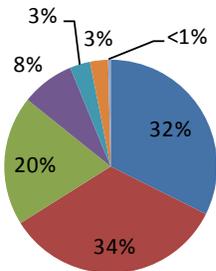
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* Represents the combined distribution of responses to this question for all plans included in the 2020 CSS Child Medicaid Average.

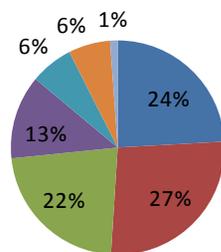
** Includes members who answered the question and provided a valid response to Q49 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q49 or if no one rated the plan as 8, 9, or 10.

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

Your Organization

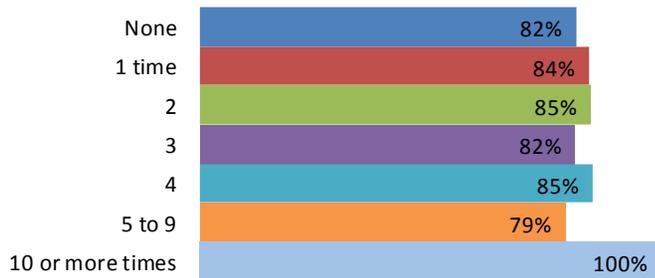


National Distribution*



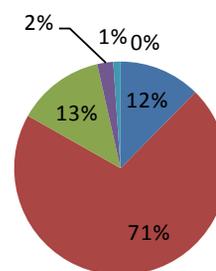
■ None ■ 1 time ■ 2 ■ 3 ■ 4 ■ 5 to 9 ■ 10 or more times

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

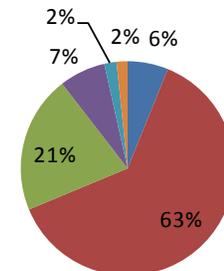


Q42. How many specialists has your child seen in the last 6 months? (Note: the question applies only to those respondents who had appointments with specialists.)

Your Organization

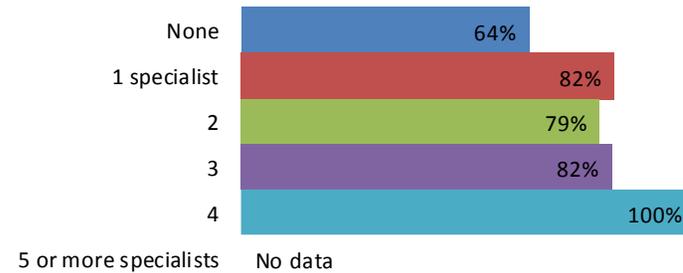


National Distribution*



■ 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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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; and
- 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, searched for information in the plan’s written materials, etc.) CSS’s analysis shows that these experience variables 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 any and all measurable influences on the overall rating of the plan.

KEY DRIVER MODEL DEVELOPMENT

The CSS *Key Driver Model* was developed using a national plan-level dataset of Child Medicaid CAHPS survey results. The analysis was based on the plans surveyed by CSS in 2020, including their 2020, 2019 and 2018 results for a total 312 units of observation. CSS performed regression analysis of health plan ratings to identify the 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 satisfaction (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 six key drivers of Child 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 75 percent of the industry variation in Child 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 take into account 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.

Access to care (Q10, Q4) and providers (Q25, Q36 and Q43) are significant drivers of member experience. Note that Q44 (contacting customer service) is marked with a ▼ symbol because this experience is *negatively* related to the overall health plan score. Plans that have large numbers of members who report contacting customer service to get information or help generally have *lower* overall satisfaction scores.

Key Driver	Interpretation
Q36. Rating of Personal Doctor (percent 9 or 10)	The higher the proportion of members rating their child’s personal doctor as 9 or 10, the higher the overall plan score
Q10. Ease of getting needed care, tests, or treatment (percent <i>Always</i> or <i>Usually</i>)	The higher the proportion of respondents 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
Q25. Child has a personal doctor (percent <i>Yes</i>)	The higher the proportion of respondents who report that their child has a personal doctor, the higher the overall plan score
Q44. ▼ Got information or help from customer service (percent <i>Yes</i>)	The higher the proportion of members reporting that they contacted customer service for information or help, the <u>lower</u> the overall plan score
Q4. Got an appointment for urgent care as soon as needed (percent <i>Always</i> or <i>Usually</i>)	The higher the proportion of members reporting favorably on their experience getting urgent care, 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 Medicaid plans contributing to the 2020 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. 2020 OHA CAHPS SURVEY FOR STATE OHP CHILD MEDICAID SAMPLE (CLAIMS STRATUM: NON-CHRONIC): KEY AREAS AND PRIORITIES FOR IMPROVEMENT

Current Key Driver Performance		Room for Improvement on Key Driver	Overall Improvement Opportunity
2020 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)	75.31%	+8.18% → 83.49%	 +4.32%
Q43. Rating of Specialist Seen Most Often (percent 9 or 10)	71.79%	+24.63% → 96.43%	 +3.01%
Q10. Ease of getting needed care, tests, or treatment (percent Usually or Always)	91.29%	+4.61% → 95.90%	 +1.40%
Q4. Got urgent care as soon as needed (percent Usually or Always)	91.31%	+8.69% → 100.00%	 +1.29%
Q25. Child has personal doctor (percent Yes)	87.12%	+6.57% → 93.69%	 +1.16%
Q44. Got information or help from customer service (percent Yes)	▼ 24.61%	-10.11% → 14.49%	 +1.03%

*Best score on the key driver measure among all plans included in the 2020 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 you in your quality improvement efforts. Some of these resources may be more applicable to State OHP than others, especially because many of the cited interventions are intended to be implemented at the practice or provider level. For a useful introduction to quality improvement (QI), refer to the Agency for Health Care Research and Quality's (AHRQ) reference guide that includes descriptions of QI strategies in health delivery systems (<https://www.ahrq.gov/sites/default/files/wysiwyg/cahps/quality-improvement/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 <http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/access/strategy6a-openaccess.html>.
- *Implement Process Improvements to Streamline Patient Flow* – Delays experienced by patients while waiting for care, tests, or treatment can be minimized through a variety of mechanisms. For example, reallocating tasks such as physical exams and ordering x-rays to physician's assistants and nurse practitioners frees up physicians' time to attend to more pressing patient concerns. The exact form of these improvements will vary widely by practice. See <http://www.ahrq.gov/research/findings/final-reports/ptflow/index.html> for AHRQ's guide to plan and implement patient flow improvement strategies.
- *Patient-Centered Medical Homes (PCMH)* – This model increases patient access to physicians, reducing barriers to receiving care (<https://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: <https://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 <http://www.pcmh.ahrq.gov/>.

- *Alternative Access Centers* – This brief (http://www.rwjf.org/content/dam/farm/reports/issue_briefs/2015/rwjf419415) from the Robert Wood Johnson Foundation highlights the growing capacity of retail clinics and telemedicine to meet patient medical needs, particularly in rural and underserved communities and for patients with acute but non-serious conditions who need care quickly. Providing patients with alternative venues to access health care, rather than the traditional doctor’s office or hospital, lowers barriers to care (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4795318/>).

IMPROVING QUALITY OF PHYSICIANS IN HEALTH PLAN 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 (<https://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 http://www.calquality.org/storage/Improving_Pt_Experience_Spread_Change_Pkg_UpdatedMay2011.pdf). For general recommendations related to physician communication, see <https://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 <http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6i-shared-decisionmaking.html> and <http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6htools.html>. For a sample communication document that providers can distribute to patients before or during visits, see <http://www.rwjf.org/content/dam/farm/toolkits/toolkits/2013/rwjf404048>.
- *Build Physician-Patient Relationships* – An article published in the British Journal of General Practice found that patients seeing their preferred doctor rated their satisfaction with visits significantly higher than patients who did not have a doctor preference or those who would have preferred to see a different doctor. A study of English National Health Service data found that confidence and trust in a doctor is an important predictor of overall patient satisfaction (<http://www.ncbi.nlm.nih.gov/pubmed/18416910/>), while a Harvard study found that a positive physician-patient relationship correlates with better healthcare outcomes (<https://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 <https://innovations.ahrq.gov/profiles/electronic-referrals-and-communications-reduce-wait-times-specialty-appointments-and> as well as <https://innovations.ahrq.gov/profiles/referring-physicians-send-electronic-handoff-note-pertinent-patient-information-emergency>.

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

- *Increase Access to Trusted Health Information* – Many people look to their health plan for information not only on how the health plan works, but also on resources to help them improve their health, particularly when dealing with chronic illnesses. A recent meta-analysis confirmed that improved access to trusted health information leads to improved outcomes (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5818676/>). Also, the Office of the National Coordinator for Health Information Technology (ONC) created the ONC Patient Engagement (PE) Playbook (<https://www.healthit.gov/playbook/pe/>) to help healthcare providers use health information technology (health IT) to provide better care to patients by specifically focusing on electronic health record (EHR) patient portals. This tool would 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.
- 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 <http://www.cdc.gov/healthliteracy/researchevaluate/program-evaluation.html>. The CDC’s National Prevention Information Network also offers tools to create health materials in plain language to reduce health disparities (<https://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 <https://health.gov/our-work/health-literacy/resources>. AHRQ has also developed its own health literacy toolkit to support physicians (<https://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/healthlittoolkit2.html>).

APPENDIX

CROSS-TABULATIONS OF SURVEY RESPONSES

State Oregon Health Plan - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Satisfaction With the Experience of Care

Survey Measures*	Global Proportions			
	2020 CSS Average	Plan Rate		
		2020	2019	2018
Ratings				
Rating of Personal Doctor	90.65%	89.01%	89.26%	87.94%
Rating of Specialist	87.02%	85.64%	84.51%	80.66%
Rating of All Health Care	86.77%	87.09%	85.19%	83.11%
Rating of Health Plan	86.04%	83.48%	83.43%	80.39%
Composites				
Getting Needed Care	86.92%	82.21%	84.77%	81.33%
Getting Care Quickly	91.20%	89.01%	88.90%	88.35%
How Well Doctors Communicate	96.25%	94.71%	95.22%	94.39%
Customer Service	90.92%	89.00%	87.52%	87.93%
Additional Content Areas				
Coordination of Care	86.02%	82.81%	83.95%	83.71%
Children with Chronic Conditions Composites				
Access to Prescription Medicine	92.15%	91.48%	NA	NA
Access to Specialized Services	78.81%	71.04%	NA	NA
Getting Needed Information	89.30%	91.67%	NA	NA
Personal Doctor or Nurse Who Knows Child	90.26%	91.72%	NA	NA
Coordination of Care w/CCC (Q16 & Q27)	73.22%	75.10%	NA	NA

* 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 3

In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	6,550	3,931	4,099	4,788	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	115	50	43	0	10	39	0	12	22	14	8	14	25	40	8	0	1	5	2	10	0	0	18	0	9	15	26	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	6,435	3,881	4,056	4,788	601	3,103	1	1,177	1,786	802	823	1,033	1,826	3,078	597	111	75	228	80	776	6	20	1,175	52	900	1,226	2,447	118	
	98.2%	98.7%	99.0%	100.0%	98.4%	98.8%	100.0%	99.0%	98.8%	98.3%	99.0%	98.7%	98.6%	98.7%	98.7%	100.0%	98.7%	97.9%	97.6%	98.7%	100.0%	100.0%	98.5%	0.0%	99.0%	98.8%	98.9%	98.3%	
Yes	2,391	1,009	1,078	1,393	136	825	1	399	414	163	156	270	532	805	143	35	18	48	21	150	2	4	344	15	252	88	826	75	
	37.2%	26.0%	26.6%	29.1%	22.6%	26.6%	100.0%	33.9%	23.2%	20.3%	19.0%	26.1%	29.1%	26.2%	24.0%	31.5%	24.0%	21.1%	26.3%	19.3%	33.3%	20.0%	29.3%	28.8%	28.0%	7.2%	33.8%	63.6%	
No	4,044	2,872	2,978	3,395	465	2,278	0	778	1,372	639	667	763	1,294	2,273	454	76	57	180	59	626	4	16	831	37	648	1,138	1,621	43	
	62.8%	74.0%	73.4%	70.9%	77.4%	73.4%	0.0%	66.1%	76.8%	79.7%	81.0%	73.9%	70.9%	73.8%	76.0%	68.5%	76.0%	78.9%	73.8%	80.7%	66.7%	80.0%	70.7%	71.2%	72.0%	92.8%	66.2%	36.4%	
Significantly different from column:*		AD			F	E		I	H	H	LM	K	K					WY		WY			RT		RT	AAAB	ZAB	ZAA	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	2,391	1,009	1,078	1,294	136	825	1	399	414	163	156	270	532	805	143	35	18	48	21	150	2	4	344	15	252	88	826	75	
Number missing or multiple answer	79	19	22	0	4	12	0	6	8	2	5	5	6	12	3	1	1	2	0	2	0	0	6	0	3	3	11	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	2,312	990	1,056	1,294	132	813	1	393	406	161	151	265	526	793	140	34	17	46	21	148	2	4	338	15	249	85	815	74	
	96.7%	98.1%	98.0%	100.0%	97.1%	98.5%	100.0%	98.5%	98.1%	98.8%	96.8%	98.1%	98.9%	98.5%	97.9%	97.1%	94.4%	95.8%	100.0%	98.7%	100.0%	100.0%	98.3%	0.0%	98.8%	96.6%	98.7%	98.7%	
Never	18	16	8	20	0	15	0	5	9	1	4	6	8	5	2	1	0	1	7	0	0	0	0	0	5	4	11	1	
	0.8%	1.6%	0.8%	1.5%	0.0%	1.8%	0.0%	1.3%	2.2%	0.6%	2.6%	1.5%	1.1%	1.0%	3.6%	5.9%	5.9%	0.0%	4.8%	4.7%	0.0%	0.0%	0.0%	0.0%	2.0%	4.7%	1.3%	1.4%	
Sometimes	156	70	79	104	10	55	0	25	33	8	13	22	29	44	20	4	1	22	1	12	0	10	2	14	11	54	4		
	6.7%	7.1%	7.5%	8.0%	7.6%	6.8%	0.0%	6.4%	8.1%	5.0%	8.6%	8.3%	5.5%	5.5%	14.3%	11.8%	5.9%	47.8%	4.8%	8.1%	0.0%	0.0%	3.0%	13.3%	5.6%	12.9%	6.6%	5.4%	
Usually	299	153	160	224	21	125	1	64	52	30	26	40	80	108	35	6	1	7	3	29	0	0	36	2	50	10	127	15	
	12.9%	15.5%	15.2%	17.3%	15.9%	15.4%	100.0%	16.3%	12.8%	18.6%	17.2%	15.1%	15.2%	13.6%	25.0%	17.6%	5.9%	15.2%	14.3%	19.6%	0.0%	0.0%	10.7%	13.3%	20.1%	11.8%	15.6%	20.3%	
Always	1,839	751	809	946	101	618	0	299	312	122	108	199	411	633	80	22	14	17	16	100	2	4	292	11	180	60	623	54	
	79.5%	75.9%	76.6%	73.1%	76.5%	76.0%	0.0%	76.1%	76.8%	75.8%	71.5%	75.1%	78.1%	79.8%	57.1%	64.7%	82.4%	37.0%	76.2%	67.6%	100.0%	100.0%	86.4%	73.3%	72.3%	70.6%	76.4%	73.0%	
Significantly different from column:*		A												OP	N	N	R	QSTWXY	R	RW			RTY	R	RW				
Usually or Always	2,138	904	969	1,170	122	743	1	363	364	152	134	239	491	741	115	28	15	24	19	129	2	4	328	13	230	70	750	69	
	92.5%	91.3%	91.8%	90.4%	92.4%	91.4%	100.0%	92.4%	89.7%	94.4%	88.7%	90.2%	93.3%	93.4%	82.1%	82.4%	88.2%	52.2%	90.5%	87.2%	100.0%	100.0%	97.0%	86.7%	92.4%	82.4%	92.0%	93.2%	
Significantly different from column:*														O	N		R	QSTXY	R	RW			TY	R	RW	AAAB	Z	Z	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 5

In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	6,550	3,931	4,099	4,752	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	91	46	56	0	7	34	1	10	24	9	14	7	19	33	7	3	2	0	0	13	0	0	11	0	8	13	17	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	6,459	3,885	4,043	4,752	604	3,108	0	1,179	1,784	807	817	1,040	1,832	3,085	598	108	74	233	82	773	6	20	1,182	52	901	1,228	2,456	120	
	98.6%	98.8%	98.6%	100.0%	98.9%	98.9%	0.0%	99.2%	98.7%	98.9%	98.3%	99.3%	99.0%	98.9%	98.8%	97.3%	97.4%	100.0%	100.0%	98.3%	100.0%	100.0%	99.1%	0.0%	99.1%	99.0%	99.3%	100.0%	
Yes	4,725	2,574	2,674	3,128	373	2,086	0	893	1,119	483	503	661	1,287	2,052	383	78	49	154	52	487	4	11	822	29	608	284	2,130	106	
	73.2%	66.3%	66.1%	65.8%	61.8%	67.1%	---	75.7%	62.7%	59.9%	61.6%	63.6%	70.3%	66.5%	64.0%	72.2%	66.2%	66.1%	63.4%	63.0%	66.7%	55.0%	69.5%	55.8%	67.5%	23.1%	86.7%	88.3%	
No	1,734	1,311	1,369	1,624	231	1,022	0	286	665	324	314	379	545	1,033	215	30	25	79	30	286	2	9	360	23	293	944	326	14	
	26.8%	33.7%	33.9%	34.2%	38.2%	32.9%	---	24.3%	37.3%	40.1%	38.4%	36.4%	29.7%	33.5%	36.0%	27.8%	33.8%	33.9%	36.6%	37.0%	33.3%	45.0%	30.5%	44.2%	32.5%	76.9%	13.3%	11.7%	
Significantly different from column:*		A			F	E		IJ	H	H	M	M	KL							W			TX	W		AAAB	Z	Z	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 6

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

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

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)								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	4,725	2,574	2,674	2,923	373	2,086	0	893	1,119	483	503	661	1,287	2,052	383	78	49	154	52	487	4	11	822	29	608	284	2,130	106	
Number missing or multiple answer	163	63	40	0	13	42	0	22	20	18	14	18	22	51	9	0	2	3	0	15	0	1	18	0	18	8	48	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	4,562	2,511	2,634	2,923	360	2,044	0	871	1,099	465	489	643	1,265	2,001	374	78	47	151	52	472	4	10	804	29	590	276	2,082	104	
	96.6%	97.6%	98.5%	100.0%	96.5%	98.0%	---	97.5%	98.2%	96.3%	97.2%	97.3%	98.3%	97.5%	97.7%	100.0%	95.9%	98.1%	100.0%	96.9%	100.0%	90.9%	97.8%	0.0%	97.0%	97.2%	97.7%	98.1%	
Never	51	35	46	37	3	30	0	8	13	12	7	9	15	22	8	3	0	1	1	9	0	0	11	0	7	14	20	1	
	1.1%	1.4%	1.7%	1.3%	0.8%	1.5%	---	0.9%	1.2%	2.6%	1.4%	1.4%	1.2%	1.1%	2.1%	3.8%	0.0%	0.7%	1.9%	1.9%	0.0%	0.0%	1.4%	0.0%	1.2%	5.1%	1.0%	1.0%	
Sometimes	409	299	322	364	52	225	0	73	158	52	95	72	110	206	69	15	6	47	7	63	2	2	52	3	70	64	223	8	
	9.0%	11.9%	12.2%	12.5%	14.4%	11.0%	---	8.4%	14.4%	11.2%	19.4%	11.2%	8.7%	10.3%	18.4%	19.2%	12.8%	31.1%	13.5%	13.3%	50.0%	20.0%	6.5%	10.3%	11.9%	23.2%	10.7%	7.7%	
Usually	963	639	640	820	98	519	0	208	288	120	111	173	325	482	112	22	17	41	16	127	2	3	184	4	161	70	535	23	
	21.1%	25.4%	24.3%	28.1%	27.2%	25.4%	---	23.9%	26.2%	25.8%	22.7%	26.9%	25.7%	24.1%	29.9%	28.2%	36.2%	27.2%	30.8%	26.9%	50.0%	30.0%	22.9%	13.8%	27.3%	25.4%	25.7%	22.1%	
Always	3,139	1,538	1,626	1,702	207	1,270	0	582	640	281	276	389	815	1,291	185	38	24	62	28	273	0	5	557	22	352	128	1,304	72	
	68.8%	61.3%	61.7%	58.2%	57.5%	62.1%	---	66.8%	58.2%	60.4%	56.4%	60.5%	64.4%	64.5%	49.5%	48.7%	51.1%	41.1%	53.8%	57.8%	0.0%	50.0%	69.3%	75.9%	59.7%	46.4%	62.6%	69.2%	
Significantly different from column:*		AD						IJ	H	H	M		K	OP	N	N	WX	TWXY	W	RW			QRSTY	QR	RW	AAAB	Z	Z	
Usually or Always	4,102	2,177	2,266	2,522	305	1,789	0	790	928	401	387	562	1,140	1,773	297	60	41	103	44	400	2	8	741	26	513	198	1,839	95	
	89.9%	86.7%	86.0%	86.3%	84.7%	87.5%	---	90.7%	84.4%	86.2%	79.1%	87.4%	90.1%	88.6%	79.4%	76.9%	87.2%	68.2%	84.6%	84.7%	50.0%	80.0%	92.2%	89.7%	86.9%	71.7%	88.3%	91.3%	
Significantly different from column:*		A						IJ	H	H	LM	K	K	OP	N	N	R	QSTWXY	R	RW			RTY	R	RW	AAAB	Z	Z	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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 go to a doctor's office or clinic to get health care?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	6,550	3,931	4,099	4,722	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	154	97	90	0	15	69	0	31	39	18	36	20	25	60	22	6	2	6	0	25	0	1	19	1	17	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	6,396 97.6%	3,834 97.5%	4,009 97.8%	4,722 100.0%	596 97.5%	3,073 97.8%	1 100.0%	1,158 97.4%	1,769 97.8%	798 97.8%	795 95.7%	1,027 98.1%	1,826 98.6%	3,058 98.1%	583 96.4%	105 94.6%	74 97.4%	227 97.4%	82 100.0%	761 96.8%	6 100.0%	19 95.0%	1,174 98.4%	51 0.0%	892 98.1%	1,241 100.0%	2,473 100.0%	120 100.0%	
None	1,620 25.3%	1,241 32.4%	1,321 33.0%	1,493 31.6%	224 37.6%	963 31.3%	0 0.0%	264 22.8%	626 35.4%	318 39.8%	316 39.7%	341 33.2%	514 28.1%	974 31.9%	209 35.8%	28 26.7%	22 29.7%	91 40.1%	35 42.7%	278 36.5%	3 50.0%	7 36.8%	336 28.6%	20 39.2%	283 31.7%	1,241 100.0%	0 0.0%	0 0.0%	
1 time	1,770 27.7%	1,293 33.7%	1,278 31.9%	1,556 33.0%	189 31.7%	1,055 34.3%	0 0.0%	391 33.8%	626 35.4%	247 31.0%	229 28.8%	358 34.9%	659 36.1%	1,080 35.3%	167 28.6%	28 26.7%	28 37.8%	67 29.5%	28 34.1%	253 33.2%	2 33.3%	5 26.3%	450 38.3%	15 29.4%	261 29.3%	0 0.0%	1,293 52.3%	0 0.0%	
2	1,410 22.0%	753 19.6%	772 19.3%	898 19.0%	109 18.3%	608 19.8%	1 100.0%	261 22.5%	327 18.5%	133 16.7%	152 19.1%	192 18.7%	367 20.1%	593 19.4%	117 20.1%	22 21.0%	12 16.2%	41 18.1%	11 13.4%	136 17.9%	0 0.0%	7 36.8%	221 18.8%	11 21.6%	201 22.5%	0 0.0%	753 30.4%	0 0.0%	
3	770 12.0%	309 8.1%	326 8.1%	415 8.8%	45 7.6%	250 8.1%	0 0.0%	140 12.1%	113 6.4%	50 6.3%	50 6.3%	75 7.3%	169 9.3%	236 7.7%	48 8.2%	12 11.4%	4 5.4%	16 7.0%	4 4.9%	45 5.9%	0 0.0%	0 0.0%	107 9.1%	2 3.9%	89 10.0%	0 0.0%	309 12.5%	0 0.0%	
4	395 6.2%	118 3.1%	162 4.0%	180 3.8%	16 2.7%	94 3.1%	0 0.0%	53 4.6%	35 2.0%	25 3.1%	21 2.6%	32 3.1%	60 3.3%	96 3.1%	16 2.7%	4 3.8%	6 8.1%	3 1.3%	3 3.7%	25 3.3%	1 16.7%	0 0.0%	31 2.6%	0 0.0%	28 3.1%	0 0.0%	118 4.8%	0 0.0%	
5 to 9	368 5.8%	105 2.7%	119 3.0%	153 3.2%	9 1.5%	92 3.0%	0 0.0%	43 3.7%	37 2.1%	21 2.6%	20 2.5%	24 2.3%	54 3.0%	69 2.3%	25 4.3%	8 7.6%	2 2.7%	6 2.6%	1 1.2%	21 2.8%	0 0.0%	0 0.0%	25 2.1%	3 5.9%	3 3.0%	27 0.0%	0 0.0%	105 87.5%	
10 or more times	63 1.0%	15 0.4%	31 0.8%	27 0.6%	4 0.7%	11 0.4%	0 0.0%	6 0.5%	5 0.3%	4 0.5%	7 0.9%	5 0.5%	3 0.2%	10 0.3%	1 0.2%	3 2.9%	0 0.0%	3 1.3%	0 0.0%	3 0.4%	0 0.0%	0 0.0%	4 0.3%	0 0.0%	3 0.3%	0 0.0%	15 12.5%		
5 or more times	431 6.7%	120 3.1%	150 3.7%	180 3.8%	13 2.2%	103 3.4%	0 0.0%	49 4.2%	42 2.4%	25 3.1%	27 3.4%	29 2.8%	57 3.1%	79 2.6%	26 4.5%	11 10.5%	2 2.7%	9 4.0%	1 1.2%	24 3.2%	0 0.0%	0 0.0%	29 2.5%	3 5.9%	30 3.4%	0 0.0%	0 0.0%	120 100.0%	
Significantly different from column:*		A						I	H					O	NP	O										AB	AB	ZAA	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	2,489	2,593	---	---	372	2,110	1	894	1,143	480	479	686	1,312	2,084	374	77	52	136	47	483	3	12	838	31	609	0	2,473	120
Number missing or multiple answer	30	25	---	---	7	16	0	11	9	4	6	5	13	22	2	0	0	0	0	2	0	0	8	0	10	0	23	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	2,459	2,568	---	---	365	2,094	1	883	1,134	476	473	681	1,299	2,062	372	77	52	136	47	481	3	12	830	31	599	0	2,450	118
	98.8%	99.0%	---	---	98.1%	99.2%	100.0%	98.8%	99.2%	99.2%	98.7%	99.3%	99.0%	98.9%	99.5%	100.0%	100.0%	100.0%	100.0%	99.6%	100.0%	100.0%	99.0%	0.0%	98.4%	---	99.1%	98.3%
Never	62	42	---	---	6	32	0	12	15	12	9	8	18	31	7	3	0	8	1	6	0	1	11	0	4	0	42	0
	2.5%	1.6%	---	---	1.6%	1.5%	0.0%	1.4%	1.3%	2.5%	1.9%	1.2%	1.4%	1.5%	1.9%	3.9%	0.0%	5.9%	2.1%	1.2%	0.0%	8.3%	1.3%	0.0%	0.7%	---	1.7%	0.0%
Sometimes	201	172	---	---	43	122	0	46	79	38	53	50	56	117	43	7	4	30	3	35	1	3	29	1	45	0	168	4
	8.2%	6.7%	---	---	11.8%	5.8%	0.0%	5.2%	7.0%	8.0%	11.2%	7.3%	4.3%	5.7%	11.6%	9.1%	7.7%	22.1%	6.4%	7.3%	33.3%	25.0%	3.5%	3.2%	7.5%	---	6.9%	3.4%
Usually	410	426	---	---	66	344	1	121	194	99	96	122	190	290	108	24	11	28	12	96	0	0	111	6	104	0	406	20
	16.7%	16.6%	---	---	18.1%	16.4%	100.0%	13.7%	17.1%	20.8%	20.3%	17.9%	14.6%	14.1%	29.0%	31.2%	21.2%	20.6%	25.5%	20.0%	0.0%	0.0%	13.4%	19.4%	17.4%	---	16.6%	16.9%
Always	1,786	1,928	---	---	250	1,596	0	704	846	327	315	501	1,035	1,624	214	43	37	70	31	344	2	8	679	24	446	0	1,834	94
	72.6%	75.1%	---	---	68.5%	76.2%	0.0%	79.7%	74.6%	68.7%	66.6%	73.6%	79.7%	78.8%	57.5%	55.8%	71.2%	51.5%	66.0%	71.5%	66.7%	66.7%	81.8%	77.4%	74.5%	---	74.9%	79.7%
Significantly different from column:*		A			F	E		IJ	HJ	HI	LM	KM	KL	OP	N	N	R	QTWXY	W	RW			RSTY	R	RW			
Usually or Always	2,196	2,354	---	---	316	1,940	1	825	1,040	426	411	623	1,225	1,914	322	67	48	98	43	440	2	8	790	30	550	0	2,240	114
	89.3%	91.7%	---	---	86.6%	92.6%	100.0%	93.4%	91.7%	89.5%	86.9%	91.5%	94.3%	92.8%	86.6%	87.0%	92.3%	72.1%	91.5%	91.5%	66.7%	66.7%	95.2%	96.8%	91.8%	---	91.4%	96.6%
Significantly different from column:*		A			F	E		J	H		LM	KM	KL	O	N		R	QSTWXY	R	RW			RTY	R	RW		AB	AA

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)								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	4,776	2,593	2,688	3,161	372	2,110	1	894	1,143	480	479	686	1,312	2,084	374	77	52	136	47	483	3	12	838	31	609	0	2,473	120	
Number missing or multiple answer	75	30	28	0	8	19	0	10	9	9	6	4	17	25	0	1	0	1	1	4	0	0	9	0	10	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	4,701	2,563	2,660	3,161	364	2,091	1	884	1,134	471	473	682	1,295	2,059	374	76	52	135	46	479	3	12	829	31	599	0	2,445	118	
	98.4%	98.8%	99.0%	100.0%	97.8%	99.1%	100.0%	98.9%	99.2%	98.1%	98.7%	99.4%	98.7%	98.8%	100.0%	98.7%	100.0%	99.3%	97.9%	99.2%	100.0%	100.0%	98.9%	0.0%	98.4%	---	98.9%	98.3%	
0 Worst health care possible	5	4	1	5	0	3	0	1	1	1	2	1	0	0	3	0	0	0	0	1	0	0	1	0	1	0	3	1	
	0.1%	0.2%	0.0%	0.2%	0.0%	0.1%	0.0%	0.1%	0.1%	0.2%	0.4%	0.1%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.1%	0.0%	0.2%	---	0.1%	0.8%	
1	4	6	2	0	2	4	0	3	2	1	3	1	2	5	1	0	0	0	1	1	0	0	1	0	3	0	6	0	
	0.1%	0.2%	0.1%	0.0%	0.5%	0.2%	0.0%	0.3%	0.2%	0.2%	0.6%	0.1%	0.2%	0.2%	0.3%	0.0%	0.0%	0.0%	2.2%	0.2%	0.0%	0.0%	0.1%	0.0%	0.5%	---	0.2%	0.0%	
2	12	4	10	13	2	1	0	2	1	0	1	2	0	2	2	0	0	1	0	0	0	0	0	0	1	0	4	0	
	0.3%	0.2%	0.4%	0.4%	0.5%	0.0%	0.0%	0.2%	0.1%	0.0%	0.2%	0.3%	0.0%	0.1%	0.5%	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	---	0.2%	0.0%	
3	13	7	13	10	0	6	0	2	4	1	1	1	5	4	2	1	0	2	0	1	0	0	1	1	0	0	6	1	
	0.3%	0.3%	0.5%	0.3%	0.0%	0.3%	0.0%	0.2%	0.4%	0.2%	0.2%	0.1%	0.4%	0.2%	0.5%	1.3%	0.0%	1.5%	0.0%	0.2%	0.0%	0.0%	0.1%	3.2%	0.0%	---	0.2%	0.8%	
4	26	13	20	24	1	11	0	8	4	0	3	1	8	8	3	1	0	2	1	1	0	0	3	0	3	0	13	0	
	0.6%	0.5%	0.8%	0.8%	0.3%	0.5%	0.0%	0.9%	0.4%	0.0%	0.6%	0.1%	0.6%	0.4%	0.8%	1.3%	0.0%	1.5%	2.2%	0.2%	0.0%	0.0%	0.4%	0.0%	0.5%	---	0.5%	0.0%	
5	110	46	62	103	7	35	0	10	25	7	7	12	18	29	12	3	1	5	0	7	0	1	10	0	13	0	43	3	
	2.3%	1.8%	2.3%	3.3%	1.9%	1.7%	0.0%	1.1%	2.2%	1.5%	1.5%	1.8%	1.4%	1.4%	3.2%	3.9%	1.9%	3.7%	0.0%	1.5%	0.0%	8.3%	1.2%	0.0%	2.2%	---	1.8%	2.5%	
6	123	64	66	125	5	55	0	14	31	16	11	17	32	42	18	2	0	6	1	8	0	1	19	0	14	0	63	1	
	2.6%	2.5%	2.5%	4.0%	1.4%	2.6%	0.0%	1.6%	2.7%	3.4%	2.3%	2.5%	2.5%	2.0%	4.8%	2.6%	0.0%	4.4%	2.2%	1.7%	0.0%	8.3%	2.3%	0.0%	2.3%	---	2.6%	0.8%	
7	329	187	220	254	35	142	0	58	69	50	24	50	101	133	40	11	5	18	4	22	0	1	73	2	34	0	177	10	
	7.0%	7.3%	8.3%	8.0%	9.6%	6.8%	0.0%	6.6%	6.1%	10.6%	5.1%	7.3%	7.8%	6.5%	10.7%	14.5%	9.6%	13.3%	8.7%	4.6%	0.0%	8.3%	8.8%	6.5%	5.7%	---	7.2%	8.5%	
8	780	505	537	657	70	411	0	164	233	90	89	125	267	385	83	22	13	25	7	74	0	1	172	4	130	0	482	23	
	16.6%	19.7%	20.2%	20.8%	19.2%	19.7%	0.0%	18.6%	20.5%	19.1%	18.8%	18.3%	20.6%	18.7%	22.2%	28.9%	25.0%	18.5%	15.2%	15.4%	0.0%	8.3%	20.7%	12.9%	21.7%	---	19.7%	19.5%	
9	869	519	542	716	83	423	1	183	223	102	96	120	287	414	85	12	7	23	9	103	0	0	157	10	148	0	487	32	
	18.5%	20.2%	20.4%	22.7%	22.8%	20.2%	100.0%	20.7%	19.7%	21.7%	20.3%	17.6%	22.2%	20.1%	22.7%	15.8%	13.5%	17.0%	19.6%	21.5%	0.0%	0.0%	18.9%	32.3%	24.7%	---	19.9%	27.1%	
10 Best health care possible	2,430	1,208	1,187	1,254	159	1,000	0	439	541	203	236	352	575	1,037	125	24	26	53	23	261	3	8	392	14	252	0	1,161	47	
	51.7%	47.1%	44.6%	39.7%	43.7%	47.8%	0.0%	49.7%	47.7%	43.1%	49.9%	51.6%	44.4%	50.4%	33.4%	31.6%	50.0%	39.3%	50.0%	54.5%	100.0%	66.7%	47.3%	45.2%	42.1%	---	47.5%	39.8%	

NA - Not Applicable

State Oregon Health Plan - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)										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	4,776	2,593	2,688	3,161	372	2,110	1	894	1,143	480	479	686	1,312	2,084	374	77	52	136	47	483	3	12	838	31	609	0	2,473	120	
Number missing or multiple answer	75	30	28	0	8	19	0	10	9	9	6	4	17	25	0	1	0	1	1	4	0	0	9	0	10	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	4,701	2,563	2,660	3,161	364	2,091	1	884	1,134	471	473	682	1,295	2,059	374	76	52	135	46	479	3	12	829	31	599	0	2,445	118	
	98.4%	98.8%	99.0%	100.0%	97.8%	99.1%	100.0%	98.9%	99.2%	98.1%	98.7%	99.4%	98.7%	98.8%	100.0%	98.7%	100.0%	99.3%	97.9%	99.2%	100.0%	100.0%	98.9%	0.0%	98.4%	---	98.9%	98.3%	
0 to 4	60	34	46	52	5	25	0	16	12	3	10	6	15	19	11	2	0	5	2	4	0	6	1	8	0	32	2		
	1.3%	1.3%	1.7%	1.6%	1.4%	1.2%	0.0%	1.8%	1.1%	0.6%	2.1%	0.9%	1.2%	0.9%	2.9%	2.6%	0.0%	3.7%	4.3%	0.8%	0.0%	0.7%	3.2%	1.3%	---	1.3%	1.7%		
5	110	46	62	103	7	35	0	10	25	7	7	12	18	29	12	3	1	5	0	7	0	1	10	0	13	0	43	3	
	2.3%	1.8%	2.3%	3.3%	1.9%	1.7%	0.0%	1.1%	2.2%	1.5%	1.5%	1.8%	1.4%	1.4%	3.2%	3.9%	1.9%	3.7%	0.0%	1.5%	0.0%	8.3%	1.2%	0.0%	2.2%	---	1.8%	2.5%	
6 or 7	452	251	286	379	40	197	0	72	100	66	35	67	133	175	58	13	5	24	5	30	0	2	92	2	48	0	240	11	
	9.6%	9.8%	10.8%	12.0%	11.0%	9.4%	0.0%	8.1%	8.8%	14.0%	7.4%	9.8%	10.3%	8.5%	15.5%	17.1%	9.6%	17.8%	10.9%	6.3%	0.0%	16.7%	11.1%	6.5%	8.0%	---	9.8%	9.3%	
8 to 10	4,079	2,232	2,266	2,627	312	1,834	1	786	997	395	421	597	1,129	1,836	293	58	46	101	39	438	3	9	721	28	530	0	2,130	102	
	86.8%	87.1%	85.2%	83.1%	85.7%	87.7%	100.0%	88.9%	87.9%	83.9%	89.0%	87.5%	87.2%	89.2%	78.3%	76.3%	88.5%	74.8%	84.8%	91.4%	100.0%	75.0%	87.0%	90.3%	88.5%	---	87.1%	86.4%	
Significantly different from column:*		CD						J	J	HI				OP	N	N	R	QTWY		RW		RT		R					
0 to 6	293	144	174	280	17	115	0	40	68	26	28	35	65	90	41	7	1	16	3	19	0	2	35	1	35	0	138	6	
	6.2%	5.6%	6.5%	8.9%	4.7%	5.5%	0.0%	4.5%	6.0%	5.5%	5.9%	5.1%	5.0%	4.4%	11.0%	9.2%	1.9%	11.9%	6.5%	4.0%	0.0%	16.7%	4.2%	3.2%	5.8%	---	5.6%	5.1%	
7 to 8	1,109	692	757	911	105	553	0	222	302	140	113	175	368	518	123	33	18	43	11	96	0	2	245	6	164	0	659	33	
	23.6%	27.0%	28.5%	28.8%	28.8%	26.4%	0.0%	25.1%	26.6%	29.7%	23.9%	25.7%	28.4%	25.2%	32.9%	43.4%	34.6%	31.9%	23.9%	20.0%	0.0%	16.7%	29.6%	19.4%	27.4%	---	27.0%	28.0%	
9 to 10	3,299	1,727	1,729	1,970	242	1,423	1	622	764	305	332	472	862	1,451	210	36	33	76	32	364	3	8	549	24	400	0	1,648	79	
	70.2%	67.4%	65.0%	62.3%	66.5%	68.1%	100.0%	70.4%	67.4%	64.8%	70.2%	69.2%	66.6%	70.5%	56.1%	47.4%	63.5%	56.3%	69.6%	76.0%	100.0%	66.7%	66.2%	77.4%	66.8%	---	67.4%	66.9%	
Significantly different from column:*		AD						J	H					OP	N	N	T	TWXY		QRWY		RT		R	RT				

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	4,776	2,593	2,688	3,144	372	2,110	1	894	1,143	480	479	686	1,312	2,084	374	77	52	136	47	483	3	12	838	31	609	0	2,473	120	
Number missing or multiple answer	76	33	31	0	5	26	0	11	12	9	9	8	14	27	2	1	0	0	1	4	0	0	8	0	12	0	31	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	4,700	2,560	2,657	3,144	367	2,084	1	883	1,131	471	470	678	1,298	2,057	372	76	52	136	46	479	3	12	830	31	597	0	2,442	118	
	98.4%	98.7%	98.8%	100.0%	98.7%	98.8%	100.0%	98.8%	99.0%	98.1%	98.1%	98.8%	98.9%	98.7%	99.5%	98.7%	100.0%	100.0%	97.9%	99.2%	100.0%	100.0%	99.0%	0.0%	98.0%	---	98.7%	98.3%	
Never	42	32	36	48	4	26	0	8	17	4	10	9	10	16	13	1	1	5	1	10	0	1	5	0	4	0	30	2	
	0.9%	1.3%	1.4%	1.5%	1.1%	1.2%	0.0%	0.9%	1.5%	0.8%	2.1%	1.3%	0.8%	0.8%	3.5%	1.3%	1.9%	3.7%	2.2%	2.1%	0.0%	8.3%	0.6%	0.0%	0.7%	---	1.2%	1.7%	
Sometimes	309	191	247	283	30	147	0	46	84	51	48	54	69	120	53	14	4	26	4	38	0	1	31	3	41	0	180	11	
	6.6%	7.5%	9.3%	9.0%	8.2%	7.1%	0.0%	5.2%	7.4%	10.8%	10.2%	8.0%	5.3%	5.8%	14.2%	18.4%	7.7%	19.1%	8.7%	7.9%	0.0%	8.3%	3.7%	9.7%	6.9%	---	7.4%	9.3%	
Usually	1,132	654	744	985	90	537	1	206	293	135	130	171	322	478	127	31	16	45	15	118	1	2	193	6	165	0	618	36	
	24.1%	25.5%	28.0%	31.3%	24.5%	25.8%	100.0%	23.3%	25.9%	28.7%	27.7%	25.2%	24.8%	23.2%	34.1%	40.8%	30.8%	33.1%	32.6%	24.6%	33.3%	16.7%	23.3%	19.4%	27.6%	---	25.3%	30.5%	
Always	3,217	1,683	1,630	1,828	243	1,374	0	623	737	281	282	444	897	1,443	179	30	31	60	26	313	2	8	601	22	387	0	1,614	69	
	68.4%	65.7%	61.3%	58.1%	66.2%	65.9%	0.0%	70.6%	65.2%	59.7%	60.0%	65.5%	69.1%	70.2%	48.1%	39.5%	59.6%	44.1%	56.5%	65.3%	66.7%	66.7%	72.4%	71.0%	64.8%	---	66.1%	58.5%	
Significantly different from column:*		ACD						IJ	HJ	HI	M		K	OP	N	N	W	TWXY	W	RW			QRSTY	R	RW				
Usually or Always	4,349	2,337	2,374	2,813	333	1,911	1	829	1,030	416	412	615	1,219	1,921	306	61	47	105	41	431	3	10	794	28	552	0	2,232	105	
	92.5%	91.3%	89.3%	89.5%	90.7%	91.7%	100.0%	93.9%	91.1%	88.3%	87.7%	90.7%	93.9%	93.4%	82.3%	80.3%	90.4%	77.2%	89.1%	90.0%	100.0%	83.3%	95.7%	90.3%	92.5%	---	91.4%	89.0%	
Significantly different from column:*		CD						IJ	H	H	M	M	KL	OP	N	N	R	QTWY		RW			RTY		RW				

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 11

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	3,553	3,931	---	---	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	62	46	---	---	10	29	0	10	21	13	22	4	13	32	11	2	3	3	0	15	0	0	6	0	8	11	19	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	3,491	3,885	---	---	601	3,113	1	1,179	1,787	803	809	1,043	1,838	3,086	594	109	73	230	82	771	6	20	1,187	52	901	1,230	2,454	118	
	98.3%	98.8%	---	---	98.4%	99.1%	100.0%	99.2%	98.8%	98.4%	97.4%	99.6%	99.3%	99.0%	98.2%	98.2%	96.1%	98.7%	100.0%	98.1%	100.0%	100.0%	99.5%	0.0%	99.1%	99.1%	99.2%	98.3%	
Yes	2,384	2,772	---	---	434	2,222	1	528	1,540	626	590	725	1,327	2,157	463	88	44	128	65	568	5	11	853	42	654	873	1,757	82	
	68.3%	71.4%	---	---	72.2%	71.4%	100.0%	44.8%	86.2%	78.0%	72.9%	69.5%	72.2%	69.9%	77.9%	80.7%	60.3%	55.7%	79.3%	73.7%	83.3%	55.0%	71.9%	80.8%	72.6%	71.0%	71.6%	69.5%	
No	1,107	1,113	---	---	167	891	0	651	247	177	219	318	511	929	131	21	29	102	17	203	1	9	334	10	247	357	697	36	
	31.7%	28.6%	---	---	27.8%	28.6%	0.0%	55.2%	13.8%	22.0%	27.1%	30.5%	27.8%	30.1%	22.1%	19.3%	39.7%	44.3%	20.7%	26.3%	16.7%	45.0%	28.1%	19.2%	27.4%	29.0%	28.4%	30.5%	
Significantly different from column:*		A						IJ	HJ	HI				OP	N	N	STWXY	STWXY	QRV	QR		SX	QR	QRV	QR				

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	2,384	2,772	---	---	434	2,222	1	528	1,540	626	590	725	1,327	2,157	463	88	44	128	65	568	5	11	853	42	654	873	1,757	82	
Number missing or multiple answer	95	47	---	---	14	31	0	7	27	13	12	12	23	37	10	0	1	0	0	5	0	0	24	0	9	25	19	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	2,289	2,725	---	---	420	2,191	1	521	1,513	613	578	713	1,304	2,120	453	88	43	128	65	563	5	11	829	42	645	848	1,738	81	
	96.0%	98.3%	---	---	96.8%	98.6%	100.0%	98.7%	98.2%	97.9%	98.0%	98.3%	98.3%	98.3%	97.8%	100.0%	97.7%	100.0%	100.0%	99.1%	100.0%	100.0%	97.2%	0.0%	98.6%	97.1%	98.9%	98.8%	
Yes	222	202	---	---	25	162	0	61	94	36	53	50	81	139	40	16	5	9	3	38	0	1	44	1	59	30	148	18	
	9.7%	7.4%	---	---	6.0%	7.4%	0.0%	11.7%	6.2%	5.9%	9.2%	7.0%	6.2%	6.6%	8.8%	18.2%	11.6%	7.0%	4.6%	6.7%	0.0%	9.1%	5.3%	2.4%	9.1%	3.5%	8.5%	22.2%	
No	2,067	2,523	---	---	395	2,029	1	460	1,419	577	525	663	1,223	1,981	413	72	38	119	62	525	5	10	785	41	586	818	1,590	63	
	90.3%	92.6%	---	---	94.0%	92.6%	100.0%	88.3%	93.8%	94.1%	90.8%	93.0%	93.8%	93.4%	91.2%	81.8%	88.4%	93.0%	95.4%	93.3%	100.0%	90.9%	94.7%	97.6%	90.9%	96.5%	91.5%	77.8%	
Significantly different from column:*		A						J	H	H	M	K	P	P	NO							Y		W	AA	ZAB	AA		

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	222	202	---	---	25	162	0	61	94	36	53	50	81	139	40	16	5	9	3	38	0	1	44	1	59	30	148	18	
Number missing or multiple answer	2	6	---	---	1	5	0	3	2	1	3	2	1	5	0	1	0	1	0	2	0	0	0	0	0	0	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	220	196	---	---	24	157	0	58	92	35	50	48	80	134	40	15	5	8	3	36	0	1	44	1	59	30	144	18	
	99.1%	97.0%	---	---	96.0%	96.9%	---	95.1%	97.9%	97.2%	94.3%	96.0%	98.8%	96.4%	100.0%	93.8%	100.0%	88.9%	100.0%	94.7%	---	100.0%	100.0%	0.0%	100.0%	100.0%	97.3%	100.0%	
Yes	198	177	---	---	22	140	0	56	81	30	42	43	76	126	35	9	4	7	3	30	0	1	42	1	51	24	132	17	
	90.0%	90.3%	---	---	91.7%	89.2%	---	96.6%	88.0%	85.7%	84.0%	89.6%	95.0%	94.0%	87.5%	60.0%	80.0%	87.5%	100.0%	83.3%	---	100.0%	95.5%	100.0%	86.4%	80.0%	91.7%	94.4%	
No	22	19	---	---	2	17	0	2	11	5	8	5	4	8	5	6	1	1	0	6	0	0	2	0	8	6	12	1	
	10.0%	9.7%	---	---	8.3%	10.8%	---	3.4%	12.0%	14.3%	16.0%	10.4%	5.0%	6.0%	12.5%	40.0%	20.0%	12.5%	0.0%	16.7%	---	0.0%	4.5%	0.0%	13.6%	20.0%	8.3%	5.6%	
Significantly different from column:*																													

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 14

In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	3,553	3,931	---	---	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	76	16	---	---	2	14	0	2	8	6	6	6	4	12	1	2	1	0	0	7	0	0	5	0	2	5	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	NA
Usable responses	3,477	3,915	---	---	609	3,128	1	1,187	1,800	810	825	1,041	1,847	3,106	604	109	75	233	82	779	6	20	1,188	52	907	1,236	2,468	120	
	97.9%	99.6%	---	---	99.7%	99.6%	100.0%	99.8%	99.6%	99.3%	99.3%	99.4%	99.8%	99.6%	99.8%	98.2%	98.7%	100.0%	100.0%	99.1%	100.0%	100.0%	99.6%	0.0%	99.8%	99.6%	99.8%	100.0%	
Yes	172	93	---	---	11	73	0	28	47	12	17	27	41	64	15	7	1	6	2	16	1	0	21	1	26	8	69	10	
	4.9%	2.4%	---	---	1.8%	2.3%	0.0%	2.4%	2.6%	1.5%	2.1%	2.6%	2.2%	2.1%	2.5%	6.4%	1.3%	2.6%	2.4%	2.1%	16.7%	0.0%	1.8%	1.9%	2.9%	0.6%	2.8%	8.3%	
No	3,305	3,822	---	---	598	3,055	1	1,159	1,753	798	808	1,014	1,806	3,042	589	102	74	227	80	763	5	20	1,167	51	881	1,228	2,399	110	
	95.1%	97.6%	---	---	98.2%	97.7%	100.0%	97.6%	97.4%	98.5%	97.9%	97.4%	97.8%	97.9%	97.5%	93.6%	98.7%	97.4%	97.6%	97.9%	83.3%	100.0%	98.2%	98.1%	97.1%	99.4%	97.2%	91.7%	
Significantly different from column:*		A																								AA	Z		

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	172	93	---	---	11	73	0	28	47	12	17	27	41	64	15	7	1	6	2	16	1	0	21	1	26	8	69	10	
Number missing or multiple answer	6	4	---	---	0	4	0	1	2	1	1	2	1	3	1	0	0	0	0	1	0	2	0	0	0	0	3	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	166	89	---	---	11	69	0	27	45	11	16	25	40	61	14	7	1	6	2	15	1	0	19	1	26	8	66	10	
	96.5%	95.7%	---	---	100.0%	94.5%	---	96.4%	95.7%	91.7%	94.1%	92.6%	97.6%	95.3%	93.3%	100.0%	100.0%	100.0%	100.0%	93.8%	100.0%	---	90.5%	0.0%	100.0%	100.0%	95.7%	100.0%	
Never	9	5	---	---	1	3	0	1	3	1	1	2	2	1	2	1	0	0	0	2	0	0	1	0	2	1	3	1	
	5.4%	5.6%	---	---	9.1%	4.3%	---	3.7%	6.7%	9.1%	6.3%	8.0%	5.0%	1.6%	14.3%	14.3%	0.0%	0.0%	0.0%	13.3%	0.0%	---	5.3%	0.0%	7.7%	12.5%	4.5%	10.0%	
Sometimes	19	11	---	---	1	9	0	3	6	1	4	3	3	5	3	1	0	0	1	2	0	0	1	1	3	1	9	1	
	11.4%	12.4%	---	---	9.1%	13.0%	---	11.1%	13.3%	9.1%	25.0%	12.0%	7.5%	8.2%	21.4%	14.3%	0.0%	0.0%	50.0%	13.3%	0.0%	---	5.3%	100.0%	11.5%	12.5%	13.6%	10.0%	
Usually	33	19	---	---	3	15	0	9	8	2	0	9	10	15	3	1	1	3	0	0	0	0	5	0	6	1	15	2	
	19.9%	21.3%	---	---	27.3%	21.7%	---	33.3%	17.8%	18.2%	0.0%	36.0%	25.0%	24.6%	21.4%	14.3%	100.0%	50.0%	0.0%	0.0%	0.0%	---	26.3%	0.0%	23.1%	12.5%	22.7%	20.0%	
Always	105	54	---	---	6	42	0	14	28	7	11	11	25	40	6	4	0	3	1	11	1	0	12	0	15	5	39	6	
	63.3%	60.7%	---	---	54.5%	60.9%	---	51.9%	62.2%	63.6%	68.8%	44.0%	62.5%	65.6%	42.9%	57.1%	0.0%	50.0%	50.0%	73.3%	100.0%	---	63.2%	0.0%	57.7%	62.5%	59.1%	60.0%	
Significantly different from column:*																													
Usually or Always	138	73	---	---	9	57	0	23	36	9	11	20	35	55	9	5	1	6	1	11	1	0	17	0	21	6	54	8	
	83.1%	82.0%	---	---	81.8%	82.6%	---	85.2%	80.0%	81.8%	68.8%	80.0%	87.5%	90.2%	64.3%	71.4%	100.0%	100.0%	50.0%	73.3%	100.0%	---	89.5%	0.0%	80.8%	75.0%	81.8%	80.0%	
Significantly different from column:*																													

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	172	93	---	---	11	73	0	28	47	12	17	27	41	64	15	7	1	6	2	16	4	0	21	1	26	8	69	10
Number missing or multiple answer	6	5	---	---	0	5	0	2	2	1	1	1	3	4	1	0	0	0	0	1	0	3	0	1	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	166	88	---	---	11	68	0	26	45	11	16	26	38	60	14	7	1	6	2	15	1	0	18	1	25	8	64	10
	96.5%	94.6%	---	---	100.0%	93.2%	---	92.9%	95.7%	91.7%	94.1%	96.3%	92.7%	93.8%	93.3%	100.0%	100.0%	100.0%	93.8%	100.0%	---	85.7%	0.0%	96.2%	100.0%	92.8%	100.0%	
Yes	143	71	---	---	7	56	0	20	34	11	13	15	35	47	12	6	1	6	1	10	1	0	15	1	21	7	50	9
	86.1%	80.7%	---	---	63.6%	82.4%	---	76.9%	75.6%	100.0%	81.3%	57.7%	92.1%	78.3%	85.7%	85.7%	100.0%	100.0%	50.0%	66.7%	100.0%	---	83.3%	100.0%	84.0%	87.5%	78.1%	90.0%
No	23	17	---	---	4	12	0	6	11	0	3	11	3	13	2	1	0	0	1	5	0	0	3	0	4	1	14	1
	13.9%	19.3%	---	---	36.4%	17.6%	---	23.1%	24.4%	0.0%	18.8%	42.3%	7.9%	21.7%	14.3%	14.3%	0.0%	0.0%	50.0%	33.3%	0.0%	---	16.7%	0.0%	16.0%	12.5%	21.9%	10.0%
Significantly different from column:*												M	L															

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	3,553	3,931	---	---	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	70	24	---	---	2	18	0	2	13	7	10	6	5	14	5	0	2	1	0	10	0	0	6	0	1	5	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	NA
Usable responses	3,483	3,907	---	---	609	3,124	1	1,187	1,795	809	821	1,041	1,846	3,104	600	111	74	232	82	776	6	20	1,187	52	908	1,236	2,460	120	
	98.0%	99.4%	---	---	99.7%	99.4%	100.0%	99.8%	99.3%	99.1%	98.8%	99.4%	99.7%	99.6%	99.2%	100.0%	97.4%	99.6%	100.0%	98.7%	100.0%	100.0%	99.5%	0.0%	99.9%	99.6%	99.5%	100.0%	
Yes	344	180	---	---	27	141	0	64	70	37	30	42	93	123	38	11	6	10	3	24	0	2	57	2	42	35	119	19	
	9.9%	4.6%	---	---	4.4%	4.5%	0.0%	5.4%	3.9%	4.6%	3.7%	4.0%	5.0%	4.0%	6.3%	9.9%	8.1%	4.3%	3.7%	3.1%	0.0%	10.0%	4.8%	3.8%	4.6%	2.8%	4.8%	15.8%	
No	3,139	3,727	---	---	582	2,983	1	1,123	1,725	772	791	999	1,753	2,981	562	100	68	222	79	752	6	18	1,130	50	866	1,201	2,341	101	
	90.1%	95.4%	---	---	95.6%	95.5%	100.0%	94.6%	96.1%	95.4%	96.3%	96.0%	95.0%	96.0%	93.7%	90.1%	91.9%	95.7%	96.3%	96.9%	100.0%	90.0%	95.2%	96.2%	95.4%	97.2%	95.2%	84.2%	
Significantly different from column:*		A												O	N											AA	ZAB	AA	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	344	180	---	---	27	141	0	64	70	37	30	42	93	123	38	11	6	10	3	24	0	2	57	2	42	35	119	19	
Number missing or multiple answer	5	3	---	---	1	2	0	2	1	0	0	1	1	0	1	0	0	0	0	0	0	0	0	0	2	1	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	339	177	---	---	26	139	0	62	69	37	30	41	92	123	37	10	6	10	3	24	0	2	57	2	40	34	118	19	
	98.5%	98.3%	---	---	96.3%	98.6%	---	96.9%	98.6%	100.0%	100.0%	97.6%	98.9%	100.0%	97.4%	90.9%	100.0%	100.0%	100.0%	---	100.0%	100.0%	0.0%	95.2%	97.1%	99.2%	100.0%		
Never	39	24	---	---	5	18	0	7	10	6	3	4	16	12	7	2	0	2	2	1	0	1	6	0	3	9	14	1	
	11.5%	13.6%	---	---	19.2%	12.9%	---	11.3%	14.5%	16.2%	10.0%	9.8%	17.4%	9.8%	18.9%	20.0%	0.0%	20.0%	66.7%	4.2%	---	50.0%	10.5%	0.0%	7.5%	26.5%	11.9%	5.3%	
Sometimes	44	32	---	---	5	26	0	13	9	10	4	6	19	21	9	2	0	2	0	7	0	0	13	1	4	4	25	3	
	13.0%	18.1%	---	---	19.2%	18.7%	---	21.0%	13.0%	27.0%	13.3%	14.6%	20.7%	17.1%	24.3%	20.0%	0.0%	20.0%	0.0%	29.2%	---	0.0%	22.8%	50.0%	10.0%	11.8%	21.2%	15.8%	
Usually	59	30	---	---	5	23	0	11	12	5	5	9	14	19	8	2	2	4	0	3	0	0	5	0	9	3	18	7	
	17.4%	16.9%	---	---	19.2%	16.5%	---	17.7%	17.4%	13.5%	16.7%	22.0%	15.2%	15.4%	21.6%	20.0%	33.3%	40.0%	0.0%	12.5%	---	0.0%	8.8%	0.0%	22.5%	8.8%	15.3%	36.8%	
Always	197	91	---	---	11	72	0	31	38	16	18	22	43	71	13	4	4	2	1	13	0	1	33	1	24	18	61	8	
	58.1%	51.4%	---	---	42.3%	51.8%	---	50.0%	55.1%	43.2%	60.0%	53.7%	46.7%	57.7%	35.1%	40.0%	66.7%	20.0%	33.3%	54.2%	---	50.0%	57.9%	50.0%	60.0%	52.9%	51.7%	42.1%	
Significantly different from column:*														O	N														
Usually or Always	256	121	---	---	16	95	0	42	50	21	23	31	57	90	21	6	6	6	1	16	0	1	38	1	33	21	79	15	
	75.5%	68.4%	---	---	61.5%	68.3%	---	67.7%	72.5%	56.8%	76.7%	75.6%	62.0%	73.2%	56.8%	60.0%	100.0%	60.0%	33.3%	66.7%	---	50.0%	66.7%	50.0%	82.5%	61.8%	66.9%	78.9%	
Significantly different from column:*																													

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	344	180	---	---	27	141	0	64	70	37	30	42	93	123	38	11	6	10	3	24	0	2	57	2	42	35	119	19
Number missing or multiple answer	5	0	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	339	180	---	---	27	141	0	64	70	37	30	42	93	123	38	11	6	10	3	24	0	2	57	2	42	35	119	19
	98.5%	100.0%	---	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%
Yes	217	123	---	---	19	94	0	48	38	30	20	31	59	86	22	9	3	8	1	17	0	1	41	1	27	12	94	13
	64.0%	68.3%	---	---	70.4%	66.7%	---	75.0%	54.3%	81.1%	66.7%	73.8%	63.4%	69.9%	57.9%	81.8%	50.0%	80.0%	33.3%	70.8%	---	50.0%	71.9%	50.0%	64.3%	34.3%	79.0%	68.4%
No	122	57	---	---	8	47	0	16	32	7	10	11	34	37	16	2	3	2	2	7	0	1	16	1	15	23	25	6
	36.0%	31.7%	---	---	29.6%	33.3%	---	25.0%	45.7%	18.9%	33.3%	26.2%	36.6%	30.1%	42.1%	18.2%	50.0%	20.0%	66.7%	29.2%	---	50.0%	28.1%	50.0%	35.7%	65.7%	21.0%	31.6%
Significantly different from column:*								I	HJ	I																AAAB	Z	Z

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	3,553	3,931	---	---	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	61	20	---	---	4	15	0	2	11	6	6	5	8	12	4	2	1	1	0	5	0	0	7	0	3	3	10	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	3,492	3,911	---	---	607	3,127	1	1,187	1,797	810	825	1,042	1,843	3,106	601	109	75	232	82	781	6	20	1,186	52	906	1,238	2,463	119	
	98.3%	99.5%	---	---	99.3%	99.5%	100.0%	99.8%	99.4%	99.3%	99.3%	99.5%	99.6%	99.3%	99.3%	98.2%	98.7%	99.6%	100.0%	99.4%	100.0%	100.0%	99.4%	0.0%	99.7%	99.8%	99.6%	99.2%	
Yes	523	271	---	---	44	211	0	43	143	73	48	72	135	174	72	16	6	14	4	44	2	82	0	69	41	201	24		
	15.0%	6.9%	---	---	7.2%	6.7%	0.0%	3.6%	8.0%	9.0%	5.8%	6.9%	7.3%	5.6%	12.0%	14.7%	8.0%	6.0%	4.9%	5.6%	0.0%	10.0%	6.9%	0.0%	7.6%	3.3%	8.2%	20.2%	
No	2,969	3,640	---	---	563	2,916	1	1,144	1,654	737	777	970	1,708	2,932	529	93	69	218	78	737	6	18	1,104	52	837	1,197	2,262	95	
	85.0%	93.1%	---	---	92.8%	93.3%	100.0%	96.4%	92.0%	91.0%	94.2%	93.1%	92.7%	94.4%	88.0%	85.3%	92.0%	94.0%	95.1%	94.4%	100.0%	90.0%	93.1%	100.0%	92.4%	96.7%	91.8%	79.8%	
Significantly different from column:*		A						I	H	H				OP	N	N										AAAB	ZAB	ZAA	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	523	271	---	---	44	211	0	43	143	73	48	72	135	174	72	16	6	14	4	44	0	2	82	0	69	41	201	24	
Number missing or multiple answer	10	8	---	---	2	4	0	1	2	3	1	2	3	3	4	0	0	0	0	0	0	0	3	0	3	4	3	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	513	263	---	---	42	207	0	42	141	70	47	70	132	171	68	16	6	14	4	44	0	2	79	0	66	37	198	23	
	98.1%	97.0%	---	---	95.5%	98.1%	---	97.7%	98.6%	95.9%	97.9%	97.2%	97.8%	98.3%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	96.3%	0.0%	95.7%	90.2%	98.5%	95.8%	
Never	48	43	---	---	7	34	0	8	25	10	5	8	28	27	12	3	1	0	3	0	1	14	0	10	7	30	6		
	9.4%	16.3%	---	---	16.7%	16.4%	---	19.0%	17.7%	14.3%	10.6%	11.4%	21.2%	15.8%	17.6%	18.8%	16.7%	0.0%	0.0%	6.8%	---	50.0%	17.7%	---	15.2%	18.9%	15.2%	26.1%	
Sometimes	66	55	---	---	13	40	0	10	26	17	8	13	32	31	19	4	2	4	2	7	0	1	20	0	14	11	43	1	
	12.9%	20.9%	---	---	31.0%	19.3%	---	23.8%	18.4%	24.3%	17.0%	18.6%	24.2%	18.1%	27.9%	25.0%	33.3%	28.6%	50.0%	15.9%	---	50.0%	25.3%	---	21.2%	29.7%	21.7%	4.3%	
Usually	134	50	---	---	8	39	0	7	33	7	8	15	24	29	15	4	1	5	0	7	0	0	12	0	16	7	38	4	
	26.1%	19.0%	---	---	19.0%	18.8%	---	16.7%	23.4%	10.0%	17.0%	21.4%	18.2%	17.0%	22.1%	25.0%	16.7%	35.7%	0.0%	15.9%	---	0.0%	15.2%	---	24.2%	18.9%	19.2%	17.4%	
Always	265	115	---	---	14	94	0	17	57	36	26	34	48	84	22	5	2	5	2	27	0	0	33	0	26	12	87	12	
	51.7%	43.7%	---	---	33.3%	45.4%	---	40.5%	40.4%	51.4%	55.3%	48.6%	36.4%	49.1%	32.4%	31.3%	33.3%	35.7%	50.0%	61.4%	---	0.0%	41.8%	---	39.4%	32.4%	43.9%	52.2%	
Significantly different from column:*		A									M		K	O	N					WY			T		T				
Usually or Always	399	165	---	---	22	133	0	24	90	43	34	49	72	113	37	9	3	10	2	34	0	0	45	0	42	19	125	16	
	77.8%	62.7%	---	---	52.4%	64.3%	---	57.1%	63.8%	61.4%	72.3%	70.0%	54.5%	66.1%	54.4%	56.3%	50.0%	71.4%	50.0%	77.3%	---	0.0%	57.0%	---	63.6%	51.4%	63.1%	69.6%	
Significantly different from column:*		A									M	M	KL							W		T							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	523	271	---	---	44	211	0	43	143	73	48	72	135	174	72	16	6	14	4	44	0	2	82	0	69	41	201	24	
Number missing or multiple answer	5	6	---	---	2	3	0	1	2	2	1	2	2	2	4	0	0	0	0	0	0	0	2	0	3	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	NA
Usable responses	518	265	---	---	42	208	0	42	141	71	47	70	133	172	68	16	6	14	4	44	0	2	80	0	66	38	198	24	
	99.0%	97.8%	---	---	95.5%	98.6%	---	97.7%	98.6%	97.3%	97.9%	97.2%	98.5%	98.9%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	97.6%	0.0%	95.7%	92.7%	98.5%	100.0%	
Yes	278	145	---	---	22	116	0	27	72	40	30	40	68	93	38	8	4	10	0	33	0	39	0	32	11	118	12		
	53.7%	54.7%	---	---	52.4%	55.8%	---	64.3%	51.1%	56.3%	63.8%	57.1%	51.1%	54.1%	55.9%	50.0%	66.7%	71.4%	0.0%	75.0%	---	0.0%	48.8%	---	48.5%	28.9%	59.6%	50.0%	
No	240	120	---	---	20	92	0	15	69	31	17	30	65	79	30	8	2	4	4	11	0	2	41	0	34	27	80	12	
	46.3%	45.3%	---	---	47.6%	44.2%	---	35.7%	48.9%	43.7%	36.2%	42.9%	48.9%	45.9%	44.1%	50.0%	33.3%	28.6%	100.0%	25.0%	---	100.0%	51.3%	---	51.5%	71.1%	40.4%	50.0%	
Significantly different from column:*																				WY		T		T	AA	Z			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	3,553	3,931	---	---	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	76	51	---	---	9	37	0	10	27	12	16	14	16	39	9	1	1	3	0	15	0	0	18	0	6	15	29	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	3,477	3,880	---	---	602	3,105	1	1,179	1,781	804	815	1,033	1,835	3,079	596	110	75	230	82	771	6	20	1,175	52	903	1,226	2,444	117	
	97.9%	98.7%	---	---	98.5%	98.8%	100.0%	99.2%	98.5%	98.5%	98.1%	98.7%	99.1%	98.7%	98.5%	99.1%	98.7%	98.7%	100.0%	98.1%	100.0%	100.0%	98.5%	0.0%	99.3%	98.8%	98.8%	97.5%	
Yes	721	590	---	---	84	475	0	195	237	134	91	134	332	426	109	32	15	31	8	80	1	3	207	5	138	40	473	65	
	20.7%	15.2%	---	---	14.0%	15.3%	0.0%	16.5%	13.3%	16.7%	11.2%	13.0%	18.1%	13.8%	18.3%	29.1%	20.0%	13.5%	9.8%	10.4%	16.7%	15.0%	17.6%	9.6%	15.3%	3.3%	19.4%	55.6%	
No	2,756	3,290	---	---	518	2,630	1	984	1,544	670	724	899	1,503	2,653	487	78	60	199	74	691	5	17	968	47	765	1,186	1,971	52	
	79.3%	84.8%	---	---	86.0%	84.7%	100.0%	83.5%	86.7%	83.3%	88.8%	87.0%	81.9%	86.2%	81.7%	70.9%	80.0%	86.5%	90.2%	89.6%	83.3%	85.0%	82.4%	90.4%	84.7%	96.7%	80.6%	44.4%	
Significantly different from column:*		A						I	HJ	I	M	M	KL	OP	NP	NO	T			QWY		T		T	T	AAAB	ZAB	ZAA	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	721	590	---	---	84	475	0	195	237	134	91	134	332	426	109	32	15	31	8	80	1	3	207	5	138	40	473	65	
Number missing or multiple answer	30	19	---	---	2	15	0	7	5	3	4	4	9	11	5	1	0	1	0	3	0	0	6	0	4	1	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	691	571	---	---	82	460	0	188	232	131	87	130	323	415	104	31	15	30	8	77	1	3	201	5	134	39	460	61	
	95.8%	96.8%	---	---	97.6%	96.8%	---	96.4%	97.9%	97.8%	95.6%	97.0%	97.3%	97.4%	95.4%	96.9%	100.0%	96.8%	100.0%	96.3%	100.0%	100.0%	97.1%	0.0%	97.1%	97.5%	97.3%	93.8%	
Yes	390	342	---	---	44	284	0	118	129	82	53	94	179	246	60	20	7	15	1	57	1	0	114	5	86	14	274	45	
	56.4%	59.9%	---	---	53.7%	61.7%	---	62.8%	55.6%	62.6%	60.9%	72.3%	55.4%	59.3%	57.7%	64.5%	46.7%	50.0%	12.5%	74.0%	100.0%	0.0%	56.7%	100.0%	64.2%	35.9%	59.6%	73.8%	
No	301	229	---	---	38	176	0	70	103	49	34	36	144	169	44	11	8	15	7	20	0	3	87	0	48	25	186	16	
	43.6%	40.1%	---	---	46.3%	38.3%	---	37.2%	44.4%	37.4%	39.1%	27.7%	44.6%	40.7%	42.3%	35.5%	53.3%	50.0%	87.5%	26.0%	0.0%	100.0%	43.3%	0.0%	35.8%	64.1%	40.4%	26.2%	
Significantly different from column:*											M	L						T		RW		T			AAAB	ZAB	ZAA		

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 25

A personal doctor is the one your child would see 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

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	6,550	3,931	4,099	4,788	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	79	50	701	0	9	38	1	12	20	17	17	5	25	42	5	1	1	4	3	15	0	1	14	1	7	13	30	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	6,471	3,881	3,398	4,788	602	3,104	0	1,177	1,788	799	814	1,042	1,826	3,076	600	110	75	229	79	771	6	19	1,179	51	902	1,228	2,443	118	
	98.8%	98.7%	82.9%	100.0%	98.5%	98.8%	0.0%	99.0%	98.9%	97.9%	98.0%	99.5%	98.6%	98.7%	99.2%	99.1%	98.7%	98.3%	96.3%	98.1%	100.0%	95.0%	98.8%	0.0%	99.2%	99.0%	98.8%	98.3%	
Yes	5,639	3,381	3,049	4,213	477	2,760	0	1,084	1,556	649	679	912	1,640	2,712	511	85	58	169	63	662	5	12	1,087	47	773	978	2,212	110	
	87.1%	87.1%	89.7%	88.0%	79.2%	88.9%	---	92.1%	87.0%	81.2%	83.4%	87.5%	89.8%	88.2%	85.2%	77.3%	77.3%	73.8%	79.7%	85.9%	83.3%	63.2%	92.2%	92.2%	85.7%	79.6%	90.5%	93.2%	
No	832	500	349	575	125	344	0	93	232	150	135	130	186	364	89	25	17	60	16	109	1	7	92	4	129	250	231	8	
	12.9%	12.9%	10.3%	12.0%	20.8%	11.1%	---	7.9%	13.0%	18.8%	16.6%	12.5%	10.2%	11.8%	14.8%	22.7%	22.7%	26.2%	20.3%	14.1%	16.7%	36.8%	7.8%	7.8%	14.3%	20.4%	9.5%	6.8%	
Significantly different from column:*		C			F	E		IJ	HJ	HI	LM	K	K	OP	NP	NO	TWX	TWXY	W	QRW			QRSTY	QR	RW	AAAB	Z	Z	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 26

In the last 6 months, how many times did your child visit his or her personal doctor for care?

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

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	5,639	3,381	3,049	4,033	477	2,760	0	1,084	1,556	649	679	912	1,640	2,712	511	85	58	169	63	662	5	12	1,087	47	773	978	2,212	110	
Number missing or multiple answer	167	76	56	0	16	54	0	26	38	8	22	21	26	54	14	2	0	3	2	16	0	1	20	0	20	19	30	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	5,472	3,305	2,993	4,033	461	2,706	0	1,058	1,518	641	657	891	1,614	2,658	497	83	58	166	61	646	5	11	1,067	47	753	959	2,182	105	
	97.0%	97.8%	98.2%	100.0%	96.6%	98.0%	---	97.6%	97.6%	98.8%	96.8%	97.7%	98.4%	98.0%	97.3%	97.6%	100.0%	98.2%	96.8%	97.6%	100.0%	91.7%	98.2%	0.0%	97.4%	98.1%	98.6%	95.5%	
None	1,115	965	671	1,165	132	788	0	201	505	234	225	253	438	767	156	21	17	48	23	207	1	3	296	18	208	755	191	3	
	20.4%	29.2%	22.4%	28.9%	28.6%	29.1%	---	19.0%	33.3%	36.5%	34.2%	28.4%	27.1%	28.9%	31.4%	25.3%	29.3%	28.9%	37.7%	32.0%	20.0%	27.3%	27.7%	38.3%	27.6%	78.7%	8.8%	2.9%	
1 time	1,907	1,350	1,293	1,599	196	1,107	0	437	641	244	237	369	699	1,136	172	23	26	74	24	267	2	4	480	17	280	157	1,162	12	
	34.9%	40.8%	43.2%	39.6%	42.5%	40.9%	---	41.3%	42.2%	38.1%	36.1%	41.4%	43.3%	42.7%	34.6%	27.7%	44.8%	44.6%	39.3%	41.3%	40.0%	36.4%	45.0%	36.2%	37.2%	16.4%	53.3%	11.4%	
2	1,283	590	589	719	75	491	0	230	237	104	111	169	283	461	97	17	10	18	10	104	1	4	175	8	160	27	538	15	
	23.4%	17.9%	19.7%	17.8%	16.3%	18.1%	---	21.7%	15.6%	16.2%	16.9%	19.0%	17.5%	17.3%	19.5%	20.5%	17.2%	10.8%	16.4%	16.1%	20.0%	36.4%	16.4%	17.0%	21.2%	2.8%	24.7%	14.3%	
3	609	237	249	310	34	187	0	110	77	38	46	56	119	173	43	10	0	18	3	31	1	0	78	0	63	13	205	12	
	11.1%	7.2%	8.3%	7.7%	7.4%	6.9%	---	10.4%	5.1%	5.9%	7.0%	6.3%	7.4%	6.5%	8.7%	12.0%	0.0%	10.8%	4.9%	4.8%	20.0%	0.0%	7.3%	0.0%	8.4%	1.4%	9.4%	11.4%	
4	282	90	103	131	12	73	0	43	34	10	15	25	47	73	15	1	2	3	0	19	0	0	23	4	25	4	67	18	
	5.2%	2.7%	3.4%	3.2%	2.6%	2.7%	---	4.1%	2.2%	1.6%	2.3%	2.8%	2.9%	2.7%	3.0%	1.2%	3.4%	1.8%	0.0%	2.9%	0.0%	0.0%	2.2%	8.5%	3.3%	0.4%	3.1%	17.1%	
5 to 9	235	61	80	96	9	51	0	31	19	10	19	14	25	40	12	9	3	3	1	16	0	0	14	0	15	2	17	36	
	4.3%	1.8%	2.7%	2.4%	2.0%	1.9%	---	2.9%	1.3%	1.6%	2.9%	1.6%	1.5%	1.5%	2.4%	10.8%	5.2%	1.8%	1.6%	2.5%	0.0%	0.0%	1.3%	0.0%	0.2%	0.2%	0.8%	34.3%	
10 or more times	41	12	8	13	3	9	0	6	5	1	4	5	3	8	2	2	0	2	0	2	0	0	1	0	2	1	2	9	
	0.7%	0.4%	0.3%	0.3%	0.7%	0.3%	---	0.6%	0.3%	0.2%	0.6%	0.6%	0.2%	0.3%	0.4%	2.4%	0.0%	1.2%	0.0%	0.3%	0.0%	0.0%	0.1%	0.0%	0.3%	0.1%	0.1%	8.6%	
2 or more times	2,450	990	1,029	1,269	133	811	0	420	372	163	195	269	477	755	169	39	15	44	14	172	2	4	291	12	265	47	829	90	
	44.8%	30.0%	34.4%	31.5%	28.9%	30.0%	---	39.7%	24.5%	25.4%	29.7%	30.2%	29.6%	28.4%	34.0%	47.0%	25.9%	26.5%	23.0%	26.6%	40.0%	36.4%	27.3%	25.5%	35.2%	4.9%	38.0%	85.7%	
Significantly different from column:*		AC						J	H	H				OP	NP	NO		Y		Y		Y			RTW	AAAB	ZAB	ZAA	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	---	2,340	2,322	2,849	329	1,918	0	857	1,013	407	432	638	1,176	1,891	341	62	41	118	38	439	4	8	771	29	545	204	1,991	102	
Number missing or multiple answer	---	18	17	0	2	15	0	7	9	1	7	3	6	10	6	0	1	3	0	5	0	0	0	0	6	2	15	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	---	2,322	2,305	2,849	327	1,903	0	850	1,004	406	425	635	1,170	1,881	335	62	40	115	38	434	4	8	771	29	539	202	1,976	101	
	---	99.2%	99.3%	100.0%	99.4%	99.2%	---	99.2%	99.1%	99.8%	98.4%	99.5%	99.5%	99.5%	98.2%	100.0%	97.6%	97.5%	100.0%	98.9%	100.0%	100.0%	100.0%	0.0%	98.9%	99.0%	99.2%	99.0%	
Never	---	2,068	2,055	2,528	280	1,709	0	786	873	357	295	567	1,134	1,723	259	45	34	82	35	329	3	7	762	26	473	160	1,784	85	
	---	89.1%	89.2%	88.7%	85.6%	89.8%	---	92.5%	87.0%	87.9%	69.4%	89.3%	96.9%	91.6%	77.3%	72.6%	85.0%	71.3%	92.1%	75.8%	75.0%	87.5%	98.8%	89.7%	87.8%	79.2%	90.3%	84.2%	
Sometimes	---	143	153	213	31	105	0	32	77	29	69	42	22	82	51	9	2	26	2	54	0	1	5	2	37	27	106	10	
	---	6.2%	6.6%	7.5%	9.5%	5.5%	---	3.8%	7.7%	7.1%	16.2%	6.6%	1.9%	4.4%	15.2%	14.5%	5.0%	22.6%	5.3%	12.4%	0.0%	12.5%	0.6%	6.9%	6.9%	13.4%	5.4%	9.9%	
Usually	---	49	40	41	5	43	0	15	24	7	22	15	8	33	11	4	0	5	0	23	0	0	1	1	13	7	36	4	
	---	2.1%	1.7%	1.4%	1.5%	2.3%	---	1.8%	2.4%	1.7%	5.2%	2.4%	0.7%	1.8%	3.3%	6.5%	0.0%	4.3%	0.0%	5.3%	0.0%	0.0%	0.1%	3.4%	2.4%	3.5%	1.8%	4.0%	
Always	---	62	57	67	11	46	0	17	30	13	39	11	6	43	14	4	4	2	1	28	1	0	3	0	16	8	50	2	
	---	2.7%	2.5%	2.4%	3.4%	2.4%	---	2.0%	3.0%	3.2%	9.2%	1.7%	0.5%	2.3%	4.2%	6.5%	10.0%	1.7%	2.6%	6.5%	25.0%	0.0%	0.4%	0.0%	3.0%	4.0%	2.5%	2.0%	
Significantly different from column:*											LM	KM	KL	O	N			T		RWY			TY		TW				
Usually or Always	---	111	97	108	16	89	0	32	54	20	61	26	14	76	25	8	4	7	1	51	1	0	4	1	29	15	86	6	
	---	4.8%	4.2%	3.8%	4.9%	4.7%	---	3.8%	5.4%	4.9%	14.4%	4.1%	1.2%	4.0%	7.5%	12.9%	10.0%	6.1%	2.6%	11.8%	25.0%	0.0%	0.5%	3.4%	5.4%	7.4%	4.4%	5.9%	
Significantly different from column:*											LM	KM	KL	O	N					WY			TY		TW	AA	Z		

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	4,357	2,340	2,322	2,857	329	1,918	0	857	1,013	407	432	638	1,176	1,891	341	62	41	118	38	439	4	8	771	29	545	204	1,991	102	
Number missing or multiple answer	23	19	8	0	1	17	0	6	9	4	7	4	8	12	6	0	1	4	0	6	1	0	2	0	3	1	17	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	4,334	2,321	2,314	2,857	328	1,901	0	851	1,004	403	425	634	1,168	1,879	335	62	40	114	38	433	3	8	769	29	542	203	1,974	102	
	99.5%	99.2%	99.7%	100.0%	99.7%	99.1%	---	99.3%	99.1%	99.0%	98.4%	99.4%	99.3%	99.4%	98.2%	100.0%	97.6%	96.6%	100.0%	98.6%	75.0%	100.0%	99.7%	0.0%	99.4%	99.5%	99.1%	100.0%	
Never	40	55	28	41	12	41	0	22	18	13	20	19	14	38	16	0	1	6	0	14	0	1	7	1	12	17	36	1	
	0.9%	2.4%	1.2%	1.4%	3.7%	2.2%	---	2.6%	1.8%	3.2%	4.7%	3.0%	1.2%	2.0%	4.8%	0.0%	2.5%	5.3%	0.0%	3.2%	0.0%	12.5%	0.9%	3.4%	2.2%	8.4%	1.8%	1.0%	
Sometimes	108	67	67	111	11	51	0	19	31	14	23	17	18	38	24	5	0	9	2	16	1	0	12	1	15	16	43	6	
	2.5%	2.9%	2.9%	3.9%	3.4%	2.7%	---	2.2%	3.1%	3.5%	5.4%	2.7%	1.5%	2.0%	7.2%	8.1%	0.0%	7.9%	5.3%	3.7%	33.3%	0.0%	1.6%	3.4%	2.8%	7.9%	2.2%	5.9%	
Usually	555	315	292	412	56	249	0	85	143	76	90	92	118	212	79	18	7	33	4	82	0	2	65	2	83	32	267	10	
	12.8%	13.6%	12.6%	14.4%	17.1%	13.1%	---	10.0%	14.2%	18.9%	21.2%	14.5%	10.1%	11.3%	23.6%	29.0%	17.5%	28.9%	10.5%	18.9%	0.0%	25.0%	8.5%	6.9%	15.3%	15.8%	13.5%	9.8%	
Always	3,631	1,884	1,927	2,293	249	1,560	0	725	812	300	292	506	1,018	1,591	216	39	32	66	32	321	2	5	685	25	432	138	1,628	85	
	83.8%	81.2%	83.3%	80.3%	75.9%	82.1%	---	85.2%	80.9%	74.4%	68.7%	79.8%	87.2%	84.7%	64.5%	62.9%	80.0%	57.9%	84.2%	74.1%	66.7%	62.5%	89.1%	86.2%	79.7%	68.0%	82.5%	83.3%	
Significantly different from column:*		A			F	E		IJ	HJ	HI	LM	KM	KL	OP	N	N	R	QSTWXY	R	RWY			RTY	R	RTW	AAAB	Z	Z	
Usually or Always	4,186	2,199	2,219	2,705	305	1,809	0	810	955	376	382	598	1,136	1,803	295	57	39	99	36	403	2	7	750	27	515	170	1,895	95	
	96.6%	94.7%	95.9%	94.7%	93.0%	95.2%	---	95.2%	95.1%	93.3%	89.9%	94.3%	97.3%	96.0%	88.1%	91.9%	97.5%	86.8%	94.7%	93.1%	66.7%	87.5%	97.5%	93.1%	95.0%	83.7%	96.0%	93.1%	
Significantly different from column:*		A									LM	KM	KL	O	N			TY		RW			TY		RW	AAAB	Z	Z	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	4,357	2,340	2,322	2,860	329	1,918	0	857	1,013	407	432	638	1,176	1,891	341	62	41	118	38	439	4	8	771	29	545	204	1,991	102	
Number missing or multiple answer	26	16	10	0	4	11	0	4	8	4	4	5	6	12	3	0	1	3	0	4	1	0	2	0	2	2	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	NA
Usable responses	4,331	2,324	2,312	2,860	325	1,907	0	853	1,005	403	428	633	1,170	1,879	338	62	40	115	38	435	3	8	769	29	543	202	1,978	102	
	99.4%	99.3%	99.6%	100.0%	98.8%	99.4%	---	99.5%	99.2%	99.0%	99.1%	99.2%	99.5%	99.4%	99.1%	100.0%	97.6%	97.5%	100.0%	99.1%	75.0%	100.0%	99.7%	0.0%	99.6%	99.0%	99.3%	100.0%	
Never	21	15	9	15	5	10	0	6	3	6	6	5	4	13	2	0	0	3	0	2	0	1	1	1	4	3	12	0	
	0.5%	0.6%	0.4%	0.5%	1.5%	0.5%	---	0.7%	0.3%	1.5%	1.4%	0.8%	0.3%	0.7%	0.6%	0.0%	0.0%	2.6%	0.0%	0.5%	0.0%	0.0%	0.1%	3.4%	0.7%	1.5%	0.6%	0.0%	
Sometimes	103	77	83	104	17	54	0	20	34	18	19	23	28	48	25	3	1	11	2	11	0	0	15	1	24	13	58	5	
	2.4%	3.3%	3.6%	3.6%	5.2%	2.8%	---	2.3%	3.4%	4.5%	4.4%	3.6%	2.4%	2.6%	7.4%	4.8%	2.5%	9.6%	5.3%	2.5%	0.0%	0.0%	2.0%	3.4%	4.4%	6.4%	2.9%	4.9%	
Usually	509	325	337	453	56	256	0	108	152	56	70	90	149	227	72	18	9	19	3	67	0	1	96	3	82	32	274	14	
	11.8%	14.0%	14.6%	15.8%	17.2%	13.4%	---	12.7%	15.1%	13.9%	16.4%	14.2%	12.7%	12.1%	21.3%	29.0%	22.5%	16.5%	7.9%	15.4%	0.0%	12.5%	12.5%	10.3%	15.1%	15.8%	13.9%	13.7%	
Always	3,698	1,907	1,883	2,288	247	1,587	0	719	816	323	333	515	989	1,591	239	41	30	82	33	355	3	7	657	24	433	154	1,634	83	
	85.4%	82.1%	81.4%	80.0%	76.0%	83.2%	---	84.3%	81.2%	80.1%	77.8%	81.4%	84.5%	84.7%	70.7%	66.1%	75.0%	71.3%	86.8%	81.6%	100.0%	87.5%	85.4%	82.8%	79.7%	76.2%	82.6%	81.4%	
Significantly different from column:*		A			F	E					M		K	OP	N	N		TWY		R			RY		RW	AA	Z		
Usually or Always	4,207	2,232	2,220	2,741	303	1,843	0	827	968	379	403	605	1,138	1,818	311	59	39	101	36	422	3	8	753	27	515	186	1,908	97	
	97.1%	96.0%	96.0%	95.8%	93.2%	96.6%	---	97.0%	96.3%	94.0%	94.2%	95.6%	97.3%	96.8%	92.0%	95.2%	97.5%	87.8%	94.7%	97.0%	100.0%	100.0%	97.9%	93.1%	94.8%	92.1%	96.5%	95.1%	
Significantly different from column:*		A			F	E		J		H	M		K	O	N			TY		R			Y		RW	AA	Z		

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	4,357	2,340	2,322	2,857	329	1,918	0	857	1,013	407	432	638	1,176	1,891	341	62	41	118	38	439	4	8	771	29	545	204	1,991	102	
Number missing or multiple answer	33	15	11	0	3	11	0	3	6	5	1	6	7	11	2	0	1	3	0	1	0	0	3	0	2	1	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	NA
Usable responses	4,324	2,325	2,311	2,857	326	1,907	0	854	1,007	402	431	632	1,169	1,880	339	62	40	115	38	438	4	8	768	29	543	203	1,978	102	
	99.2%	99.4%	99.5%	100.0%	99.1%	99.4%	---	99.6%	99.4%	98.8%	99.8%	99.1%	99.4%	99.4%	99.4%	100.0%	97.6%	97.5%	100.0%	99.8%	100.0%	100.0%	99.6%	0.0%	99.6%	99.5%	99.3%	100.0%	
Never	20	18	9	22	6	12	0	7	6	4	5	5	7	14	3	1	0	4	0	3	1	0	1	1	5	3	15	0	
	0.5%	0.8%	0.4%	0.8%	1.8%	0.6%	---	0.8%	0.6%	1.0%	1.2%	0.8%	0.6%	0.7%	0.9%	1.6%	0.0%	3.5%	0.0%	0.7%	25.0%	0.0%	0.1%	3.4%	0.9%	1.5%	0.8%	0.0%	
Sometimes	76	51	48	71	6	38	0	13	22	10	15	8	19	28	19	1	1	8	0	6	0	0	13	0	14	9	38	3	
	1.8%	2.2%	2.1%	2.5%	1.8%	2.0%	---	1.5%	2.2%	2.5%	3.5%	1.3%	1.6%	1.5%	5.6%	1.6%	2.5%	7.0%	0.0%	1.4%	0.0%	1.7%	0.0%	2.6%	4.4%	1.9%	2.9%		
Usually	408	254	287	353	41	204	0	85	120	45	47	70	124	181	60	10	4	17	3	42	0	1	79	5	64	26	213	9	
	9.4%	10.9%	12.4%	12.4%	12.6%	10.7%	---	10.0%	11.9%	11.2%	10.9%	11.1%	10.6%	9.6%	17.7%	16.1%	10.0%	14.8%	7.9%	9.6%	0.0%	12.5%	10.3%	17.2%	11.8%	12.8%	10.8%	8.8%	
Always	3,820	2,002	1,967	2,411	273	1,653	0	749	859	343	364	549	1,019	1,657	257	50	35	86	35	387	3	7	675	23	460	165	1,712	90	
	88.3%	86.1%	85.1%	84.4%	83.7%	86.7%	---	87.7%	85.3%	85.3%	84.5%	86.9%	87.2%	88.1%	75.8%	80.6%	87.5%	74.8%	92.1%	88.4%	75.0%	87.5%	87.9%	79.3%	84.7%	81.3%	86.6%	88.2%	
Significantly different from column:*		A												O	N				R	R			R		R	AA	Z		
Usually or Always	4,228	2,256	2,254	2,764	314	1,857	0	834	979	388	411	619	1,143	1,838	317	60	39	103	38	429	3	8	754	28	524	191	1,925	99	
	97.8%	97.0%	97.5%	96.7%	96.3%	97.4%	---	97.7%	97.2%	96.5%	95.4%	97.9%	97.8%	97.8%	93.5%	96.8%	97.5%	89.6%	100.0%	97.9%	75.0%	100.0%	98.2%	96.6%	96.5%	94.1%	97.3%	97.1%	
Significantly different from column:*											LM	K	K	O	N			Y							R	AA	Z		

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	4,357	2,340	2,322	2,840	329	1,918	0	857	1,013	407	432	638	1,176	1,891	341	62	41	118	38	439	4	8	771	29	545	204	1,991	102	
Number missing or multiple answer	70	18	21	0	0	18	0	7	8	3	4	4	10	14	4	0	1	3	0	0	0	0	4	0	6	0	18	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	4,287	2,322	2,301	2,840	329	1,900	0	850	1,005	404	428	634	1,166	1,877	337	62	40	115	38	439	4	8	767	29	539	204	1,973	102	
	98.4%	99.2%	99.1%	100.0%	100.0%	99.1%	---	99.2%	99.2%	99.3%	99.1%	99.4%	99.1%	99.3%	98.8%	100.0%	97.6%	97.5%	100.0%	100.0%	100.0%	100.0%	99.5%	0.0%	98.9%	100.0%	99.1%	100.0%	
Yes	2,907	1,617	1,601	1,965	245	1,307	0	283	896	396	315	453	785	1,274	263	47	26	79	27	325	3	7	509	23	367	151	1,367	66	
	67.8%	69.6%	69.6%	69.2%	74.5%	68.8%	---	33.3%	89.2%	98.0%	73.6%	71.5%	67.3%	67.9%	78.0%	75.8%	65.0%	68.7%	71.1%	74.0%	75.0%	87.5%	66.4%	79.3%	68.1%	74.0%	69.3%	64.7%	
No	1,380	705	700	875	84	593	0	567	109	8	113	181	381	603	74	15	14	36	11	114	1	1	258	6	172	53	606	36	
	32.2%	30.4%	30.4%	30.8%	25.5%	31.2%	---	66.7%	10.8%	2.0%	26.4%	28.5%	32.7%	32.1%	22.0%	24.2%	35.0%	31.3%	28.9%	26.0%	25.0%	12.5%	33.6%	20.7%	31.9%	26.0%	30.7%	35.3%	
Significantly different from column:*					F	E		IJ	HJ	HI	M	K	O	N						WY		T		T					

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	2,907	1,617	1,601	1,927	245	1,307	0	283	896	396	315	453	785	1,274	263	47	26	79	27	325	3	7	509	23	367	151	1,367	66	
Number missing or multiple answer	52	16	11	0	6	8	0	3	6	6	3	5	6	13	3	0	0	1	0	3	0	0	3	0	4	2	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	2,855	1,601	1,590	1,927	239	1,299	0	280	890	390	312	448	779	1,261	260	47	26	78	27	322	3	7	506	23	363	149	1,355	65	
	98.2%	99.0%	99.3%	100.0%	97.6%	99.4%	---	98.9%	99.3%	98.5%	99.0%	98.9%	99.2%	99.0%	98.9%	100.0%	100.0%	98.7%	100.0%	99.1%	100.0%	100.0%	99.4%	0.0%	98.9%	98.7%	99.1%	98.5%	
Never	14	5	9	20	1	4	0	0	4	1	2	0	2	3	2	0	0	2	0	1	1	0	0	0	1	1	4	0	
	0.5%	0.3%	0.6%	1.0%	0.4%	0.3%	---	0.0%	0.4%	0.3%	0.6%	0.0%	0.3%	0.2%	0.8%	0.0%	0.0%	2.6%	0.0%	0.3%	33.3%	0.0%	0.0%	0.0%	0.3%	0.7%	0.3%	0.0%	
Sometimes	108	85	82	98	14	69	0	25	47	12	19	18	44	64	17	4	3	6	3	14	0	23	2	21	9	68	6		
	3.8%	5.3%	5.2%	5.1%	5.9%	5.3%	---	8.9%	5.3%	3.1%	6.1%	4.0%	5.6%	5.1%	6.5%	8.5%	11.5%	7.7%	11.1%	4.3%	0.0%	4.5%	8.7%	5.8%	6.0%	5.0%	9.2%		
Usually	473	325	339	428	52	259	0	54	183	78	64	99	147	233	71	15	5	13	7	64	1	3	89	3	90	27	276	17	
	16.6%	20.3%	21.3%	22.2%	21.8%	19.9%	---	19.3%	20.6%	20.0%	20.5%	22.1%	18.9%	18.5%	27.3%	31.9%	19.2%	16.7%	25.9%	19.9%	33.3%	42.9%	17.6%	13.0%	24.8%	18.1%	20.4%	26.2%	
Always	2,260	1,186	1,160	1,381	172	967	0	201	656	299	227	331	586	961	170	28	18	57	17	243	1	4	394	18	251	112	1,007	42	
	79.2%	74.1%	73.0%	71.7%	72.0%	74.4%	---	71.8%	73.7%	76.7%	72.8%	73.9%	75.2%	76.2%	65.4%	59.6%	69.2%	73.1%	63.0%	75.5%	33.3%	57.1%	77.9%	78.3%	69.1%	75.2%	74.3%	64.6%	
Significantly different from column:*		A												OP	N	N						Y		W					
Usually or Always	2,733	1,511	1,499	1,809	224	1,226	0	255	839	377	291	430	733	1,194	241	43	23	70	24	307	2	7	483	21	341	139	1,283	59	
	95.7%	94.4%	94.3%	93.9%	93.7%	94.4%	---	91.1%	94.3%	96.7%	93.3%	96.0%	94.1%	94.7%	92.7%	91.5%	88.5%	89.7%	88.9%	95.3%	66.7%	100.0%	95.5%	91.3%	93.9%	93.3%	94.7%	90.8%	
Significantly different from column:*		A						J		H																			

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	4,357	2,340	2,322	2,845	329	1,918	0	857	1,013	407	432	638	1,176	1,891	341	62	41	118	38	439	4	8	771	29	545	204	1,991	102	
Number missing or multiple answer	58	32	25	0	3	27	0	11	15	5	10	9	12	25	5	1	1	2	0	11	0	0	8	0	6	3	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	4,299	2,308	2,297	2,845	326	1,891	0	846	998	402	422	629	1,164	1,866	336	61	40	116	38	428	4	8	763	29	539	201	1,965	101	
	98.7%	98.6%	98.9%	100.0%	99.1%	98.6%	---	98.7%	98.5%	98.8%	97.7%	98.6%	99.0%	98.7%	98.5%	98.4%	97.6%	98.3%	100.0%	97.5%	100.0%	100.0%	99.0%	0.0%	98.9%	98.5%	98.7%	99.0%	
Never	63	46	36	55	10	33	0	17	18	10	18	14	12	35	11	0	0	4	0	16	0	5	1	11	9	34	2		
	1.5%	2.0%	1.6%	1.9%	3.1%	1.7%	---	2.0%	1.8%	2.5%	4.3%	2.2%	1.0%	1.9%	3.3%	0.0%	0.0%	3.4%	0.0%	3.7%	0.0%	0.7%	3.4%	2.0%	4.5%	1.7%	2.0%		
Sometimes	217	161	161	221	23	125	0	51	79	20	61	42	44	94	52	9	0	15	3	38	1	0	21	3	53	21	131	6	
	5.0%	7.0%	7.0%	7.8%	7.1%	6.6%	---	6.0%	7.9%	5.0%	14.5%	6.7%	3.8%	5.0%	15.5%	14.8%	0.0%	12.9%	7.9%	8.9%	25.0%	0.0%	2.8%	10.3%	9.8%	10.4%	6.7%	5.9%	
Usually	930	497	537	688	74	409	0	183	214	90	113	150	216	366	97	24	8	33	11	107	1	4	129	3	132	46	419	21	
	21.6%	21.5%	23.4%	24.2%	22.7%	21.6%	---	21.6%	21.4%	22.4%	26.8%	23.8%	18.6%	19.6%	28.9%	39.3%	20.0%	28.4%	28.9%	25.0%	25.0%	50.0%	16.9%	10.3%	24.5%	22.9%	21.3%	20.8%	
Always	3,089	1,604	1,563	1,881	219	1,324	0	595	687	282	230	423	892	1,371	176	28	32	64	24	267	2	4	608	22	343	125	1,381	72	
	71.9%	69.5%	68.0%	66.1%	67.2%	70.0%	---	70.3%	68.8%	70.1%	54.5%	67.2%	76.6%	73.5%	52.4%	45.9%	80.0%	55.2%	63.2%	62.4%	50.0%	50.0%	79.7%	75.9%	63.6%	62.2%	70.3%	71.3%	
Significantly different from column:*		AD									LM	KM	KL	OP	N	N	RTY	QW	W	QW			RSTY	R	QW	AA	Z		
Usually or Always	4,019	2,101	2,100	2,569	293	1,733	0	778	901	372	343	573	1,108	1,737	273	52	40	97	35	374	3	8	737	25	475	171	1,800	93	
	93.5%	91.0%	91.4%	90.3%	89.9%	91.6%	---	92.0%	90.3%	92.5%	81.3%	91.1%	95.2%	93.1%	81.3%	85.2%	100.0%	83.6%	92.1%	87.4%	75.0%	100.0%	96.6%	86.2%	88.1%	85.1%	91.6%	92.1%	
Significantly different from column:*		A									LM	KM	KL	O	N			W		W			RTY		W	AA	Z		

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	4,357	2,340	2,322	2,840	329	1,918	0	857	1,013	407	432	638	1,176	1,891	341	62	41	118	38	439	4	8	771	29	545	204	1,991	102	
Number missing or multiple answer	47	16	27	0	2	14	0	6	8	2	3	3	10	14	1	1	1	3	0	2	0	0	3	0	3	1	15	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	4,310	2,324	2,295	2,840	327	1,904	0	851	1,005	405	429	635	1,166	1,877	340	61	40	115	38	437	4	8	768	29	542	203	1,976	102	
	98.9%	99.3%	98.8%	100.0%	99.4%	99.3%	---	99.3%	99.2%	99.5%	99.3%	99.5%	99.1%	99.3%	99.7%	98.4%	97.6%	97.5%	100.0%	99.5%	100.0%	100.0%	99.6%	0.0%	99.4%	99.5%	99.2%	100.0%	
Yes	3,883	2,064	2,082	2,549	284	1,694	0	793	884	331	381	557	1,040	1,680	291	53	30	96	33	388	3	6	688	22	484	177	1,760	85	
	90.1%	88.8%	90.7%	89.8%	86.9%	89.0%	---	93.2%	88.0%	81.7%	88.8%	87.7%	89.2%	89.5%	85.6%	86.9%	75.0%	83.5%	86.8%	88.8%	75.0%	75.0%	89.6%	75.9%	89.3%	87.2%	89.1%	83.3%	
No	427	260	213	291	43	210	0	58	121	74	48	78	126	197	49	8	10	19	5	49	1	2	80	7	58	26	216	17	
	9.9%	11.2%	9.3%	10.2%	13.1%	11.0%	---	6.8%	12.0%	18.3%	11.2%	12.3%	10.8%	10.5%	14.4%	13.1%	25.0%	16.5%	13.2%	11.2%	25.0%	25.0%	10.4%	24.1%	10.7%	12.8%	10.9%	16.7%	
Significantly different from column:*		C						IJ	HJ	HI				O	N														

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	4,357	2,340	2,322	2,845	329	1,918	0	857	1,013	407	432	638	1,176	1,891	341	62	41	118	38	439	4	8	771	29	545	204	1,991	102	
Number missing or multiple answer	65	17	25	0	2	12	0	4	5	5	4	4	6	13	2	0	1	2	1	2	0	0	1	0	3	0	16	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	4,292	2,323	2,297	2,845	327	1,906	0	853	1,008	402	428	634	1,170	1,878	339	62	40	116	37	437	4	8	770	29	542	204	1,975	102	
	98.5%	99.3%	98.9%	100.0%	99.4%	99.4%	---	99.5%	99.5%	98.8%	99.1%	99.4%	99.5%	99.3%	99.4%	100.0%	97.6%	98.3%	97.4%	99.5%	100.0%	100.0%	99.9%	0.0%	99.4%	100.0%	99.2%	100.0%	
Yes	1,891	791	948	1,087	112	645	0	310	316	136	145	195	416	592	141	35	10	53	15	140	0	3	238	9	203	52	651	70	
	44.1%	34.1%	41.3%	38.2%	34.3%	33.8%	---	36.3%	31.3%	33.8%	33.9%	30.8%	35.6%	31.5%	41.6%	56.5%	25.0%	45.7%	40.5%	32.0%	0.0%	37.5%	30.9%	31.0%	37.5%	25.5%	33.0%	68.6%	
No	2,401	1,532	1,349	1,758	215	1,261	0	543	692	266	283	439	754	1,286	198	27	30	63	22	297	4	5	532	20	339	152	1,324	32	
	55.9%	65.9%	58.7%	61.8%	65.7%	66.2%	---	63.7%	68.7%	66.2%	66.1%	69.2%	64.4%	68.5%	58.4%	43.5%	75.0%	54.3%	59.5%	68.0%	100.0%	62.5%	69.1%	69.0%	62.5%	74.5%	67.0%	31.4%	
Significantly different from column:*		ACD						I	H			M	L	OP	NP	NO	R	QTW		R			RY		W	AAAB	ZAB	ZAA	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	1,891	791	948	1,056	112	645	0	310	316	136	145	195	416	592	141	35	10	53	15	140	0	3	238	9	203	52	651	70
Number missing or multiple answer	38	23	32	0	4	16	0	4	9	8	4	5	11	17	4	0	0	1	1	3	0	7	0	3	2	17	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	1,853	768	916	1,056	108	629	0	306	307	128	141	190	405	575	137	35	10	52	14	137	0	3	231	9	200	50	634	68
	98.0%	97.1%	96.6%	100.0%	96.4%	97.5%	---	98.7%	97.2%	94.1%	97.2%	97.4%	97.4%	97.1%	97.2%	100.0%	100.0%	98.1%	93.3%	97.9%	---	100.0%	97.1%	0.0%	98.5%	96.2%	97.4%	97.1%
Never	107	41	46	39	11	29	0	17	16	7	8	7	26	30	9	2	0	6	1	2	0	1	13	0	15	6	35	0
	5.8%	5.3%	5.0%	3.7%	10.2%	4.6%	---	5.6%	5.2%	5.5%	5.7%	3.7%	6.4%	5.2%	6.6%	5.7%	0.0%	11.5%	7.1%	1.5%	---	33.3%	5.6%	0.0%	7.5%	12.0%	5.5%	0.0%
Sometimes	152	91	101	133	15	73	0	27	46	16	23	17	46	61	24	6	3	14	3	19	0	0	14	0	24	9	71	7
	8.2%	11.8%	11.0%	12.6%	13.9%	11.6%	---	8.8%	15.0%	12.5%	16.3%	8.9%	11.4%	10.6%	17.5%	17.1%	30.0%	26.9%	21.4%	13.9%	---	0.0%	6.1%	0.0%	12.0%	18.0%	11.2%	10.3%
Usually	432	194	238	294	18	167	0	76	79	32	37	46	102	129	49	11	3	11	5	37	0	1	61	5	47	15	156	20
	23.3%	25.3%	26.0%	27.8%	16.7%	26.6%	---	24.8%	25.7%	25.0%	26.2%	24.2%	25.2%	22.4%	35.8%	31.4%	30.0%	21.2%	35.7%	27.0%	---	33.3%	26.4%	55.6%	23.5%	30.0%	24.6%	29.4%
Always	1,162	442	531	590	64	360	0	186	166	73	73	120	231	355	55	16	4	21	5	79	0	1	143	4	114	20	372	41
	62.7%	57.6%	58.0%	55.9%	59.3%	57.2%	---	60.8%	54.1%	57.0%	51.8%	63.2%	57.0%	61.7%	40.1%	45.7%	40.0%	40.4%	35.7%	57.7%	---	33.3%	61.9%	44.4%	57.0%	40.0%	58.7%	60.3%
Significantly different from column:*		A									L	K		O	N			TWY		R			R		R	AAAB	Z	Z
Usually or Always	1,594	636	769	884	82	527	0	262	245	105	110	166	333	484	104	27	7	32	10	116	0	2	204	9	161	35	528	61
	86.0%	82.8%	84.0%	83.7%	75.9%	83.8%	---	85.6%	79.8%	82.0%	78.0%	87.4%	82.2%	84.2%	75.9%	77.1%	70.0%	61.5%	71.4%	84.7%	---	66.7%	88.3%	100.0%	80.5%	70.0%	83.3%	89.7%
Significantly different from column:*		A			F	E					L	K		O	N			TWY		R			RY		RW	AAAB	Z	Z

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)								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	5,639	3,381	3,049	4,020	477	2,760	0	1,084	1,556	649	679	912	1,640	2,712	511	85	58	169	63	662	5	12	1,087	47	773	978	2,212	110	
Number missing or multiple answer	153	60	87	0	10	39	0	12	30	11	14	13	25	45	7	0	1	5	2	12	0	0	15	0	11	22	30	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	5,486	3,321	2,962	4,020	467	2,721	0	1,072	1,526	638	665	899	1,615	2,667	504	85	57	164	61	650	5	12	1,072	47	762	956	2,182	108	
	97.3%	98.2%	97.1%	100.0%	97.9%	98.6%	---	98.9%	98.1%	98.3%	97.9%	98.6%	98.5%	98.3%	98.6%	100.0%	98.3%	97.0%	96.8%	98.2%	100.0%	100.0%	98.6%	0.0%	98.6%	97.8%	98.6%	98.2%	
0 Worst personal doctor possible	8	6	5	8	1	5	0	2	3	1	2	1	2	5	1	0	0	0	0	1	0	0	1	0	3	2	3	0	
	0.1%	0.2%	0.2%	0.2%	0.2%	0.2%	---	0.2%	0.2%	0.2%	0.3%	0.1%	0.1%	0.2%	0.2%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.1%	0.0%	0.4%	0.2%	0.1%	0.0%	
1	9	3	5	4	0	2	0	0	2	1	0	0	2	2	1	0	0	0	0	0	0	0	2	0	0	2	1	0	
	0.2%	0.1%	0.2%	0.1%	0.0%	0.1%	---	0.0%	0.1%	0.2%	0.0%	0.0%	0.1%	0.1%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.2%	0.0%	0.0%	
2	14	2	4	10	0	2	0	0	2	0	1	0	1	0	2	0	0	1	0	0	0	1	0	0	0	0	2	0	
	0.3%	0.1%	0.1%	0.2%	0.0%	0.1%	---	0.0%	0.1%	0.0%	0.2%	0.0%	0.1%	0.0%	0.4%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	
3	19	14	6	14	3	11	0	4	4	6	0	4	9	13	1	0	1	0	0	1	1	0	7	0	2	6	7	0	
	0.3%	0.4%	0.2%	0.3%	0.6%	0.4%	---	0.4%	0.3%	0.9%	0.0%	0.4%	0.6%	0.5%	0.2%	0.0%	1.8%	0.0%	0.0%	0.2%	20.0%	0.0%	0.7%	0.0%	0.3%	0.6%	0.3%	0.0%	
4	25	13	18	20	2	10	0	4	5	3	6	1	5	9	3	0	0	3	0	2	0	1	0	2	2	8	3	1	
	0.5%	0.4%	0.6%	0.5%	0.4%	0.4%	---	0.4%	0.3%	0.5%	0.9%	0.1%	0.3%	0.3%	0.6%	0.0%	0.0%	1.8%	0.0%	0.3%	0.0%	8.3%	0.0%	4.3%	0.3%	0.8%	0.1%	0.9%	
5	101	75	62	111	11	59	0	14	44	14	17	20	33	51	19	4	0	8	2	11	0	0	22	0	21	36	37	2	
	1.8%	2.3%	2.1%	2.8%	2.4%	2.2%	---	1.3%	2.9%	2.2%	2.6%	2.2%	2.0%	1.9%	3.8%	4.7%	0.0%	4.9%	3.3%	1.7%	0.0%	0.0%	2.1%	0.0%	2.8%	3.8%	1.7%	1.9%	
6	91	60	57	82	9	45	0	18	26	12	10	15	29	46	11	0	1	5	0	7	0	0	20	1	15	20	37	1	
	1.7%	1.8%	1.9%	2.0%	1.9%	1.7%	---	1.7%	1.7%	1.9%	1.5%	1.7%	1.8%	1.7%	2.2%	0.0%	1.8%	3.0%	0.0%	1.1%	0.0%	0.0%	1.9%	2.1%	2.0%	2.1%	1.7%	0.9%	
7	246	192	161	236	28	155	0	59	90	40	31	46	109	140	43	6	2	16	3	29	0	1	67	2	46	67	111	11	
	4.5%	5.8%	5.4%	5.9%	6.0%	5.7%	---	5.5%	5.9%	6.3%	4.7%	5.1%	6.7%	5.2%	8.5%	7.1%	3.5%	9.8%	4.9%	4.5%	0.0%	8.3%	6.3%	4.3%	6.0%	7.0%	5.1%	10.2%	
8	664	455	438	650	94	346	0	128	228	88	81	117	239	338	92	19	6	30	11	60	1	2	163	5	120	164	274	7	
	12.1%	13.7%	14.8%	16.2%	20.1%	12.7%	---	11.9%	14.9%	13.8%	12.2%	13.0%	14.8%	12.7%	18.3%	22.4%	10.5%	18.3%	18.0%	9.2%	20.0%	16.7%	15.2%	10.6%	15.7%	17.2%	12.6%	6.5%	
9	965	652	592	807	94	535	0	201	293	140	143	163	321	521	98	16	10	24	13	149	1	1	213	6	149	184	438	17	
	17.6%	19.6%	20.0%	20.1%	20.1%	19.7%	---	18.8%	19.2%	21.9%	21.5%	18.1%	19.9%	19.5%	19.4%	18.8%	17.5%	14.6%	21.3%	22.9%	20.0%	8.3%	19.9%	12.8%	19.6%	19.2%	20.1%	15.7%	
10 Best personal doctor possible	3,344	1,849	1,614	2,078	225	1,551	0	642	829	333	374	532	865	1,542	233	40	37	77	32	390	2	7	576	31	404	467	1,269	69	
	61.0%	55.7%	54.5%	51.7%	48.2%	57.0%	---	59.9%	54.3%	52.2%	56.2%	59.2%	53.6%	57.8%	46.2%	47.1%	64.9%	47.0%	52.5%	60.0%	40.0%	58.3%	53.7%	66.0%	53.0%	48.8%	58.2%	63.9%	

NA - Not Applicable

State Oregon Health Plan - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)							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	5,639	3,381	3,049	4,020	477	2,760	0	1,084	1,556	649	679	912	1,640	2,712	511	85	58	169	63	662	5	12	1,087	47	773	978	2,212	110	
Number missing or multiple answer	153	60	87	0	10	39	0	12	30	11	14	13	25	45	7	0	1	5	2	12	0	0	15	0	11	22	30	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	5,486	3,321	2,962	4,020	467	2,721	0	1,072	1,526	638	665	899	1,615	2,667	504	85	57	164	61	650	5	12	1,072	47	762	956	2,182	108	
	97.3%	98.2%	97.1%	100.0%	97.9%	98.6%	---	98.9%	98.1%	98.3%	97.9%	98.6%	98.5%	98.3%	98.6%	100.0%	98.3%	97.0%	96.8%	98.2%	100.0%	100.0%	98.6%	0.0%	98.6%	97.8%	98.6%	98.2%	
0 to 4	75	38	38	56	6	30	0	10	16	11	9	6	19	29	8	0	1	4	0	4	1	1	11	2	7	18	16	1	
	1.4%	1.1%	1.3%	1.4%	1.3%	1.1%	---	0.9%	1.0%	1.7%	1.4%	0.7%	1.2%	1.1%	1.6%	0.0%	1.8%	2.4%	0.0%	0.6%	20.0%	8.3%	1.0%	4.3%	0.9%	1.9%	0.7%	0.9%	
5	101	75	62	111	11	59	0	14	44	14	17	20	33	51	19	4	0	8	2	11	0	0	22	0	21	36	37	2	
	1.8%	2.3%	2.1%	2.8%	2.4%	2.2%	---	1.3%	2.9%	2.2%	2.6%	2.2%	2.0%	1.9%	3.8%	4.7%	0.0%	4.9%	3.3%	1.7%	0.0%	0.0%	2.1%	0.0%	2.8%	3.8%	1.7%	1.9%	
6 or 7	337	252	218	318	37	200	0	77	116	52	41	61	138	186	54	6	3	21	3	36	0	1	87	3	61	87	148	12	
	6.1%	7.6%	7.4%	7.9%	7.9%	7.4%	---	7.2%	7.6%	8.2%	6.2%	6.8%	8.5%	7.0%	10.7%	7.1%	5.3%	12.8%	4.9%	5.5%	0.0%	8.3%	8.1%	6.4%	8.0%	9.1%	6.8%	11.1%	
8 to 10	4,973	2,956	2,644	3,535	413	2,432	0	971	1,350	561	598	812	1,425	2,401	423	75	53	131	56	599	4	10	952	42	673	815	1,981	93	
	90.6%	89.0%	89.3%	87.9%	88.4%	89.4%	---	90.6%	88.5%	87.9%	89.9%	90.3%	88.2%	90.0%	83.9%	88.2%	93.0%	79.9%	91.8%	92.2%	80.0%	83.3%	88.8%	89.4%	88.3%	85.3%	90.8%	86.1%	
Significantly different from column:*		A												O	N		R	QSTWY	R	RWY			RT		RT	AA	Z		
0 to 6	267	173	157	249	26	134	0	42	86	37	36	41	81	126	38	4	2	17	2	22	1	1	53	3	43	74	90	4	
	4.9%	5.2%	5.3%	6.2%	5.6%	4.9%	---	3.9%	5.6%	5.8%	5.4%	4.6%	5.0%	4.7%	7.5%	4.7%	3.5%	10.4%	3.3%	3.4%	20.0%	8.3%	4.9%	6.4%	5.6%	7.7%	4.1%	3.7%	
7 to 8	910	647	599	886	122	501	0	187	318	128	112	163	348	478	135	25	8	46	14	89	1	3	230	7	166	231	385	18	
	16.6%	19.5%	20.2%	22.0%	26.1%	18.4%	---	17.4%	20.8%	20.1%	16.8%	18.1%	21.5%	17.9%	26.8%	29.4%	14.0%	28.0%	23.0%	13.7%	20.0%	25.0%	21.5%	14.9%	21.8%	24.2%	17.6%	16.7%	
9 to 10	4,309	2,501	2,206	2,885	319	2,086	0	843	1,122	473	517	695	1,186	2,063	331	56	47	101	45	539	3	8	789	37	553	651	1,707	86	
	78.5%	75.3%	74.5%	71.8%	68.3%	76.7%	---	78.6%	73.5%	74.1%	77.7%	77.3%	73.4%	77.4%	65.7%	65.9%	82.5%	61.6%	73.8%	82.9%	60.0%	66.7%	73.6%	78.7%	72.6%	68.1%	78.2%	79.6%	
Significantly different from column:*		AD			F	E		I	H	H	M	M	KL	OP	N	N	R	QTWXY		RWY			RT	R	RT	AAAB	Z	Z	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	2,944	3,381	---	---	477	2,760	0	1,084	1,556	649	679	912	1,640	2,712	511	85	58	169	63	662	5	12	1,087	47	773	978	2,212	110	
Number missing or multiple answer	82	34	---	---	3	29	0	7	20	5	5	10	17	30	4	0	0	4	0	3	0	0	10	0	7	8	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	2,862	3,347	---	---	474	2,731	0	1,077	1,536	644	674	902	1,623	2,682	507	85	58	165	63	659	5	12	1,077	47	766	970	2,192	107	
	97.2%	99.0%	---	---	99.4%	98.9%	---	99.4%	98.7%	99.2%	99.3%	98.9%	99.0%	98.9%	99.2%	100.0%	100.0%	97.6%	100.0%	99.5%	100.0%	100.0%	99.1%	0.0%	99.1%	99.2%	99.1%	97.3%	
Yes	719	416	---	---	66	333	0	82	215	107	52	87	258	288	91	24	7	20	10	38	0	159	7	108	54	316	35		
	25.1%	12.4%	---	---	13.9%	12.2%	---	7.6%	14.0%	16.6%	7.7%	9.6%	15.9%	10.7%	17.9%	28.2%	12.1%	12.1%	15.9%	5.8%	0.0%	14.8%	14.9%	14.1%	5.6%	14.4%	32.7%		
No	2,143	2,931	---	---	408	2,398	0	995	1,321	537	622	815	1,365	2,394	416	61	51	145	53	621	5	12	918	40	658	916	1,876	72	
	74.9%	87.6%	---	---	86.1%	87.8%	---	92.4%	86.0%	83.4%	92.3%	90.4%	84.1%	89.3%	82.1%	71.8%	87.9%	87.9%	84.1%	94.2%	100.0%	100.0%	85.2%	85.1%	85.9%	94.4%	85.6%	67.3%	
Significantly different from column:*		A						IJ	H	H	M	M	KL	OP	NP	NO		T		RWY		T		T	AAAB	ZAB	ZAA		

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	719	416	---	---	66	333	0	82	215	107	52	87	258	288	91	24	7	20	10	38	0	0	159	7	108	54	316	35	
Number missing or multiple answer	22	5	---	---	0	5	0	1	3	1	0	4	1	3	1	1	1	0	0	0	0	0	2	0	2	1	4	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	697	411	---	---	66	328	0	81	212	106	52	83	257	285	90	23	6	20	10	38	0	0	157	7	106	53	312	35	
	96.9%	98.8%	---	---	100.0%	98.5%	---	98.8%	98.6%	99.1%	100.0%	95.4%	99.6%	99.0%	98.9%	95.8%	85.7%	100.0%	100.0%	100.0%	---	---	98.7%	0.0%	98.1%	98.1%	98.7%	100.0%	
Yes	642	386	---	---	58	312	0	78	200	96	48	77	243	270	80	23	6	18	10	33	0	0	152	6	100	46	297	33	
	92.1%	93.9%	---	---	87.9%	95.1%	---	96.3%	94.3%	90.6%	92.3%	92.8%	94.6%	94.7%	88.9%	100.0%	100.0%	90.0%	100.0%	86.8%	---	---	96.8%	85.7%	94.3%	86.8%	95.2%	94.3%	
No	55	25	---	---	8	16	0	3	12	10	4	6	14	15	10	0	0	2	0	5	0	0	5	1	6	7	15	2	
	7.9%	6.1%	---	---	12.1%	4.9%	---	3.7%	5.7%	9.4%	7.7%	7.2%	5.4%	5.3%	11.1%	0.0%	0.0%	10.0%	0.0%	13.2%	---	---	3.2%	14.3%	5.7%	13.2%	4.8%	5.7%	
Significantly different from column:*																													

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	719	416	---	---	66	333	0	82	215	107	52	87	258	288	91	24	7	20	10	38	0	0	159	7	108	54	316	35
Number missing or multiple answer	18	7	---	---	1	6	0	0	4	3	1	2	3	4	3	0	1	0	0	0	0	3	0	2	1	5	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	701	409	---	---	65	327	0	82	211	104	51	85	255	284	88	24	6	20	10	38	0	0	156	7	106	53	311	35
	97.5%	98.3%	---	---	98.5%	98.2%	---	100.0%	98.1%	97.2%	98.1%	97.7%	98.8%	98.6%	96.7%	100.0%	85.7%	100.0%	100.0%	100.0%	---	---	98.1%	0.0%	98.1%	98.1%	98.4%	100.0%
Yes	621	378	---	---	56	306	0	79	195	92	44	78	240	264	77	24	5	17	10	31	0	0	150	6	99	45	291	33
	88.6%	92.4%	---	---	86.2%	93.6%	---	96.3%	92.4%	88.5%	86.3%	91.8%	94.1%	93.0%	87.5%	100.0%	83.3%	85.0%	100.0%	81.6%	---	---	96.2%	85.7%	93.4%	84.9%	93.6%	94.3%
No	80	31	---	---	9	21	0	3	16	12	7	7	15	20	11	0	1	3	0	7	0	0	6	1	7	8	20	2
	11.4%	7.6%	---	---	13.8%	6.4%	---	3.7%	7.6%	11.5%	13.7%	8.2%	5.9%	7.0%	12.5%	0.0%	16.7%	15.0%	0.0%	18.4%	---	---	3.8%	14.3%	6.6%	15.1%	6.4%	5.7%
Significantly different from column:*		A																										

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 40

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	6,550	3,931	4,099	4,794	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	75	10	23	0	2	7	0	3	5	2	1	1	5	4	3	2	0	1	1	0	0	0	3	0	2	2	4	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,475	3,921	4,076	4,794	609	3,135	1	1,186	1,803	814	830	1,046	1,846	3,114	602	109	76	232	81	786	6	20	1,190	52	907	1,239	2,469	120	
	98.9%	99.7%	99.4%	100.0%	99.7%	99.8%	100.0%	99.7%	99.7%	99.8%	99.9%	99.9%	99.7%	99.9%	99.5%	98.2%	100.0%	99.6%	98.8%	100.0%	100.0%	100.0%	99.7%	0.0%	99.8%	99.8%	99.8%	100.0%	
Yes	1,505	458	557	592	72	365	0	136	199	104	80	104	249	323	94	27	8	32	11	88	1	0	137	4	100	55	338	52	
	23.2%	11.7%	13.7%	12.3%	11.8%	11.6%	0.0%	11.5%	11.0%	12.8%	9.6%	9.9%	13.5%	10.4%	15.6%	24.8%	10.5%	13.8%	13.6%	11.2%	16.7%	0.0%	11.5%	7.7%	11.0%	4.4%	13.7%	43.3%	
No	4,970	3,463	3,519	4,202	537	2,770	1	1,050	1,604	710	750	942	1,597	2,791	508	82	68	200	70	698	5	20	1,053	48	807	1,184	2,131	68	
	76.8%	88.3%	86.3%	87.7%	88.2%	88.4%	100.0%	88.5%	89.0%	87.2%	90.4%	90.1%	86.5%	89.6%	84.4%	75.2%	89.5%	86.2%	86.4%	88.8%	83.3%	100.0%	88.5%	92.3%	89.0%	95.6%	86.3%	56.7%	
Significantly different from column:*		AC									M	M	KL	OP	NP	NO										AAAB	ZAB	ZAA	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 41

In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

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

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	1,505	458	557	578	72	365	0	136	199	104	80	104	249	323	94	27	8	32	11	88	1	0	137	4	100	55	338	52
Number missing or multiple answer	17	4	7	0	0	3	0	0	1	2	0	3	0	2	1	0	0	0	0	1	0	0	1	0	1	1	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,488	454	550	578	72	362	0	136	198	102	80	101	249	321	93	27	8	32	11	87	1	0	136	4	99	54	337	51
	98.9%	99.1%	98.7%	100.0%	100.0%	99.2%	---	100.0%	99.5%	98.1%	100.0%	97.1%	100.0%	99.4%	98.9%	100.0%	100.0%	100.0%	98.9%	100.0%	---	99.3%	0.0%	99.0%	98.2%	99.7%	98.1%	
Never	60	41	31	40	5	34	0	11	19	8	4	8	26	24	11	2	0	4	4	7	0	11	0	7	6	30	4	
	4.0%	9.0%	5.6%	6.9%	6.9%	9.4%	---	8.1%	9.6%	7.8%	5.0%	7.9%	10.4%	7.5%	11.8%	7.4%	0.0%	12.5%	36.4%	8.0%	0.0%	8.1%	0.0%	7.1%	11.1%	8.9%	7.8%	
Sometimes	218	81	78	115	17	58	0	23	29	23	18	19	33	47	19	9	0	14	2	15	0	16	0	19	12	57	9	
	14.7%	17.8%	14.2%	19.9%	23.6%	16.0%	---	16.9%	14.6%	22.5%	22.5%	18.8%	13.3%	14.6%	20.4%	33.3%	0.0%	43.8%	18.2%	17.2%	0.0%	11.8%	0.0%	19.2%	22.2%	16.9%	17.6%	
Usually	375	96	131	179	14	80	0	29	41	25	18	23	52	62	25	8	4	3	1	18	0	30	1	23	9	73	11	
	25.2%	21.1%	23.8%	31.0%	19.4%	22.1%	---	21.3%	20.7%	24.5%	22.5%	22.8%	20.9%	19.3%	26.9%	29.6%	50.0%	9.4%	9.1%	20.7%	0.0%	22.1%	25.0%	23.2%	16.7%	21.7%	21.6%	
Always	835	236	310	244	36	190	0	73	109	46	40	51	138	188	38	8	4	11	4	47	1	79	3	50	27	177	27	
	56.1%	52.0%	56.4%	42.2%	50.0%	52.5%	---	53.7%	55.1%	45.1%	50.0%	50.5%	55.4%	58.6%	40.9%	29.6%	50.0%	34.4%	36.4%	54.0%	100.0%	58.1%	75.0%	50.5%	50.0%	52.5%	52.9%	
Significantly different from column:*		D												OP	N	N		W				R						
Usually or Always	1,210	332	441	423	50	270	0	102	150	71	58	74	190	250	63	16	8	14	5	65	1	109	4	73	36	250	38	
	81.3%	73.1%	80.2%	73.2%	69.4%	74.6%	---	75.0%	75.8%	69.6%	72.5%	73.3%	76.3%	77.9%	67.7%	59.3%	100.0%	43.8%	45.5%	74.7%	100.0%	80.1%	100.0%	73.7%	66.7%	74.2%	74.5%	
Significantly different from column:*		AC												OP	N	N		TWY		R		R		R				

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 42

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

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

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	1,505	458	557	575	72	365	0	136	199	104	80	104	249	323	94	27	8	32	11	88	1	0	137	4	100	55	338	52
Number missing or multiple answer	24	6	6	0	1	4	0	2	0	2	1	3	1	2	3	0	0	0	0	1	0	3	0	0	0	0	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	1,481	452	551	575	71	361	0	134	199	102	79	101	248	321	91	27	8	32	11	87	1	0	134	4	100	55	334	50
	98.4%	98.7%	98.9%	100.0%	98.6%	98.9%	---	98.5%	100.0%	98.1%	98.8%	97.1%	99.6%	99.4%	96.8%	100.0%	100.0%	100.0%	98.9%	100.0%	---	97.8%	0.0%	100.0%	100.0%	98.8%	96.2%	
None	102	56	36	53	11	43	0	12	28	14	11	15	27	34	17	3	0	3	3	11	0	14	0	13	14	40	0	
	6.9%	12.4%	6.5%	9.2%	15.5%	11.9%	---	9.0%	14.1%	13.7%	13.9%	14.9%	10.9%	10.6%	18.7%	11.1%	0.0%	9.4%	27.3%	12.6%	0.0%	---	10.4%	0.0%	13.0%	25.5%	12.0%	0.0%
1 specialist	964	320	398	412	50	257	0	96	143	70	54	75	177	240	52	18	5	23	8	64	0	98	3	70	34	249	30	
	65.1%	70.8%	72.2%	71.7%	70.4%	71.2%	---	71.6%	71.9%	68.6%	68.4%	74.3%	71.4%	74.8%	57.1%	66.7%	62.5%	71.9%	72.7%	73.6%	0.0%	---	73.1%	75.0%	70.0%	61.8%	74.6%	60.0%
2	284	60	93	84	8	50	0	21	23	15	11	10	37	39	17	3	2	4	0	10	1	0	17	1	14	4	38	14
	19.2%	13.3%	16.9%	14.6%	11.3%	13.9%	---	15.7%	11.6%	14.7%	13.9%	9.9%	14.9%	12.1%	18.7%	11.1%	25.0%	12.5%	0.0%	11.5%	100.0%	---	12.7%	25.0%	14.0%	7.3%	11.4%	28.0%
3	86	11	13	16	2	7	0	4	3	2	1	1	5	6	4	1	1	2	0	1	0	0	4	0	1	2	5	4
	5.8%	2.4%	2.4%	2.8%	2.8%	1.9%	---	3.0%	1.5%	2.0%	1.3%	1.0%	2.0%	1.9%	4.4%	3.7%	12.5%	6.3%	0.0%	1.1%	0.0%	---	3.0%	0.0%	1.0%	3.6%	1.5%	8.0%
4	25	5	7	7	0	4	0	1	2	1	2	0	2	2	1	2	0	0	0	1	0	0	1	0	2	1	2	2
	1.7%	1.1%	1.3%	1.2%	0.0%	1.1%	---	0.7%	1.0%	1.0%	2.5%	0.0%	0.8%	0.6%	1.1%	7.4%	0.0%	0.0%	0.0%	1.1%	0.0%	---	0.7%	0.0%	2.0%	1.8%	0.6%	4.0%
5 or more specialists	20	0	4	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.4%	0.0%	0.7%	0.5%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3 or more specialists	131	16	24	26	2	11	0	5	5	3	3	1	7	8	5	3	1	2	0	2	0	0	5	0	3	3	7	6
	8.8%	3.5%	4.4%	4.5%	2.8%	3.0%	---	3.7%	2.5%	2.9%	3.8%	1.0%	2.8%	2.5%	5.5%	11.1%	12.5%	6.3%	0.0%	2.3%	0.0%	---	3.7%	0.0%	3.0%	5.5%	2.1%	12.0%
Significantly different from column:*		A																										

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)							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	1,379	396	515	512	60	318	0	122	171	88	68	86	221	287	74	24	8	29	8	76	1	0	120	4	87	41	294	50	
Number missing or multiple answer	8	6	5	0	1	5	0	1	4	1	0	1	3	0	3	1	0	1	0	0	0	1	0	2	1	3	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,371	390	510	512	59	313	0	121	167	87	68	85	218	287	71	23	8	28	8	76	1	0	119	4	85	40	291	50	
	99.4%	98.5%	99.0%	100.0%	98.3%	98.4%	---	99.2%	97.7%	98.9%	100.0%	98.8%	98.6%	100.0%	95.9%	95.8%	100.0%	96.6%	100.0%	100.0%	100.0%	---	99.2%	0.0%	97.7%	97.6%	99.0%	100.0%	
0 Worst specialist possible	6	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	0.0%	0.6%	0.2%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	3	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	0.0%	0.0%	0.4%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	5	2	2	2	0	2	0	0	1	1	0	0	1	2	0	0	0	0	0	0	0	0	1	0	0	0	2	0	
	0.4%	0.5%	0.4%	0.4%	0.0%	0.6%	---	0.0%	0.6%	1.1%	0.0%	0.0%	0.5%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.8%	0.0%	0.0%	0.0%	0.7%	0.0%	
3	12	5	6	6	0	5	0	3	2	0	3	0	2	1	3	1	0	1	0	2	0	2	0	2	0	1	4	0	
	0.9%	1.3%	1.2%	1.2%	0.0%	1.6%	---	2.5%	1.2%	0.0%	4.4%	0.0%	0.9%	0.3%	4.2%	4.3%	0.0%	3.6%	0.0%	2.6%	0.0%	---	1.7%	0.0%	0.0%	2.5%	1.4%	0.0%	
4	10	2	7	3	0	1	0	0	1	1	0	1	0	2	0	0	0	0	0	0	0	0	1	0	0	0	1	1	
	0.7%	0.5%	1.4%	0.6%	0.0%	0.3%	---	0.0%	0.6%	1.1%	0.0%	1.2%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.8%	0.0%	0.0%	0.0%	0.3%	2.0%	
5	33	9	12	20	0	9	0	2	5	2	1	2	6	3	4	2	0	2	0	2	0	0	1	0	2	0	4	5	
	2.4%	2.3%	2.4%	3.9%	0.0%	2.9%	---	1.7%	3.0%	2.3%	1.5%	2.4%	2.8%	1.0%	5.6%	8.7%	0.0%	7.1%	0.0%	2.6%	0.0%	---	0.8%	0.0%	2.4%	0.0%	1.4%	10.0%	
6	32	13	15	24	1	12	0	5	6	2	1	4	8	10	3	0	1	1	1	0	0	0	5	0	4	3	9	1	
	2.3%	3.3%	2.9%	4.7%	1.7%	3.8%	---	4.1%	3.6%	2.3%	1.5%	4.7%	3.7%	3.5%	4.2%	0.0%	12.5%	3.6%	12.5%	0.0%	0.0%	---	4.2%	0.0%	4.7%	7.5%	3.1%	2.0%	
7	77	25	34	41	3	20	0	6	7	9	0	1	21	15	4	3	2	2	2	3	0	0	8	1	5	3	18	3	
	5.6%	6.4%	6.7%	8.0%	5.1%	6.4%	---	5.0%	4.2%	10.3%	0.0%	1.2%	9.6%	5.2%	5.6%	13.0%	25.0%	7.1%	25.0%	3.9%	0.0%	---	6.7%	25.0%	5.9%	7.5%	6.2%	6.0%	
8	168	54	87	91	11	40	0	20	20	11	9	11	30	37	10	6	0	6	0	11	0	0	19	0	10	1	41	9	
	12.3%	13.8%	17.1%	17.8%	18.6%	12.8%	---	16.5%	12.0%	12.6%	13.2%	12.9%	13.8%	12.9%	14.1%	26.1%	0.0%	21.4%	0.0%	14.5%	0.0%	---	16.0%	0.0%	11.8%	2.5%	14.1%	18.0%	
9	225	97	97	109	16	75	0	24	47	22	15	22	54	70	21	5	2	7	2	17	0	0	27	0	21	13	71	12	
	16.4%	24.9%	19.0%	21.3%	27.1%	24.0%	---	19.8%	28.1%	25.3%	22.1%	25.9%	24.8%	24.4%	29.6%	21.7%	25.0%	25.0%	22.4%	0.0%	---	22.7%	0.0%	24.7%	32.5%	24.4%	24.0%		
10 Best specialist possible	800	183	247	213	28	149	0	61	78	39	39	44	96	147	26	6	3	9	3	41	1	0	55	3	43	19	141	19	
	58.4%	46.9%	48.4%	41.6%	47.5%	47.6%	---	50.4%	46.7%	44.8%	57.4%	51.8%	44.0%	51.2%	36.6%	26.1%	37.5%	32.1%	37.5%	53.9%	100.0%	---	46.2%	75.0%	50.6%	47.5%	48.5%	38.0%	

NA - Not Applicable

State Oregon Health Plan - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)								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	1,379	396	515	512	60	318	0	122	171	88	68	86	221	287	74	24	8	29	8	76	1	0	120	4	87	41	294	50
Number missing or multiple answer	8	6	5	0	1	5	0	1	4	1	0	1	3	0	3	1	0	1	0	0	0	1	0	2	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	1,371	390	510	512	59	313	0	121	167	87	68	85	218	287	71	23	8	28	8	76	1	0	119	4	85	40	291	50
	99.4%	98.5%	99.0%	100.0%	98.3%	98.4%	---	99.2%	97.7%	98.9%	100.0%	98.8%	98.6%	100.0%	95.9%	95.8%	100.0%	96.6%	100.0%	100.0%	100.0%	---	99.2%	0.0%	97.7%	97.6%	99.0%	100.0%
0 to 4	36	9	18	14	0	8	0	3	4	2	3	1	3	5	3	1	0	1	0	2	0	4	0	0	1	7	1	
	2.6%	2.3%	3.5%	2.7%	0.0%	2.6%	---	2.5%	2.4%	2.3%	4.4%	1.2%	1.4%	1.7%	4.2%	4.3%	0.0%	3.6%	0.0%	2.6%	0.0%	---	3.4%	0.0%	0.0%	2.5%	2.4%	2.0%
5	33	9	12	20	0	9	0	2	5	2	1	2	6	3	4	2	0	2	0	2	0	1	0	2	0	4	5	
	2.4%	2.3%	2.4%	3.9%	0.0%	2.9%	---	1.7%	3.0%	2.3%	1.5%	2.4%	2.8%	1.0%	5.6%	8.7%	0.0%	7.1%	0.0%	2.6%	0.0%	---	0.8%	0.0%	2.4%	0.0%	1.4%	10.0%
6 or 7	109	38	49	65	4	32	0	11	13	11	1	5	29	25	7	3	3	3	3	3	0	13	1	9	6	27	4	
	8.0%	9.7%	9.6%	12.7%	6.8%	10.2%	---	9.1%	7.8%	12.6%	1.5%	5.9%	13.3%	8.7%	9.9%	13.0%	37.5%	10.7%	37.5%	3.9%	0.0%	---	10.9%	25.0%	10.6%	15.0%	9.3%	8.0%
8 to 10	1,193	334	431	413	55	264	0	105	145	72	63	77	180	254	57	17	5	22	5	69	1	0	101	3	74	33	253	40
	87.0%	85.6%	84.5%	80.7%	93.2%	84.3%	---	86.8%	86.8%	82.8%	92.6%	90.6%	82.6%	88.5%	80.3%	73.9%	62.5%	78.6%	62.5%	90.8%	100.0%	---	84.9%	75.0%	87.1%	82.5%	86.9%	80.0%
Significantly different from column:*		D									M		K															
0 to 6	101	31	45	58	1	29	0	10	15	6	5	7	17	18	10	3	1	4	1	4	0	10	0	6	4	20	7	
	7.4%	7.9%	8.8%	11.3%	1.7%	9.3%	---	8.3%	9.0%	6.9%	7.4%	8.2%	7.8%	6.3%	14.1%	13.0%	12.5%	14.3%	12.5%	5.3%	0.0%	---	8.4%	0.0%	7.1%	10.0%	6.9%	14.0%
7 to 8	245	79	121	132	14	60	0	26	27	20	9	12	51	52	14	9	2	8	2	14	0	27	1	15	4	59	12	
	17.9%	20.3%	23.7%	25.8%	23.7%	19.2%	---	21.5%	16.2%	23.0%	13.2%	14.1%	23.4%	18.1%	19.7%	39.1%	25.0%	28.6%	25.0%	18.4%	0.0%	---	22.7%	25.0%	17.6%	10.0%	20.3%	24.0%
9 to 10	1,025	280	344	322	44	224	0	85	125	61	54	66	150	217	47	11	5	16	5	58	1	0	82	3	64	32	212	31
	74.8%	71.8%	67.5%	62.9%	74.6%	71.6%	---	70.2%	74.9%	70.1%	79.4%	77.6%	68.8%	75.6%	66.2%	47.8%	62.5%	57.1%	62.5%	76.3%	100.0%	---	68.9%	75.0%	75.3%	80.0%	72.9%	62.0%
Significantly different from column:*		D												P		N												

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	6,550	3,931	4,099	4,756	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	88	46	70	0	6	28	0	11	16	7	22	5	7	24	10	1	2	2	0	12	0	0	3	3	7	14	27	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	6,462	3,885	4,029	4,756	605	3,114	1	1,178	1,792	809	809	1,042	1,844	3,094	595	110	74	231	82	774	6	20	1,190	49	902	1,227	2,446	118	
	98.7%	98.8%	98.3%	100.0%	99.0%	99.1%	100.0%	99.1%	99.1%	99.1%	97.4%	99.5%	99.6%	99.2%	98.3%	99.1%	97.4%	99.1%	100.0%	98.5%	100.0%	100.0%	99.7%	0.0%	99.2%	98.9%	98.9%	98.3%	
Yes	1,590	956	1,105	1,245	148	760	1	309	405	217	243	250	417	731	170	34	15	72	27	237	1	5	218	15	240	230	655	43	
	24.6%	24.6%	27.4%	26.2%	24.5%	24.4%	100.0%	26.2%	22.6%	26.8%	30.0%	24.0%	22.6%	23.6%	28.6%	30.9%	20.3%	31.2%	32.9%	30.6%	16.7%	25.0%	18.3%	30.6%	26.6%	18.7%	26.8%	36.4%	
No	4,872	2,929	2,924	3,511	457	2,354	0	869	1,387	592	566	792	1,427	2,363	425	76	59	159	55	537	5	15	972	34	662	997	1,791	75	
	75.4%	75.4%	72.6%	73.8%	75.5%	75.6%	0.0%	73.8%	77.4%	73.2%	70.0%	76.0%	77.4%	76.4%	71.4%	69.1%	79.7%	68.8%	67.1%	69.4%	83.3%	75.0%	81.7%	69.4%	73.4%	81.3%	73.2%	63.6%	
Significantly different from column:*		C						I	HJ	I	LM	K	K	O	N			W	W	W			RSTXY	W	W	AAAB	ZAB	ZAA	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	1,590	956	1,105	1,214	148	760	1	309	405	217	243	250	417	731	170	34	15	72	27	237	1	5	218	15	240	230	655	43
Number missing or multiple answer	49	14	10	0	3	6	0	2	4	4	4	3	1	6	2	2	0	1	0	4	0	0	2	0	2	7	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	1,541	942	1,095	1,214	145	754	1	307	401	213	239	247	416	725	168	32	15	71	27	233	1	5	216	15	238	223	651	43
	96.9%	98.5%	99.1%	100.0%	98.0%	99.2%	100.0%	99.4%	99.0%	98.2%	98.4%	98.8%	99.8%	99.2%	98.8%	94.1%	100.0%	98.6%	100.0%	98.3%	100.0%	100.0%	99.1%	0.0%	99.2%	97.0%	99.4%	100.0%
Never	30	26	27	26	4	21	0	6	14	6	5	5	15	18	7	1	0	4	1	6	0	2	0	8	7	16	2	
	1.9%	2.8%	2.5%	2.1%	2.8%	2.8%	0.0%	2.0%	3.5%	2.8%	2.1%	2.0%	3.6%	2.5%	4.2%	3.1%	0.0%	5.6%	3.7%	2.6%	0.0%	0.0%	0.9%	0.0%	3.4%	3.1%	2.5%	4.7%
Sometimes	174	124	172	193	20	93	0	39	58	24	34	22	58	82	30	7	0	11	9	26	0	1	22	1	35	40	77	5
	11.3%	13.2%	15.7%	15.9%	13.8%	12.3%	0.0%	12.7%	14.5%	11.3%	14.2%	8.9%	13.9%	11.3%	17.9%	21.9%	0.0%	15.5%	33.3%	11.2%	0.0%	20.0%	10.2%	6.7%	14.7%	17.9%	11.8%	11.6%
Usually	425	254	316	330	39	202	1	80	104	65	59	68	116	189	49	11	7	21	7	62	1	0	59	6	63	65	174	9
	27.6%	27.0%	28.9%	27.2%	26.9%	26.8%	100.0%	26.1%	25.9%	30.5%	24.7%	27.5%	27.9%	26.1%	29.2%	34.4%	46.7%	29.6%	25.9%	26.6%	100.0%	0.0%	27.3%	40.0%	26.5%	29.1%	26.7%	20.9%
Always	912	538	580	665	82	438	0	182	225	118	141	152	227	436	82	13	8	35	10	139	0	4	133	8	132	111	384	27
	59.2%	57.1%	53.0%	54.8%	56.6%	58.1%	0.0%	59.3%	56.1%	55.4%	59.0%	61.5%	54.6%	60.1%	48.8%	40.6%	53.3%	49.3%	37.0%	59.7%	0.0%	80.0%	61.6%	53.3%	55.5%	49.8%	59.0%	62.8%
Significantly different from column:*														OP	N	N			TW	S		S			AA	Z		
Usually or Always	1,337	792	896	995	121	640	1	262	329	183	200	220	343	625	131	24	15	56	17	201	1	4	192	14	195	176	558	36
	86.8%	84.1%	81.8%	82.0%	83.4%	84.9%	100.0%	85.3%	82.0%	85.9%	83.7%	89.1%	82.5%	86.2%	78.0%	75.0%	100.0%	78.9%	63.0%	86.3%	100.0%	80.0%	88.9%	93.3%	81.9%	78.9%	85.7%	83.7%
Significantly different from column:*												M	L	O	N			W	Y			RY		SW	AA	Z		

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	1,590	956	1,105	1,213	148	760	1	309	405	217	243	250	417	731	170	34	15	72	27	237	1	5	218	15	240	230	655	43
Number missing or multiple answer	47	17	14	0	2	9	0	2	9	2	4	3	5	8	4	1	0	3	0	4	0	0	1	1	3	6	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
Usable responses	1,543	939	1,091	1,213	146	751	1	307	396	215	239	247	412	723	166	33	15	69	27	233	1	5	217	14	237	224	648	43
	97.0%	98.2%	98.7%	100.0%	98.6%	98.8%	100.0%	99.4%	97.8%	99.1%	98.4%	98.8%	98.8%	98.9%	97.6%	97.1%	100.0%	95.8%	100.0%	98.3%	100.0%	100.0%	99.5%	0.0%	98.8%	97.4%	98.9%	100.0%
Never	18	9	9	15	2	7	0	2	3	4	2	2	5	6	3	0	0	2	1	3	0	0	0	0	2	4	4	1
	1.2%	1.0%	0.8%	1.2%	1.4%	0.9%	0.0%	0.7%	0.8%	1.9%	0.8%	0.8%	1.2%	0.8%	1.8%	0.0%	0.0%	2.9%	3.7%	1.3%	0.0%	0.0%	0.0%	0.0%	0.8%	1.8%	0.6%	2.3%
Sometimes	58	48	65	59	8	32	0	12	23	11	17	8	17	32	6	7	0	7	1	11	0	0	9	0	11	15	29	2
	3.8%	5.1%	6.0%	4.9%	5.5%	4.3%	0.0%	3.9%	5.8%	5.1%	7.1%	3.2%	4.1%	4.4%	3.6%	21.2%	0.0%	10.1%	3.7%	4.7%	0.0%	0.0%	4.1%	0.0%	4.6%	6.7%	4.5%	4.7%
Usually	303	169	199	242	25	136	0	51	74	42	44	37	82	120	45	3	4	14	8	31	0	1	39	2	48	38	118	7
	19.6%	18.0%	18.2%	20.0%	17.1%	18.1%	0.0%	16.6%	18.7%	19.5%	18.4%	15.0%	19.9%	16.6%	27.1%	9.1%	26.7%	20.3%	29.6%	13.3%	0.0%	20.0%	18.0%	14.3%	20.3%	17.0%	18.2%	16.3%
Always	1,164	713	818	897	111	576	1	242	296	158	176	200	308	565	112	23	11	46	17	188	1	4	169	12	176	167	497	33
	75.4%	75.9%	75.0%	73.9%	76.0%	76.7%	100.0%	78.8%	74.7%	73.5%	73.6%	81.0%	74.8%	78.1%	67.5%	69.7%	73.3%	66.7%	63.0%	80.7%	100.0%	80.0%	77.9%	85.7%	74.3%	74.6%	76.7%	76.7%
Significantly different from column:*														O	N			T	T	RS								
Usually or Always	1,467	882	1,017	1,139	136	712	1	293	370	200	220	237	390	685	157	26	15	60	25	219	1	5	208	14	224	205	615	40
	95.1%	93.9%	93.2%	93.9%	93.2%	94.8%	100.0%	95.4%	93.4%	93.0%	92.1%	96.0%	94.7%	94.7%	94.6%	78.8%	100.0%	87.0%	92.6%	94.0%	100.0%	100.0%	95.9%	100.0%	94.5%	91.5%	94.9%	93.0%

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 47

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	6,550	3,931	4,099	4,708	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	127	99	124	0	12	61	0	22	40	17	28	20	25	60	14	7	2	2	2	24	1	0	15	1	13	31	54	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	6,423	3,832	3,975	4,708	599	3,081	1	1,167	1,768	799	803	1,027	1,826	3,058	591	104	74	231	80	762	5	20	1,178	51	896	1,210	2,419	115	
	98.1%	97.5%	97.0%	100.0%	98.0%	98.1%	100.0%	98.1%	97.8%	97.9%	96.6%	98.1%	98.6%	98.1%	97.7%	93.7%	97.4%	99.1%	97.6%	96.9%	83.3%	100.0%	98.7%	0.0%	98.6%	97.5%	97.8%	95.8%	
Yes	1,379	1,270	1,412	1,676	214	1,004	1	387	571	276	306	336	569	980	231	36	26	67	27	315	2	6	319	24	312	348	851	41	
	21.5%	33.1%	35.5%	35.6%	35.7%	32.6%	100.0%	33.2%	32.3%	34.5%	38.1%	32.7%	31.2%	32.0%	39.1%	34.6%	35.1%	29.0%	33.8%	41.3%	40.0%	30.0%	27.1%	47.1%	34.8%	28.8%	35.2%	35.7%	
No	5,044	2,562	2,563	3,032	385	2,077	0	780	1,197	523	497	691	1,257	2,078	360	68	48	164	53	447	3	14	859	27	584	862	1,568	74	
	78.5%	66.9%	64.5%	64.4%	64.3%	67.4%	0.0%	66.8%	67.7%	65.5%	61.9%	67.3%	68.8%	68.0%	60.9%	65.4%	64.9%	71.0%	66.3%	58.7%	60.0%	70.0%	72.9%	52.9%	65.2%	71.2%	64.8%	64.3%	
Significantly different from column:*		ACD									LM	K	K	O	N			TX		RWY			TXY	RW	TW	AA	Z		

NA - Not Applicable

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State Oregon Health Plan - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	6,423	3,832	3,975	4,644	599	3,081	1	1,167	1,768	799	803	1,027	1,826	3,058	591	104	74	231	80	762	5	20	1,178	51	896	1,210	2,419	115	
Number missing or multiple answer	52	37	22	0	4	30	0	6	23	5	15	8	10	28	5	2	1	0	0	13	0	0	6	2	7	15	17	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	6,371	3,795	3,953	4,644	595	3,051	1	1,161	1,745	794	788	1,019	1,816	3,030	586	102	73	231	80	749	5	20	1,172	49	889	1,195	2,402	113	
	99.2%	99.0%	99.4%	100.0%	99.3%	99.0%	100.0%	99.5%	98.7%	99.4%	98.1%	99.2%	99.5%	99.1%	99.2%	98.1%	98.6%	100.0%	100.0%	98.3%	100.0%	100.0%	99.5%	0.0%	99.2%	98.8%	99.3%	98.3%	
Never	14	44	41	59	7	34	0	11	18	13	8	13	19	28	14	1	1	2	2	13	0	0	13	0	8	15	29	0	
	0.2%	1.2%	1.0%	1.3%	1.2%	1.1%	0.0%	0.9%	1.0%	1.6%	1.0%	1.3%	1.0%	0.9%	2.4%	1.0%	1.4%	0.9%	2.5%	1.7%	0.0%	0.0%	1.1%	0.0%	0.9%	1.3%	1.2%	0.0%	
Sometimes	142	210	255	313	37	162	0	56	95	53	67	45	86	139	52	12	3	12	6	49	0	3	49	6	55	71	127	7	
	2.2%	5.5%	6.5%	6.7%	6.2%	5.3%	0.0%	4.8%	5.4%	6.7%	8.5%	4.4%	4.7%	4.6%	8.9%	11.8%	4.1%	5.2%	7.5%	6.5%	0.0%	15.0%	4.2%	12.2%	6.2%	5.9%	5.3%	6.2%	
Usually	427	408	444	568	88	307	1	125	174	99	91	107	197	320	72	10	10	26	9	93	0	0	107	7	111	112	270	16	
	6.7%	10.8%	11.2%	12.2%	14.8%	10.1%	100.0%	10.8%	10.0%	12.5%	11.5%	10.5%	10.8%	10.6%	12.3%	9.8%	13.7%	11.3%	11.3%	12.4%	0.0%	0.0%	9.1%	14.3%	12.5%	9.4%	11.2%	14.2%	
Always	5,788	3,133	3,213	3,704	463	2,548	0	969	1,458	629	622	854	1,514	2,543	448	79	59	191	63	594	5	17	1,003	36	715	997	1,976	90	
	90.8%	82.6%	81.3%	79.8%	77.8%	83.5%	0.0%	83.5%	83.6%	79.2%	78.9%	83.8%	83.4%	83.9%	76.5%	77.5%	80.8%	82.7%	78.8%	79.3%	100.0%	85.0%	85.6%	73.5%	80.4%	83.4%	82.3%	79.6%	
Significantly different from column:*		AD			F	E		J	J	HI	LM	K	K	O	N					W			TXY	W	W				
Usually or Always	6,215	3,541	3,657	4,272	551	2,855	1	1,094	1,632	728	713	961	1,711	2,863	520	89	69	217	72	687	5	17	1,110	43	826	1,109	2,246	106	
	97.6%	93.3%	92.5%	92.0%	92.6%	93.6%	100.0%	94.2%	93.5%	91.7%	90.5%	94.3%	94.2%	94.5%	88.7%	87.3%	94.5%	93.9%	90.0%	91.7%	100.0%	85.0%	94.7%	87.8%	92.9%	92.8%	93.5%	93.8%	
Significantly different from column:*		AD						J	H		LM	K	K	OP	N	N				W			T						

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)								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	6,550	3,931	4,099	4,655	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120
Number missing or multiple answer	155	111	230	0	13	67	0	15	45	21	20	14	44	66	10	6	4	7	3	11	0	28	2	19	46	55	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	6,395	3,820	3,869	4,655	598	3,075	1	1,174	1,763	795	811	1,033	1,807	3,052	595	105	72	226	79	775	6	20	1,165	50	890	1,195	2,418	117
	97.6%	97.2%	94.4%	100.0%	97.9%	97.9%	100.0%	98.7%	97.5%	97.4%	97.6%	98.7%	97.6%	97.9%	98.3%	94.6%	94.7%	97.0%	96.3%	98.6%	100.0%	100.0%	97.7%	0.0%	97.9%	96.3%	97.8%	97.5%
0 Worst health plan possible	20	7	6	12	1	6	0	1	2	4	1	1	5	3	3	1	1	0	2	1	0	0	3	0	0	1	6	0
	0.3%	0.2%	0.2%	0.3%	0.2%	0.2%	0.0%	0.1%	0.1%	0.5%	0.1%	0.1%	0.3%	0.1%	0.5%	1.0%	1.4%	0.0%	2.5%	0.1%	0.0%	0.0%	0.3%	0.0%	0.0%	0.1%	0.2%	0.0%
1	8	6	4	4	2	3	0	2	2	1	1	0	4	3	1	1	0	1	1	1	0	1	0	0	1	4	2	0
	0.1%	0.2%	0.1%	0.1%	0.3%	0.1%	0.0%	0.2%	0.1%	0.1%	0.1%	0.0%	0.2%	0.1%	0.2%	1.0%	0.0%	0.4%	1.3%	0.1%	0.0%	5.0%	0.0%	0.0%	0.1%	0.3%	0.1%	0.0%
2	9	8	18	15	2	5	0	3	4	1	0	1	7	7	1	0	0	1	0	1	0	0	4	0	1	3	4	1
	0.1%	0.2%	0.5%	0.3%	0.3%	0.2%	0.0%	0.3%	0.2%	0.1%	0.0%	0.1%	0.4%	0.2%	0.2%	0.0%	0.0%	0.4%	0.0%	0.1%	0.0%	0.0%	0.3%	0.0%	0.1%	0.3%	0.2%	0.9%
3	22	24	17	42	3	19	0	4	11	8	4	3	14	14	8	1	0	4	1	1	0	0	7	0	6	12	11	0
	0.3%	0.6%	0.4%	0.9%	0.5%	0.6%	0.0%	0.3%	0.6%	1.0%	0.5%	0.3%	0.8%	0.5%	1.3%	1.0%	0.0%	1.8%	1.3%	0.1%	0.0%	0.0%	0.6%	0.0%	0.7%	1.0%	0.5%	0.0%
4	41	25	35	39	2	21	0	2	14	8	4	6	14	16	7	0	0	2	2	2	0	0	11	0	4	6	16	2
	0.6%	0.7%	0.9%	0.8%	0.3%	0.7%	0.0%	0.2%	0.8%	1.0%	0.5%	0.6%	0.8%	0.5%	1.2%	0.0%	0.0%	0.9%	2.5%	0.3%	0.0%	0.0%	0.9%	0.0%	0.4%	0.5%	0.7%	1.7%
5	175	145	161	200	24	115	0	39	76	26	22	34	79	108	23	7	4	7	2	10	0	1	52	5	34	58	83	4
	2.7%	3.8%	4.2%	4.3%	4.0%	3.7%	0.0%	3.3%	4.3%	3.3%	2.7%	3.3%	4.4%	3.5%	3.9%	6.7%	5.6%	3.1%	2.5%	1.3%	0.0%	5.0%	4.5%	10.0%	3.8%	4.9%	3.4%	3.4%
6	168	115	112	177	21	85	0	32	51	28	8	26	71	87	22	3	1	6	2	6	0	0	43	2	32	36	73	3
	2.6%	3.0%	2.9%	3.8%	3.5%	2.8%	0.0%	2.7%	2.9%	3.5%	1.0%	2.5%	3.9%	2.9%	3.7%	2.9%	1.4%	2.7%	2.5%	0.8%	0.0%	0.0%	3.7%	4.0%	3.6%	3.0%	3.0%	2.6%
7	450	301	288	424	44	242	0	84	121	89	34	77	175	233	54	11	7	22	5	25	0	1	123	6	72	99	185	11
	7.0%	7.9%	7.4%	9.1%	7.4%	7.9%	0.0%	7.2%	6.9%	11.2%	4.2%	7.5%	9.7%	7.6%	9.1%	10.5%	9.7%	9.7%	6.3%	3.2%	0.0%	5.0%	10.6%	12.0%	8.1%	8.3%	7.7%	9.4%
8	948	640	681	883	122	495	1	196	313	115	92	155	367	514	92	19	9	39	17	85	1	1	246	7	152	196	412	22
	14.8%	16.8%	17.6%	19.0%	20.4%	16.1%	100.0%	16.7%	17.8%	14.5%	11.3%	15.0%	20.3%	16.8%	15.5%	18.1%	12.5%	17.3%	21.5%	11.0%	16.7%	5.0%	21.1%	14.0%	17.1%	16.4%	17.0%	18.8%
9	1,150	722	678	879	104	601	0	223	336	152	154	190	362	581	118	17	12	41	15	153	1	1	228	9	175	213	471	24
	18.0%	18.9%	17.5%	18.9%	17.4%	19.5%	0.0%	19.0%	19.1%	19.1%	19.0%	18.4%	20.0%	19.0%	19.8%	16.2%	16.7%	18.1%	19.0%	19.7%	16.7%	5.0%	19.6%	18.0%	19.7%	17.8%	19.5%	20.5%
10 Best health plan possible	3,404	1,827	1,869	1,980	273	1,483	0	588	833	363	491	540	709	1,486	266	45	38	103	32	490	4	15	448	21	413	567	1,155	50
	53.2%	47.8%	48.3%	42.5%	45.7%	48.2%	0.0%	50.1%	47.2%	45.7%	60.5%	52.3%	39.2%	48.7%	44.7%	42.9%	52.8%	45.6%	40.5%	63.2%	66.7%	75.0%	38.5%	42.0%	46.4%	47.4%	47.8%	42.7%

NA - Not Applicable

State Oregon Health Plan - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)								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	6,550	3,931	4,099	4,655	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	155	111	230	0	13	67	0	15	45	21	20	14	44	66	10	6	4	7	3	11	0	0	28	2	19	46	55	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	6,395	3,820	3,869	4,655	598	3,075	1	1,174	1,763	795	811	1,033	1,807	3,052	595	105	72	226	79	775	6	20	1,165	50	890	1,195	2,418	117	
	97.6%	97.2%	94.4%	100.0%	97.9%	97.9%	100.0%	98.7%	97.5%	97.4%	97.6%	98.7%	97.6%	97.9%	98.3%	94.6%	94.7%	97.0%	96.3%	98.6%	100.0%	100.0%	97.7%	0.0%	97.9%	96.3%	97.8%	97.5%	
0 to 4	100	70	80	112	10	54	0	12	33	22	10	11	44	43	20	3	1	8	6	6	0	1	25	0	12	26	39	3	
	1.6%	1.8%	2.1%	2.4%	1.7%	1.8%	0.0%	1.0%	1.9%	2.8%	1.2%	1.1%	2.4%	1.4%	3.4%	2.9%	1.4%	3.5%	7.6%	0.8%	0.0%	5.0%	2.1%	0.0%	1.3%	2.2%	1.6%	2.6%	
5	175	145	161	200	24	115	0	39	76	26	22	34	79	108	23	7	4	7	2	10	0	1	52	5	34	58	83	4	
	2.7%	3.8%	4.2%	4.3%	4.0%	3.7%	0.0%	3.3%	4.3%	3.3%	2.7%	3.3%	4.4%	3.5%	3.9%	6.7%	5.6%	3.1%	2.5%	1.3%	0.0%	5.0%	4.5%	10.0%	3.8%	4.9%	3.4%	3.4%	
6 or 7	618	416	400	601	65	327	0	116	172	117	42	103	246	320	76	14	8	28	7	31	0	1	166	8	104	135	258	14	
	9.7%	10.9%	10.3%	12.9%	10.9%	10.6%	0.0%	9.9%	9.8%	14.7%	5.2%	10.0%	13.6%	10.5%	12.8%	13.3%	11.1%	12.4%	8.9%	4.0%	0.0%	5.0%	14.2%	16.0%	11.7%	11.3%	10.7%	12.0%	
8 to 10	5,502	3,189	3,228	3,742	499	2,579	1	1,007	1,482	630	737	885	1,438	2,581	476	81	59	183	64	728	6	17	922	37	740	976	2,038	96	
	86.0%	83.5%	83.4%	80.4%	83.4%	83.9%	100.0%	85.8%	84.1%	79.2%	90.9%	85.7%	79.6%	84.6%	80.0%	77.1%	81.9%	81.0%	81.0%	93.9%	100.0%	85.0%	79.1%	74.0%	83.1%	81.7%	84.3%	82.1%	
Significantly different from column:*		AD						J	J	HI	LM	KM	KL	OP	N	N	T	T	T	QRSWY			TY		TW	AA	Z		
0 to 6	443	330	353	489	55	254	0	83	160	76	40	71	194	238	65	13	6	21	10	22	0	2	120	7	78	120	195	10	
	6.9%	8.6%	9.1%	10.5%	9.2%	8.3%	0.0%	7.1%	9.1%	9.6%	4.9%	6.9%	10.7%	7.8%	10.9%	12.4%	8.3%	9.3%	12.7%	2.8%	0.0%	10.0%	10.3%	14.0%	8.8%	10.0%	8.1%	8.5%	
7 to 8	1,398	941	969	1,307	166	737	1	280	434	204	126	232	542	747	146	30	16	61	22	110	1	2	369	13	224	295	597	33	
	21.9%	24.6%	25.0%	28.1%	27.8%	24.0%	100.0%	23.9%	24.6%	25.7%	15.5%	22.5%	30.0%	24.5%	24.5%	28.6%	22.2%	27.0%	27.8%	14.2%	16.7%	10.0%	31.7%	26.0%	25.2%	24.7%	24.7%	28.2%	
9 to 10	4,554	2,549	2,547	2,859	377	2,084	0	811	1,169	515	645	730	1,071	2,067	384	62	50	144	47	643	5	16	676	30	588	780	1,626	74	
	71.2%	66.7%	65.8%	61.4%	63.0%	67.8%	0.0%	69.1%	66.3%	64.8%	79.5%	70.7%	59.3%	67.7%	64.5%	59.0%	69.4%	63.7%	59.5%	83.0%	83.3%	80.0%	58.0%	60.0%	66.1%	65.3%	67.2%	63.2%	
Significantly different from column:*		AD			F	E		J	H	LM	KM	KL					T	T	T	QRSWXY		W	TVY	T	TW				

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 50

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	3,553	3,931	---	---	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	38	36	---	---	1	7	0	3	7	0	3	2	3	8	1	1	0	1	0	1	0	0	2	0	2	13	17	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	3,515	3,895	---	---	610	3,135	1	1,186	1,801	816	828	1,045	1,848	3,110	604	110	76	232	82	785	6	20	1,191	52	907	1,228	2,456	119	
	98.9%	99.1%	---	---	99.8%	99.8%	100.0%	99.7%	99.6%	100.0%	99.6%	99.8%	99.8%	99.7%	99.8%	99.1%	100.0%	99.6%	100.0%	99.9%	100.0%	100.0%	99.8%	0.0%	99.8%	99.0%	99.3%	99.2%	
Yes	1,649	1,113	---	---	153	918	1	412	461	200	192	273	597	879	167	37	16	72	26	179	0	3	355	17	282	108	898	78	
	46.9%	28.6%	---	---	25.1%	29.3%	100.0%	34.7%	25.6%	24.5%	23.2%	26.1%	32.3%	28.3%	27.6%	33.6%	21.1%	31.0%	31.7%	22.8%	0.0%	15.0%	29.8%	32.7%	31.1%	8.8%	36.6%	65.5%	
No	1,866	2,782	---	---	457	2,217	0	774	1,340	616	636	772	1,251	2,231	437	73	60	160	56	606	6	17	836	35	625	1,120	1,558	41	
	53.1%	71.4%	---	---	74.9%	70.7%	0.0%	65.3%	74.4%	75.5%	76.8%	73.9%	67.7%	71.7%	72.4%	66.4%	78.9%	69.0%	68.3%	77.2%	100.0%	85.0%	70.2%	67.3%	68.9%	91.2%	63.4%	34.5%	
Significantly different from column:*		A			F	E		IJ	H	H	M	M	KL					T		RWY			T		T	AAAB	ZAB	ZAA	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	1,649	1,113	---	---	153	918	1	412	461	200	192	273	597	879	167	37	16	72	26	179	0	3	355	17	282	108	898	78	
Number missing or multiple answer	18	10	---	---	1	7	0	1	6	1	1	2	5	6	2	0	0	0	0	1	0	0	4	0	3	1	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	NA
Usable responses	1,631	1,103	---	---	152	911	1	411	455	199	191	271	592	873	165	37	16	72	26	178	0	3	351	17	279	107	891	77	
	98.9%	99.1%	---	---	99.3%	99.2%	100.0%	99.8%	98.7%	99.5%	99.5%	99.3%	99.2%	99.3%	98.8%	100.0%	100.0%	100.0%	100.0%	99.4%	---	100.0%	98.9%	0.0%	98.9%	99.1%	99.2%	98.7%	
Never	19	18	---	---	2	16	0	5	8	5	2	3	13	15	3	0	0	1	1	4	0	6	0	3	2	15	1		
	1.2%	1.6%	---	---	1.3%	1.8%	0.0%	1.2%	1.8%	2.5%	1.0%	1.1%	2.2%	1.7%	1.8%	0.0%	0.0%	1.4%	3.8%	2.2%	---	0.0%	1.7%	0.0%	1.1%	1.9%	1.7%	1.3%	
Sometimes	109	76	---	---	10	63	0	19	31	22	19	20	34	46	18	9	1	10	3	9	0	22	0	17	12	57	6		
	6.7%	6.9%	---	---	6.6%	6.9%	0.0%	4.6%	6.8%	11.1%	9.9%	7.4%	5.7%	5.3%	10.9%	24.3%	6.3%	13.9%	11.5%	5.1%	---	0.0%	6.3%	0.0%	6.1%	11.2%	6.4%	7.8%	
Usually	311	221	---	---	36	176	0	83	84	45	43	54	112	163	42	9	4	13	11	38	0	57	5	61	21	183	15		
	19.1%	20.0%	---	---	23.7%	19.3%	0.0%	20.2%	18.5%	22.6%	22.5%	19.9%	18.9%	18.7%	25.5%	24.3%	25.0%	18.1%	42.3%	21.3%	---	0.0%	16.2%	29.4%	21.9%	19.6%	20.5%	19.5%	
Always	1,192	788	---	---	104	656	1	304	332	127	127	194	433	649	102	19	11	48	11	127	0	3	266	12	198	72	636	55	
	73.1%	71.4%	---	---	68.4%	72.0%	100.0%	74.0%	73.0%	63.8%	66.5%	71.6%	73.1%	74.3%	61.8%	51.4%	68.8%	66.7%	42.3%	71.3%	---	100.0%	75.8%	70.6%	71.0%	67.3%	71.4%	71.4%	
Significantly different from column:*								J	J	HI				OP	N	N		S	RTWY	S		S		S					
Usually or Always	1,503	1,009	---	---	140	832	1	387	416	172	170	248	545	812	144	28	15	61	22	165	0	3	323	17	259	93	819	70	
	92.2%	91.5%	---	---	92.1%	91.3%	100.0%	94.2%	91.4%	86.4%	89.0%	91.5%	92.1%	93.0%	87.3%	75.7%	93.8%	84.7%	84.6%	92.7%	---	100.0%	92.0%	100.0%	92.8%	86.9%	91.9%	90.9%	
Significantly different from column:*								J		H				O	N			Y							R				

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	1,649	1,113	---	---	153	918	1	412	461	200	192	273	597	879	167	37	16	72	26	179	0	3	355	17	282	108	898	78	
Number missing or multiple answer	30	31	---	---	0	28	0	7	15	6	7	8	11	24	3	0	0	1	1	6	0	0	9	0	5	2	26	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	1,619	1,082	---	---	153	890	1	405	446	194	185	265	586	855	164	37	16	71	25	173	0	3	346	17	277	106	872	76	
	98.2%	97.2%	---	---	100.0%	96.9%	100.0%	98.3%	96.7%	97.0%	96.4%	97.1%	98.2%	97.3%	98.2%	100.0%	100.0%	98.6%	96.2%	96.6%	---	100.0%	97.5%	0.0%	98.2%	98.1%	97.1%	97.4%	
Yes	963	649	---	---	103	520	1	231	282	112	133	158	325	505	104	23	8	57	18	118	0	2	193	8	156	63	520	48	
	59.5%	60.0%	---	---	67.3%	58.4%	100.0%	57.0%	63.2%	57.7%	71.9%	59.6%	55.5%	59.1%	63.4%	62.2%	50.0%	80.3%	72.0%	68.2%	---	66.7%	55.8%	47.1%	56.3%	59.4%	59.6%	63.2%	
No	656	433	---	---	50	370	0	174	164	82	52	107	261	350	60	14	8	14	7	55	0	1	153	9	121	43	352	28	
	40.5%	40.0%	---	---	32.7%	41.6%	0.0%	43.0%	36.8%	42.3%	28.1%	40.4%	44.5%	40.9%	36.6%	37.8%	50.0%	19.7%	28.0%	31.8%	---	33.3%	44.2%	52.9%	43.7%	40.6%	40.4%	36.8%	
Significantly different from column:*					F	E					LM	K	K					WY		WY			RT		RT				

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	---	3,931	4,099	4,708	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	---	79	73	0	10	21	1	8	18	8	14	8	11	23	7	1	1	3	0	8	0	0	4	0	7	27	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	---	3,852	4,026	4,708	601	3,121	0	1,181	1,790	808	817	1,039	1,840	3,095	598	110	75	230	82	778	6	20	1,189	52	902	1,214	2,434	117	
	---	98.0%	98.2%	100.0%	98.4%	99.3%	0.0%	99.3%	99.0%	99.0%	98.3%	99.2%	99.4%	99.3%	98.8%	99.1%	98.7%	98.7%	100.0%	99.0%	100.0%	100.0%	99.7%	0.0%	99.2%	97.8%	98.4%	97.5%	
Yes	---	3,079	3,247	3,840	471	2,508	0	794	1,568	666	689	832	1,435	2,466	491	83	57	187	63	664	3	13	938	41	709	965	1,950	91	
	---	79.9%	80.7%	81.6%	78.4%	80.4%	---	67.2%	87.6%	82.4%	84.3%	80.1%	78.0%	79.7%	82.1%	75.5%	76.0%	81.3%	76.8%	85.3%	50.0%	65.0%	78.9%	78.8%	78.6%	79.5%	80.1%	77.8%	
No	---	773	779	868	130	613	0	387	222	142	128	207	405	629	107	27	18	43	19	114	3	7	251	11	193	249	484	26	
	---	20.1%	19.3%	18.4%	21.6%	19.6%	---	32.8%	12.4%	17.6%	15.7%	19.9%	22.0%	20.3%	17.9%	24.5%	24.0%	18.7%	23.2%	14.7%	50.0%	35.0%	21.1%	21.2%	21.4%	20.5%	19.9%	22.2%	
Significantly different from column:*								I	HJ	HI	LM	K	K				T		T	QSWY			T		T				

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 52b

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	---	3,931	4,099	4,718	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	---	78	59	0	4	27	0	8	16	9	13	6	12	25	4	2	0	1	0	8	1	0	9	1	6	28	40	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	---	3,853	4,040	4,718	607	3,115	1	1,181	1,792	807	818	1,041	1,839	3,093	601	109	76	232	82	778	5	20	1,184	51	903	1,213	2,433	119	
	---	98.0%	98.6%	100.0%	99.3%	99.1%	100.0%	99.3%	99.1%	98.9%	98.4%	99.4%	99.4%	99.2%	99.3%	98.2%	100.0%	99.6%	100.0%	99.0%	83.3%	100.0%	99.2%	0.0%	99.3%	97.7%	98.4%	99.2%	
Yes	---	2,486	2,574	3,008	379	2,023	1	614	1,319	511	547	675	1,166	1,987	402	65	48	160	53	534	3	14	754	26	568	730	1,616	85	
	---	64.5%	63.7%	63.8%	62.4%	64.9%	100.0%	52.0%	73.6%	63.3%	66.9%	64.8%	63.4%	64.2%	66.9%	59.6%	63.2%	69.0%	64.6%	68.6%	60.0%	70.0%	63.7%	51.0%	62.9%	60.2%	66.4%	71.4%	
No	---	1,367	1,466	1,710	228	1,092	0	567	473	296	271	366	673	1,106	199	44	28	72	29	244	2	6	430	25	335	483	817	34	
	---	35.5%	36.3%	36.2%	37.6%	35.1%	0.0%	48.0%	26.4%	36.7%	33.1%	35.2%	36.6%	35.8%	33.1%	40.4%	36.8%	31.0%	35.4%	31.4%	40.0%	30.0%	36.3%	49.0%	37.1%	39.8%	33.6%	28.6%	
Significantly different from column:*								IJ	HJ	HI								X	WXY			T	RT	T	AAAB	Z	Z		

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	---	2,486	2,574	2,962	379	2,023	1	614	1,319	511	547	675	1,166	1,987	402	65	48	160	53	534	3	14	754	26	568	730	1,616	85	
Number missing or multiple answer	---	36	19	0	4	25	1	9	14	2	3	9	16	21	1	0	0	0	1	2	0	0	17	0	6	7	27	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	---	2,450	2,555	2,962	375	1,998	0	605	1,305	509	544	666	1,150	1,966	401	65	48	160	52	532	3	14	737	26	562	723	1,589	83	
	---	98.6%	99.3%	100.0%	98.9%	98.8%	0.0%	98.5%	98.9%	99.6%	99.5%	98.7%	98.6%	98.9%	99.8%	100.0%	100.0%	100.0%	98.1%	99.6%	100.0%	100.0%	97.7%	0.0%	98.9%	99.0%	98.3%	97.6%	
Never	---	28	26	41	5	22	0	5	10	12	6	3	18	20	6	1	0	3	3	4	0	0	11	0	1	10	15	2	
	---	1.1%	1.0%	1.4%	1.3%	1.1%	---	0.8%	0.8%	2.4%	1.1%	0.5%	1.6%	1.0%	1.5%	1.5%	0.0%	1.9%	5.8%	0.8%	0.0%	0.0%	1.5%	0.0%	0.2%	1.4%	0.9%	2.4%	
Sometimes	---	173	168	192	30	132	0	27	102	41	53	46	64	113	48	11	2	21	0	41	2	4	29	1	46	60	100	8	
	---	7.1%	6.6%	6.5%	8.0%	6.6%	---	4.5%	7.8%	8.1%	9.7%	6.9%	5.6%	5.7%	12.0%	16.9%	4.2%	13.1%	0.0%	7.7%	66.7%	28.6%	3.9%	3.8%	8.2%	8.3%	6.3%	9.6%	
Usually	---	424	431	583	76	334	0	79	229	110	114	117	179	314	95	11	13	46	10	101	1	3	94	5	104	124	281	12	
	---	17.3%	16.9%	19.7%	20.3%	16.7%	---	13.1%	17.5%	21.6%	21.0%	17.6%	15.6%	16.0%	23.7%	16.9%	27.1%	28.8%	19.2%	19.0%	33.3%	21.4%	12.8%	19.2%	18.5%	17.2%	17.7%	14.5%	
Always	---	1,825	1,930	2,146	264	1,510	0	494	964	346	371	500	889	1,519	252	42	33	90	39	386	0	7	603	20	411	529	1,193	61	
	---	74.5%	75.5%	72.5%	70.4%	75.6%	---	81.7%	73.9%	68.0%	68.2%	75.1%	77.3%	77.3%	62.8%	64.6%	68.8%	56.3%	75.0%	72.6%	0.0%	50.0%	81.8%	76.9%	73.1%	73.2%	75.1%	73.5%	
Significantly different from column:*					F	E		IJ	HJ	HI	LM	K	K	OP	N	N	W	STWXY	R	RW			QRTY	R	RW				
Usually or Always	---	2,249	2,361	2,729	340	1,844	0	573	1,193	456	485	617	1,068	1,833	347	53	46	136	49	487	1	10	697	25	515	653	1,474	73	
	---	91.8%	92.4%	92.1%	90.7%	92.3%	---	94.7%	91.4%	89.6%	89.2%	92.6%	92.9%	93.2%	86.5%	81.5%	95.8%	85.0%	94.2%	91.5%	33.3%	71.4%	94.6%	96.2%	91.6%	90.3%	92.8%	88.0%	
Significantly different from column:*								IJ	H	H	LM	K	K	O	N		R	QTWY		RW			RTY		RW	AA	Z		

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	---	3,931	4,099	4,630	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120
Number missing or multiple answer	---	167	137	0	24	81	0	26	50	22	31	25	44	71	17	9	2	10	1	16	0	1	33	1	33	61	85	5
Number no experience	---	2921	3124	2557	454	2387	1	974	1320	595	602	777	1448	2413	429	60	57	139	59	588	2	14	954	39	666	893	1878	85
Usable responses	---	843	838	2,073	133	674	0	189	438	199	198	245	359	634	159	42	17	84	22	182	4	5	206	12	210	287	510	30
	---	21.4%	20.4%	44.8%	21.8%	21.5%	0.0%	15.9%	24.2%	24.4%	23.8%	23.4%	19.4%	20.3%	26.3%	37.8%	22.4%	36.1%	26.8%	23.2%	66.7%	25.0%	17.3%	0.0%	23.1%	23.1%	20.6%	25.0%
Never	---	342	326	620	64	266	0	91	154	85	83	92	150	255	61	23	6	50	8	74	1	3	77	5	86	137	183	11
	---	40.6%	38.9%	29.9%	48.1%	39.5%	---	48.1%	35.2%	42.7%	41.9%	37.6%	41.8%	40.2%	38.4%	54.8%	35.3%	59.5%	36.4%	40.7%	25.0%	60.0%	37.4%	41.7%	41.0%	47.7%	35.9%	36.7%
Sometimes	---	126	134	337	26	92	0	22	77	27	39	38	44	86	32	5	2	10	2	28	2	1	27	1	29	44	74	6
	---	14.9%	16.0%	16.3%	19.5%	13.6%	---	11.6%	17.6%	13.6%	19.7%	15.5%	12.3%	13.6%	20.1%	11.9%	11.8%	11.9%	9.1%	15.4%	50.0%	20.0%	13.1%	8.3%	13.8%	15.3%	14.5%	20.0%
Usually	---	161	127	454	16	142	0	25	93	42	31	56	68	126	28	6	4	13	6	31	1	0	51	2	41	43	111	6
	---	19.1%	15.2%	21.9%	12.0%	21.1%	---	13.2%	21.2%	21.1%	15.7%	22.9%	18.9%	19.9%	17.6%	14.3%	23.5%	15.5%	27.3%	17.0%	25.0%	0.0%	24.8%	16.7%	19.5%	15.0%	21.8%	20.0%
Always	---	214	251	662	27	174	0	51	114	45	45	59	97	167	38	8	5	11	6	49	0	1	51	4	54	63	142	7
	---	25.4%	30.0%	31.9%	20.3%	25.8%	---	27.0%	26.0%	22.6%	22.7%	24.1%	27.0%	26.3%	23.9%	19.0%	29.4%	13.1%	27.3%	26.9%	0.0%	20.0%	24.8%	33.3%	25.7%	22.0%	27.8%	23.3%
Significantly different from column:*		CD																TWY	R				R		R			
Usually or Always	---	375	378	1,116	43	316	0	76	207	87	76	115	165	293	66	14	9	24	12	80	1	1	102	6	95	106	253	13
	---	44.5%	45.1%	53.8%	32.3%	46.9%	---	40.2%	47.3%	43.7%	38.4%	46.9%	46.0%	46.2%	41.5%	33.3%	52.9%	28.6%	54.5%	44.0%	25.0%	20.0%	49.5%	50.0%	45.2%	36.9%	49.6%	43.3%
Significantly different from column:*		D			F	E												STWY	R	R			R		R	AA	Z	

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

State Oregon Health Plan - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)								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	---	3,931	4,099	4,550	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	---	280	245	0	30	181	0	114	54	40	32	62	119	179	23	3	3	15	2	34	0	1	76	3	49	80	172	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	---	3,651	3,854	4,550	581	2,961	1	1,075	1,754	776	799	985	1,732	2,939	582	108	73	218	80	752	6	19	1,117	49	860	1,161	2,301	110	
	---	92.9%	94.0%	100.0%	95.1%	94.2%	100.0%	90.4%	97.0%	95.1%	96.1%	94.1%	93.6%	94.3%	96.2%	97.3%	96.1%	93.6%	97.6%	95.7%	100.0%	95.0%	93.6%	0.0%	94.6%	93.6%	93.0%	91.7%	
0 Extremely Difficult	---	151	146	152	20	126	0	38	69	42	25	43	76	118	27	6	5	5	2	23	0	0	53	5	33	54	92	4	
	---	4.1%	3.8%	3.3%	3.4%	4.3%	0.0%	3.5%	3.9%	5.4%	3.1%	4.4%	4.4%	4.0%	4.6%	5.6%	6.8%	2.3%	2.5%	3.1%	0.0%	0.0%	4.7%	10.2%	3.8%	4.7%	4.0%	3.6%	
1	---	36	53	57	8	28	0	13	14	9	4	10	22	30	4	2	2	1	2	3	0	1	14	0	9	8	25	2	
	---	1.0%	1.4%	1.3%	1.4%	0.9%	0.0%	1.2%	0.8%	1.2%	0.5%	1.0%	1.3%	1.0%	0.7%	1.9%	2.7%	0.5%	2.5%	0.4%	0.0%	5.3%	1.3%	0.0%	1.0%	0.7%	1.1%	1.8%	
2	---	66	74	92	7	57	0	16	33	16	9	17	40	55	8	2	1	1	0	5	0	1	29	1	21	27	37	1	
	---	1.8%	1.9%	2.0%	1.2%	1.9%	0.0%	1.5%	1.9%	2.1%	1.1%	1.7%	2.3%	1.9%	1.4%	1.9%	1.4%	0.5%	0.0%	0.7%	0.0%	5.3%	2.6%	2.0%	2.4%	2.3%	1.6%	0.9%	
3	---	91	84	101	11	74	0	27	49	13	10	19	55	67	20	4	0	3	1	11	0	0	35	1	21	23	61	4	
	---	2.5%	2.2%	2.2%	1.9%	2.5%	0.0%	2.5%	2.8%	1.7%	1.3%	1.9%	3.2%	2.3%	3.4%	3.7%	0.0%	1.4%	1.3%	1.5%	0.0%	0.0%	3.1%	2.0%	2.4%	2.0%	2.7%	3.6%	
4	---	69	82	101	5	59	0	22	32	14	11	13	41	54	9	5	0	5	3	8	0	0	21	2	20	23	42	3	
	---	1.9%	2.1%	2.2%	0.9%	2.0%	0.0%	2.0%	1.8%	1.8%	1.4%	1.3%	2.4%	1.8%	1.5%	4.6%	0.0%	2.3%	3.8%	1.1%	0.0%	0.0%	1.9%	4.1%	2.3%	2.0%	1.8%	2.7%	
5	---	271	308	368	50	214	0	93	120	54	45	68	149	207	52	10	7	16	3	28	1	2	99	3	73	83	175	6	
	---	7.4%	8.0%	8.1%	8.6%	7.2%	0.0%	8.7%	6.8%	7.0%	5.6%	6.9%	8.6%	7.0%	8.9%	9.3%	9.6%	7.3%	3.8%	3.7%	16.7%	10.5%	8.9%	6.1%	8.5%	7.1%	7.6%	5.5%	
6	---	154	153	216	20	127	1	51	73	30	22	39	89	120	26	7	0	10	5	22	1	0	59	2	37	42	108	4	
	---	4.2%	4.0%	4.7%	3.4%	4.3%	100.0%	4.7%	4.2%	3.9%	2.8%	4.0%	5.1%	4.1%	4.5%	6.5%	0.0%	4.6%	6.3%	2.9%	16.7%	0.0%	5.3%	4.1%	4.3%	3.6%	4.7%	3.6%	
7	---	274	258	356	59	209	0	86	119	65	53	66	143	204	60	9	6	28	7	53	1	2	82	4	63	83	174	12	
	---	7.5%	6.7%	7.8%	10.2%	7.1%	0.0%	8.0%	6.8%	8.4%	6.6%	6.7%	8.3%	6.9%	10.3%	8.3%	8.2%	12.8%	8.8%	7.0%	16.7%	10.5%	7.3%	8.2%	7.3%	7.1%	7.6%	10.9%	
8	---	436	490	687	67	361	0	119	214	94	118	113	193	345	76	12	7	37	6	95	1	3	136	8	98	149	268	9	
	---	11.9%	12.7%	15.1%	11.5%	12.2%	0.0%	11.1%	12.2%	12.1%	14.8%	11.5%	11.1%	11.7%	13.1%	11.1%	9.6%	17.0%	7.5%	12.6%	16.7%	15.8%	12.2%	16.3%	11.4%	12.8%	11.6%	8.2%	
9	---	456	436	586	78	370	0	113	227	110	128	132	186	355	85	15	10	32	8	126	0	0	112	6	113	156	287	8	
	---	12.5%	11.3%	12.9%	13.4%	12.5%	0.0%	10.5%	12.9%	14.2%	16.0%	13.4%	10.7%	12.1%	14.6%	13.9%	13.7%	14.7%	10.0%	16.8%	0.0%	0.0%	10.0%	12.2%	13.1%	13.4%	12.5%	7.3%	
10 Extremely Easy	---	1,647	1,770	1,834	256	1,336	0	497	804	329	374	465	738	1,384	215	36	35	80	43	378	2	10	477	17	372	513	1,032	57	
	---	45.1%	45.9%	40.3%	44.1%	45.1%	0.0%	46.2%	45.8%	42.4%	46.8%	47.2%	42.6%	47.1%	36.9%	33.3%	47.9%	36.7%	53.8%	50.3%	33.3%	52.6%	42.7%	34.7%	43.3%	44.2%	44.9%	51.8%	

NA - Not Applicable

State Oregon Health Plan - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)								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	---	3,931	4,099	4,550	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	---	280	245	0	30	181	0	114	54	40	32	62	119	179	23	3	3	15	2	34	0	1	76	3	49	80	172	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	---	3,651	3,854	4,550	581	2,961	1	1,075	1,754	776	799	985	1,732	2,939	582	108	73	218	80	752	6	19	1,117	49	860	1,161	2,301	110	
	---	92.9%	94.0%	100.0%	95.1%	94.2%	100.0%	90.4%	97.0%	95.1%	96.1%	94.1%	93.6%	94.3%	96.2%	97.3%	96.1%	93.6%	97.6%	95.7%	100.0%	95.0%	93.6%	0.0%	94.6%	93.6%	93.0%	91.7%	
0 to 4	---	413	439	503	51	344	0	116	197	94	59	102	234	324	68	19	8	15	8	50	0	2	152	9	104	135	257	14	
	---	11.3%	11.4%	11.1%	8.8%	11.6%	0.0%	10.8%	11.2%	12.1%	7.4%	10.4%	13.5%	11.0%	11.7%	17.6%	11.0%	6.9%	10.0%	6.6%	0.0%	10.5%	13.6%	18.4%	12.1%	11.6%	11.2%	12.7%	
5	---	271	308	368	50	214	0	93	120	54	45	68	149	207	52	10	7	16	3	28	1	2	99	3	73	83	175	6	
	---	7.4%	8.0%	8.1%	8.6%	7.2%	0.0%	8.7%	6.8%	7.0%	5.6%	6.9%	8.6%	7.0%	8.9%	9.3%	9.6%	7.3%	3.8%	3.7%	16.7%	10.5%	8.9%	6.1%	8.5%	7.1%	7.6%	5.5%	
6 or 7	---	428	411	572	79	336	1	137	192	95	75	105	232	324	86	16	6	38	12	75	2	2	141	6	100	125	282	16	
	---	11.7%	10.7%	12.6%	13.6%	11.3%	100.0%	12.7%	10.9%	12.2%	9.4%	10.7%	13.4%	11.0%	14.8%	14.8%	8.2%	17.4%	15.0%	10.0%	33.3%	10.5%	12.6%	12.2%	11.6%	10.8%	12.3%	14.5%	
8 to 10	---	2,539	2,696	3,107	401	2,067	0	729	1,245	533	620	710	1,117	2,084	376	63	52	149	57	599	3	13	725	31	583	818	1,587	74	
	---	69.5%	70.0%	68.3%	69.0%	69.8%	0.0%	67.8%	71.0%	68.7%	77.6%	72.1%	64.5%	70.9%	64.6%	58.3%	71.2%	68.3%	71.3%	79.7%	50.0%	68.4%	64.9%	63.3%	67.8%	70.5%	69.0%	67.3%	
Significantly different from column:*											LM	KM	KL	OP	N	N		T		RWXY		T	T	T					
0 to 6	---	838	900	1,087	121	685	1	260	390	178	126	209	472	651	146	36	15	41	16	100	2	4	310	14	214	260	540	24	
	---	23.0%	23.4%	23.9%	20.8%	23.1%	100.0%	24.2%	22.2%	22.9%	15.8%	21.2%	27.3%	22.2%	25.1%	33.3%	20.5%	18.8%	20.0%	13.3%	33.3%	21.1%	27.8%	28.6%	24.9%	22.4%	23.5%	21.8%	
7 to 8	---	710	748	1,043	126	570	0	205	333	159	171	179	336	549	136	21	13	65	13	148	2	5	218	12	161	232	442	21	
	---	19.4%	19.4%	22.9%	21.7%	19.3%	0.0%	19.1%	19.0%	20.5%	21.4%	18.2%	19.4%	18.7%	23.4%	19.4%	17.8%	29.8%	16.3%	19.7%	33.3%	26.3%	19.5%	24.5%	18.7%	20.0%	19.2%	19.1%	
9 to 10	---	2,103	2,206	2,420	334	1,706	0	610	1,031	439	502	597	924	1,739	300	51	45	112	51	504	2	10	589	23	485	669	1,319	65	
	---	57.6%	57.2%	53.2%	57.5%	57.6%	0.0%	56.7%	58.8%	56.6%	62.8%	60.6%	53.3%	59.2%	51.5%	47.2%	61.6%	51.4%	63.8%	67.0%	33.3%	52.6%	52.7%	46.9%	56.4%	57.6%	57.3%	59.1%	
Significantly different from column:*		D									M	M	KL	OP	N	N		T		RWXY		T	T	T					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 53

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	6,550	3,931	4,099	4,750	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120
Number missing or multiple answer	59	97	29	0	7	29	0	7	16	6	14	7	14	0	0	1	4	0	5	0	1	13	0	11	30	54	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	6,491 99.1%	3,834 97.5%	4,070 99.3%	4,750 100.0%	604 98.9%	3,113 99.1%	1 100.0%	1,182 99.4%	1,792 99.1%	810 99.3%	817 98.3%	1,040 99.3%	1,837 99.2%	3,118 100.0%	605 100.0%	111 100.0%	75 98.7%	229 98.3%	82 100.0%	781 99.4%	6 100.0%	19 95.0%	1,180 98.9%	52 0.0%	898 98.8%	1,211 97.6%	2,419 97.8%	116 96.7%
Poor	10 0.2%	8 0.2%	4 0.1%	8 0.2%	3 0.5%	5 0.2%	0 0.0%	2 0.2%	4 0.2%	2 0.2%	3 0.4%	2 0.2%	3 0.2%	0 0.0%	0 0.0%	8 7.2%	1 0.4%	0 0.0%	5 0.6%	0 0.0%	0 0.0%	1 0.1%	1 0.1%	0 0.0%	1 0.1%	3 0.2%	5 0.2%	0 0.0%
Fair	193 3.0%	103 2.7%	120 2.9%	144 3.0%	16 2.6%	85 2.7%	0 0.0%	14 1.2%	54 3.0%	32 4.0%	49 6.0%	23 2.2%	20 1.1%	0 0.0%	0 0.0%	103 92.8%	2 2.7%	5 2.2%	2 2.4%	49 6.3%	0 0.0%	10 5.3%	0 0.8%	0 0.0%	21 2.3%	25 2.1%	61 2.5%	11 9.5%
Good	1,035 15.9%	605 15.8%	573 14.1%	769 16.2%	88 14.6%	490 15.7%	0 0.0%	114 9.6%	319 17.8%	160 19.8%	247 30.2%	160 15.4%	164 8.9%	0 0.0%	605 100.0%	0 0.0%	15 20.0%	54 23.6%	15 18.3%	206 26.4%	0 0.0%	3 15.8%	95 8.1%	6 11.5%	122 13.6%	209 17.3%	348 14.4%	26 22.4%
Very Good	2,350 36.2%	1,304 34.0%	1,404 34.5%	1,728 36.4%	193 32.0%	1,074 34.5%	1 100.0%	393 33.2%	609 34.0%	287 35.4%	221 27.1%	386 37.1%	657 35.8%	1,304 41.8%	0 0.0%	0 0.0%	29 38.7%	83 36.2%	28 34.1%	241 30.9%	2 33.3%	6 31.6%	394 33.4%	22 42.3%	329 36.6%	377 31.1%	861 35.6%	39 33.6%
Excellent	2,903 44.7%	1,814 47.3%	1,969 48.4%	2,101 44.2%	304 50.3%	1,459 46.9%	0 0.0%	659 55.8%	806 45.0%	329 40.6%	297 36.4%	469 45.1%	993 54.1%	1,814 58.2%	0 0.0%	0 0.0%	29 38.7%	86 37.6%	37 45.1%	280 35.9%	4 66.7%	9 47.4%	680 57.6%	24 46.2%	425 47.3%	597 49.3%	1,144 47.3%	40 34.5%
Significantly different from column:*		AD						IJ	HJ	HI	LM	KM	KL	OP	N	N	W	WY	W	WY			QRSTY		RTW	AB	AB	ZAA
Excellent, Very Good, or Good	6,288 96.9%	3,723 97.1%	3,946 97.0%	4,598 96.8%	585 96.9%	3,023 97.1%	1 100.0%	1,166 98.6%	1,734 96.8%	776 95.8%	765 93.6%	1,015 97.6%	1,814 98.7%	3,118 100.0%	605 100.0%	0 0.0%	73 97.3%	223 97.4%	80 97.6%	727 93.1%	6 100.0%	18 94.7%	1,169 99.1%	52 100.0%	876 97.6%	1,183 97.7%	2,353 97.3%	105 90.5%
Significantly different from column:*								IJ	H	H	LM	KM	KL		P	O		T		RWY			TY		TW			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 54

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	6,550	3,931	4,099	4,732	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120		
Number missing or multiple answer	60	93	34	0	4	28	0	7	15	3	10	9	12	12	3	0	1	7	1	3	0	0	9	0	8	32	48	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	6,490 99.1%	3,838 97.6%	4,065 99.2%	4,732 100.0%	607 99.3%	3,114 99.1%	1 100.0%	1,182 99.4%	1,793 99.2%	813 99.6%	821 98.8%	1,038 99.1%	1,839 99.4%	3,106 99.6%	602 99.5%	111 100.0%	75 98.7%	226 97.0%	81 98.8%	783 99.6%	6 100.0%	20 100.0%	1,184 99.2%	52 0.0%	901 99.1%	1,209 97.4%	2,425 98.1%	118 98.3%		
Poor	106 1.6%	22 0.6%	22 0.5%	28 0.6%	12 2.0%	8 0.3%	0 0.0%	4 0.3%	7 0.4%	9 1.1%	4 0.5%	5 0.5%	11 0.6%	9 0.3%	6 1.0%	6 5.4%	1 1.3%	5 2.2%	0 0.0%	2 0.3%	0 0.0%	1 5.0%	3 0.3%	0 0.0%	0 0.0%	0 0.0%	7 0.8%	10 0.8%	9 0.4%	2 1.7%
Fair	436 6.7%	136 3.5%	155 3.8%	222 4.7%	16 2.6%	116 3.7%	0 0.0%	17 1.4%	83 4.6%	34 4.2%	36 4.4%	43 4.1%	48 2.6%	55 1.8%	47 7.8%	32 28.8%	1 1.3%	7 3.1%	4 4.9%	36 4.6%	0 0.0%	0 0.0%	37 3.1%	2 3.8%	28 3.1%	43 3.6%	80 3.3%	7 5.9%		
Good	1,046 16.1%	682 17.8%	650 16.0%	830 17.5%	111 18.3%	542 17.4%	1 100.0%	117 9.9%	365 20.4%	192 23.6%	216 26.3%	182 17.5%	256 13.9%	334 10.8%	306 50.8%	39 35.1%	11 14.7%	44 19.5%	14 17.3%	184 23.5%	0 0.0%	2 10.0%	165 13.9%	8 15.4%	158 17.5%	222 18.4%	414 17.1%	22 18.6%		
Very Good	1,700 26.2%	1,151 30.0%	1,181 29.1%	1,428 30.2%	165 27.2%	961 30.9%	0 0.0%	330 27.9%	554 30.9%	254 31.2%	230 28.0%	313 30.2%	575 31.3%	985 31.7%	142 23.6%	20 18.0%	28 37.3%	65 28.8%	17 21.0%	221 28.2%	2 33.3%	9 45.0%	355 30.0%	14 26.9%	283 31.4%	358 29.6%	740 30.5%	31 26.3%		
Excellent	3,202 49.3%	1,847 48.1%	2,057 50.6%	2,224 47.0%	303 49.9%	1,487 47.8%	0 0.0%	714 60.4%	784 43.7%	324 39.9%	335 40.8%	495 47.7%	949 51.6%	1,723 55.5%	101 16.8%	14 12.6%	34 45.3%	105 46.5%	46 56.8%	340 43.4%	4 66.7%	8 40.0%	624 52.7%	28 53.8%	425 47.2%	576 47.6%	1,182 48.7%	56 47.5%		
Significantly different from column:*		C						IJ	H	H	LM	KM	KL	OP	N	N			T	SW		TY		W						
Excellent, Very Good, or Good	5,948 91.6%	3,680 95.9%	3,888 95.6%	4,482 94.7%	579 95.4%	2,990 96.0%	1 100.0%	1,161 98.2%	1,703 95.0%	770 94.7%	781 95.1%	990 95.4%	1,780 96.8%	3,042 97.9%	549 91.2%	73 65.8%	73 97.3%	214 94.7%	77 95.1%	745 95.1%	6 100.0%	19 95.0%	1,144 96.6%	50 96.2%	866 96.1%	1,156 95.6%	2,336 96.3%	109 92.4%		
Significantly different from column:*		AD						IJ	H	H	M	K	O	NP	O															

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 55

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	3,553	3,931	---	---	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	23	82	---	---	6	16	0	7	8	1	5	6	12	9	3	0	2	2	0	2	0	1	6	0	7	23	47	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	3,530	3,849	---	---	605	3,126	1	1,182	1,800	815	826	1,041	1,839	3,109	602	111	74	231	82	784	6	19	1,187	52	902	1,218	2,426	117	
	99.4%	97.9%	---	---	99.0%	99.5%	100.0%	99.4%	99.6%	99.9%	99.4%	99.4%	99.7%	99.5%	100.0%	97.4%	99.1%	100.0%	99.7%	100.0%	95.0%	99.5%	0.0%	99.2%	98.1%	98.1%	98.1%	97.5%	
Yes	1,000	492	---	---	62	416	1	120	229	134	98	115	258	365	93	28	3	35	18	78	0	1	154	10	120	63	375	38	
	28.3%	12.8%	---	---	10.2%	13.3%	100.0%	10.2%	12.7%	16.4%	11.9%	11.0%	14.0%	11.7%	15.4%	25.2%	4.1%	15.2%	22.0%	9.9%	0.0%	5.3%	13.0%	19.2%	13.3%	5.2%	15.5%	32.5%	
No	2,530	3,357	---	---	543	2,710	0	1,062	1,571	681	728	926	1,581	2,744	509	83	71	196	64	706	6	18	1,033	42	782	1,155	2,051	79	
	71.7%	87.2%	---	---	89.8%	86.7%	0.0%	89.8%	87.3%	83.6%	88.1%	89.0%	86.0%	88.3%	84.6%	74.8%	95.9%	84.8%	78.0%	90.1%	100.0%	94.7%	87.0%	80.8%	86.7%	94.8%	84.5%	67.5%	
Significantly different from column:*		A			F	E		IJ	HJ	HI		M	L	OP	NP	NO	RSWXY	QT	QTWY	RSWXY		QST	QT	QST	AAAB	ZAB	ZAA		

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	1,000	492	---	---	62	416	1	120	229	134	98	115	258	365	93	28	3	35	18	78	0	1	154	10	120	63	375	38
Number missing or multiple answer	22	11	---	---	1	9	0	4	4	3	5	1	3	6	2	2	1	0	0	4	0	0	1	0	3	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	978	481	---	---	61	407	1	116	225	131	93	114	255	359	91	26	2	35	18	74	0	1	153	10	117	62	367	36
	97.8%	97.8%	---	---	98.4%	97.8%	100.0%	96.7%	98.3%	97.8%	94.9%	99.1%	98.8%	98.4%	97.8%	92.9%	66.7%	100.0%	100.0%	94.9%	---	100.0%	99.4%	0.0%	97.5%	98.4%	97.9%	94.7%
Yes	780	343	---	---	43	293	0	80	165	91	51	81	200	251	67	20	1	18	12	42	0	1	121	8	85	37	266	30
	79.8%	71.3%	---	---	70.5%	72.0%	0.0%	69.0%	73.3%	69.5%	54.8%	71.1%	78.4%	69.9%	73.6%	76.9%	50.0%	51.4%	66.7%	56.8%	---	100.0%	79.1%	80.0%	72.6%	59.7%	72.5%	83.3%
No	198	138	---	---	18	114	1	36	60	40	42	33	55	108	24	6	1	17	6	32	0	0	32	2	32	25	101	6
	20.2%	28.7%	---	---	29.5%	28.0%	100.0%	31.0%	26.7%	30.5%	45.2%	28.9%	21.6%	30.1%	26.4%	23.1%	50.0%	48.6%	33.3%	43.2%	---	0.0%	20.9%	20.0%	27.4%	40.3%	27.5%	16.7%
Significantly different from column:*		A									LM	K	K					WY		WY			RT		RT	AAAB	Z	Z

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	780	343	---	---	43	293	0	80	165	91	51	81	200	251	67	20	1	18	12	42	0	1	121	8	85	37	266	30	
Number missing or multiple answer	11	14	---	---	1	12	0	3	9	1	6	0	7	4	8	1	0	0	1	4	0	0	1	0	4	5	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	NA
Usable responses	769	329	---	---	42	281	0	77	156	90	45	81	193	247	59	19	1	18	11	38	0	1	120	8	81	32	259	29	
	98.6%	95.9%	---	---	97.7%	95.9%	---	96.3%	94.5%	98.9%	88.2%	100.0%	96.5%	98.4%	88.1%	95.0%	100.0%	100.0%	91.7%	90.5%	---	100.0%	99.2%	0.0%	95.3%	86.5%	97.4%	96.7%	
Yes	689	269	---	---	35	228	0	53	131	79	36	59	165	201	48	16	0	11	11	26	0	0	104	7	63	27	211	24	
	89.6%	81.8%	---	---	83.3%	81.1%	---	68.8%	84.0%	87.8%	80.0%	72.8%	85.5%	81.4%	81.4%	84.2%	0.0%	61.1%	100.0%	68.4%	---	0.0%	86.7%	87.5%	77.8%	84.4%	81.5%	82.8%	
No	80	60	---	---	7	53	0	24	25	11	9	22	28	46	11	3	1	7	0	12	0	1	16	1	18	5	48	5	
	10.4%	18.2%	---	---	16.7%	18.9%	---	31.2%	16.0%	12.2%	20.0%	27.2%	14.5%	18.6%	18.6%	15.8%	100.0%	38.9%	0.0%	31.6%	---	100.0%	13.3%	12.5%	22.2%	15.6%	18.5%	17.2%	
Significantly different from column:*		A						IJ	H	H		M	L						W			T							

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	3,553	3,931	---	---	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	50	93	---	---	7	21	0	2	18	3	10	7	10	15	8	2	3	6	2	7	0	0	6	0	4	31	46	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	3,503	3,838	---	---	604	3,121	1	1,187	1,790	813	821	1,040	1,841	3,103	597	109	73	227	80	779	6	20	1,187	52	905	1,210	2,427	117	
	98.6%	97.6%	---	---	98.9%	99.3%	100.0%	99.8%	99.0%	99.6%	98.8%	99.3%	99.5%	99.5%	98.7%	98.2%	96.1%	97.4%	97.6%	99.1%	100.0%	100.0%	99.5%	0.0%	99.6%	97.5%	98.1%	97.5%	
Yes	560	279	---	---	42	227	0	51	155	69	44	55	171	182	74	18	2	16	10	32	0	0	95	1	77	54	195	24	
	16.0%	7.3%	---	---	7.0%	7.3%	0.0%	4.3%	8.7%	8.5%	5.4%	5.3%	9.3%	5.9%	12.4%	16.5%	2.7%	7.0%	12.5%	4.1%	0.0%	0.0%	8.0%	1.9%	8.5%	4.5%	8.0%	20.5%	
No	2,943	3,559	---	---	562	2,894	1	1,136	1,635	744	777	985	1,670	2,921	523	91	71	211	70	747	6	20	1,092	51	828	1,156	2,232	93	
	84.0%	92.7%	---	---	93.0%	92.7%	100.0%	95.7%	91.3%	91.5%	94.6%	94.7%	90.7%	94.1%	87.6%	83.5%	97.3%	93.0%	87.5%	95.9%	100.0%	100.0%	92.0%	98.1%	91.5%	95.5%	92.0%	79.5%	
Significantly different from column:*		A						J	H	H	M	M	KL	OP	N	N	S		Q	WY			T		T	AAAB	ZAB	ZAA	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	560	279	---	---	42	227	0	51	155	69	44	55	171	182	74	18	2	16	10	32	0	0	95	1	77	54	195	24
Number missing or multiple answer	7	9	---	---	0	9	0	3	6	0	2	1	6	7	2	0	0	1	0	2	0	0	2	0	1	3	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	553	270	---	---	42	218	0	48	149	69	42	54	165	175	72	18	2	15	10	30	0	0	93	1	76	51	190	23
	98.8%	96.8%	---	---	100.0%	96.0%	---	94.1%	96.1%	100.0%	95.5%	98.2%	96.5%	96.2%	97.3%	100.0%	100.0%	93.8%	100.0%	93.8%	---	---	97.9%	0.0%	98.7%	94.4%	97.4%	95.8%
Yes	496	204	---	---	32	165	0	34	114	53	24	36	137	129	55	15	2	11	7	18	0	0	79	1	53	35	143	20
	89.7%	75.6%	---	---	76.2%	75.7%	---	70.8%	76.5%	76.8%	57.1%	66.7%	83.0%	73.7%	76.4%	83.3%	100.0%	73.3%	70.0%	60.0%	---	---	84.9%	100.0%	69.7%	68.6%	75.3%	87.0%
No	57	66	---	---	10	53	0	14	35	16	18	18	28	46	17	3	0	4	3	12	0	0	14	0	23	16	47	3
	10.3%	24.4%	---	---	23.8%	24.3%	---	29.2%	23.5%	23.2%	42.9%	33.3%	17.0%	26.3%	23.6%	16.7%	0.0%	26.7%	30.0%	40.0%	---	---	15.1%	0.0%	30.3%	31.4%	24.7%	13.0%
Significantly different from column:*		A									M	M	KL							W			TY		W			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	496	204	---	---	32	165	0	34	114	53	24	36	137	129	55	15	2	11	7	18	0	0	79	1	53	35	143	20	
Number missing or multiple answer	6	4	---	---	1	3	0	0	3	1	0	0	4	3	1	0	1	0	0	0	0	1	0	1	0	1	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	490	200	---	---	31	162	0	34	111	52	24	36	133	126	54	15	1	11	7	18	0	0	78	1	52	34	141	20	
	98.8%	98.0%	---	---	96.9%	98.2%	---	100.0%	97.4%	98.1%	100.0%	100.0%	97.1%	97.7%	98.2%	100.0%	50.0%	100.0%	100.0%	100.0%	---	---	98.7%	0.0%	98.1%	97.1%	98.6%	100.0%	
Yes	466	195	---	---	30	158	0	33	107	52	21	36	131	123	54	15	1	11	7	17	0	0	77	1	49	34	136	20	
	95.1%	97.5%	---	---	96.8%	97.5%	---	97.1%	96.4%	100.0%	87.5%	100.0%	98.5%	97.6%	100.0%	100.0%	100.0%	100.0%	100.0%	94.4%	---	---	98.7%	100.0%	94.2%	100.0%	96.5%	100.0%	
No	24	5	---	---	1	4	0	1	4	0	3	0	2	3	0	0	0	0	0	1	0	0	1	0	3	0	5	0	
	4.9%	2.5%	---	---	3.2%	2.5%	---	2.9%	3.6%	0.0%	12.5%	0.0%	1.5%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	---	---	1.3%	0.0%	5.8%	0.0%	3.5%	0.0%	
Significantly different from column:*																													

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	3,553	3,931	---	---	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	54	91	---	---	4	21	0	4	14	3	6	9	10	17	6	1	1	6	1	3	0	0	6	0	3	30	47	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	3,499	3,840	---	---	607	3,121	1	1,185	1,794	813	825	1,038	1,841	3,101	599	110	75	227	81	783	6	20	1,187	52	906	1,211	2,426	117	
	98.5%	97.7%	---	---	99.3%	99.3%	100.0%	99.7%	99.2%	99.6%	99.3%	99.1%	99.5%	99.5%	99.0%	99.1%	98.7%	97.4%	98.8%	99.6%	100.0%	100.0%	99.5%	0.0%	99.7%	97.6%	98.1%	97.5%	
Yes	419	267	---	---	47	205	1	53	142	68	55	60	132	155	85	23	3	28	13	51	0	2	60	4	69	82	164	14	
	12.0%	7.0%	---	---	7.7%	6.6%	100.0%	4.5%	7.9%	8.4%	6.7%	5.8%	7.2%	5.0%	14.2%	20.9%	4.0%	12.3%	16.0%	6.5%	0.0%	10.0%	5.1%	7.7%	7.6%	6.8%	6.8%	12.0%	
No	3,080	3,573	---	---	560	2,916	0	1,132	1,652	745	770	978	1,709	2,946	514	87	72	199	68	732	6	18	1,127	48	837	1,129	2,262	103	
	88.0%	93.0%	---	---	92.3%	93.4%	0.0%	95.5%	92.1%	91.6%	93.3%	94.2%	92.8%	95.0%	85.8%	79.1%	96.0%	87.7%	84.0%	93.5%	100.0%	90.0%	94.9%	92.3%	92.4%	93.2%	93.2%	88.0%	
Significantly different from column:*		A						IJ	H	H				OP	N	N	RS	QTWY	QTY	RS			RY		RSW	AB	AB	ZAA	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	419	267	---	---	47	205	1	53	142	68	55	60	132	155	85	23	3	28	13	51	0	2	60	4	69	82	164	14	
Number missing or multiple answer	23	8	---	---	3	3	0	1	5	1	2	2	1	2	5	1	0	1	0	2	0	0	0	0	2	2	4	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	396	259	---	---	44	202	1	52	137	67	53	58	131	153	80	22	3	27	13	49	0	2	60	4	67	80	160	14	
	94.5%	97.0%	---	---	93.6%	98.5%	100.0%	98.1%	96.5%	98.5%	96.4%	96.7%	99.2%	98.7%	94.1%	95.7%	100.0%	96.4%	100.0%	96.1%	---	100.0%	100.0%	0.0%	97.1%	97.6%	97.6%	100.0%	
Yes	332	159	---	---	31	121	1	25	87	45	16	26	108	94	44	17	3	12	9	12	0	54	1	44	36	109	12		
	83.8%	61.4%	---	---	70.5%	59.9%	100.0%	48.1%	63.5%	67.2%	30.2%	44.8%	82.4%	61.4%	55.0%	77.3%	100.0%	44.4%	69.2%	24.5%	---	90.0%	25.0%	65.7%	45.0%	68.1%	85.7%		
No	64	100	---	---	13	81	0	27	50	22	37	32	23	59	36	5	0	15	4	37	0	2	6	3	23	44	51	2	
	16.2%	38.6%	---	---	29.5%	40.1%	0.0%	51.9%	36.5%	32.8%	69.8%	55.2%	17.6%	38.6%	45.0%	22.7%	0.0%	55.6%	30.8%	75.5%	---	10.0%	75.0%	34.3%	55.0%	31.9%	14.3%		
Significantly different from column:*		A						J		H	M	M	KL					W		WY			RTY		TW	AAAB	Z	Z	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	332	159	---	---	31	121	1	25	87	45	16	26	108	94	44	17	3	12	9	12	0	0	54	1	44	36	109	12
Number missing or multiple answer	2	2	---	---	0	2	0	1	1	0	0	1	1	1	1	0	0	0	0	0	0	2	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	330	157	---	---	31	119	1	24	86	45	16	25	107	93	43	17	3	12	9	12	0	0	52	1	44	36	107	12
	99.4%	98.7%	---	---	100.0%	98.3%	100.0%	96.0%	98.9%	100.0%	100.0%	96.2%	99.1%	98.9%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	96.3%	0.0%	100.0%	100.0%	98.2%	100.0%
Yes	317	144	---	---	29	110	1	21	80	42	13	23	102	88	39	16	3	11	9	9	0	0	51	1	38	35	97	10
	96.1%	91.7%	---	---	93.5%	92.4%	100.0%	87.5%	93.0%	93.3%	81.3%	92.0%	95.3%	94.6%	90.7%	94.1%	100.0%	91.7%	100.0%	75.0%	---	---	98.1%	100.0%	86.4%	97.2%	90.7%	83.3%
No	13	13	---	---	2	9	0	3	6	3	3	2	5	5	4	1	0	1	0	3	0	0	1	0	6	1	10	2
	3.9%	8.3%	---	---	6.5%	7.6%	0.0%	12.5%	7.0%	6.7%	18.8%	8.0%	4.7%	5.4%	9.3%	5.9%	0.0%	8.3%	0.0%	25.0%	---	---	1.9%	0.0%	13.6%	2.8%	9.3%	16.7%
Significantly different from column:*		A																										

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 64

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	3,553	3,931	---	---	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	41	86	---	---	4	17	0	0	13	2	9	4	7	11	5	2	2	3	0	4	0	1	5	0	5	24	47	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	3,512	3,845	---	---	607	3,125	1	1,189	1,795	814	822	1,043	1,844	3,107	600	109	74	230	82	782	6	19	1,188	52	904	1,217	2,426	118	
	98.8%	97.8%	---	---	99.3%	99.5%	100.0%	100.0%	99.3%	99.8%	98.9%	99.6%	99.6%	99.6%	99.2%	98.2%	97.4%	98.7%	100.0%	99.5%	100.0%	95.0%	99.6%	0.0%	99.4%	98.1%	98.1%	98.3%	
Yes	432	235	---	---	38	188	0	66	113	49	33	57	132	169	47	14	6	13	6	33	0	2	86	2	52	62	151	17	
	12.3%	6.1%	---	---	6.3%	6.0%	0.0%	5.6%	6.3%	6.0%	4.0%	5.5%	7.2%	5.4%	7.8%	12.8%	8.1%	5.7%	7.3%	4.2%	0.0%	10.5%	7.2%	3.8%	5.8%	5.1%	6.2%	14.4%	
No	3,080	3,610	---	---	569	2,937	1	1,123	1,682	765	789	986	1,712	2,938	553	95	68	217	76	749	6	17	1,102	50	852	1,155	2,275	101	
	87.7%	93.9%	---	---	93.7%	94.0%	100.0%	94.4%	93.7%	94.0%	96.0%	94.5%	92.8%	94.6%	92.2%	87.2%	91.9%	94.3%	92.7%	95.8%	100.0%	89.5%	92.8%	96.2%	94.2%	94.9%	93.8%	85.6%	
Significantly different from column:*		A									M	K	OP	N	N				W			T			AB	AB	ZAA		

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 65

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

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

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	432	235	---	---	38	188	0	66	113	49	33	57	132	169	47	14	6	13	6	33	0	2	86	2	52	62	151	17	
Number missing or multiple answer	11	10	---	---	0	8	0	3	5	0	3	0	5	6	4	0	1	0	0	1	0	0	1	0	3	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	NA
Usable responses	421	225	---	---	38	180	0	63	108	49	30	57	127	163	43	14	5	13	6	32	0	2	85	2	49	59	145	16	
	97.5%	95.7%	---	---	100.0%	95.7%	---	95.5%	95.6%	100.0%	90.9%	100.0%	96.2%	96.4%	91.5%	100.0%	83.3%	100.0%	100.0%	97.0%	---	100.0%	98.8%	0.0%	94.2%	95.2%	96.0%	94.1%	
Yes	307	134	---	---	25	104	0	26	66	40	20	27	78	86	32	13	0	11	3	17	0	1	45	1	35	31	86	14	
	72.9%	59.6%	---	---	65.8%	57.8%	---	41.3%	61.1%	81.6%	66.7%	47.4%	61.4%	52.8%	74.4%	92.9%	0.0%	84.6%	50.0%	53.1%	---	50.0%	52.9%	50.0%	71.4%	52.5%	59.3%	87.5%	
No	114	91	---	---	13	76	0	37	42	9	10	30	49	77	11	1	5	2	3	15	0	1	40	1	14	28	59	2	
	27.1%	40.4%	---	---	34.2%	42.2%	---	58.7%	38.9%	18.4%	33.3%	52.6%	38.6%	47.2%	25.6%	7.1%	100.0%	15.4%	50.0%	46.9%	---	50.0%	47.1%	50.0%	28.6%	47.5%	40.7%	12.5%	
Significantly different from column:*		A						IJ	HJ	HI				OP	N	N		W					RY		W	AB	AB	ZAA	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	307	134	---	---	25	104	0	26	66	40	20	27	78	86	32	13	0	11	3	17	0	1	45	1	35	31	86	14	
Number missing or multiple answer	6	1	---	---	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	301	133	---	---	25	104	0	26	66	40	20	27	78	86	31	13	0	11	3	17	0	1	45	1	35	30	86	14	
	98.0%	99.3%	---	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.9%	100.0%	---	100.0%	100.0%	100.0%	---	100.0%	100.0%	0.0%	100.0%	96.8%	100.0%	100.0%	
Yes	270	114	---	---	20	90	0	22	63	28	19	22	69	73	28	11	0	10	3	14	0	1	39	0	32	29	74	9	
	89.7%	85.7%	---	---	80.0%	86.5%	---	84.6%	95.5%	70.0%	95.0%	81.5%	88.5%	84.9%	90.3%	84.6%	---	90.9%	100.0%	82.4%	---	100.0%	86.7%	0.0%	91.4%	96.7%	86.0%	64.3%	
No	31	19	---	---	5	14	0	4	3	12	1	5	9	13	3	2	0	1	0	3	0	0	6	1	3	1	12	5	
	10.3%	14.3%	---	---	20.0%	13.5%	---	15.4%	4.5%	30.0%	5.0%	18.5%	11.5%	15.1%	9.7%	15.4%	---	9.1%	0.0%	17.6%	---	0.0%	13.3%	100.0%	8.6%	3.3%	14.0%	35.7%	
Significantly different from column:*										J	I																		

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	3,553	3,931	---	---	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	51	93	---	---	5	19	1	1	15	2	6	7	11	15	9	1	1	1	0	6	0	0	7	2	3	26	53	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	3,502	3,838	---	---	606	3,123	0	1,188	1,793	814	825	1,040	1,840	3,103	596	110	75	232	82	780	6	20	1,186	50	906	1,215	2,420	116	
	98.6%	97.6%	---	---	99.2%	99.4%	0.0%	99.9%	99.2%	99.8%	99.3%	99.3%	99.4%	99.5%	98.5%	99.1%	98.7%	99.6%	100.0%	99.2%	100.0%	100.0%	99.4%	0.0%	99.7%	97.9%	97.9%	96.7%	
Yes	620	267	---	---	43	211	0	36	154	72	39	60	157	181	63	18	5	12	5	34	0	1	94	2	77	61	178	19	
	17.7%	7.0%	---	---	7.1%	6.8%	---	3.0%	8.6%	8.8%	4.7%	5.8%	8.5%	5.8%	10.6%	16.4%	6.7%	5.2%	6.1%	4.4%	0.0%	5.0%	7.9%	4.0%	8.5%	5.0%	7.4%	16.4%	
No	2,882	3,571	---	---	563	2,912	0	1,152	1,639	742	786	980	1,683	2,922	533	92	70	220	77	746	6	19	1,092	48	829	1,154	2,242	97	
	82.3%	93.0%	---	---	92.9%	93.2%	---	97.0%	91.4%	91.2%	95.3%	94.2%	91.5%	94.2%	89.4%	83.6%	93.3%	94.8%	93.9%	95.6%	100.0%	95.0%	92.1%	96.0%	91.5%	95.0%	92.6%	83.6%	
Significantly different from column:*		A						IJ	H	H	M	M	KL	OP	N	N				WY			T		T	AAAB	ZAB	ZAA	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

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)

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	620	267	---	---	43	211	0	36	154	72	39	60	157	181	63	18	5	12	5	34	0	1	94	2	77	61	178	19	
Number missing or multiple answer	21	9	---	---	1	7	0	2	5	1	1	2	4	5	3	1	1	0	0	3	0	0	2	0	2	1	6	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	599	258	---	---	42	204	0	34	149	71	38	58	153	176	60	17	4	12	5	31	0	1	92	2	75	60	172	19	
	96.6%	96.6%	---	---	97.7%	96.7%	---	94.4%	96.8%	98.6%	97.4%	96.7%	97.5%	97.2%	95.2%	94.4%	80.0%	100.0%	100.0%	91.2%	---	100.0%	97.9%	0.0%	97.4%	98.4%	96.6%	100.0%	
Yes	548	227	---	---	39	178	0	29	130	65	31	49	139	153	55	16	3	12	5	25	0	1	85	2	63	54	150	16	
	91.5%	88.0%	---	---	92.9%	87.3%	---	85.3%	87.2%	91.5%	81.6%	84.5%	90.8%	86.9%	91.7%	94.1%	75.0%	100.0%	100.0%	80.6%	---	100.0%	92.4%	100.0%	84.0%	90.0%	87.2%	84.2%	
No	51	31	---	---	3	26	0	5	19	6	7	9	14	23	5	1	1	0	0	6	0	0	7	0	12	6	22	3	
	8.5%	12.0%	---	---	7.1%	12.7%	---	14.7%	12.8%	8.5%	18.4%	15.5%	9.2%	13.1%	8.3%	5.9%	25.0%	0.0%	0.0%	19.4%	---	0.0%	7.6%	0.0%	16.0%	10.0%	12.8%	15.8%	
Significantly different from column:*																													

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 69

What is your child's age?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	6,550	3,931	4,099	4,730	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	131	118	57	0	7	29	0	0	0	0	8	10	18	35	12	3	2	7	1	5	0	1	10	0	7	33	72	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	6,419	3,813	4,042	4,730	604	3,113	1	1,189	1,808	816	823	1,037	1,833	3,083	593	108	74	226	81	781	6	19	1,183	52	902	1,208	2,401	116	
	98.0%	97.0%	98.6%	100.0%	98.9%	99.1%	100.0%	100.0%	100.0%	100.0%	99.0%	99.0%	99.0%	98.9%	98.0%	97.3%	97.4%	97.0%	98.8%	99.4%	100.0%	95.0%	99.2%	0.0%	99.2%	97.3%	97.1%	96.7%	
Less than 1 year old	187	13	11	26	1	12	0	13	0	0	1	1	11	11	1	1	0	4	0	1	0	0	5	0	3	2	9	2	
	2.9%	0.3%	0.3%	0.5%	0.2%	0.4%	0.0%	1.1%	0.0%	0.0%	0.1%	0.1%	0.6%	0.4%	0.2%	0.9%	0.0%	1.8%	0.0%	0.1%	0.0%	0.0%	0.4%	0.0%	0.3%	0.2%	0.4%	1.7%	
1 year old	367	200	229	207	18	176	0	200	0	0	25	49	120	184	13	2	6	5	4	20	0	0	74	1	57	17	165	15	
	5.7%	5.2%	5.7%	4.4%	3.0%	5.7%	0.0%	16.8%	0.0%	0.0%	3.0%	4.7%	6.5%	6.0%	2.2%	1.9%	8.1%	2.2%	4.9%	2.6%	0.0%	0.0%	6.3%	1.9%	6.3%	1.4%	6.9%	12.9%	
2 years old	364	267	256	268	23	240	0	267	0	0	37	73	154	234	30	1	5	14	3	42	0	1	117	4	58	50	198	11	
	5.7%	7.0%	6.3%	5.7%	3.8%	7.7%	0.0%	22.5%	0.0%	0.0%	4.5%	7.0%	8.4%	7.6%	5.1%	0.9%	6.8%	6.2%	3.7%	5.4%	0.0%	5.3%	9.9%	7.7%	6.4%	4.1%	8.2%	9.5%	
3 years old	376	228	226	250	32	193	0	228	0	0	25	79	119	203	18	5	5	6	4	36	1	1	78	6	57	57	159	6	
	5.9%	6.0%	5.6%	5.3%	5.3%	6.2%	0.0%	19.2%	0.0%	0.0%	3.0%	7.6%	6.5%	6.6%	3.0%	4.6%	6.8%	2.7%	4.9%	4.6%	16.7%	5.3%	6.6%	11.5%	6.3%	4.7%	6.6%	5.2%	
4 to 6 years old	984	678	714	905	96	562	0	481	197	0	127	185	349	576	87	10	11	35	12	131	0	6	209	7	156	191	446	24	
	15.3%	17.8%	17.7%	19.1%	15.9%	18.1%	0.0%	40.5%	10.9%	0.0%	15.4%	17.8%	19.0%	18.7%	14.7%	9.3%	14.9%	15.5%	14.8%	16.8%	0.0%	31.6%	17.7%	13.5%	17.3%	15.8%	18.6%	20.7%	
7 to 9 years old	965	691	712	894	91	583	1	0	691	0	141	204	326	554	112	20	10	41	17	148	2	4	212	11	157	250	413	11	
	15.0%	18.1%	17.6%	18.9%	15.1%	18.7%	100.0%	0.0%	38.2%	0.0%	17.1%	19.7%	17.8%	18.0%	18.9%	18.5%	13.5%	18.1%	21.0%	19.0%	33.3%	21.1%	17.9%	21.2%	17.4%	20.7%	17.2%	9.5%	
10 to 13 years old	1,452	920	993	1,181	159	733	0	0	920	0	224	242	410	705	172	35	22	60	18	190	1	6	267	10	229	323	556	22	
	22.6%	24.1%	24.6%	25.0%	26.3%	23.5%	0.0%	0.0%	50.9%	0.0%	27.2%	23.3%	22.4%	22.9%	29.0%	32.4%	29.7%	26.5%	22.2%	24.3%	16.7%	31.6%	22.6%	19.2%	25.4%	26.7%	23.2%	19.0%	
14 to 18 years old	1,724	816	901	999	184	614	0	0	816	0	243	204	344	616	160	34	15	61	23	213	2	1	221	13	185	318	455	25	
	26.9%	21.4%	22.3%	21.1%	30.5%	19.7%	0.0%	0.0%	0.0%	100.0%	29.5%	19.7%	18.8%	20.0%	27.0%	31.5%	20.3%	27.0%	28.4%	27.3%	33.3%	5.3%	18.7%	25.0%	20.5%	26.3%	19.0%	21.6%	
3 years old or younger	1,294	708	722	751	74	621	0	708	0	0	88	202	404	632	62	9	16	29	11	99	1	2	274	11	175	126	531	34	
	20.2%	18.6%	17.9%	15.9%	12.3%	19.9%	0.0%	59.5%	0.0%	0.0%	10.7%	19.5%	22.0%	20.5%	10.5%	8.3%	21.6%	12.8%	13.6%	12.7%	16.7%	10.5%	23.2%	21.2%	19.4%	10.4%	22.1%	29.3%	
Significantly different from column:*		AD			F	E		IJ	H	H	LM	K	K	OP	N	N	T	WY	W	QWY			RSTY		RTW	AAAB	Z	Z	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 70

What was your child's biological sex at birth?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	6,550	3,931	4,099	4,735	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	86	127	39	0	4	28	0	7	18	3	20	7	13	37	18	3	4	2	0	12	0	3	9	0	9	39	73	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	6,464	3,804	4,060	4,735	607	3,114	1	1,182	1,790	813	811	1,040	1,838	3,081	587	108	72	231	82	774	6	17	1,184	52	900	1,202	2,400	117	
	98.7%	96.8%	99.0%	100.0%	99.3%	99.1%	100.0%	99.4%	99.0%	99.6%	97.6%	99.3%	99.3%	98.8%	97.0%	97.3%	94.7%	99.1%	100.0%	98.5%	100.0%	85.0%	99.2%	0.0%	99.0%	96.9%	97.0%	97.5%	
Male	3,335	1,974	2,027	2,363	351	1,578	1	560	941	464	427	544	941	1,578	321	60	40	130	41	423	4	12	614	23	444	634	1,249	48	
	51.6%	51.9%	49.9%	49.9%	57.8%	50.7%	100.0%	47.4%	52.6%	57.1%	52.7%	52.3%	51.2%	51.2%	54.7%	55.6%	55.6%	56.3%	50.0%	54.7%	66.7%	70.6%	51.9%	44.2%	49.3%	52.7%	52.0%	41.0%	
Female	3,129	1,830	2,033	2,372	256	1,536	0	622	849	349	384	496	897	1,503	266	48	32	101	41	351	2	5	570	29	456	568	1,151	69	
	48.4%	48.1%	50.1%	50.1%	42.2%	49.3%	0.0%	52.6%	47.4%	42.9%	47.3%	47.7%	48.8%	48.8%	45.3%	44.4%	44.4%	43.7%	50.0%	45.3%	33.3%	29.4%	48.1%	55.8%	50.7%	47.3%	48.0%	59.0%	
Significantly different from column:*					F	E		IJ	HJ	HI									Y				T	AB	AB	AB	ZAA		

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 71

What is your child's current gender identity?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	---	3,931	---	---	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	---	155	---	---	7	40	0	15	27	14	28	8	27	61	21	5	1	2	1	17	0	2	15	1	13	51	86	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	---	3,776	---	---	604	3,102	1	1,174	1,781	802	803	1,039	1,824	3,057	584	106	75	231	81	769	6	18	1,178	51	896	1,190	2,387	116	
	---	96.1%	---	---	98.9%	98.7%	100.0%	98.7%	98.5%	98.3%	96.6%	99.2%	98.5%	98.0%	96.5%	95.5%	98.7%	99.1%	98.8%	97.8%	100.0%	90.0%	98.7%	0.0%	98.6%	95.9%	96.5%	96.7%	
Male	---	1,973	---	---	352	1,583	1	560	940	464	434	544	936	1,571	325	61	42	130	41	426	4	13	611	23	444	635	1,248	49	
	---	52.3%	---	---	58.3%	51.0%	100.0%	47.7%	52.8%	57.9%	54.0%	52.4%	51.3%	51.4%	55.7%	57.5%	56.0%	56.3%	50.6%	55.4%	66.7%	72.2%	51.9%	45.1%	49.6%	53.4%	52.3%	42.2%	
Female	---	1,792	---	---	251	1,511	0	610	835	337	369	494	878	1,475	259	45	31	101	40	343	2	5	561	28	449	553	1,130	67	
	---	47.5%	---	---	41.6%	48.7%	0.0%	52.0%	46.9%	42.0%	46.0%	47.5%	48.1%	48.2%	44.3%	42.5%	41.3%	43.7%	49.4%	44.6%	33.3%	27.8%	47.6%	54.9%	50.1%	46.5%	47.3%	57.8%	
Transgender	---	1	---	---	1	0	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0
	---	0.0%	---	---	0.2%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	
Non-binary, genderqueer, or other	---	10	---	---	0	8	0	4	6	0	0	1	9	10	0	0	2	0	0	0	0	0	5	0	3	2	8	0	
	---	0.3%	---	---	0.0%	0.3%	0.0%	0.3%	0.3%	0.0%	0.0%	0.1%	0.5%	0.3%	0.0%	0.0%	2.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%	0.3%	0.2%	0.3%	0.0%	

NA - Not Applicable

State Oregon Health Plan - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 72

What is your age?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	6,550	3,931	4,099	4,698	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	95	147	75	0	6	16	0	20	29	17	6	5	8	63	21	3	1	3	1	9	0	0	5	0	4	48	82	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	6,455	3,784	4,024	4,698	605	3,126	1	1,169	1,779	799	825	1,042	1,843	3,055	584	108	75	230	81	777	6	20	1,188	52	905	1,193	2,391	115	
	98.5%	96.3%	98.2%	100.0%	99.0%	99.5%	100.0%	98.3%	98.4%	97.9%	99.3%	99.5%	99.6%	98.0%	96.5%	97.3%	98.7%	98.7%	98.8%	98.9%	100.0%	100.0%	99.6%	0.0%	99.6%	96.1%	96.7%	95.8%	
Under 18	712	117	147	216	41	72	0	31	52	31	48	21	43	91	21	3	2	11	2	11	0	0	51	2	32	36	75	2	
	11.0%	3.1%	3.7%	4.6%	6.8%	2.3%	0.0%	2.7%	2.9%	3.9%	5.8%	2.0%	2.3%	3.0%	3.6%	2.8%	2.7%	4.8%	2.5%	1.4%	0.0%	0.0%	4.3%	3.8%	3.5%	3.0%	3.1%	1.7%	
18 to 24	280	139	164	134	12	127	0	120	14	5	30	55	50	109	27	1	1	2	1	33	0	1	36	1	44	33	101	4	
	4.3%	3.7%	4.1%	2.9%	2.0%	4.1%	0.0%	10.3%	0.8%	0.6%	3.6%	5.3%	2.7%	3.6%	4.6%	0.9%	1.3%	0.9%	1.2%	4.2%	0.0%	5.0%	3.0%	1.9%	4.9%	2.8%	4.2%	3.5%	
25 to 34	1,446	1,110	1,198	1,372	87	1,007	0	574	483	38	174	373	550	948	134	17	28	34	24	210	2	6	359	14	282	292	745	47	
	22.4%	29.3%	29.8%	29.2%	14.4%	32.2%	0.0%	49.1%	27.2%	4.8%	21.1%	35.8%	29.8%	31.0%	22.9%	15.7%	37.3%	14.8%	29.6%	27.0%	33.3%	30.0%	30.2%	26.9%	31.2%	24.5%	31.2%	40.9%	
35 to 44	2,010	1,479	1,451	1,781	222	1,240	1	364	782	321	367	378	703	1,159	251	56	27	95	33	368	2	9	439	15	320	505	905	41	
	31.1%	39.1%	36.1%	37.9%	36.7%	39.7%	100.0%	31.1%	44.0%	40.2%	44.5%	36.3%	38.1%	37.9%	43.0%	51.9%	36.0%	41.3%	40.7%	47.4%	33.3%	45.0%	37.0%	28.8%	35.4%	42.3%	37.9%	35.7%	
45 to 54	1,195	644	703	808	155	476	0	54	311	273	174	130	321	488	121	28	9	70	14	127	1	4	177	16	161	232	375	15	
	18.5%	17.0%	17.5%	17.2%	25.6%	15.2%	0.0%	4.6%	17.5%	34.2%	21.1%	12.5%	17.4%	16.0%	20.7%	25.9%	12.0%	30.4%	17.3%	16.3%	16.7%	20.0%	14.9%	30.8%	17.8%	19.4%	15.7%	13.0%	
55 to 64	523	186	259	271	52	131	0	14	86	86	25	60	100	165	17	3	4	16	4	21	1	0	73	4	44	57	125	2	
	8.1%	4.9%	6.4%	5.8%	8.6%	4.2%	0.0%	1.2%	4.8%	10.8%	3.0%	5.8%	5.4%	5.4%	2.9%	2.8%	5.3%	7.0%	4.9%	2.7%	16.7%	0.0%	6.1%	7.7%	4.9%	4.8%	5.2%	1.7%	
65 to 74	239	85	82	91	28	57	0	10	40	34	6	19	59	72	12	0	3	1	2	6	0	0	41	0	18	26	54	3	
	3.7%	2.2%	2.0%	1.9%	4.6%	1.8%	0.0%	0.9%	2.2%	4.3%	0.7%	1.8%	3.2%	2.4%	2.1%	0.0%	4.0%	0.4%	2.5%	0.8%	0.0%	0.0%	3.5%	0.0%	2.0%	2.2%	2.3%	2.6%	
75 or older	50	24	20	25	8	16	0	2	11	11	1	6	17	23	1	0	1	1	1	1	0	0	12	0	4	12	11	1	
	0.8%	0.6%	0.5%	0.5%	1.3%	0.5%	0.0%	0.2%	0.6%	1.4%	0.1%	0.6%	0.9%	0.8%	0.2%	0.0%	1.3%	0.4%	1.2%	0.1%	0.0%	0.0%	1.0%	0.0%	0.4%	1.0%	0.5%	0.9%	
35 or older	4,017	2,418	2,515	2,976	465	1,920	1	444	1,230	725	573	593	1,200	1,907	402	87	44	183	54	523	4	13	742	35	547	832	1,470	62	
	62.2%	63.9%	62.5%	63.3%	76.9%	61.4%	100.0%	38.0%	69.1%	90.7%	69.5%	56.9%	65.1%	62.4%	68.8%	80.6%	58.7%	79.6%	66.7%	67.3%	66.7%	65.0%	62.5%	67.3%	60.4%	69.7%	61.5%	53.9%	
Significantly different from column:*					F	E		IJ	HJ	HI	LM	KM	KL	OP	NP	NO	R	QSTWY	R	RWY			RT		RT	AAAB	Z	Z	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 73

What is your current gender identity?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	---	3,931	---	---	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	---	169	---	---	0	0	0	23	46	18	16	6	11	79	27	2	4	0	1	12	0	0	3	0	8	53	99	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	---	3,762	---	---	611	3,142	1	1,166	1,762	798	815	1,041	1,840	3,039	578	109	72	233	81	774	6	20	1,190	52	901	1,188	2,374	116	
	---	95.7%	---	---	100.0%	100.0%	100.0%	98.1%	97.5%	97.8%	98.1%	99.4%	99.4%	97.5%	95.5%	98.2%	94.7%	100.0%	98.8%	98.5%	100.0%	100.0%	99.7%	0.0%	99.1%	95.7%	96.0%	96.7%	
Male	---	611	---	---	611	0	0	137	283	184	140	171	285	497	88	19	16	78	13	93	3	7	171	5	155	224	359	13	
	---	16.2%	---	---	100.0%	0.0%	0.0%	11.7%	16.1%	23.1%	17.2%	16.4%	15.5%	16.4%	15.2%	17.4%	22.2%	33.5%	16.0%	12.0%	50.0%	35.0%	14.4%	9.6%	17.2%	18.9%	15.1%	11.2%	
Female	---	3,142	---	---	0	3,142	0	1,026	1,473	614	675	867	1,549	2,533	490	90	55	155	68	680	3	13	1,016	47	743	963	2,007	103	
	---	83.5%	---	---	0.0%	100.0%	0.0%	88.0%	83.6%	76.9%	82.8%	83.3%	84.2%	83.3%	84.8%	82.6%	76.4%	66.5%	84.0%	87.9%	50.0%	65.0%	85.4%	90.4%	82.5%	81.1%	84.5%	88.8%	
Transgender	---	1	---	---	0	0	1	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0
	---	0.0%	---	---	0.0%	0.0%	100.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	
Non-binary, genderqueer, or other	---	8	---	---	0	0	0	3	5	0	0	3	5	8	0	0	1	0	0	1	0	0	2	0	3	1	7	0	
	---	0.2%	---	---	0.0%	0.0%	0.0%	0.3%	0.3%	0.0%	0.0%	0.3%	0.3%	0.3%	0.0%	0.0%	1.4%	0.0%	0.0%	0.1%	0.0%	0.0%	0.2%	0.0%	0.3%	0.1%	0.3%	0.0%	

NA - Not Applicable

State Oregon Health Plan - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 74

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	6,550	3,931	4,099	4,669	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	145	202	83	0	15	51	0	24	71	25	0	0	0	95	34	11	1	8	2	28	1	0	3	0	14	70	109	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	6,405	3,729	4,016	4,669	596	3,091	1	1,165	1,737	791	831	1,047	1,851	3,023	571	100	75	225	80	758	5	20	1,190	52	895	1,171	2,364	113	
	97.8%	94.9%	98.0%	100.0%	97.5%	98.4%	100.0%	98.0%	96.1%	96.9%	100.0%	100.0%	100.0%	97.0%	94.4%	90.1%	98.7%	96.6%	97.6%	96.4%	83.3%	100.0%	99.7%	0.0%	98.5%	94.4%	95.6%	94.2%	
8th grade or less	444	441	440	522	74	355	0	72	233	133	441	0	0	256	146	31	12	17	2	247	0	1	12	4	110	181	230	11	
	6.9%	11.8%	11.0%	11.2%	12.4%	11.5%	0.0%	6.2%	13.4%	16.8%	53.1%	0.0%	0.0%	8.5%	25.6%	31.0%	16.0%	7.6%	2.5%	32.6%	0.0%	5.0%	1.0%	7.7%	12.3%	15.5%	9.7%	9.7%	
Some high school, but did not graduate	696	390	442	499	66	320	0	97	178	110	390	0	0	262	101	21	9	35	4	143	0	6	47	2	96	135	222	16	
	10.9%	10.5%	11.0%	10.7%	11.1%	10.4%	0.0%	8.3%	10.2%	13.9%	46.9%	0.0%	0.0%	8.7%	17.7%	21.0%	12.0%	15.6%	5.0%	18.9%	0.0%	30.0%	3.9%	3.8%	10.7%	11.5%	9.4%	14.2%	
High school graduate or GED	2,051	1,047	1,174	1,315	171	867	0	339	494	204	0	1,047	0	855	160	25	27	44	24	262	2	7	289	11	234	341	657	29	
	32.0%	28.1%	29.2%	28.2%	28.7%	28.0%	0.0%	29.1%	28.4%	25.8%	0.0%	100.0%	0.0%	28.3%	28.0%	25.0%	36.0%	19.6%	30.0%	34.6%	40.0%	35.0%	24.3%	21.2%	26.1%	29.1%	27.8%	25.7%	
Some college or 2-year degree	2,067	1,201	1,269	1,577	163	1,027	0	427	547	215	0	0	1,201	1,073	108	10	17	59	30	84	1	4	525	19	307	327	822	36	
	32.3%	32.2%	31.6%	33.8%	27.3%	33.2%	0.0%	36.7%	31.5%	27.2%	0.0%	0.0%	64.9%	35.5%	18.9%	10.0%	22.7%	26.2%	37.5%	11.1%	20.0%	20.0%	44.1%	36.5%	34.3%	27.9%	34.8%	31.9%	
4-year college graduate	674	407	435	462	58	345	1	145	180	78	0	0	407	366	32	7	5	39	12	11	2	0	213	12	86	126	262	13	
	10.5%	10.9%	10.8%	9.9%	9.7%	11.2%	100.0%	12.4%	10.4%	9.9%	0.0%	0.0%	22.0%	12.1%	5.6%	7.0%	6.7%	17.3%	15.0%	1.5%	40.0%	0.0%	17.9%	23.1%	9.6%	10.8%	11.1%	11.5%	
More than 4-year college degree	473	243	256	294	64	177	0	85	105	51	0	0	243	211	24	6	5	31	8	11	0	2	104	4	62	61	171	8	
	7.4%	6.5%	6.4%	6.3%	10.7%	5.7%	0.0%	7.3%	6.0%	6.4%	0.0%	0.0%	13.1%	7.0%	4.2%	6.0%	6.7%	13.8%	10.0%	1.5%	0.0%	10.0%	8.7%	7.7%	6.9%	5.2%	7.2%	7.1%	
4-year college graduate or more	1,147	650	691	756	122	522	1	230	285	129	0	0	650	577	56	13	10	70	20	22	2	2	317	16	148	187	433	21	
	17.9%	17.4%	17.2%	16.2%	20.5%	16.9%	100.0%	19.7%	16.4%	16.3%	0.0%	0.0%	35.1%	19.1%	9.8%	13.0%	13.3%	31.1%	25.0%	2.9%	40.0%	10.0%	26.6%	30.8%	16.5%	16.0%	18.3%	18.6%	
Significantly different from column:*					F	E		I	H		M	M	KL	O	N		RWX	QTVY		RWY		R	QTY	QY	RTWX				

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 75

How are you related to the child?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	6,550	3,931	4,099	4,668	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	277	185	84	0	11	46	0	26	54	22	10	13	29	97	25	2	2	2	1	3	0	0	26	2	15	57	110	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	6,273	3,746	4,015	4,668	600	3,096	1	1,163	1,754	794	821	1,034	1,822	3,021	580	109	74	231	81	783	6	20	1,167	50	894	1,184	2,363	114	
	95.8%	95.3%	98.0%	100.0%	98.2%	98.5%	100.0%	97.8%	97.0%	97.3%	98.8%	98.8%	98.4%	96.9%	95.9%	98.2%	97.4%	99.1%	98.8%	99.6%	100.0%	100.0%	97.8%	0.0%	98.3%	95.4%	95.6%	95.0%	
Mother or father	5,570	3,534	3,769	4,366	563	2,925	1	1,123	1,657	720	788	977	1,705	2,840	553	106	68	225	76	762	6	19	1,082	49	840	1,118	2,223	111	
	88.8%	94.3%	93.9%	93.5%	93.8%	94.5%	100.0%	96.6%	94.5%	90.7%	96.0%	94.5%	93.6%	94.0%	95.3%	97.2%	91.9%	97.4%	93.8%	97.3%	100.0%	95.0%	92.7%	98.0%	94.0%	94.4%	94.1%	97.4%	
Grandparent	505	137	145	164	18	116	0	23	67	47	17	47	71	119	15	3	4	2	2	12	0	1	62	1	32	44	92	1	
	8.1%	3.7%	3.6%	3.5%	3.0%	3.7%	0.0%	2.0%	3.8%	5.9%	2.1%	4.5%	3.9%	3.9%	2.6%	2.8%	5.4%	0.9%	2.5%	1.5%	0.0%	5.0%	5.3%	2.0%	3.6%	3.7%	3.9%	0.9%	
Aunt or uncle	37	16	17	28	4	11	0	2	8	6	4	2	9	12	4	0	0	2	0	1	0	0	3	0	7	7	7	1	
	0.6%	0.4%	0.4%	0.6%	0.7%	0.4%	0.0%	0.2%	0.5%	0.8%	0.5%	0.2%	0.5%	0.4%	0.7%	0.0%	0.0%	0.9%	0.0%	0.1%	0.0%	0.0%	0.3%	0.0%	0.8%	0.6%	0.3%	0.9%	
Older brother or sister	11	10	10	7	5	5	0	1	5	4	4	2	3	7	3	0	0	1	0	4	0	0	0	0	4	2	8	0	
	0.2%	0.3%	0.2%	0.1%	0.8%	0.2%	0.0%	0.1%	0.3%	0.5%	0.5%	0.2%	0.2%	0.2%	0.5%	0.0%	0.0%	0.4%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.4%	0.2%	0.3%	0.0%	
Other relative	7	0	5	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
	0.1%	0.0%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Legal guardian	120	38	47	71	9	29	0	7	15	15	7	6	24	32	5	0	1	1	3	3	0	0	15	0	8	11	24	1	
	1.9%	1.0%	1.2%	1.5%	1.5%	0.9%	0.0%	0.6%	0.9%	1.9%	0.9%	0.6%	1.3%	1.1%	0.9%	0.0%	1.4%	0.4%	3.7%	0.4%	0.0%	0.0%	1.3%	0.0%	0.9%	0.9%	1.0%	0.9%	
Someone else	23	11	22	25	1	10	0	7	2	2	1	0	10	11	0	0	1	0	0	1	0	0	5	0	3	2	9	0	
	0.4%	0.3%	0.5%	0.5%	0.2%	0.3%	0.0%	0.6%	0.1%	0.3%	0.1%	0.0%	0.5%	0.4%	0.0%	0.0%	1.4%	0.0%	0.0%	0.1%	0.0%	0.0%	0.4%	0.0%	0.3%	0.2%	0.4%	0.0%	

NA - Not Applicable

State Oregon Health Plan - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 76

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	---	3,931	---	---	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	---	574	---	---	70	362	0	175	232	84	84	147	198	410	89	13	0	0	0	0	0	0	0	0	0	166	360	22	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	3,357	---	---	541	2,780	1	1,014	1,576	734	747	900	1,653	2,708	516	98	76	233	82	786	6	20	1,193	52	909	1,075	2,113	98	
	---	85.4%	---	---	88.5%	88.5%	100.0%	85.3%	87.2%	90.0%	89.9%	86.0%	89.3%	86.9%	85.3%	88.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%	86.6%	85.4%	81.7%	
American Indian	---	291	---	---	45	240	0	104	128	58	65	82	141	231	45	10	59	0	0	0	0	0	0	0	0	232	84	195	9
	---	8.7%	---	---	8.3%	8.6%	0.0%	10.3%	8.1%	7.9%	8.7%	9.1%	8.5%	8.5%	8.7%	10.2%	77.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.5%	7.8%	9.2%	9.2%
Alaska Native	---	27	---	---	6	19	0	10	11	6	5	5	14	19	4	3	7	0	0	0	0	0	0	0	0	20	12	13	2
	---	0.8%	---	---	1.1%	0.7%	0.0%	1.0%	0.7%	0.8%	0.7%	0.6%	0.8%	0.7%	0.8%	3.1%	9.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	1.1%	0.6%	2.0%
Canadian Inuit, Metis, or First Nation	---	17	---	---	6	9	0	8	6	3	1	5	10	13	4	0	2	0	0	0	0	0	0	0	0	15	7	10	0
	---	0.5%	---	---	1.1%	0.3%	0.0%	0.8%	0.4%	0.4%	0.1%	0.6%	0.6%	0.5%	0.8%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%	0.7%	0.5%	0.0%
Indigenous Mexican, Central American, or South American	---	287	---	---	53	230	0	72	138	72	123	82	73	221	52	9	17	0	0	0	0	0	0	0	0	270	100	172	10
	---	8.5%	---	---	9.8%	8.3%	0.0%	7.1%	8.8%	9.8%	16.5%	9.1%	4.4%	8.2%	10.1%	9.2%	22.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	29.7%	9.3%	8.1%	10.2%
Asian Indian	---	27	---	---	12	15	0	9	10	8	3	6	17	22	4	1	0	17	0	0	0	0	0	0	0	10	10	16	1
	---	0.8%	---	---	2.2%	0.5%	0.0%	0.9%	0.6%	1.1%	0.4%	0.7%	1.0%	0.8%	0.8%	1.0%	0.0%	7.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.9%	0.8%	1.0%
Chinese	---	79	---	---	25	52	0	19	41	16	10	18	49	63	13	3	0	63	0	0	0	0	0	0	0	16	29	44	5
	---	2.4%	---	---	4.6%	1.9%	0.0%	1.9%	2.6%	2.2%	1.3%	2.0%	3.0%	2.3%	2.5%	3.1%	0.0%	27.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.8%	2.7%	2.1%	5.1%
Filipino/a	---	57	---	---	11	45	0	23	21	13	4	11	42	47	7	1	0	19	0	0	0	0	0	0	0	38	15	40	1
	---	1.7%	---	---	2.0%	1.6%	0.0%	2.3%	1.3%	1.8%	0.5%	1.2%	2.5%	1.7%	1.4%	1.0%	0.0%	8.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	1.4%	1.9%	1.0%
Hmong	---	5	---	---	0	5	0	1	4	0	0	1	4	3	2	0	0	3	0	0	0	0	0	0	0	2	3	2	0
	---	0.1%	---	---	0.0%	0.2%	0.0%	0.1%	0.3%	0.0%	0.0%	0.1%	0.2%	0.1%	0.4%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.3%	0.1%	0.0%
Japanese	---	19	---	---	6	12	0	5	9	4	1	3	15	16	3	0	0	2	0	0	0	0	0	0	0	17	5	14	0
	---	0.6%	---	---	1.1%	0.4%	0.0%	0.5%	0.6%	0.5%	0.1%	0.3%	0.9%	0.6%	0.6%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.9%	0.5%	0.7%	0.0%
Korean	---	35	---	---	13	22	0	10	13	11	1	4	30	27	6	0	0	24	0	0	0	0	0	0	0	11	12	21	0
	---	1.0%	---	---	2.4%	0.8%	0.0%	1.0%	0.8%	1.5%	0.1%	0.4%	1.8%	1.0%	1.2%	0.0%	0.0%	10.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%	1.1%	1.0%	0.0%
Laotian	---	7	---	---	5	2	0	1	4	2	1	2	4	6	1	0	0	5	0	0	0	0	0	0	0	2	5	2	0
	---	0.2%	---	---	0.9%	0.1%	0.0%	0.1%	0.3%	0.3%	0.1%	0.2%	0.2%	0.2%	0.2%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.5%	0.1%	0.0%
South Asian	---	19	---	---	7	12	0	5	9	5	4	2	13	14	3	2	0	12	0	0	0	0	0	0	0	7	8	10	1
	---	0.6%	---	---	1.3%	0.4%	0.0%	0.5%	0.6%	0.7%	0.5%	0.2%	0.8%	0.5%	0.6%	2.0%	0.0%	5.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.7%	0.5%	1.0%
Vietnamese	---	74	---	---	29	45	0	15	38	16	22	13	35	53	18	2	0	69	0	0	0	0	0	0	0	5	26	44	2
	---	2.2%	---	---	5.4%	1.6%	0.0%	1.5%	2.4%	2.2%	2.9%	1.4%	2.1%	2.0%	3.5%	2.0%	0.0%	29.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%	2.4%	2.1%	2.0%
Other Asian	---	56	---	---	18	38	0	15	30	11	18	3	33	41	11	3	0	41	0	0	0	0	0	0	0	15	21	29	3
	---	1.7%	---	---	3.3%	1.4%	0.0%	1.5%	1.9%	1.5%	2.4%	0.3%	2.0%	1.5%	2.1%	3.1%	0.0%	17.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%	2.0%	1.4%	3.1%

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

State Oregon Health Plan - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 76

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	---	3,931	---	---	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	---	574	---	---	70	362	0	175	232	82	84	147	198	410	89	13	0	0	0	0	0	0	0	0	0	166	360	22	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	3,357	---	---	541	2,780	1	1,014	1,576	734	747	900	1,653	2,708	516	98	76	233	82	786	6	20	1,193	52	909	1,075	2,113	98	
	---	85.4%	---	---	88.5%	88.5%	100.0%	85.3%	87.2%	90.0%	89.9%	86.0%	89.3%	86.9%	85.3%	88.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%	86.6%	85.4%	81.7%	
African American	---	148	---	---	21	124	0	42	73	31	10	34	102	123	23	2	0	0	66	0	0	0	0	0	82	51	91	3	
	---	4.4%	---	---	3.9%	4.5%	0.0%	4.1%	4.6%	4.2%	1.3%	3.8%	6.2%	4.5%	4.5%	2.0%	0.0%	0.0%	80.5%	0.0%	0.0%	0.0%	0.0%	0.0%	9.0%	4.7%	4.3%	3.1%	
African (Black)	---	70	---	---	10	59	0	21	35	13	7	26	36	55	13	2	0	0	36	0	0	0	0	0	34	29	39	2	
	---	2.1%	---	---	1.8%	2.1%	0.0%	2.1%	2.2%	1.8%	0.9%	2.9%	2.2%	2.0%	2.5%	2.0%	0.0%	0.0%	43.9%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%	2.7%	1.8%	2.0%	
Caribbean (Black)	---	8	---	---	0	7	0	1	6	1	1	2	5	7	1	0	0	0	2	0	0	0	0	0	6	4	4	0	
	---	0.2%	---	---	0.0%	0.3%	0.0%	0.1%	0.4%	0.1%	0.1%	0.2%	0.3%	0.3%	0.2%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%	0.4%	0.2%	0.0%	
Other Black	---	21	---	---	6	15	0	3	12	6	8	5	8	15	5	1	0	0	6	0	0	0	0	0	15	8	12	0	
	---	0.6%	---	---	1.1%	0.5%	0.0%	0.3%	0.8%	0.8%	1.1%	0.6%	0.5%	0.6%	1.0%	1.0%	0.0%	0.0%	7.3%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%	0.7%	0.6%	0.0%	
Hispanic or Latino/a Central American	---	205	---	---	31	172	0	53	104	46	99	63	33	136	50	16	0	0	0	111	0	0	0	0	94	88	102	11	
	---	6.1%	---	---	5.7%	6.2%	0.0%	5.2%	6.6%	6.3%	13.3%	7.0%	2.0%	5.0%	9.7%	16.3%	0.0%	0.0%	0.0%	14.1%	0.0%	0.0%	0.0%	0.0%	10.3%	8.2%	4.8%	11.2%	
Hispanic or Latino/a Mexican	---	1,075	---	---	139	927	0	266	536	267	472	350	225	765	255	46	0	0	0	656	0	0	0	0	419	370	642	35	
	---	32.0%	---	---	25.7%	33.3%	0.0%	26.2%	34.0%	36.4%	63.2%	38.9%	13.6%	28.2%	49.4%	46.9%	0.0%	0.0%	0.0%	83.5%	0.0%	0.0%	0.0%	0.0%	46.1%	34.4%	30.4%	35.7%	
Hispanic or Latino/a South American	---	84	---	---	13	70	0	18	38	28	38	12	32	63	16	4	0	0	0	41	0	0	0	0	43	37	43	3	
	---	2.5%	---	---	2.4%	2.5%	0.0%	1.8%	2.4%	3.8%	5.1%	1.3%	1.9%	2.3%	3.1%	4.1%	0.0%	0.0%	0.0%	5.2%	0.0%	0.0%	0.0%	0.0%	4.7%	3.4%	2.0%	3.1%	
Other Hispanic or Latino/a	---	366	---	---	46	311	0	94	178	94	186	113	50	229	109	24	0	0	0	226	0	0	0	0	140	123	216	16	
	---	10.9%	---	---	8.5%	11.2%	0.0%	9.3%	11.3%	12.8%	24.9%	12.6%	3.0%	8.5%	21.1%	24.5%	0.0%	0.0%	0.0%	28.8%	0.0%	0.0%	0.0%	0.0%	15.4%	11.4%	10.2%	16.3%	
Middle Eastern	---	28	---	---	6	21	0	7	14	7	1	9	17	27	1	0	0	0	0	6	0	0	0	0	22	8	18	0	
	---	0.8%	---	---	1.1%	0.8%	0.0%	0.7%	0.9%	1.0%	0.1%	1.0%	1.0%	1.0%	0.2%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.7%	0.9%	0.0%	
Northern African	---	3	---	---	0	3	0	1	1	1	1	2	0	2	1	0	0	0	0	0	0	0	0	0	3	3	0	0	
	---	0.1%	---	---	0.0%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%	0.2%	0.0%	0.1%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.3%	0.0%	0.0%	

NA - Not Applicable

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

State Oregon Health Plan - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 76

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	---	3,931	---	---	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	---	574	---	---	70	362	0	175	232	82	84	147	198	410	89	13	0	0	0	0	0	0	0	0	0	166	360	22	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	---	3,357	---	---	541	2,780	1	1,014	1,576	734	747	900	1,653	2,708	516	98	76	233	82	786	6	20	1,193	52	909	1,075	2,113	98	
	---	85.4%	---	---	88.5%	88.5%	100.0%	85.3%	87.2%	90.0%	89.9%	86.0%	89.3%	86.9%	85.3%	88.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%	86.6%	85.4%	81.7%	
Guamanian or Chamorro	---	1	---	---	0	1	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0
	---	0.0%	---	---	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Micronesian	---	11	---	---	3	8	0	5	5	1	4	3	6	3	1	0	0	0	0	0	0	10	0	0	1	6	5	0	
	---	0.3%	---	---	0.6%	0.3%	0.0%	0.5%	0.3%	0.1%	0.5%	0.4%	0.2%	0.2%	0.6%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	0.1%	0.6%	0.2%	0.0%	
Native Hawaiian	---	16	---	---	3	13	0	8	6	2	0	5	11	14	2	0	0	0	0	0	0	2	0	0	14	5	11	0	
	---	0.5%	---	---	0.6%	0.5%	0.0%	0.8%	0.4%	0.3%	0.0%	0.6%	0.7%	0.5%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	1.5%	0.5%	0.5%	0.0%	
Samoa	---	8	---	---	1	6	0	2	5	1	0	2	6	8	0	0	0	0	0	0	0	2	0	0	6	2	6	0	
	---	0.2%	---	---	0.2%	0.2%	0.0%	0.2%	0.3%	0.1%	0.0%	0.2%	0.4%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.7%	0.2%	0.3%	0.0%	
Tongan	---	1	---	---	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	
	---	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Other Pacific Islander	---	25	---	---	6	19	0	8	11	6	7	4	14	22	2	1	0	0	0	0	0	10	0	0	15	10	14	0	
	---	0.7%	---	---	1.1%	0.7%	0.0%	0.8%	0.7%	0.8%	0.9%	0.4%	0.8%	0.8%	0.4%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	1.7%	0.9%	0.7%	0.0%	
Eastern European	---	263	---	---	39	220	0	92	121	46	8	53	201	248	12	1	0	0	0	0	0	0	169	0	94	72	181	7	
	---	7.8%	---	---	7.2%	7.9%	0.0%	9.1%	7.7%	6.3%	1.1%	5.9%	12.2%	9.2%	2.3%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.2%	0.0%	10.3%	6.7%	8.6%	7.1%	
Slavic	---	50	---	---	8	41	0	19	25	5	2	7	40	46	4	0	0	0	0	0	0	33	0	17	14	35	1		
	---	1.5%	---	---	1.5%	1.5%	0.0%	1.9%	1.6%	0.7%	0.3%	0.8%	2.4%	1.7%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%	0.0%	1.9%	1.3%	1.7%	1.0%	
Western European	---	583	---	---	116	461	1	214	243	120	17	68	498	543	27	8	0	0	0	0	0	395	0	188	157	407	11		
	---	17.4%	---	---	21.4%	16.6%	100.0%	21.1%	15.4%	16.3%	2.3%	7.6%	30.1%	20.1%	5.2%	8.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.1%	0.0%	20.7%	14.6%	19.3%	11.2%	
Other White	---	1,120	---	---	145	970	0	411	506	193	101	338	674	990	104	13	0	0	0	0	0	758	0	362	317	747	36		
	---	33.4%	---	---	26.8%	34.9%	0.0%	40.5%	32.1%	26.3%	13.5%	37.6%	40.8%	36.6%	20.2%	13.3%	0.0%	0.0%	0.0%	0.0%	0.0%	63.5%	0.0%	39.8%	29.5%	35.4%	36.7%		
Other	---	212	---	---	34	175	0	62	100	50	40	59	112	175	32	5	0	0	0	0	0	0	52	160	70	129	10		
	---	6.3%	---	---	6.3%	6.3%	0.0%	6.1%	6.3%	6.8%	5.4%	6.6%	6.8%	6.5%	6.2%	5.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	17.6%	6.5%	6.1%	10.2%		

NA - Not Applicable

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

State Oregon Health Plan - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 78

How well do you speak English?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	---	3,931	---	---	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	---	236	---	---	17	89	0	61	61	32	33	28	42	122	47	6	3	9	4	21	0	0	24	1	12	78	132	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	---	3,695	---	---	594	3,053	1	1,128	1,747	784	798	1,019	1,809	2,996	558	105	73	224	78	765	6	20	1,169	51	897	1,163	2,341	113	
	---	94.0%	---	---	97.2%	97.2%	100.0%	94.9%	96.6%	96.1%	96.0%	97.3%	97.7%	96.1%	92.2%	94.6%	96.1%	96.1%	95.1%	97.3%	100.0%	100.0%	98.0%	0.0%	98.7%	93.7%	94.7%	94.2%	
Very well	---	2,655	---	---	427	2,202	1	607	1,363	659	438	723	1,455	2,273	305	54	49	131	68	420	3	13	991	43	625	856	1,668	79	
	---	71.9%	---	---	71.9%	72.1%	100.0%	53.8%	78.0%	84.1%	54.9%	71.0%	80.4%	75.9%	54.7%	51.4%	67.1%	58.5%	87.2%	54.9%	50.0%	65.0%	84.8%	84.3%	69.7%	73.6%	71.3%	69.9%	
Well	---	737	---	---	120	600	0	292	332	108	256	205	256	495	194	39	14	66	9	245	3	5	137	6	180	236	465	18	
	---	19.9%	---	---	20.2%	19.7%	0.0%	25.9%	19.0%	13.8%	32.1%	20.1%	14.2%	16.5%	34.8%	37.1%	19.2%	29.5%	11.5%	32.0%	50.0%	25.0%	11.7%	11.8%	20.1%	20.3%	19.9%	15.9%	
Not well	---	208	---	---	34	170	0	139	50	15	77	66	57	153	42	10	6	21	1	64	0	0	30	1	70	56	140	5	
	---	5.6%	---	---	5.7%	5.6%	0.0%	12.3%	2.9%	1.9%	9.6%	6.5%	3.2%	5.1%	7.5%	9.5%	8.2%	9.4%	1.3%	8.4%	0.0%	0.0%	2.6%	2.0%	7.8%	4.8%	6.0%	4.4%	
Not at all	---	95	---	---	13	81	0	90	2	2	27	25	41	75	17	2	4	6	0	36	0	2	11	1	22	15	68	11	
	---	2.6%	---	---	2.2%	2.7%	0.0%	8.0%	0.1%	0.3%	3.4%	2.5%	2.3%	2.5%	3.0%	1.9%	5.5%	2.7%	0.0%	4.7%	0.0%	10.0%	0.9%	2.0%	2.5%	1.3%	2.9%	9.7%	
Very well or Well	---	3,392	---	---	547	2,802	1	899	1,695	767	694	928	1,711	2,768	499	93	63	197	77	665	6	18	1,128	49	805	1,092	2,133	97	
	---	91.8%	---	---	92.1%	91.8%	100.0%	79.7%	97.0%	97.8%	87.0%	91.1%	94.6%	92.4%	89.4%	88.6%	86.3%	87.9%	98.7%	86.9%	100.0%	90.0%	96.5%	96.1%	89.7%	93.9%	91.1%	85.8%	
Significantly different from column:*								J	H	H	LM	KM	KL	O	N		S	SW	QRTY	SW				RTY		SW	AAAB	Z	Z

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 79

What language do you mainly speak at home?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	---	3,931	---	---	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	---	388	---	---	58	202	0	104	133	65	75	70	108	249	65	12	6	61	8	60	2	0	39	2	49	128	231	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	---	3,543	---	---	553	2,940	1	1,085	1,675	751	756	977	1,743	2,869	540	99	70	172	74	726	4	20	1,154	50	860	1,113	2,242	109	
	---	90.1%	---	---	90.5%	93.6%	100.0%	91.3%	92.6%	92.0%	91.0%	93.3%	94.2%	92.0%	89.3%	89.2%	92.1%	73.8%	90.2%	92.4%	66.7%	100.0%	96.7%	0.0%	94.6%	89.7%	90.7%	90.8%	
English	---	2,493	---	---	380	2,084	1	823	1,158	487	209	648	1,615	2,182	251	36	48	107	66	170	1	17	1,138	40	579	720	1,654	75	
	---	70.4%	---	---	68.7%	70.9%	100.0%	75.9%	69.1%	64.8%	27.6%	66.3%	92.7%	76.1%	46.5%	36.4%	68.6%	62.2%	89.2%	23.4%	25.0%	85.0%	98.6%	80.0%	67.3%	64.7%	73.8%	68.8%	
Spanish	---	879	---	---	125	737	0	215	440	218	483	293	69	570	249	53	21	1	0	524	0	0	3	6	246	325	498	25	
	---	24.8%	---	---	22.6%	25.1%	0.0%	19.8%	26.3%	29.0%	63.9%	30.0%	4.0%	19.9%	46.1%	53.5%	30.0%	0.6%	0.0%	72.2%	0.0%	0.0%	0.3%	12.0%	28.6%	29.2%	22.2%	22.9%	
Other	---	171	---	---	48	119	0	47	77	46	64	36	59	117	40	10	1	64	8	32	3	3	13	4	35	68	90	9	
	---	4.8%	---	---	8.7%	4.0%	0.0%	4.3%	4.6%	6.1%	8.5%	3.7%	3.4%	4.1%	7.4%	10.1%	1.4%	37.2%	10.8%	4.4%	75.0%	15.0%	1.1%	8.0%	4.1%	6.1%	4.0%	8.3%	

NA - Not Applicable

State Oregon Health Plan - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 80

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	---	3,931	---	---	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	---	230	---	---	15	89	0	51	66	31	32	27	38	116	46	7	3	11	3	26	1	0	12	1	14	80	125	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	---	3,701	---	---	596	3,053	1	1,138	1,742	785	799	1,020	1,813	3,002	559	104	73	222	79	760	5	20	1,181	51	895	1,161	2,348	113	
	---	94.1%	---	---	97.5%	97.2%	100.0%	95.7%	96.3%	96.2%	96.1%	97.4%	97.9%	96.3%	92.4%	93.7%	96.1%	95.3%	96.3%	96.7%	83.3%	100.0%	99.0%	0.0%	98.5%	93.6%	94.9%	94.2%	
Yes	---	236	---	---	52	177	0	115	92	24	116	77	32	161	53	19	6	30	0	93	1	1	7	2	74	83	137	7	
	---	6.4%	---	---	8.7%	5.8%	0.0%	10.1%	5.3%	3.1%	14.5%	7.5%	1.8%	5.4%	9.5%	18.3%	8.2%	13.5%	0.0%	12.2%	20.0%	5.0%	0.6%	3.9%	8.3%	7.1%	5.8%	6.2%	
No	---	3,465	---	---	544	2,876	1	1,023	1,650	761	683	943	1,781	2,841	506	85	67	192	79	667	4	19	1,174	49	821	1,078	2,211	106	
	---	93.6%	---	---	91.3%	94.2%	100.0%	89.9%	94.7%	96.9%	85.5%	92.5%	98.2%	94.6%	90.5%	81.7%	91.8%	86.5%	100.0%	87.8%	80.0%	95.0%	99.4%	96.1%	91.7%	92.9%	94.2%	93.8%	
Significantly different from column:*					F	E		IJ	HJ	HI	LM	KM	KL	OP	NP	NO		SWY	RTY	SWY			RTY		RSTW				

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 81

Does your child need a sign language interpreter for us to communicate with you?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	---	3,931	---	---	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	---	199	---	---	14	58	0	34	57	28	23	21	24	95	41	3	2	8	2	18	0	0	8	0	10	70	108	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	---	3,732	---	---	597	3,084	1	1,155	1,751	788	808	1,026	1,827	3,023	564	108	74	225	80	768	6	20	1,185	52	899	1,171	2,365	115	
	---	94.9%	---	---	97.7%	98.2%	100.0%	97.1%	96.8%	96.6%	97.2%	98.0%	98.7%	97.0%	93.2%	97.3%	97.4%	96.6%	97.6%	97.7%	100.0%	100.0%	99.3%	0.0%	98.9%	94.4%	95.6%	95.8%	
Yes	---	38	---	---	7	31	0	14	15	8	24	8	5	29	7	2	1	7	0	11	0	2	0	12	13	22	1		
	---	1.0%	---	---	1.2%	1.0%	0.0%	1.2%	0.9%	1.0%	3.0%	0.8%	0.3%	1.0%	1.2%	1.9%	1.4%	3.1%	0.0%	1.4%	0.0%	0.2%	0.0%	1.3%	1.1%	0.9%	0.9%		
No	---	3,694	---	---	590	3,053	1	1,141	1,736	780	784	1,018	1,822	2,994	557	106	73	218	80	757	6	20	1,183	52	887	1,158	2,343	114	
	---	99.0%	---	---	98.8%	99.0%	100.0%	98.8%	99.1%	99.0%	97.0%	99.2%	99.7%	99.0%	98.8%	98.1%	98.6%	96.9%	100.0%	98.6%	100.0%	100.0%	99.8%	100.0%	98.7%	98.9%	99.1%	99.1%	
Significantly different from column:*											LM	K	K						W			TY		W					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 82

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	---	3,931	---	---	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	---	271	---	---	19	128	0	57	88	45	46	44	50	159	45	7	6	16	4	35	0	3	21	1	28	91	157	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	---	3,660	---	---	592	3,014	1	1,132	1,720	771	785	1,003	1,801	2,959	560	104	70	217	78	751	6	17	1,172	51	881	1,150	2,316	114	
	---	93.1%	---	---	96.9%	95.9%	100.0%	95.2%	95.1%	94.5%	94.5%	95.8%	97.3%	94.9%	92.6%	93.7%	92.1%	93.1%	95.1%	95.5%	100.0%	85.0%	98.2%	0.0%	96.9%	92.7%	93.7%	95.0%	
Yes	---	30	---	---	6	24	0	11	15	3	14	3	11	19	8	2	0	5	1	9	0	3	1	7	14	12	1		
	---	0.8%	---	---	1.0%	0.8%	0.0%	1.0%	0.9%	0.4%	1.8%	0.3%	0.6%	0.6%	1.4%	1.9%	0.0%	2.3%	1.3%	1.2%	0.0%	0.3%	2.0%	0.8%	1.2%	0.5%	0.9%		
No	---	3,630	---	---	586	2,990	1	1,121	1,705	768	771	1,000	1,790	2,940	552	102	70	212	77	742	6	17	1,169	50	874	1,136	2,304	113	
	---	99.2%	---	---	99.0%	99.2%	100.0%	99.0%	99.1%	99.6%	98.2%	99.7%	99.4%	99.4%	98.6%	98.1%	100.0%	97.7%	98.7%	98.8%	100.0%	100.0%	99.7%	98.0%	99.2%	98.8%	99.5%	99.1%	
Significantly different from column:*											LM	K	K												AA	Z			

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 83

Is your child deaf or do you have serious difficulty hearing?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	---	3,931	---	---	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120
Number missing or multiple answer	---	167	---	---	13	52	0	25	40	23	20	17	23	33	3	3	9	2	8	1	0	8	0	9	57	90	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	---	3,764	---	---	598	3,090	1	1,164	1,768	793	811	1,030	1,828	3,046	572	108	73	224	80	778	5	20	1,185	52	900	1,184	2,383	116
	---	95.8%	---	---	97.9%	98.3%	100.0%	97.9%	97.8%	97.2%	97.6%	98.4%	98.8%	97.7%	94.5%	97.3%	96.1%	96.1%	97.6%	99.0%	83.3%	100.0%	99.3%	0.0%	99.0%	95.4%	96.4%	96.7%
Yes	---	21	---	---	7	14	0	6	13	2	6	7	7	10	9	1	0	2	0	2	0	1	5	0	8	6	15	0
	---	0.6%	---	---	1.2%	0.5%	0.0%	0.5%	0.7%	0.3%	0.7%	0.4%	0.3%	1.6%	0.9%	0.0%	0.9%	0.0%	0.3%	0.0%	5.0%	0.4%	0.0%	0.9%	0.5%	0.6%	0.0%	
No	---	3,743	---	---	591	3,076	1	1,158	1,755	791	805	1,023	1,821	3,036	563	107	73	222	80	776	5	19	1,180	52	892	1,178	2,368	116
	---	99.4%	---	---	98.8%	99.5%	100.0%	99.5%	99.3%	99.7%	99.3%	99.6%	99.7%	98.4%	99.1%	100.0%	99.1%	100.0%	99.7%	100.0%	95.0%	99.6%	100.0%	99.1%	99.5%	99.4%	100.0%	
Significantly different from column:*																												

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 84

Is your child blind or do you have serious difficulty seeing, even when wearing glasses?

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	---	3,931	---	---	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	---	175	---	---	12	61	0	25	44	27	27	18	22	74	37	5	4	8	2	14	0	0	9	0	9	57	95	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	---	3,756	---	---	599	3,081	1	1,164	1,764	789	804	1,029	1,829	3,044	568	106	72	225	80	772	6	20	1,184	52	900	1,184	2,378	116	
	---	95.5%	---	---	98.0%	98.1%	100.0%	97.9%	97.6%	96.7%	96.8%	98.3%	98.8%	97.6%	93.9%	95.5%	94.7%	96.6%	97.6%	98.2%	100.0%	100.0%	99.2%	0.0%	99.0%	95.4%	96.2%	96.7%	
Yes	---	45	---	---	7	37	0	7	26	11	18	8	17	25	11	8	0	6	1	15	0	6	0	12	10	27	4		
	---	1.2%	---	---	1.2%	1.2%	0.0%	0.6%	1.5%	1.4%	2.2%	0.8%	0.9%	0.8%	1.9%	7.5%	0.0%	2.7%	1.3%	1.9%	0.0%	0.0%	0.5%	0.0%	1.3%	0.8%	1.1%	3.4%	
No	---	3,711	---	---	592	3,044	1	1,157	1,738	778	786	1,021	1,812	3,019	557	98	72	219	79	757	6	20	1,178	52	888	1,174	2,351	112	
	---	98.8%	---	---	98.8%	98.8%	100.0%	99.4%	98.5%	98.6%	97.8%	99.2%	99.1%	99.2%	98.1%	92.5%	100.0%	97.3%	98.8%	98.1%	100.0%	100.0%	99.5%	100.0%	98.7%	99.2%	98.9%	96.6%	
Significantly different from column:*								I	H		LM	K	K	O	N				W			TY		W					

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 85

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

Base: All respondents

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	---	3,931	---	---	611	3,142	1	1,189	1,808	816	831	1,047	1,851	3,118	605	111	76	233	82	786	6	20	1,193	52	909	1,241	2,473	120	
Number missing or multiple answer	---	179	---	---	14	63	0	29	49	23	20	26	26	81	35	4	3	10	2	11	0	0	12	3	10	59	100	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	---	3,752	---	---	597	3,079	1	1,160	1,759	793	811	1,021	1,825	3,037	570	107	73	223	80	775	6	20	1,181	49	899	1,182	2,373	116	
	---	95.4%	---	---	97.7%	98.0%	100.0%	97.6%	97.3%	97.2%	97.6%	97.5%	98.6%	97.4%	94.2%	96.4%	96.1%	95.7%	97.6%	98.6%	100.0%	100.0%	99.0%	0.0%	98.9%	95.2%	96.0%	96.7%	
Yes	---	141	---	---	29	107	0	17	87	35	17	24	93	77	46	14	1	11	4	18	0	0	49	1	39	33	93	11	
	---	3.8%	---	---	4.9%	3.5%	0.0%	1.5%	4.9%	4.4%	2.1%	2.4%	5.1%	2.5%	8.1%	13.1%	1.4%	4.9%	5.0%	2.3%	0.0%	0.0%	4.1%	2.0%	4.3%	2.8%	3.9%	9.5%	
No	---	3,611	---	---	568	2,972	1	1,143	1,672	758	794	997	1,732	2,960	524	93	72	212	76	757	6	20	1,132	48	860	1,149	2,280	105	
	---	96.2%	---	---	95.1%	96.5%	100.0%	98.5%	95.1%	95.6%	97.9%	97.6%	94.9%	97.5%	91.9%	86.9%	98.6%	95.1%	95.0%	97.7%	100.0%	100.0%	95.9%	98.0%	95.7%	97.2%	96.1%	90.5%	
Significantly different from column:*								IJ	H	H	M	M	KL	O	N			T		RWY			T		T				

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 86

Does your child have serious difficulty walking or climbing stairs?

Base: All respondents with children 5 or older

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	---	2,878	---	---	503	2,298	1	254	1,808	816	701	771	1,306	2,247	510	97	54	189	68	638	5	16	841	38	674	1,024	1,716	76	
Number missing or multiple answer	---	236	---	---	37	175	0	21	148	67	80	61	68	173	51	11	4	17	5	64	1	2	37	0	59	101	120	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	---	2,642	---	---	466	2,123	1	233	1,660	749	621	710	1,238	2,074	459	86	50	172	63	574	4	14	804	38	615	923	1,596	73	
	---	91.8%	---	---	92.6%	92.4%	100.0%	91.7%	91.8%	91.8%	88.6%	92.1%	94.8%	92.3%	90.0%	88.7%	92.6%	91.0%	92.6%	90.0%	80.0%	87.5%	95.6%	0.0%	91.2%	90.1%	93.0%	96.1%	
Yes	---	13	---	---	1	10	0	4	7	2	3	1	6	7	3	3	0	1	0	3	0	0	0	0	0	5	1	10	2
	---	0.5%	---	---	0.2%	0.5%	0.0%	1.7%	0.4%	0.3%	0.5%	0.1%	0.5%	0.3%	0.7%	3.5%	0.0%	0.6%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.8%	0.1%	0.6%	2.7%	
No	---	2,629	---	---	465	2,113	1	229	1,653	747	618	709	1,232	2,067	456	83	50	171	63	571	4	14	804	38	610	922	1,586	71	
	---	99.5%	---	---	99.8%	99.5%	100.0%	98.3%	99.6%	99.7%	99.5%	99.9%	99.5%	99.7%	99.3%	96.5%	100.0%	99.4%	100.0%	99.5%	100.0%	100.0%	100.0%	100.0%	99.2%	99.9%	99.4%	97.3%	
Significantly different from column:*																													

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 87

Does your child have difficulty dressing or bathing?

Base: All respondents with children 5 or older

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	---	2,878	---	---	503	2,298	1	254	1,808	816	701	771	1,306	2,247	510	97	54	189	68	638	5	16	841	38	674	1,024	1,716	76	
Number missing or multiple answer	---	236	---	---	41	170	0	23	145	68	81	61	66	174	10	6	18	4	64	1	1	35	0	59	101	121	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	---	2,642	---	---	462	2,128	1	231	1,663	748	620	710	1,240	2,073	459	87	48	171	64	574	4	15	806	38	615	923	1,595	72	
	---	91.8%	---	---	91.8%	92.6%	100.0%	90.9%	92.0%	91.7%	88.4%	92.1%	94.9%	92.3%	90.0%	89.7%	88.9%	90.5%	94.1%	90.0%	80.0%	93.8%	95.8%	0.0%	91.2%	90.1%	92.9%	94.7%	
Yes	---	25	---	---	4	20	0	4	15	6	1	2	20	12	8	5	0	3	1	2	0	8	1	5	4	18	2		
	---	0.9%	---	---	0.9%	0.9%	0.0%	1.7%	0.9%	0.8%	0.2%	0.3%	1.6%	0.6%	1.7%	5.7%	0.0%	1.8%	1.6%	0.3%	0.0%	1.0%	2.6%	0.8%	0.4%	1.1%	2.8%		
No	---	2,617	---	---	458	2,108	1	227	1,648	742	619	708	1,220	2,061	451	82	48	168	63	572	4	15	798	37	610	919	1,577	70	
	---	99.1%	---	---	99.1%	99.1%	100.0%	98.3%	99.1%	99.2%	99.8%	99.7%	98.4%	99.4%	98.3%	94.3%	100.0%	98.2%	98.4%	99.7%	100.0%	100.0%	99.0%	97.4%	99.2%	99.6%	98.9%	97.2%	
Significantly different from column:*											M	M	KL																

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 88

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

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	---	2,878	---	---	503	2,298	1	254	1,808	816	701	771	1,306	2,247	510	97	54	189	68	638	5	16	841	38	674	1,024	1,716	76	
Number missing or multiple answer	---	248	---	---	43	180	1	22	155	71	80	63	77	183	55	8	5	19	5	65	1	1	40	0	61	106	129	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	---	2,630	---	---	460	2,118	0	232	1,653	745	621	708	1,229	2,064	455	89	49	170	63	573	4	15	801	38	613	918	1,587	73	
	---	91.4%	---	---	91.5%	92.2%	0.0%	91.3%	91.4%	91.3%	88.6%	91.8%	94.1%	91.9%	89.2%	91.8%	90.7%	89.9%	92.6%	89.8%	80.0%	93.8%	95.2%	0.0%	90.9%	89.6%	92.5%	96.1%	
Yes	---	194	---	---	29	160	0	5	126	63	30	41	116	125	52	14	2	10	3	22	1	0	67	5	58	47	128	13	
	---	7.4%	---	---	6.3%	7.6%	---	2.2%	7.6%	8.5%	4.8%	5.8%	9.4%	6.1%	11.4%	15.7%	4.1%	5.9%	4.8%	3.8%	25.0%	0.0%	8.4%	13.2%	9.5%	5.1%	8.1%	17.8%	
No	---	2,436	---	---	431	1,958	0	227	1,527	682	591	667	1,113	1,939	403	75	47	160	60	551	3	15	734	33	555	871	1,459	60	
	---	92.6%	---	---	93.7%	92.4%	---	97.8%	92.4%	91.5%	95.2%	94.2%	90.6%	93.9%	88.6%	84.3%	95.9%	94.1%	95.2%	96.2%	75.0%	100.0%	91.6%	86.8%	90.5%	94.9%	91.9%	82.2%	
Significantly different from column:*								IJ	H	H	M	M	KL	OP	N	N				WY			T		T	AA	ZAB	AA	

NA - Not Applicable

*A letter in a cell means the percentage in the cell immediately above is significantly different 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 - Claims Stratum: Non-Chronic

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2019 (Fielded January - April 2020)

Question 89

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

	2020 CSS Average	2020	2019	2018	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Race (Q76)									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	---	598	---	---	147	441	0	0	0	598	173	158	250	451	117	26	9	47	18	160	1	1	160	11	135	234	338	14	
Number missing or multiple answer	---	55	---	---	13	41	0	0	0	55	19	12	21	41	8	5	1	4	1	13	1	0	14	0	11	31	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	---	543	---	---	134	400	0	0	0	543	154	146	229	410	109	21	8	43	17	147	0	1	146	11	124	203	316	13	
	---	90.8%	---	---	91.2%	90.7%	---	---	---	90.8%	89.0%	92.4%	91.6%	90.9%	93.2%	80.8%	88.9%	91.5%	94.4%	91.9%	0.0%	100.0%	91.3%	0.0%	91.9%	86.8%	93.5%	92.9%	
Yes	---	31	---	---	8	21	0	0	0	31	4	6	18	22	6	3	0	2	1	3	0	0	14	0	8	10	19	2	
	---	5.7%	---	---	6.0%	5.3%	---	---	---	5.7%	2.6%	4.1%	7.9%	5.4%	5.5%	14.3%	0.0%	4.7%	5.9%	2.0%	---	0.0%	9.6%	0.0%	6.5%	4.9%	6.0%	15.4%	
No	---	512	---	---	126	379	0	0	0	512	150	140	211	388	103	18	8	41	16	144	0	1	132	11	116	193	297	11	
	---	94.3%	---	---	94.0%	94.8%	---	---	---	94.3%	97.4%	95.9%	92.1%	94.6%	94.5%	85.7%	100.0%	95.3%	94.1%	98.0%	---	100.0%	90.4%	100.0%	93.5%	95.1%	94.0%	84.6%	
Significantly different from column:*											M	K							W			T							

NA - Not Applicable

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

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. 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 in a clinic, emergency room, or doctor's office?
- 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 appointments for a check-up or routine care for your child at a doctor's office or clinic?

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

6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment 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 go to a doctor's office or clinic to get health care?

- 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 0 Worst health care possible
- ₁ 1
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5
- ₆ 6
- ₇ 7
- ₈ 8
- ₉ 9
- ₁₀ 10 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 see if he or she needs a checkup, 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 visit his or her personal doctor for care?

- 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 0 Worst personal doctor possible
- ₁ 1
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5
- ₆ 6
- ₇ 7
- ₈ 8
- ₉ 9
- ₁₀ 10 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, 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 to see a specialist?
- ₁ Yes
 - ₂ No → **If No, Go to Question 44**
41. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?
- ₁ Never
 - ₂ Sometimes
 - ₃ Usually
 - ₄ Always
42. How many specialists has your child seen 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 saw 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 0 Worst specialist possible
- ₁ 1
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5
- ₆ 6
- ₇ 7
- ₈ 8
- ₉ 9
- ₁₀ 10 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 0 Worst health plan possible
- ₁ 1
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5
- ₆ 6
- ₇ 7
- ₈ 8
- ₉ 9
- ₁₀ 10 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 0 Extremely difficult
- ₁ 1
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5
- ₆ 6
- ₇ 7
- ₈ 8
- ₉ 9
- ₁₀ 10 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. 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 Asia
- _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

77. Regardless of your response to the previous question, how do you identify your child's race, ethnicity, tribal affiliation, country of origin, or ancestry?
(Please print)

78. How well does your child speak English?

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

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

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

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

- ₁ Yes
- ₂ No

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

- ₁ Yes
- ₂ No → **If No, Go to Question 82**

81a. Which type of sign language interpreter does your child need us to communicate with them? (ASL, PSE, tactile interpreting, etc.)
(Please print)

82. 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 83**

82a. Which alternate format does your child need?
(Please print)

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

- ₁ Yes
₂ No

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

- ₁ Yes
₂ No

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

- ₁ Yes
₂ No

Please stop now if your child is under age 5.

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

- ₁ Yes
₂ No

87. Does your child have difficulty dressing or bathing?

- ₁ Yes
₂ No

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

- ₁ Yes
₂ No

Please stop now if your child is under age 15.

89. 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

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.

Instrucciones para el cuestionario

Conteste cada pregunta marcando el cuadro que aparece a la izquierda de su respuesta.

A veces hay que saltarse alguna pregunta del cuestionario. Cuando esto ocurra, verá una flecha con una nota que le indicará cuál es la siguiente pregunta a la que tiene que pasar. Por ejemplo:

- ₁ Sí → **Si contestó "Sí", pase a la pregunta 1**
₂ No

La información personal identificable no se hará pública y solo se dará a conocer de conformidad con las leyes y reglamentos federales.

Usted puede optar por responder a esta encuesta o no. Si decide no participar, esto no afectará los beneficios que su niño obtenga. Usted notará un número en la portada de esta encuesta. Este número se utiliza SOLO para hacernos saber si usted ya envió su encuesta para que no tengamos que enviarle recordatorios.

Si quiere informarse más sobre este estudio, llame al 1-833-257-1377. Las personas con problemas de audición o del habla pueden llamar al 711 para usar el Servicio de Retransmisión de Telecomunicaciones (TRS).

Conteste las preguntas para el niño cuyo nombre figura en el sobre. No las conteste para ningún otro niño.

1. Nuestros registros muestran que su niño actualmente está inscrito en Oregon Health Plan. ¿Es correcta esta información?
₁ Sí → **Si contestó "Sí", pase a la pregunta 3**
₂ No
2. ¿Cómo se llama el plan de salud de su niño?
(Escriba en letra imprenta)

La atención médica que recibió su niño en los últimos 6 meses

Estas preguntas son acerca de la atención médica que ha recibido su niño. No incluya la atención que recibió su niño cuando pasó la noche hospitalizado. No incluya las consultas de su niño al dentista.

3. En los últimos 6 meses, ¿tuvo su niño una enfermedad, lesión o problema de salud para el cual necesitó atención inmediata en una clínica, en una sala de emergencia o en un consultorio médico?
₁ Sí
₂ No → **Si contestó "No", pase a la pregunta 5**

4. En los últimos 6 meses, cuando su niño necesitó atención inmediata, ¿con qué frecuencia atendieron a su niño tan pronto como lo necesitaba?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

5. En los últimos 6 meses, ¿hizo alguna cita para un chequeo o una consulta de rutina para su niño en un consultorio médico o en una clínica?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 7***

6. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita para un chequeo o una consulta de rutina para su niño en un consultorio médico o en una clínica tan pronto como lo necesitaba?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

7. En los últimos 6 meses, sin contar las veces que su niño fue a una sala de emergencia, ¿cuántas veces fue su niño a un consultorio médico o a una clínica para que lo atendieran?

- ₀ Ninguna vez → ***Si contestó "Ninguna vez", pase a la pregunta 11***

- ₁ 1 vez
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5 a 9
- ₆ 10 veces o más

8. En los últimos 6 meses, ¿con qué frecuencia le contestaron sus preguntas los doctores u otros profesionales médicos de su niño?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

9. Usando un número del 0 al 10, siendo 0 la peor atención médica posible y 10 la mejor atención médica posible, ¿qué número usaría para calificar toda la atención médica que su niño ha recibido en los últimos 6 meses?

- ₀ 0 La peor atención médica posible
- ₁ 1
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5
- ₆ 6
- ₇ 7
- ₈ 8
- ₉ 9
- ₁₀ 10 La mejor atención médica posible

10. En los últimos 6 meses, ¿con qué frecuencia le fue fácil conseguir la atención, los exámenes o el tratamiento que su niño necesitaba?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

11. ¿Está matriculado actualmente su niño en algún tipo de escuela o guardería?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 14***

12. En los últimos 6 meses, ¿necesitó que los doctores u otros profesionales médicos de su niño se pusieran en contacto con una escuela o guardería acerca de la salud o la atención médica de su niño?

₁ Sí

₂ No → ***Si contestó “No”, pase a la pregunta 14***

13. En los últimos 6 meses, ¿necesitó que los doctores u otros profesionales médicos de su niño se pusieran en contacto con una escuela o guardería acerca de la salud o la atención médica de su niño?

₁ Sí

₂ No

Servicios especializados

14. En el equipo o dispositivo médico especial se incluye un andador, silla de ruedas, nebulizador, tubos de alimentación o equipo de oxígeno. En los últimos 6 meses, ¿consiguió o intentó conseguir algún equipo o dispositivo médico especial para su niño?

₁ Sí

₂ No → ***Si contestó “No”, pase a la pregunta 17***

15. En los últimos 6 meses, ¿con qué frecuencia le fue fácil conseguir el equipo o dispositivos médicos especiales para su niño?

₁ Nunca

₂ A veces

₃ La mayoría de las veces

₄ Siempre

16. ¿Alguien del consultorio médico o clínica del plan de salud de su niño le ayudó a conseguir el equipo o dispositivos médicos especiales para su niño?

₁ Sí

₂ No

17. En los últimos 6 meses, ¿consiguió o intentó conseguir terapia especial para su niño, tal como terapia física, ocupacional o del habla?

₁ Sí

₂ No → ***Si contestó “No”, pase a la pregunta 20***

18. En los últimos 6 meses, ¿con qué frecuencia le fue fácil conseguir esta terapia para su niño?

₁ Nunca

₂ A veces

₃ La mayoría de las veces

₄ Siempre

19. ¿Alguien del consultorio médico o clínica del plan de salud de su niño le ayudó a conseguir esta terapia para su niño?

₁ Sí

₂ No

20. En los últimos 6 meses, ¿consiguió o intentó conseguir tratamiento o consejería para su niño, para un problema emocional, de desarrollo o de comportamiento?

₁ Sí

₂ No → ***Si contestó “No”, pase a la pregunta 23***

21. En los últimos 6 meses, ¿con qué frecuencia le fue fácil conseguir este tratamiento o consejería para su niño?
- ₁ Nunca
 - ₂ A veces
 - ₃ La mayoría de las veces
 - ₄ Siempre
22. ¿Alguien del consultorio médico o clínica del plan de salud de su niño le ayudó a conseguir este tratamiento o consejería para su niño?
- ₁ Sí
 - ₂ No
23. En los últimos 6 meses, ¿recibió su niño atención de más de un tipo de profesional médico, o usó más de un tipo de servicio de salud?
- ₁ Sí
 - ₂ No → ***Si contestó “No”, pase a la pregunta 25***
24. En los últimos 6 meses, ¿alguien del consultorio médico o clínica del plan de salud de su niño le ayudó a coordinar la atención médica de su niño entre estos diferentes profesionales o servicios?
- ₁ Sí
 - ₂ No

El doctor personal de su niño

25. El doctor personal es aquel a quien su niño acude si necesita un chequeo, tiene un problema de salud o si se enferma o lastima. ¿Tiene su niño un doctor personal?
- ₁ Sí
 - ₂ No → ***Si contestó “No”, pase a la pregunta 40***

26. En los últimos 6 meses, ¿cuántas veces fue su niño a ver a su doctor personal para recibir atención médica?
- ₀ Ninguna vez → ***Si contestó “Ninguna vez”, pase a la pregunta 36***
 - ₁ 1 vez
 - ₂ 2
 - ₃ 3
 - ₄ 4
 - ₅ 5 a 9
 - ₆ 10 veces o más
- 26a. En los últimos 6 meses, ¿con qué frecuencia se le hizo difícil hablar con el doctor personal de su niño o entenderlo porque hablaban idiomas diferentes?
- ₁ Nunca
 - ₂ A veces
 - ₃ La mayoría de las veces
 - ₄ Siempre
27. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le explicó los aspectos sobre la salud de su niño de una manera fácil de entender?
- ₁ Nunca
 - ₂ A veces
 - ₃ La mayoría de las veces
 - ₄ Siempre
28. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le escuchó a usted con atención?
- ₁ Nunca
 - ₂ A veces
 - ₃ La mayoría de las veces
 - ₄ Siempre

29. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño demostró respeto por lo que usted tenía que decir?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

30. ¿Su niño puede hablar con los doctores sobre su atención médica?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 32***

31. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le explicó las cosas a su niño de una manera fácil de entender?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

32. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño pasó suficiente tiempo con este?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

33. En los últimos 6 meses, ¿habló el doctor personal de su niño con usted sobre cómo su niño se estaba sintiendo, estaba creciendo o se estaba comportando?

- ₁ Sí
- ₂ No

34. En los últimos 6 meses, ¿atendió a su niño algún doctor u otro profesional médico además de su doctor personal?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 36***

35. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño parecía estar informado y al día acerca de la atención que su niño había recibido de estos doctores u otros profesionales médicos?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

36. Usando un número del 0 al 10, siendo 0 el peor doctor personal posible y 10 el mejor doctor personal posible, ¿qué número usaría para calificar al doctor personal de su niño?

- ₀ 0 El peor doctor personal posible
- ₁ 1
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5
- ₆ 6
- ₇ 7
- ₈ 8
- ₉ 9
- ₁₀ 10 El mejor doctor personal posible

37. ¿Tiene su niño alguna condición médica, de comportamiento u otra condición de salud que haya durado más de 3 meses?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 40***

38. ¿El doctor personal de su niño entiende cómo estas condiciones médicas, de comportamiento u otras condiciones de salud afectan la vida cotidiana de su niño?

- ₁ Sí
₂ No

39. ¿El doctor personal de su niño entiende cómo estas condiciones médicas, de comportamiento u otras condiciones de salud afectan la vida cotidiana de su familia?

- ₁ Sí
₂ No

La atención médica que recibió de especialistas

Al contestar las siguientes preguntas no incluya las consultas de su niño al dentista ni la atención que recibió cuando pasó la noche hospitalizado.

40. Los especialistas son doctores que se especializan en un área de la medicina. Pueden ser cirujanos, doctores especialistas en el corazón, las alergias, la piel y otras áreas. En los últimos 6 meses, ¿hizo alguna cita para su niño con un especialista?

- ₁ Sí
₂ No → ***Si contestó "No", pase a la pregunta 44***

41. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita con un especialista para su niño tan pronto como la necesitaba?

- ₁ Nunca
₂ A veces
₃ La mayoría de las veces
₄ Siempre

42. ¿Cuántos especialistas ha visto su niño en los últimos 6 meses?

- ₀ Ninguno → ***Si contestó "Ninguno", pase a la pregunta 44***
₁ 1 especialista
₂ 2
₃ 3
₄ 4
₅ 5 especialistas o más

43. Queremos saber cómo califica al especialista al que su niño acudió con más frecuencia en los últimos 6 meses. Usando un número del 0 al 10, siendo 0 el peor especialista posible y 10 el mejor especialista posible, ¿qué número usaría para calificar a ese especialista?

- ₀ 0 El peor especialista posible
₁ 1
₂ 2
₃ 3
₄ 4
₅ 5
₆ 6
₇ 7
₈ 8
₉ 9
₁₀ 10 El mejor especialista posible

El plan de salud de su niño

Las siguientes preguntas son acerca de su experiencia con el plan de salud de su niño.

44. En los últimos 6 meses, ¿recibió información o ayuda por parte del servicio al cliente del plan de salud de su niño?

- ₁ Sí
₂ No → ***Si contestó "No", pase a la pregunta 47***

45. En los últimos 6 meses, ¿con qué frecuencia el servicio al cliente del plan de salud de su niño le dio la información o ayuda que usted necesitaba?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

46. En los últimos 6 meses, ¿con qué frecuencia el personal de servicio al cliente del plan de salud de su niño le trató con cortesía y respeto?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

47. En los últimos 6 meses, ¿le dio el plan de salud de su niño algún formulario para completar?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 49***

48. En los últimos 6 meses, ¿con qué frecuencia fueron fáciles de completar los formularios del plan de salud de su niño?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

49. Usando un número del 0 al 10, siendo 0 el peor plan de salud posible y 10 el mejor plan de salud posible, ¿qué número usaría para calificar al plan de salud de su niño?

- ₀ 0 El peor plan de salud posible
- ₁ 1
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5
- ₆ 6
- ₇ 7
- ₈ 8
- ₉ 9
- ₁₀ 10 El mejor plan de salud posible

Medicinas recetadas

50. En los últimos 6 meses, ¿consiguió o renovó alguna medicina recetada para su niño?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 52a***

51. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir medicinas recetadas para su niño a través de su plan de salud?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

52. ¿Alguien del consultorio médico o clínica del plan de salud de su niño le ayudó a conseguir las medicinas recetadas para su niño?

- ₁ Sí
- ₂ No

Acceso a atención dental

52a. Un dentista regular es a quien su niño va a ver para un chequeo y limpieza o cuando tiene una carie o un dolor de diente. ¿Su niño tiene un dentista regular?

- ₁ Sí
₂ No

52b. En los últimos 6 meses, ¿fue su niño al consultorio de un dentista o a una clínica dental para recibir atención?

- ₁ Sí
₂ No → **Si contestó "No", pase a la pregunta 52d**

52c. En los últimos 6 meses, ¿con qué frecuencia el personal dental o el dentista le explicaron lo que le hacían mientras trataron a su niño?

- ₁ Nunca
₂ A veces
₃ La mayoría de las veces
₄ Siempre

52d. En los últimos 6 meses, si su niño necesitó ver a un dentista de inmediato por una emergencia dental, ¿con qué frecuencia él o ella pudo ver a un dentista tan pronto como usted quería?

- ₁ Nunca
₂ A veces
₃ La mayoría de las veces
₄ Siempre
₅ Mi niño no tuvo una emergencia dental en los últimos 6 meses

52e. Usando un número del 0 al 10, el 0 siendo extremadamente difícil y el 10 extremadamente fácil, ¿qué número usaría para calificar cuán fácil le fue encontrar un dentista para su niño?

- ₀ 0 Extremadamente difícil
₁ 1
₂ 2
₃ 3
₄ 4
₅ 5
₆ 6
₇ 7
₈ 8
₉ 9
₁₀ 10 Extremadamente fácil

Acerca de usted y de su niño

53. En general, ¿cómo calificaría toda la salud de su niño?

- ₁ Excelente
₂ Muy buena
₃ Buena
₄ Regular
₅ Mala

54. En general, ¿cómo calificaría toda la salud mental o emocional de su niño?

- ₁ Excelente
₂ Muy buena
₃ Buena
₄ Regular
₅ Mala

55. ¿Actualmente necesita o usa su niño una medicina recetada por un doctor (aparte de vitaminas)?

- ₁ Sí
₂ No → **Si contestó "No", pase a la pregunta 58**

56. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

₁ Sí

₂ No → ***Si contestó "No", pase a la pregunta 58***

57. ¿Es esta una condición que ha durado o que se espera que dure por lo menos 12 meses?

₁ Sí

₂ No

58. ¿Necesita o usa su niño más servicios médicos, de salud mental o educativos de lo que es normal para la mayoría de los niños de la misma edad?

₁ Sí

₂ No → ***Si contestó "No", pase a la pregunta 61***

59. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

₁ Sí

₂ No → ***Si contestó "No", pase a la pregunta 61***

60. ¿Es esta una condición que ha durado o que se espera que dure por lo menos 12 meses?

₁ Sí

₂ No

61. ¿Está su niño limitado o impedido de alguna manera en su habilidad de hacer lo que pueden hacer la mayoría de los niños de la misma edad?

₁ Sí

₂ No → ***Si contestó "No", pase a la pregunta 64***

62. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

₁ Sí

₂ No → ***Si contestó "No", pase a la pregunta 64***

63. ¿Es esta una condición que ha durado o que se espera que dure por lo menos 12 meses?

₁ Sí

₂ No

64. ¿Necesita o recibe su niño terapia especial, tal como terapia física, ocupacional o del habla?

₁ Sí

₂ No → ***Si contestó "No", pase a la pregunta 67***

65. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

₁ Sí

₂ No → ***Si contestó "No", pase a la pregunta 67***

66. ¿Es esta una condición que ha durado o que se espera que dure por lo menos 12 meses?

₁ Sí

₂ No

67. ¿Tiene su niño algún problema emocional, de desarrollo o de comportamiento, para el cual necesita o recibe tratamiento o consejería?

₁ Sí

₂ No → ***Si contestó "No", pase a la pregunta 69***

68. ¿Ha durado este problema o se espera que dure por lo menos 12 meses?

₁ Sí

₂ No

69. ¿Qué edad tiene su niño?

₀₀ Menos de un año

_____ AÑOS (*escriba la respuesta*)

70. ¿Cuál es el sexo biológico de su niño?

₁ Masculino

₂ Femenino

71. ¿Cuál es su identidad de género actual de su niño?

₁ Masculino

₂ Femenino

₃ Transgénero

₄ No binario, intergénero, u otra

72. ¿Qué edad tiene usted?

₀ Menos de 18 años

₁ 18 a 24

₂ 25 a 34

₃ 35 a 44

₄ 45 a 54

₅ 55 a 64

₆ 65 a 74

₇ 75 años o más

73. ¿Cuál es su identidad de género actual?

₁ Masculino

₂ Femenino

₃ Transgénero

₄ No binario, intergénero, u otra

74. ¿Cuál es el grado o nivel escolar más alto que ha completado?

₁ 8 años de escuela o menos

₂ 9 a 12 años de escuela, pero sin graduarse

₃ Graduado de la escuela secundaria (*high school*), Diploma de escuela secundaria, preparatoria o su equivalente (o GED)

₄ Algunos cursos universitarios o un título universitario de un programa de 2 años

₅ Título universitario de 4 años

₆ Título universitario de más de 4 años

75. ¿Qué relación tiene con el niño?

₁ Madre o padre

₂ Abuelo o abuela

₃ Tía o tío

₄ Hermano o hermana mayor

₅ Otro familiar

₆ Tutor legal del niño

₇ Otra persona

76. ¿Cuál de las siguientes opciones describe la identidad racial o étnica de su niño? Marque TODAS las opciones que correspondan.

Indígena estadounidense o nativo de Alaska

_A Indígena norteamericano/a

_B Indígena de Alaska

_C Inuit canadiense, métis o indígena canadiense (First Nation)

_D Indígena mexicano/a, centroamericano/a o sudamericano/a

Asiático/a

- _E Indio/a asiático/a
- _F Chino/a
- _G Filipino/a
- _H Hmong
- _I Japonés/a
- _J Coreano/a
- _K Laociano/a
- _L Sudasiático/a
- _M Vietnamita
- _N Asiático/a de otro tipo

Negro/a o afroamericano/a

- _O Afroamericano/a
- _P Africano/a (negro/a)
- _Q Caribeño/a (negro/a)
- _R Negro/a de otro tipo

Hispano/a o latino/a

- _S Centroamericano/a, hispano/a o latino/a
- _T Mexicano/a hispano/a o latino/a
- _U Sudamericano/a, hispano/a o latino/a
- _V Hispano/a o latino/a de otro tipo

Medio oriental/norteafricano

- _W Del oriente medio
- _X Norafricano/a

Nativo/a de Hawái o de las Islas del Pacífico

- _Y Guameño/a o chamorro/a
- _Z Micronesio/a
- _{AA} Indígena de Hawái
- _{AB} Samoano/a
- _{AC} Tongano/a
- _{AD} De otras islas del Pacífico

Blanco/a

- _{AE} Europeo/a oriental
- _{AF} Eslavo/a
- _{AG} Europeo/a occidental
- _{AH} Blanco/a de otro tipo

Otras categorías

- _{AI} Otra

77. Independientemente de su respuesta anterior, ¿cómo identifica usted la raza, grupo étnico, origen tribal, país de origen o ascendencia de su niño? (*Escriba en letra imprenta*)

78. ¿Qué tan bien habla inglés su niño?

- ₁ Muy bien
- ₂ Bien
- ₃ No bien
- ₄ Para nada

79. ¿Qué idioma habla usted principalmente su niño en el hogar?

- ₁ Inglés
 - ₂ Español
 - ₃ Otra (*Escriba en letra imprenta*)
-

80. ¿Necesita su niño un intérprete para que nos podamos comunicar con él?

- ₁ Sí
- ₂ No

81. ¿Necesita su niño un intérprete de lenguaje de señas para que nosotros podamos comunicarnos con él?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 82***

81a. ¿Qué tipo de intérprete necesita su niño para que nosotros podamos comunicarnos con él? (Intérprete ASL, inglés Pidgin por señas [PSE, por sus siglas en inglés], interpretación táctil, etc.) (Escriba en letra imprenta)

82. ¿Necesita su niño materiales escritos en un formato alternativo (Braille, letra grande, grabaciones de audio, etc.)?

₁ Sí

₂ No → **Si contestó “No”, pase a la pregunta 83**

82a. ¿Qué formato alternativo necesita su niño? (Escriba en letra imprenta)

83. ¿Es su niño sordo/a o tiene dificultad seria para oír?

₁ Sí

₂ No

84. ¿Es su niño ciego/a o tiene dificultad seria para ver, aunque lleve puestos lentes?

₁ Sí

₂ No

85. ¿Alguna condición física, mental o emocional limita sus actividades de su niño de alguna manera?

₁ Sí

₂ No

Deténgase aquí si su niño tiene menos de 5 años.

86. ¿Tiene su niño dificultad seria para caminar o subir escaleras?

₁ Sí

₂ No

87. ¿Tiene su niño dificultad para vestirse o bañarse?

₁ Sí

₂ No

88. Debido a una condición física, mental o emocional, ¿tiene su niño dificultad seria para concentrarse, recordar o tomar decisiones?

₁ Sí

₂ No

Deténgase aquí si su niño tiene menos de 15 años.

89. Debido a una condición física, mental o emocional, ¿tiene su niño dificultad seria para hacer los mandados solo/a, por ejemplo, ir a ver al médico o ir de compras?

₁ Sí

₂ No

Gracias

Por favor devuelva esta encuesta en el sobre con el porte o franqueo pagado a:

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

Por favor no incluya cualquier otra correspondencia.

CALCULATION GUIDELINES FOR GLOBAL PROPORTIONS

NCQA's *HEDIS 2020, Volume 3: Specifications for Survey Measures* contains detailed guidelines for calculation of 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).
- 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 calculating rolling average composites and question summary rates. *For OHA analysis, rolling average measures were calculated using single year rates.*
- 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. There are three steps needed to calculate the composite global proportion:

Step 1

For each question in a composite, count the number of members who selected a favorable response option (i.e., *Usually/Always* or *Yes*).

Step 2

For each question, determine the proportion of respondents rating favorably (i.e., *Usually/Always* or *Yes*).

Step 3

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

Using the example above, here is an illustration of the step-by-step calculation of the *Getting Care Quickly* composite global proportion. Missing responses are not included in the denominator.

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>Always or Usually</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 5.0H 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 5.0H 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 12 months, whereas the Medicaid version refers to the previous six (6) 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 in health plan performance reports, to inform accreditation decisions, and to create national benchmarks for care. 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. See <i>Patient Experience of Care Measures</i> .
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.) See <i>Member Dispositions and Response Rate</i> .
Effectiveness of Care	Effectiveness of Care measures are relevant to Adult surveys only and include <i>Flu Vaccinations for Adults Ages 18–64 (FVA)</i> and <i>Medical Assistance with Smoking and Tobacco Use Cessation (MSC)</i> .
Eligible Population	Members who are eligible to participate in the survey based on the following criteria: <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 (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 November 30 of the measurement year); - Primary coverage (through Medicaid or a commercial product line for Medicaid and Commercial surveys, respectively).
Global proportions	Applies to composite measures. The proportion of respondents selecting the favorable response(s) (e.g., <i>Always</i> or <i>Usually</i>) averaged across the questions that make up the composite. See <i>Question Summary Rates and Composite Global Proportions</i> .
HEDIS	The Healthcare Effectiveness Data and Information Set (HEDIS) is a set of performance measures in the managed care industry, developed and maintained by NCQA. HEDIS was designed to allow consumers to compare health plan performance to other plans and to national or regional benchmarks as well as to track year-to-year performance. HEDIS is one component of NCQA's accreditation process, although some plans submit HEDIS data without seeking accreditation. CAHPS measures are a subset of HEDIS.
Key Drivers and Priorities for Improvement	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 rated plans. Specific priorities for improvement for <i>your organization</i> are identified based on how it is currently performing on the key driver attributes compared to industry best practices.
NCQA	The National Committee for Quality Assurance (NCQA) is an independent non-profit organization that works to improve health care quality through the administration of evidence-based standards, measures, programs, and accreditation. NCQA manages voluntary accreditation programs for individual physicians, health plans, and medical groups. Health plans seek accreditation and measure performance through the administration and submission of the Healthcare Effectiveness Data and Information Set (HEDIS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey.

Question Summary Rate

Question Summary Rates (QSRs) express the proportion of respondents selecting the response option(s) of interest (typically representing the most favorable outcome(s) from a given question on the survey). Many survey items use a *Never, Sometimes, Usually, or Always* response scale, with *Always* being the most favorable outcome. Results are typically reported as the proportion of members selecting *Usually* or *Always*. See *Question Summary Rates and Composite Global Proportions*.

Response Rate

Survey response rate is calculated 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., State Oregon Health Plan, the highest or lowest performing CCO, or the CCO’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 (falling within a pre-defined set) response to a survey question that follows the NCQA skip pattern rules and data cleaning guidelines.