



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

Prepared for:

Oregon Health Authority

Prepared by:

Center for the Study of Services
1625 K Street NW, Suite 800
Washington, DC 20006

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INTRODUCTION

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

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

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

The survey measures member satisfaction with the experience of care and gives a general indication of how well the health plan meets members' expectations. Parents or caretakers of surveyed members are asked to rate various aspects of the health plan based on their experience with the plan during the previous 6 months.

WHAT'S NEW IN 2021

2021 SURVEY FIELDING UPDATES

SURVEY INSTRUMENTS

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

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

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

CHILDREN WITH CHRONIC CONDITIONS REPORTING

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

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

IMPACT OF COVID-19 ON OHA REPORTING

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

UPDATES TO THE 2021 OHA CAHPS SURVEY RESULTS REPORT

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

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

EXECUTIVE SUMMARY

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

The final survey sample for Trillium included 1,525 members (950 from the general population and 575 from the CCC population). During the survey fielding period, 173 general population sample members completed the survey. After final survey eligibility criteria were applied, the resulting NCQA response rate was 18.37 percent.

This was the second survey administration cycle taking place during the COVID-19 pandemic. In response to significant changes in consumer behavior during the pandemic and the accompanying shift in care delivery toward telemedicine, NCQA expanded the CAHPS questionnaires to include any care received “in person, by phone, or by video.” While NCQA has not provided trending guidelines for the revised questionnaires, in June of 2020 NCQA recommended against using its 2020 CAHPS national benchmarks for improvement scoring and year-over-year trending¹. **In this context, your organization’s 2021 survey results and any comparisons to prior-year performance benchmarks should be interpreted with caution.**

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

The measures highlighted in this section are limited to the general child Medicaid population only. CCC measure results are reported in the sections that follow. They are based on 113 completed surveys from both the general and supplemental CCC samples that met NCQA’s criteria for inclusion in the CCC measure set, based on survey responses.

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

RESULTS ON KEY SURVEY MEASURES

STATISTICALLY SIGNIFICANT IMPROVEMENTS OR DECLINES COMPARED TO 2020

Reportable Rate IMPROVED	Reportable Rate DECLINED
Getting Needed Care (by 13.3 points)	No statistically significant declines

STATISTICALLY SIGNIFICANT DIFFERENCES FROM STATE OREGON HEALTH PLAN

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

TOP PRIORITIES FOR QUALITY IMPROVEMENT

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

Top Priorities for Quality Improvement
1. Improving health plan provider network (highly-rated personal doctors)
2. Improving member access to care (ease of getting needed care, tests, or treatment)
3. Improving health plan provider network (highly-rated specialists)

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

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

SURVEY RESULTS AT A GLANCE

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

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

CAHPS 5.0H Survey Measures		Global Proportions and Question Summary Rates			Valid Responses			2021 State OHP
		2019	2020	2021	2019	2020	2021	
Overall Ratings (% 8, 9, or 10)	Q9. Rating of All Health Care	83.42%	78.92%	88.10%	193	204	84	85.96%
	Q36. Rating of Personal Doctor	85.22%	88.17%	88.32%	230	279	137	88.86%
	Q43. Rating of Specialist Seen Most Often	74.55%	86.67%	76.19% (Low n)	55	45	21	84.75%
	Q49. Rating of Health Plan	80.14%	75.75%	79.17%	277	301	168	81.66%
Getting Needed Care (% Always or Usually)	Getting Needed Care Composite	83.99%	77.77% ▲	91.07%	127	128	54	82.68%
	Q10. Easy to get needed care	89.64%	88.24%	90.48%	193	204	84	90.60%
	Q41. Easy to see specialists	78.33%	67.31% ▲	91.67% (Low n)	60	52	24	74.76%
Getting Care Quickly (% Always or Usually)	Getting Care Quickly Composite	88.31%	88.86%	91.95%	128	141	56	88.53%
	Q4. Got urgent care as soon as needed	92.75%	91.03%	100.00% (Low n)	69	78	24	92.61%
	Q6. Got routine care as soon as needed	83.87%	86.70%	83.91%	186	203	87	84.44%
How Well Doctors Communicate* (% Always or Usually)	How Well Doctors Communicate Composite	93.59%	94.04%	95.31%	172	197	80	94.58%
	Q27. Doctor explained things	97.09%	93.37%	95.00%	172	196	80	94.14%
	Q28. Doctor listened carefully	92.44%	95.96%	95.00%	172	198	80	96.24%
	Q29. Doctor showed respect	97.09%	97.44%	96.25%	172	195	80	97.25%
Customer Service (% Always or Usually)	Q32. Doctor spent enough time	87.72%	89.39%	95.00%	171	198	80	90.68%
	Customer Service Composite	81.33%	92.63%	94.16%	65	95	43	87.83%
	Q45. Provided needed information/help	73.44% ▲	87.37%	90.70%	64	95	43	82.11%
Children with Chronic Conditions Measures	Q46. Treated with courtesy/respect	89.23%	97.89%	97.62%	65	95	42	93.56%
	Q35. Coordination of Care (% Always or Usually)	75.64%	73.61%	89.29% (Low n)	78	72	28	87.00%
	. Access to Prescription Medicines	85.71%	86.79%	94.67%	35	53	75	89.51%
	. Access to Specialized Services	59.77% (Low n)	77.78% (Low n)	70.47%	15	23	30	68.21%
	. Getting Needed Information	90.24%	90.91%	83.72%	41	66	86	90.91% ▼
Children with Chronic Conditions Measures	. Personal Doctor Who Knows Child	81.94%	87.48%	84.32%	39	61	84	89.62%
	. Coordination of Care for Children With Chronic Conditions	82.26% (Low n)	75.00% (Low n)	74.51% (Low n)	20	23	29	75.90%

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

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

ABOUT THIS REPORT

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

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

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

SURVEY METHODOLOGY

SURVEY PROTOCOL AND TIMELINE

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

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

SURVEY MATERIALS

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

Each survey package included a postage-paid business reply envelope. Besides the core CAHPS questions, the survey included 26 additional questions added by OHA. These included questions on cultural competency, access to dental care, and REALD demographics. All mailings included a duplex English and Spanish cover letter. Members received either an English or Spanish survey based on language information provided by Oregon Health Authority. Members had the option to request the survey in the other language using a telephone request line.

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

SAMPLE SELECTION

CSS followed Oregon Health Authority's instructions to generate the survey sample for Trillium. For the Child Medicaid with CCC Measure survey (general population), sample-eligible members were defined as plan members who were 17 years old or younger as of December 31, 2020; were currently enrolled; Sample-eligible members were defined as plan members who were 17 years old or younger as of November 30, 2020; were currently enrolled; had been continuously enrolled for six months (with no more than one enrollment break of 45 days or less); and whose primary coverage was through Medicaid. Eligibility for the Children with Chronic Conditions (CCC population) sample was determined using a pre-screen status code, which identified children likely to have a chronic condition based on claim and encounter records.

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

The Oregon Health Authority chose to oversample for targeted race and ethnicity groups to ensure these groups were appropriately represented in the state sample. Data for those sample members only appear in the State OHP results and not the individual CCO results. Therefore, the final combined survey sample for Trillium included 1,525 members (950 from the general population and 575 from the CCC population).

DATA CAPTURE

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

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

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

MEMBER DISPOSITIONS AND RESPONSE RATE

During the survey fielding period, 173 general population sample members completed the survey. After final survey eligibility criteria were applied, the resulting NCQA response rate was 18.37 percent. Additional detail on sample member status at the end of data collection (dispositions) is provided in Exhibit 2.

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

Disposition	Total		2021 State OHP
	Number	% Initial Sample	
Initial Sample	950	100.00%	---
Disposition			
Complete and Eligible - Mail	75	7.89%	11.60%
Complete and Eligible - Phone	81	8.53%	10.44%
Complete and Eligible - Internet	17	1.79%	1.95%
Complete and Eligible - Total	173	18.21%	23.98%
Does not meet Eligible Population criteria	8	0.84%	1.05%
Incomplete (but Eligible)	21	2.21%	2.70%
Ineligible	0	0.00%	0.22%
- Language barrier	0	0.00%	0.07%
- Mentally or physically incapacitated	0	0.00%	0.00%
- Deceased	0	0.00%	0.01%
Refusal	63	6.63%	6.75%
Nonresponse after maximum attempts	676	71.16%	65.04%
Added to Do Not Call (DNC) list	9	0.95%	0.41%
Response Rate*		18.37%	24.25%

71770

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

SATISFACTION WITH THE EXPERIENCE OF CARE

PATIENT EXPERIENCE OF CARE MEASURES

GLOBAL RATINGS

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

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

CAHPS COMPOSITES

NCQA calculates results for several CAHPS composite measures. CAHPS composites combine results from related survey questions into a single measure to summarize health plan performance in the areas listed below. The following composites are reported for the general child Medicaid population:

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

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

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

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

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

CALCULATION AND REPORTING OF RESULTS

QUESTION SUMMARY RATES AND COMPOSITE GLOBAL PROPORTIONS

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

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

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

DENOMINATOR THRESHOLD

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

COMPARISONS TO BENCHMARKS AND PRIOR-YEAR RESULTS

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

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

CHILDREN WITH CHRONIC CONDITION (CCC) MEASURE RESULTS

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

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

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

SUMMARY OF SURVEY RESULTS

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

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

CAHPS 5.0H Survey Measures*	2021 Rate	Difference** between 2021 Rate and...		
		2020 Rate	2019 Rate	2021 State OHP
Ratings				
Rating of Personal Doctor	88.32%	0.15%	3.10%	-0.53%
Rating of Specialist Seen Most Often Low n	76.19%	-10.48%	1.65%	-8.56%
Rating of All Health Care	88.10%	9.17%	4.68%	2.14%
Rating of Health Plan	79.17%	3.42%	-0.98%	-2.50%
Composite Measures				
Getting Needed Care	91.07%	13.30% ▲	7.09%	8.39%
Getting Care Quickly	91.95%	3.09%	3.64%	3.43%
How Well Doctors Communicate	95.31%	1.27%	1.73%	0.73%
Customer Service	94.16%	1.53%	12.82%	6.33%
Additional Content Areas				
Coordination of Care Low n	89.29%	15.67%	13.64%	2.29%
Children with Chronic Conditions Measures				
Access to Prescription Medicines	94.67%	7.87%	8.95%	5.15%
Access to Specialized Services	70.47%	-7.31%	10.70%	2.26%
Getting Needed Information	83.72%	-7.19%	-6.52%	-7.19% ▼
Personal Doctor Who Knows Child	84.32%	-3.16%	2.38%	-5.30%
Coordination of Care for Children With Chronic Conditions Low n	74.51%	-0.49%	-7.75%	-1.39%

7/17/20

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

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

DETAILED PERFORMANCE CHARTS

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

TREND IN RESULTS

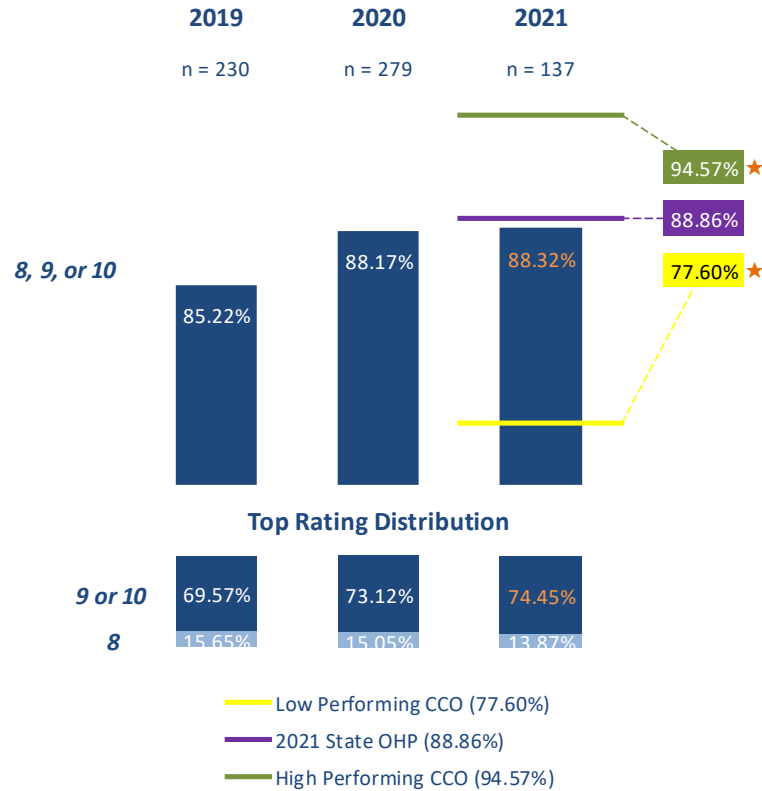
- Survey scores are trended over three consecutive years of data collection, if available. A result may not be available if the survey was not administered in a given year, if the measure is new, or if the measure is not deemed appropriate for trending. In such cases, "no data" appears in place of the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

COMPARISONS TO BENCHMARKS

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

Rating of Personal Doctor

Percent Responding 8, 9, or 10



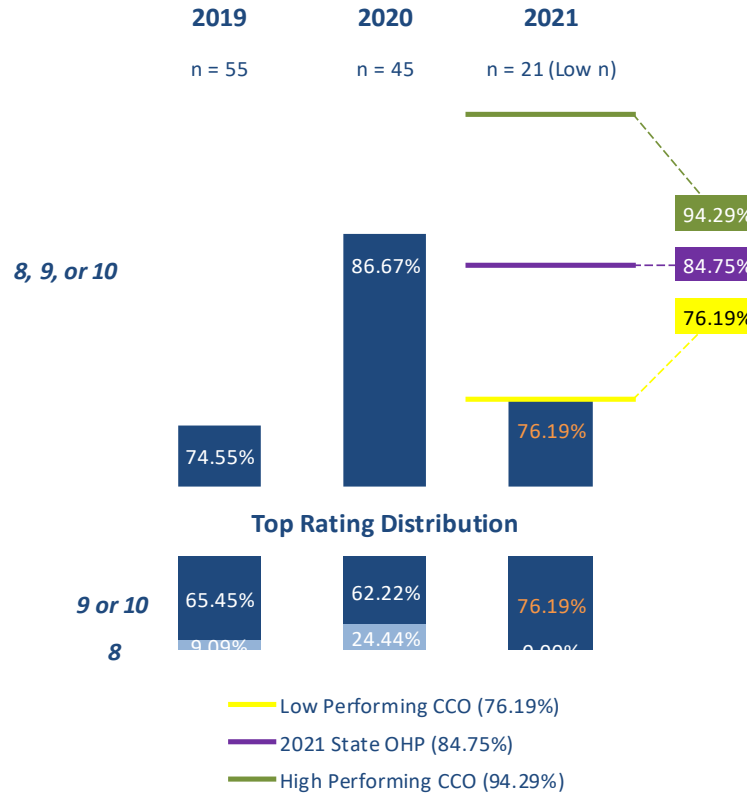
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Tests of statistical significance were conducted for the following reportable rates: (8 + 9 + 10) and (9 + 10). Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison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



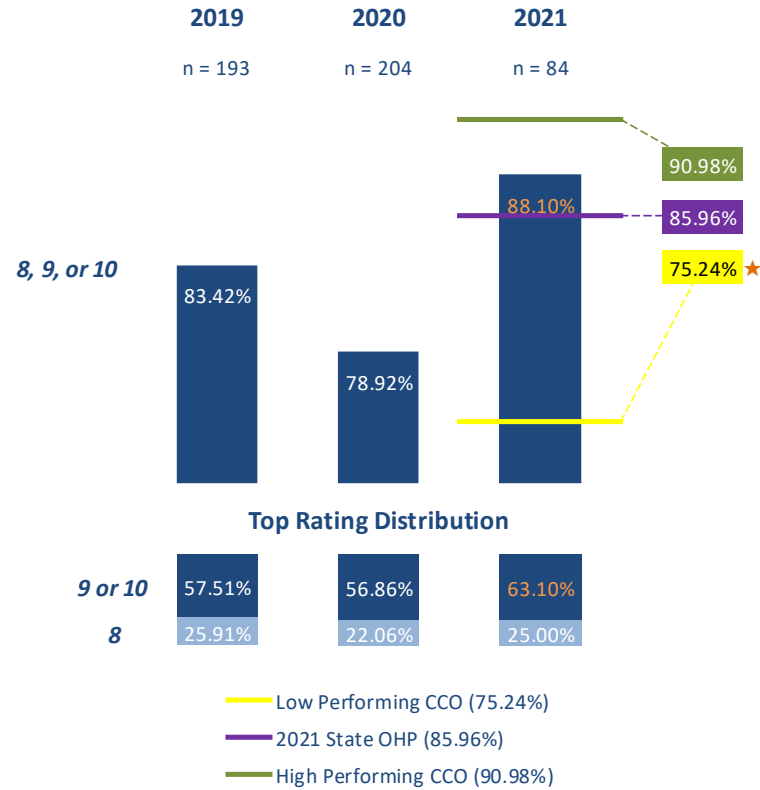
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Tests of statistical significance were conducted for the following reportable rates: (8 + 9 + 10) and (9 + 10). Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison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



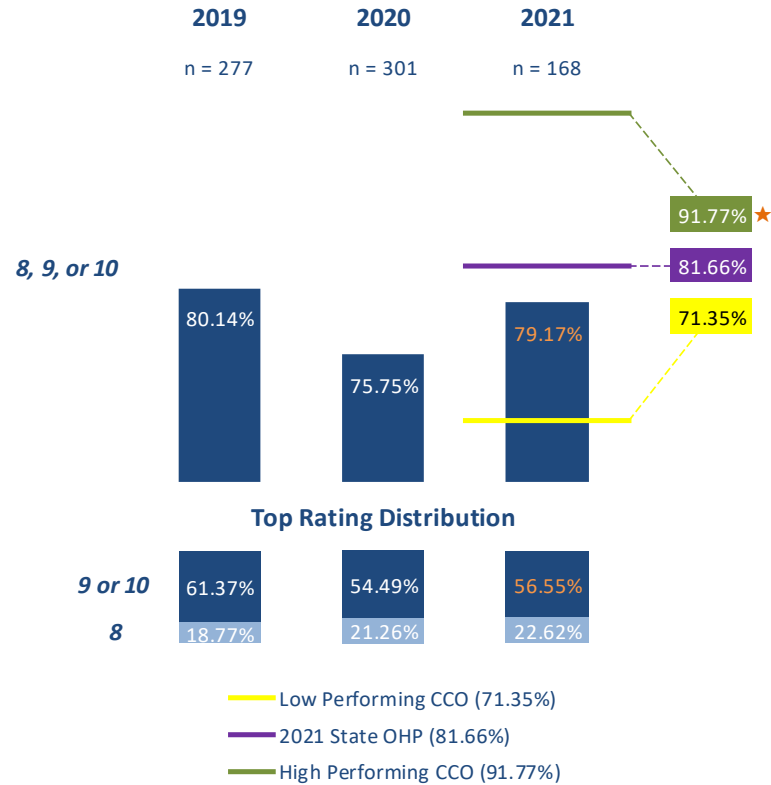
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Tests of statistical significance were conducted for the following reportable rates: (8 + 9 + 10) and (9 + 10). Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison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



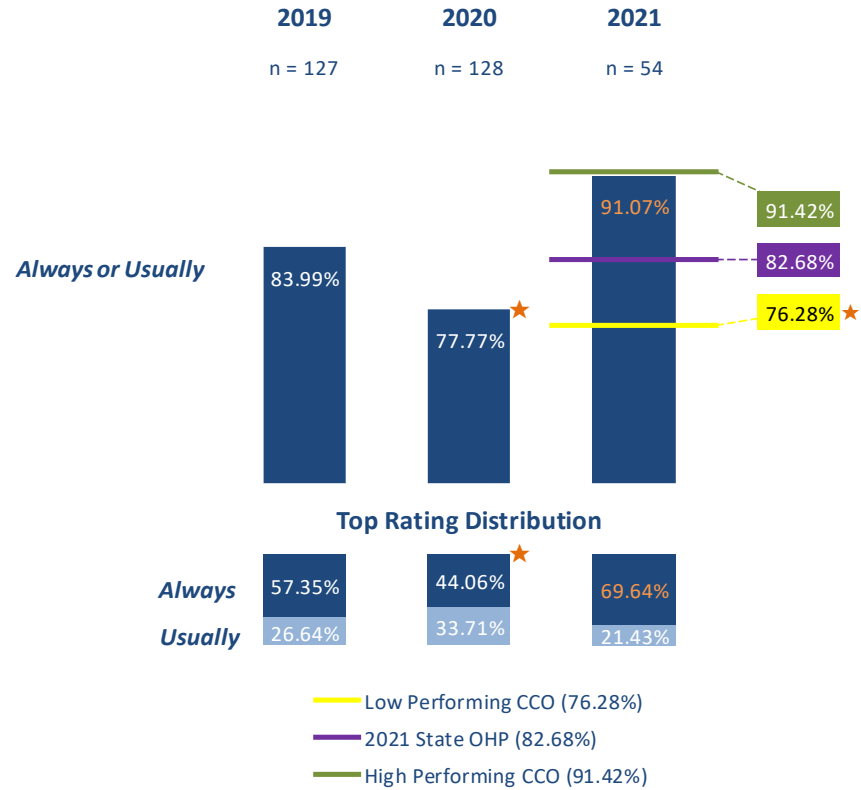
71770

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

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

Getting Needed Care (Composite)

Percent Responding Always or Usually



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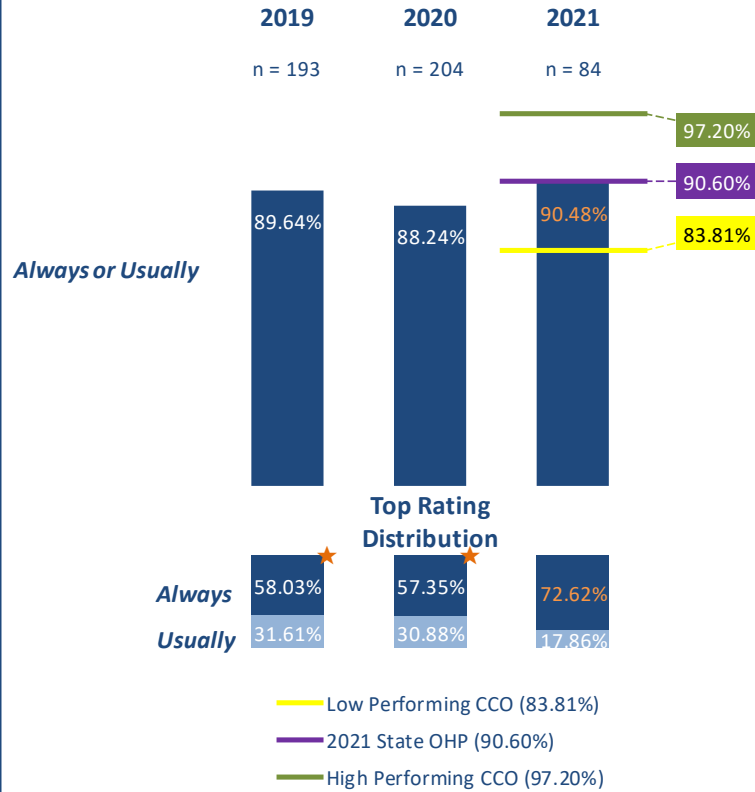
Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked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

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

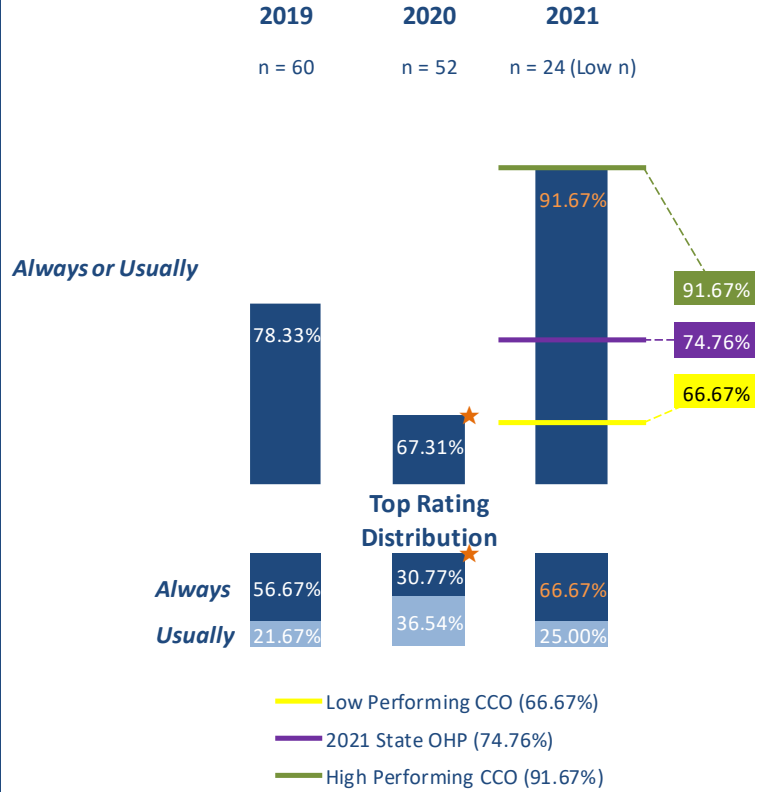
Getting Needed Care (Contributing Items)

Percent Responding Always or Usually

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



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



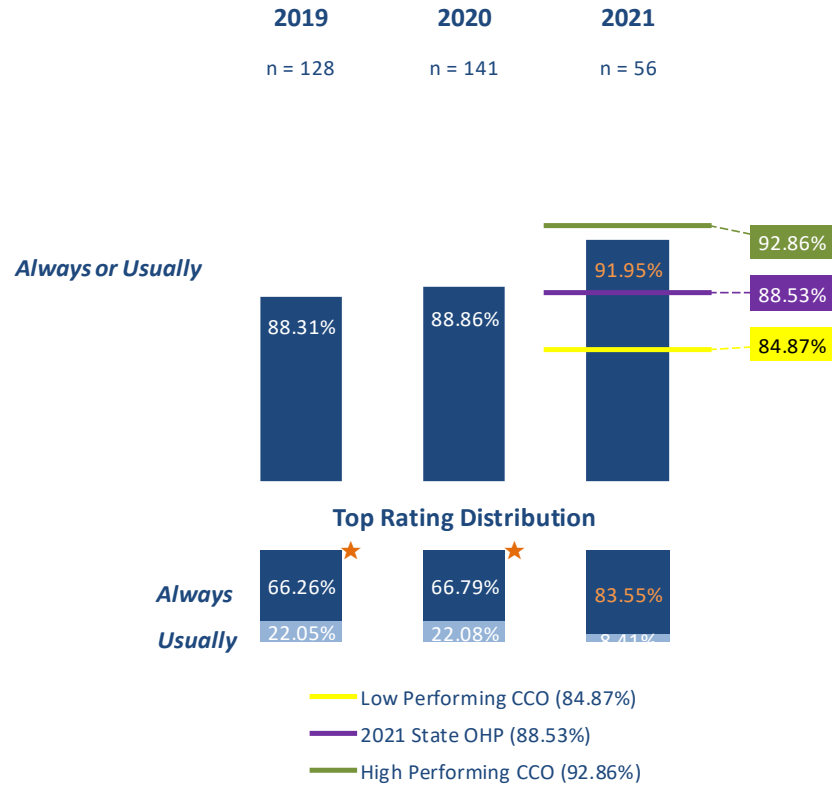
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison 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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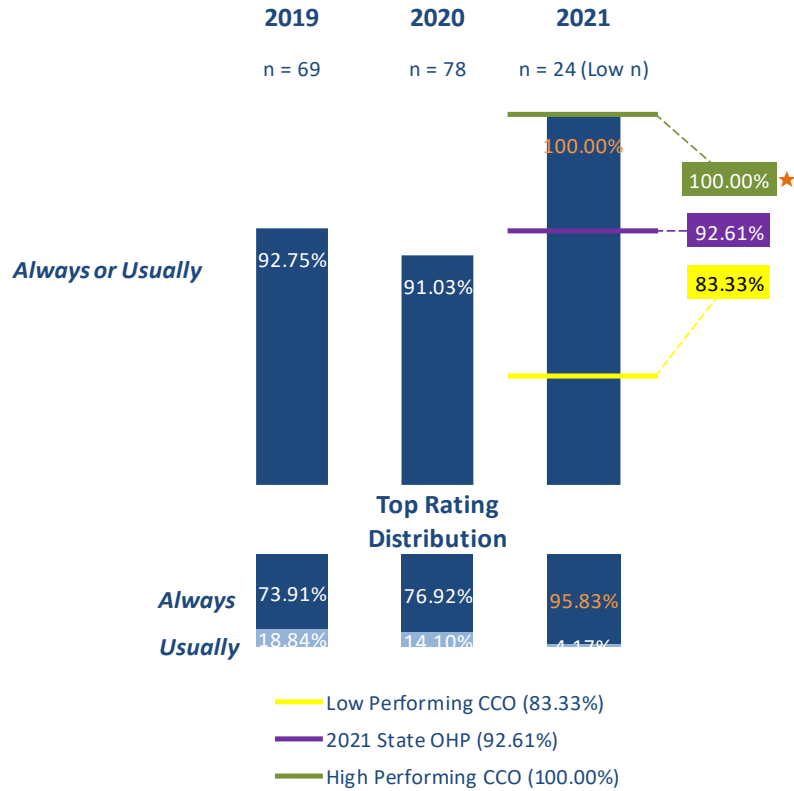
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are 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, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?



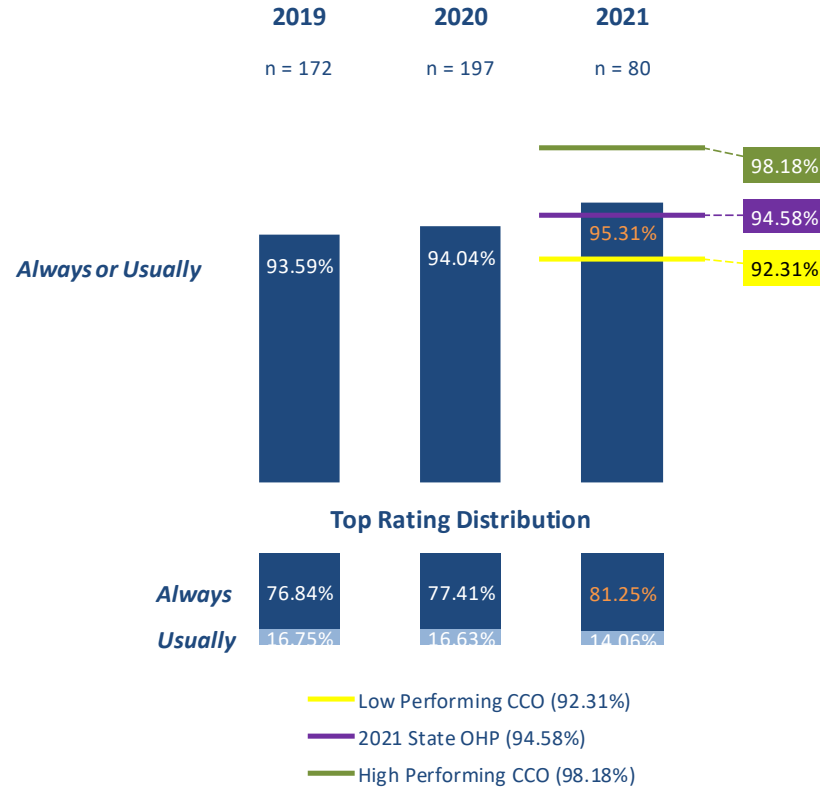
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison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

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

How Well Doctors Communicate (Composite)

Percent Responding Always or Usually



71770

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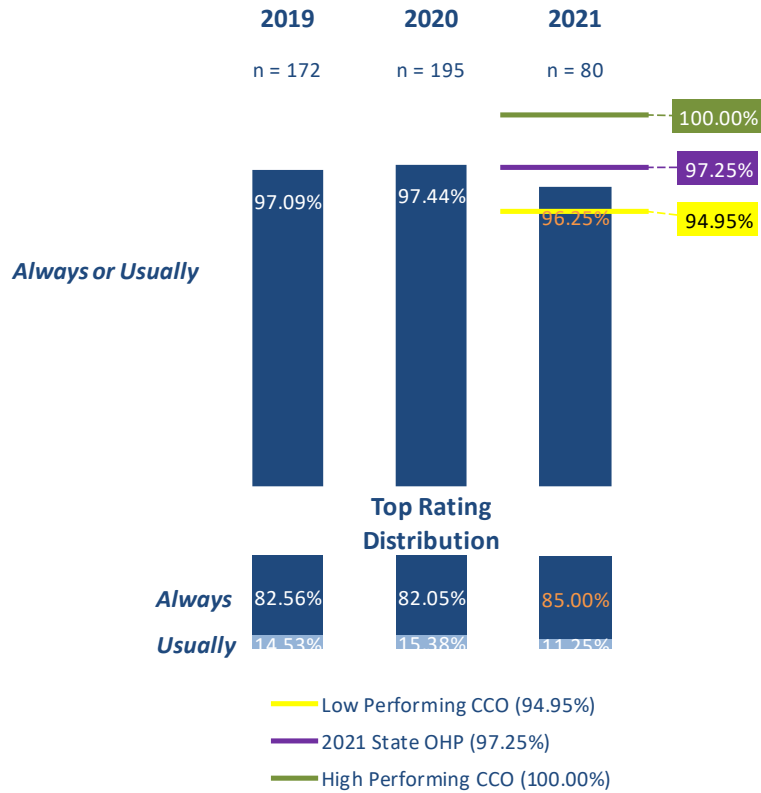
Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked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



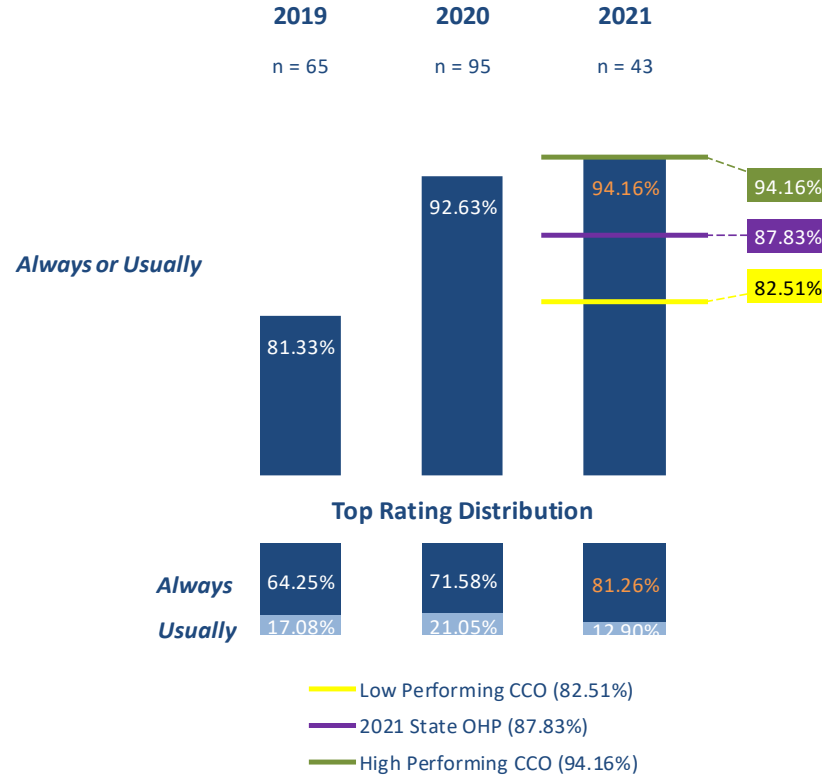
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison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

Percent Responding Always or Usually



71770

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.

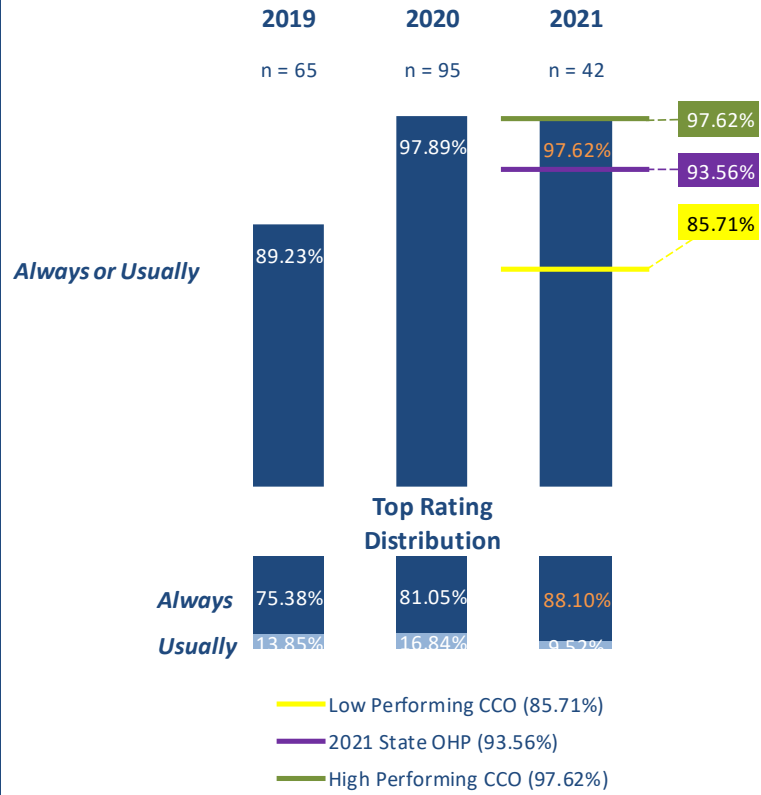
Customer Service (Contributing Items)

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?



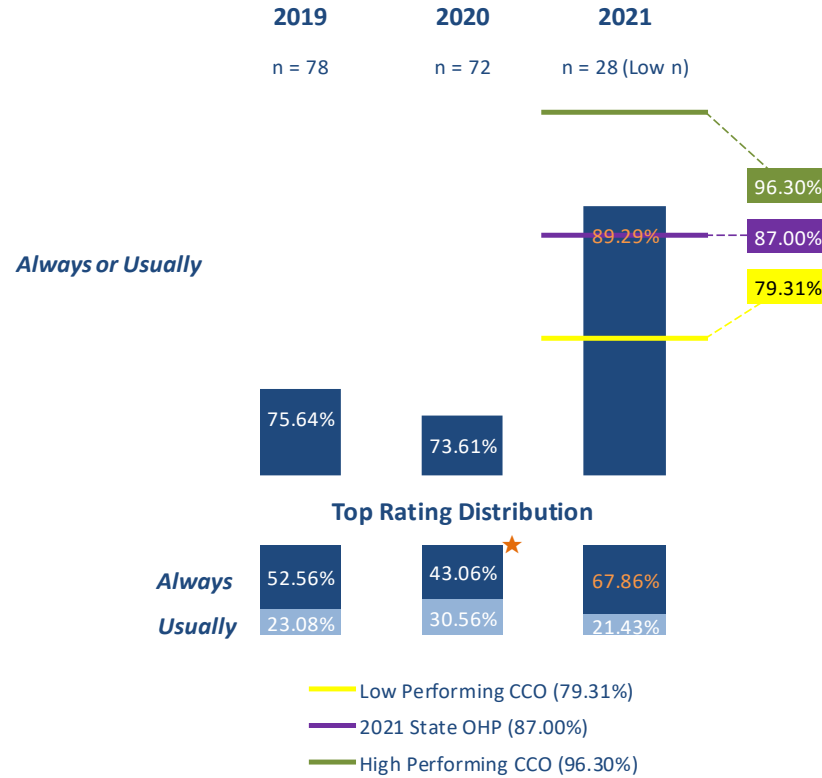
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison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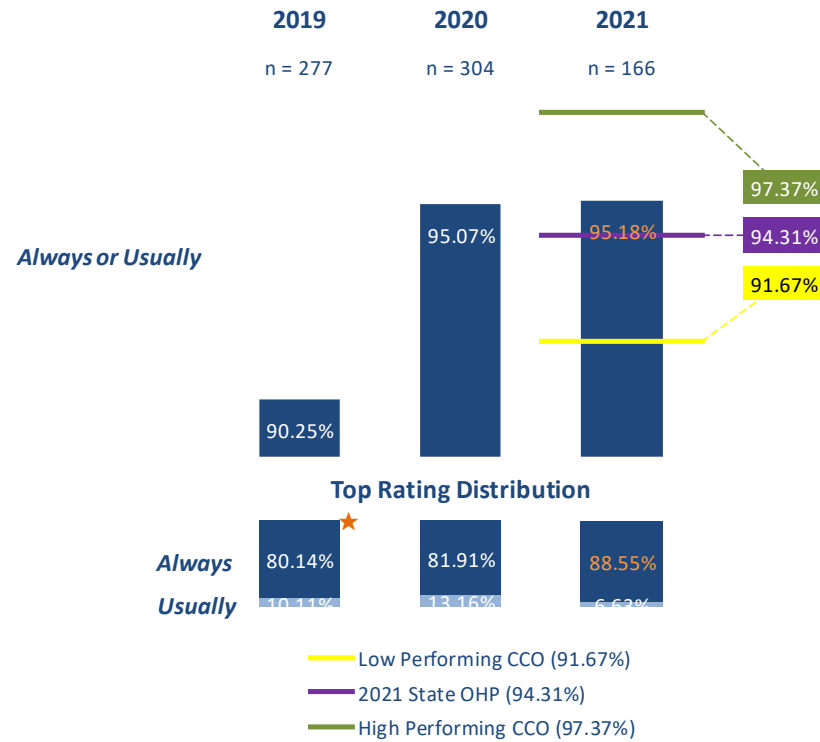
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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



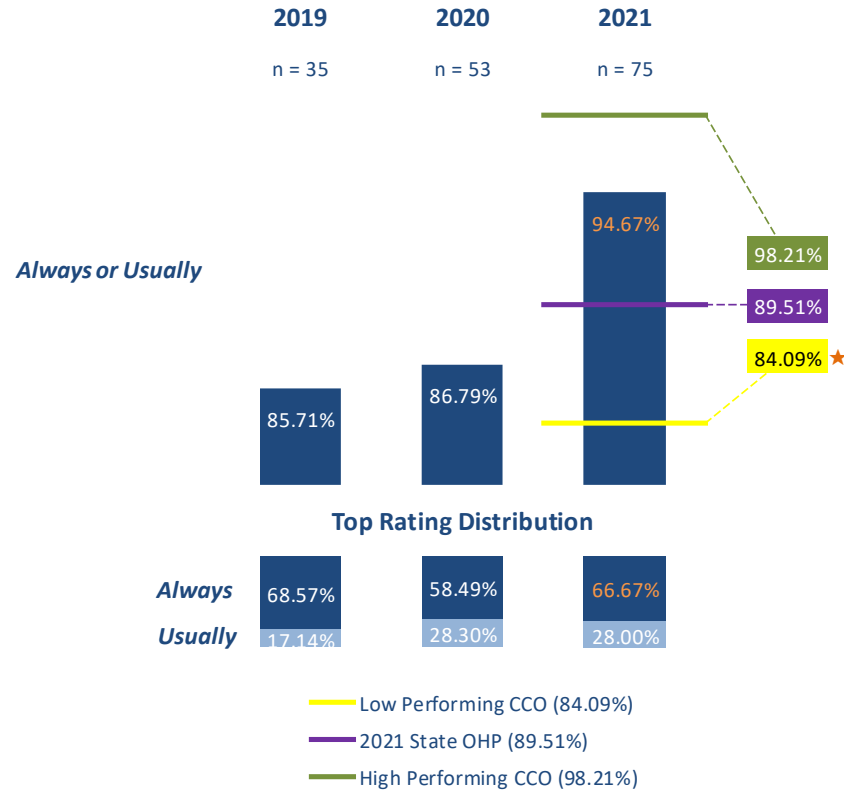
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison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



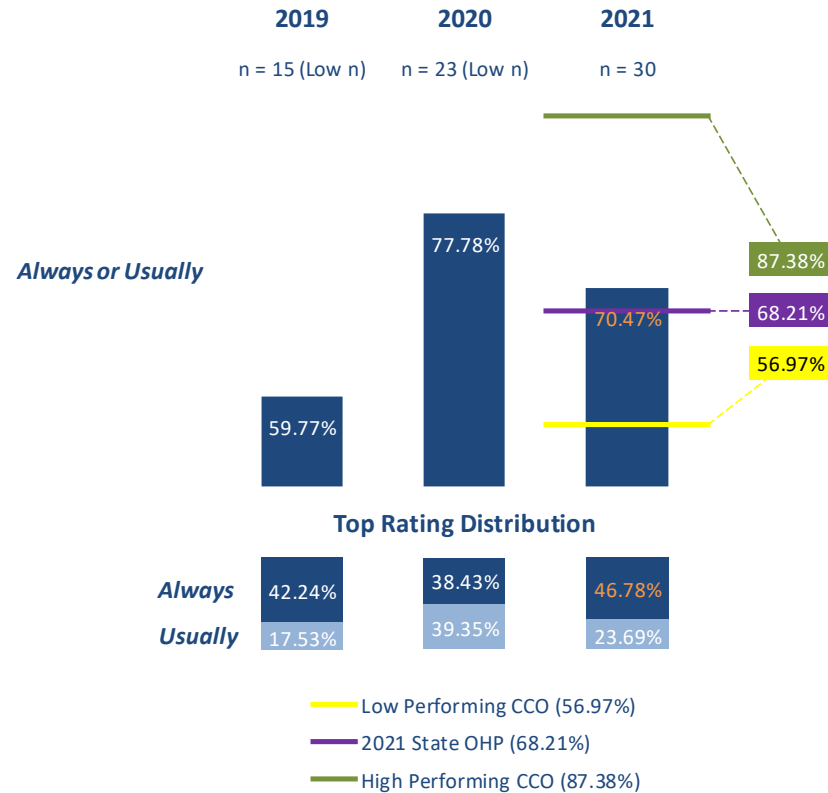
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Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and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



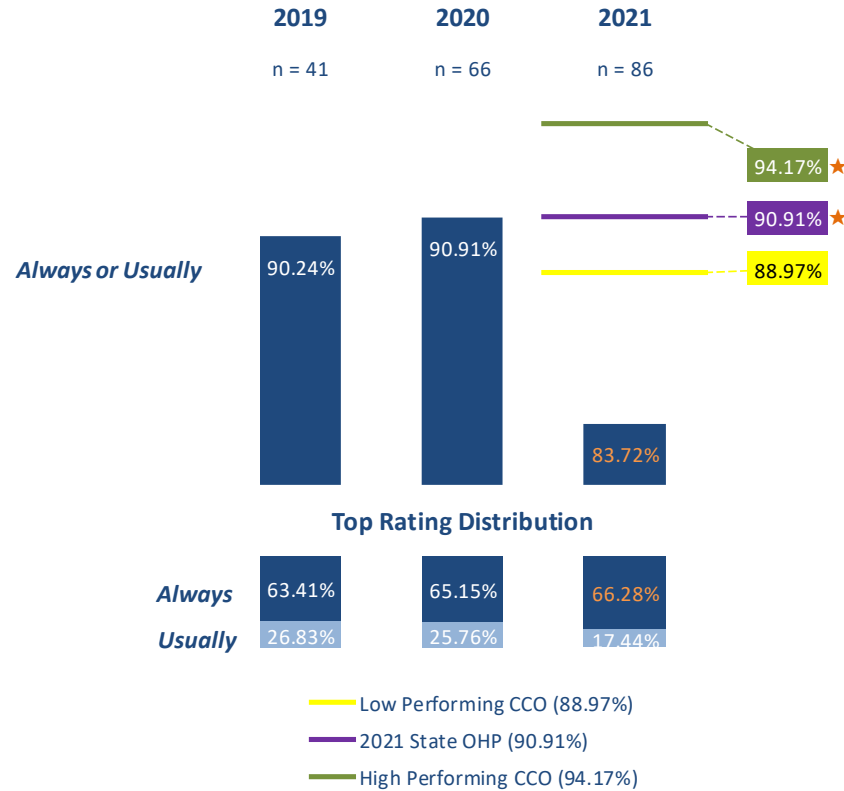
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Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and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



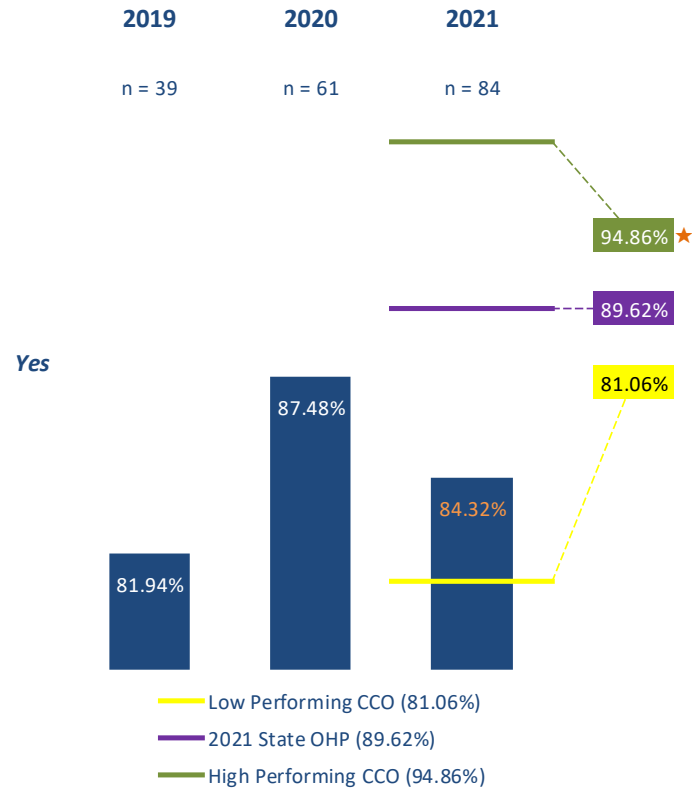
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Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and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



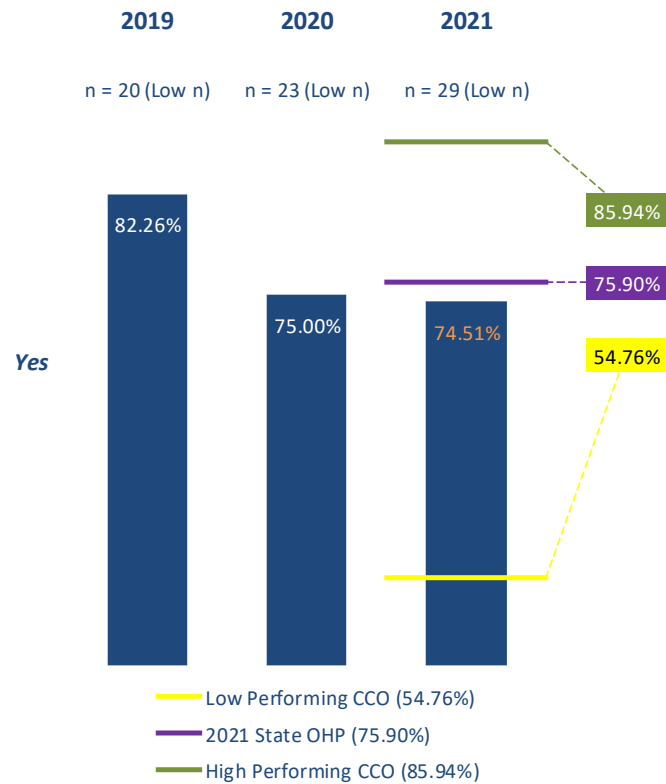
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Tests of statistical significance were conducted for the Yes rate. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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



71770

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

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

MEMBER PROFILE AND ANALYSIS OF RATINGS BY MEMBER SEGMENT

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

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

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

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

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

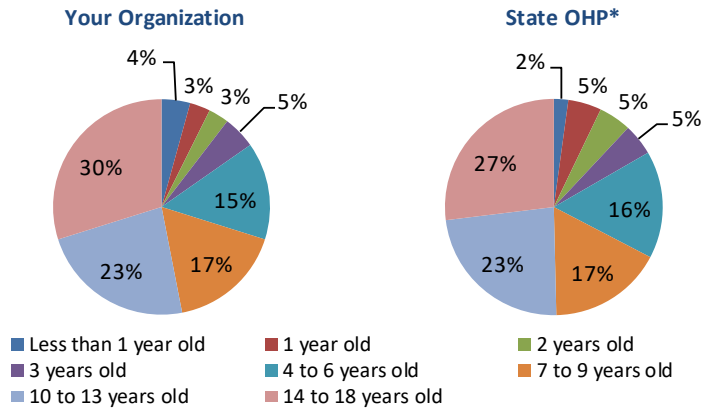
The charts on the following pages compare the Trillium membership profile to the relevant state Oregon Health Plan benchmark distribution on demographic characteristics and utilization patterns. The pie chart in the upper half of each panel contrasts the distribution of the Trillium membership on a given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

HEALTH STATUS AND DEMOGRAPHICS

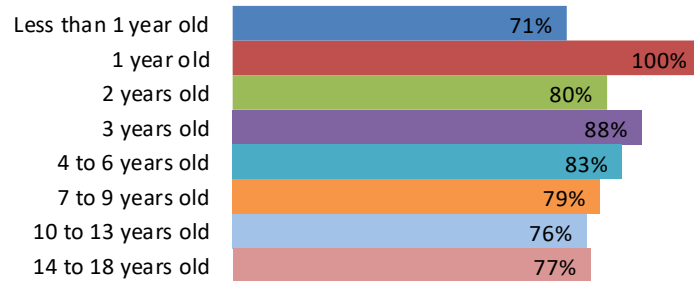
The following characteristics are profiled in this section:

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

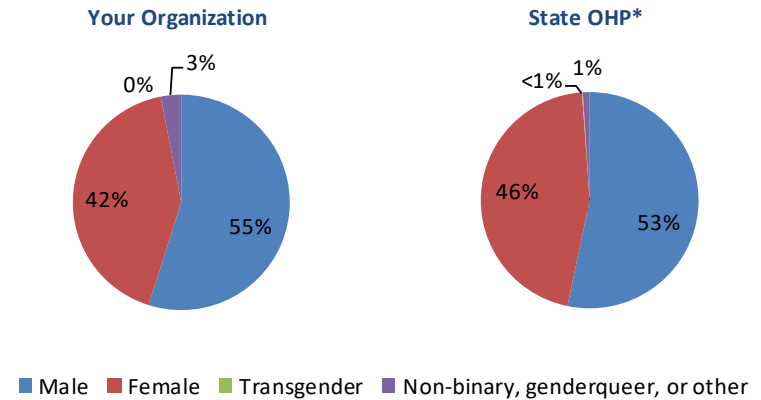
Q69. What is your child's age?



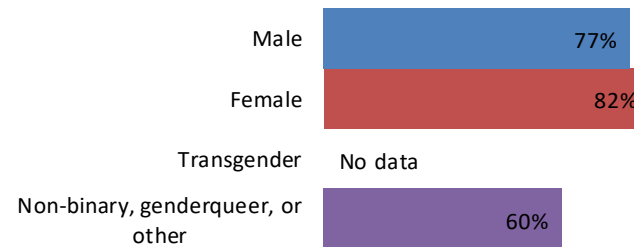
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q69**



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



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



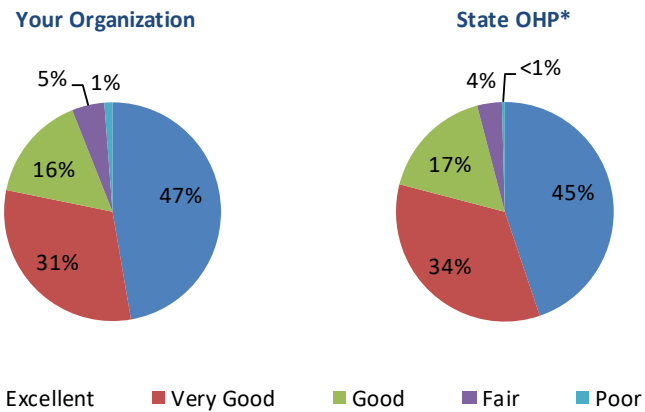
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

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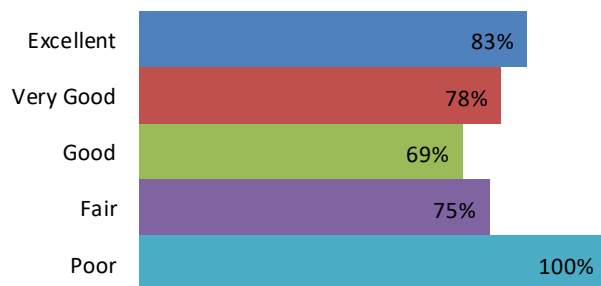
* Represents the combined distribution of responses to this question for all plans included in the 2021 State OHP.

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

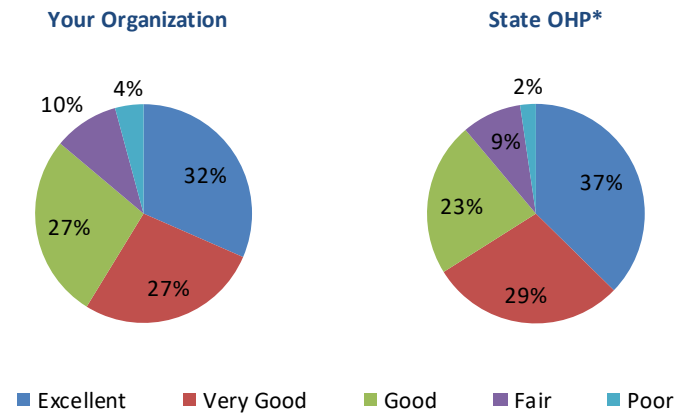
Q53. In general, how would you rate your child's overall health?



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



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



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



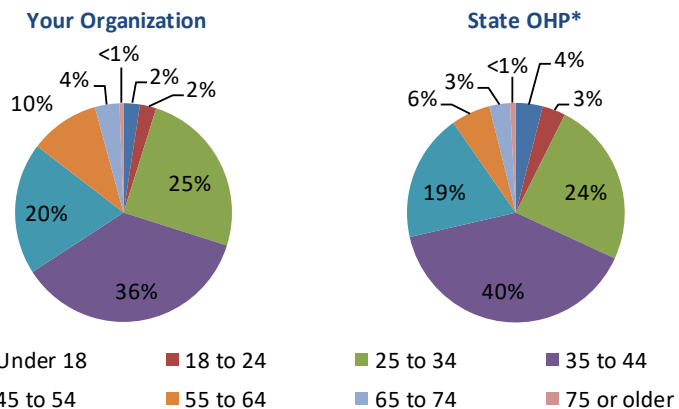
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

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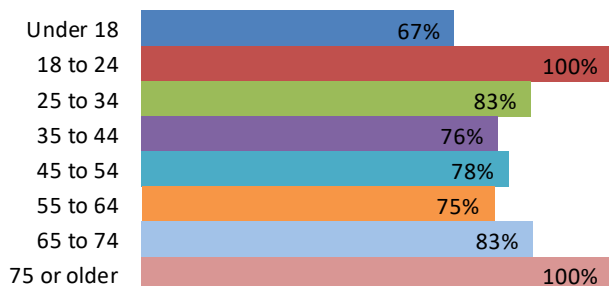
* Represents the combined distribution of responses to this question for all plans included in the 2021 State OHP.

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

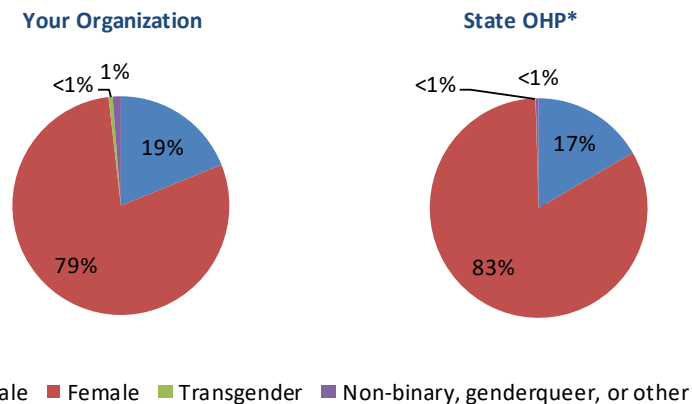
Q72. What is your age?



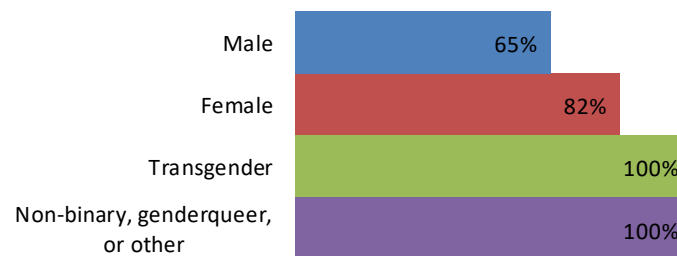
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q72**



Q73. What is your current gender identity?



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



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

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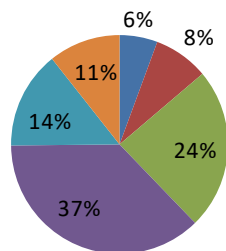
* Represents the combined distribution of responses to this question for all plans included in the 2021 State OHP.

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

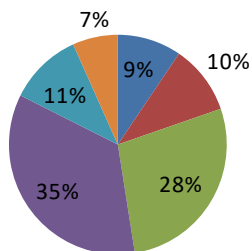
Q74. What is the highest grade or level of school that you have completed?

Q75. How are you related to the child?

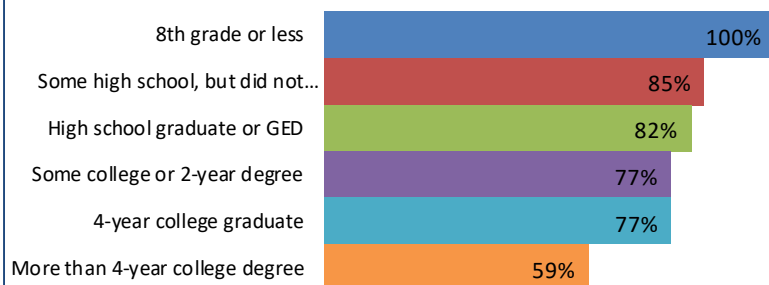
Your Organization



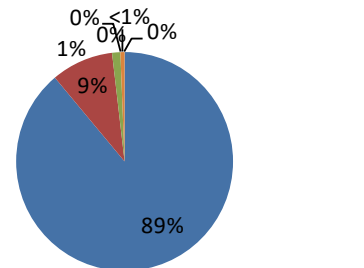
State OHP*



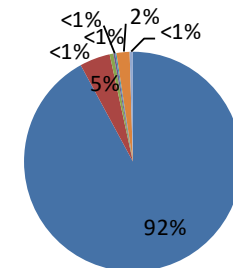
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q74**



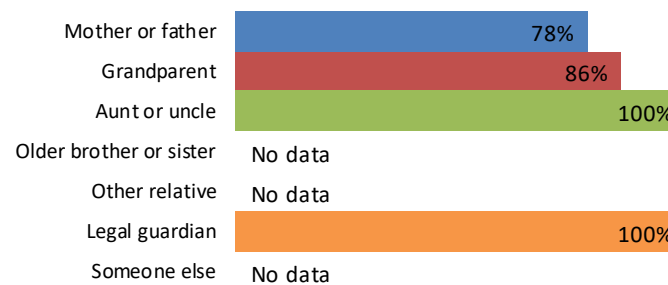
Your Organization



State OHP*



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



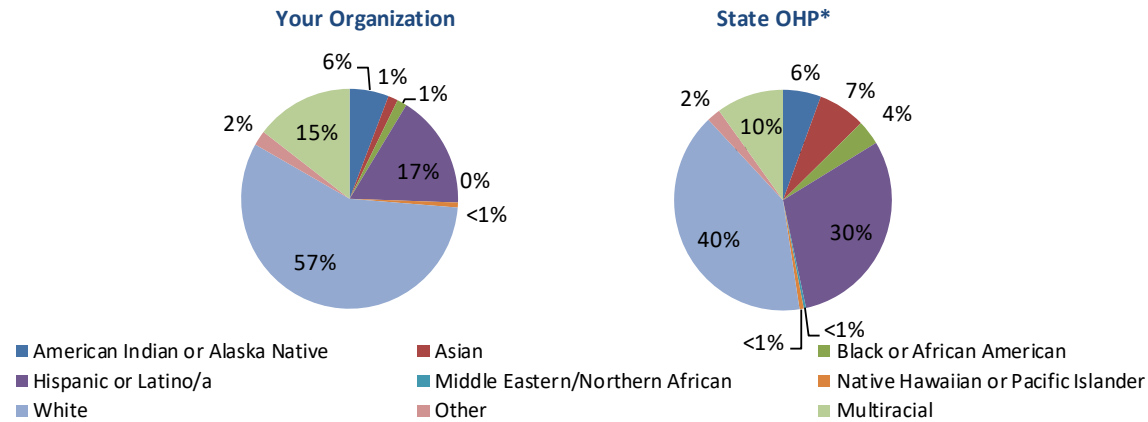
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

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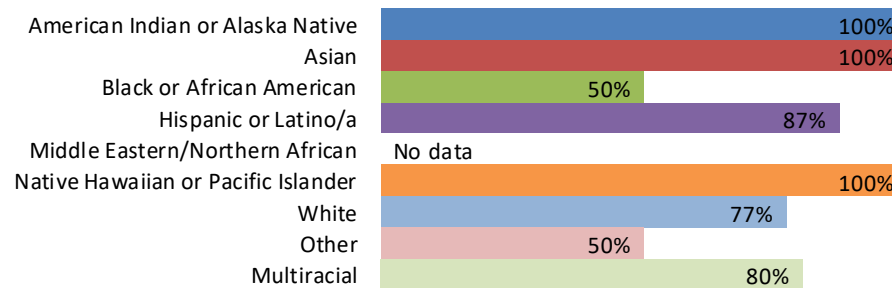
* Represents the combined distribution of responses to this question for all plans included in the 2021 State OHP.

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

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



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



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

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

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

USE OF SERVICES

The following utilization measures are included in this section:

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

<p>Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away? (% Yes)</p>	<p>Q5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care for your child? (% Yes)</p>	<p>Q25. A personal doctor is the one your child would talk to if he or she needs a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor? (% Yes)</p>
<p>Your Organization State OHP*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q3 (Yes/No)**</p> <p>Yes 88% No 78%</p>	<p>Your Organization State OHP*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q5 (Yes/No)**</p> <p>Yes 87% No 70%</p>	<p>Your Organization State OHP*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q25 (Yes/No)**</p> <p>Yes 81% No 67%</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 with a specialist? (% Yes)</p>	<p>Q52a. A regular dentist is one your child would go to for check-ups and cleanings or when he or she has a cavity or tooth pain. Does your child have a regular dentist? (% Yes)</p>
<p>Your Organization State OHP*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q34 (Yes/No)**</p> <p>Yes 87% No 88%</p>	<p>Your Organization State OHP*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q40 (Yes/No)**</p> <p>Yes 83% No 78%</p>	<p>Your Organization State OHP*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q52a (Yes/No)**</p> <p>Yes 81% No 74%</p>

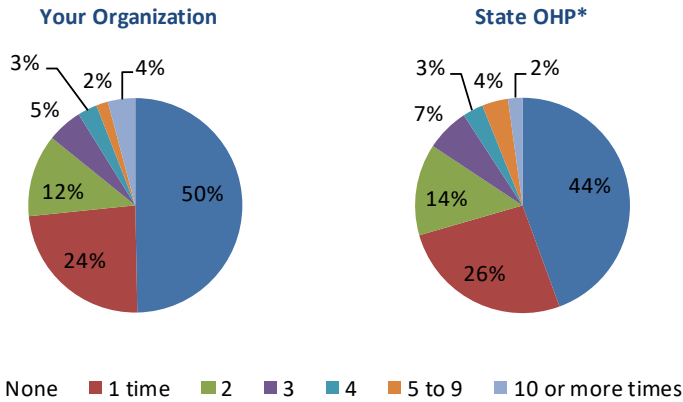
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

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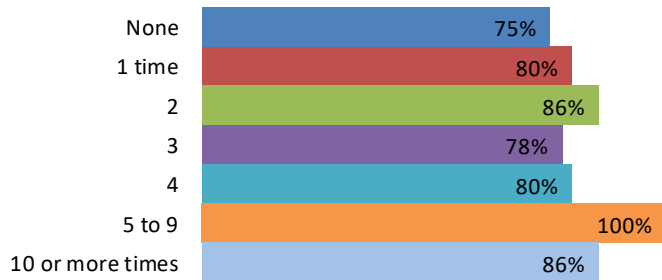
* Represents the combined distribution of responses to this question for all plans included in the 2021 State OHP.

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

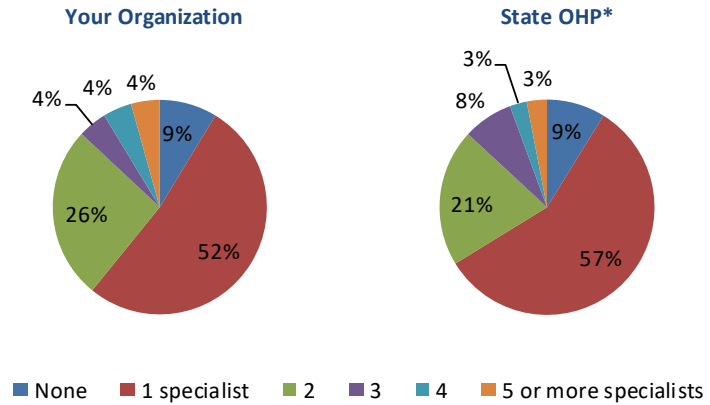
Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she get health care in person, by phone, or by video?



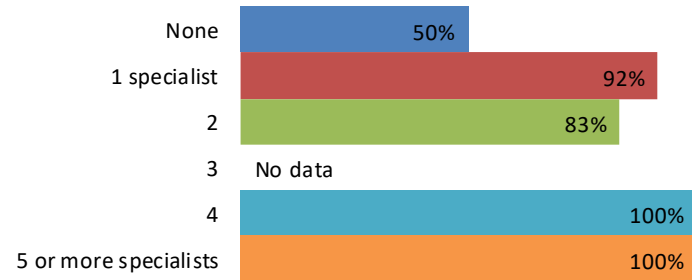
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q7**



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



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



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

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

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

KEY DRIVER ANALYSIS

OBJECTIVES

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

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

TECHNICAL APPROACH

INDUSTRY VIEW

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

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

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

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

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

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

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

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

INDUSTRY KEY DRIVER MODEL

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

Medicaid member ratings of the plan are strongly related to members' ability to get the care they need when they need it (Q10). Being able to obtain needed information from customer service (Q45) and access to highly rated providers (Q36 and Q43) are all significant drivers of member experience.

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

OPPORTUNITIES FOR PLAN QUALITY IMPROVEMENT

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

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

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

EXHIBIT 4. 2021 TRILLIUM CHILD MEDICAID OHA CAHPS SURVEY : KEY AREAS AND PRIORITIES FOR IMPROVEMENT

Current Key Driver Performance		Room for Improvement on Key Driver		Overall Improvement Opportunity
2021 Rate		Percentage Point Difference Between Current Key Driver Score and the Best Practice Score*		Expected Percentage Point Improvement in Rating of Health Plan score (percent 9 or 10) if Key Driver Performs at Best Practice Level
Q36. Rating of Personal Doctor (percent 9 or 10)	74.45%	+6.57%	81.03%	+2.73%
Q10. Ease of getting needed care, tests, or treatment (percent Usually or Always)	90.48%	+6.72%	97.20%	+1.68%
Q43. Rating of Specialist Seen Most Often (percent 9 or 10)	76.19%	+0.95%	77.14%	+0.13%
Q45. Customer service provided information or help (percent Usually or Always)	90.70%	Current Key Driver performance is at or above the Best Practice level		None

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

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HEALTH PLAN QUALITY IMPROVEMENT RESOURCES FOR KEY DRIVERS

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

IMPROVING MEMBER ACCESS TO CARE

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

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

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

IMPROVING HEALTH PLAN PROVIDER NETWORK

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

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

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

IMPROVING CUSTOMER SERVICE AND HEALTH PLAN-RELATED INFORMATION

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

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

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

APPENDIX

CALCULATION GUIDELINES FOR RATING AND COMPOSITE GLOBAL PROPORTIONS

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

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

COMPOSITE GLOBAL PROPORTIONS

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

Step 1

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

Step 2

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

Example:

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

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

GLOSSARY OF TERMS

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

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

Response Rate

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

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

Sample size

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

Statistically Significant Difference

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

Trending

Comparison of survey results over time

Usable Responses (n)

See *Denominator*

Valid Response

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

SURVEY INSTRUMENT

Survey Instructions

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

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

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

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

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

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

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

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

Your Child's Health Care in the Last 6 Months

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

3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away?
₁ Yes
₂ No → **If No, Go to Question 5**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- ₁ Yes
- ₂ No

Specialized Services

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

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

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

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

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

- ₁ Yes
- ₂ No

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

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

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

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

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

- ₁ Yes
- ₂ No

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

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

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

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

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

- ₁ Yes
- ₂ No

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

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

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

- ₁ Yes
- ₂ No

Your Child's Personal Doctor

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

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

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

- ₀ None → **If None, Go to Question 36**
- ₁ 1 time
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5 to 9
- ₆ 10 or more times

26a. In the last 6 months, how often did you have a hard time speaking with or understanding your child's personal doctor because you spoke different languages?

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- ₁ Yes
- ₂ No

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

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

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

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

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

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

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

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

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

- ₁ Yes
- ₂ No

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

- ₁ Yes
- ₂ No

Getting Health Care from Specialists

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

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

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

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

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

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

- ₀ None → **If None, Go to Question 44**
- ₁ 1 specialist
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5 or more specialists

43. We want to know your rating of the specialist your child talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

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

Your Child's Health Plan

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

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

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

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

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

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

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

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

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

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

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

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

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

Prescription Medicines

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

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

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

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

- ₁ Yes
₂ No

Access to Dental Care

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

- ₁ Yes
₂ No

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

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

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

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

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

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

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

About Your Child and You

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

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

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

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

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

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

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

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

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

- ₁ Yes
- ₂ No

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

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

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

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

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

- ₁ Yes
- ₂ No

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

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

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

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

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

- ₁ Yes
- ₂ No

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

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

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

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

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

- ₁ Yes
₂ No

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

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

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

- ₁ Yes
₂ No

69. What is your child's age?

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

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

- ₁ Male
₂ Female

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

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

72. What is your age?

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

73. What is your current gender identity?

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

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

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

75. How are you related to the child?

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

76. How well does your child speak English?

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

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

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

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

- ₁ Yes
- ₂ No

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

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

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

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

- ₁ Yes
- ₂ No → ***If No, Go to Question 81***

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

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

- ₁ Yes
- ₂ No

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

- ₁ Yes
- ₂ No

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

- ₁ Yes
- ₂ No

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

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

₁ Yes

₂ No

85. Does your child have difficulty dressing or bathing?

₁ Yes

₂ No

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

₁ Yes

₂ No

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

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

₁ Yes

₂ No

Race and Ethnicity

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

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

American Indian or Alaska Native

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

Asian

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

Black or African American

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

Hispanic or Latino/a

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

Middle Eastern/Northern African

- _W Middle Eastern
- _X Northern African

Native Hawaiian or Pacific Islander

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

White

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

Other Categories

- _{AI} Other

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

Thank You

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

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

Please do not include any other correspondence.

CROSS-TABULATIONS OF SURVEY RESPONSES

Trillium Community Health Plan

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

Satisfaction With the Experience of Care

Survey Measures*	Global Proportions			
	2021 State OHP	Plan Rate		
		2021	2020	2019
Ratings				
Rating of Personal Doctor	88.86%	88.32%	88.17%	85.22%
Rating of Specialist	84.75%	76.19%	86.67%	74.55%
Rating of All Health Care	85.96%	88.10%	78.92%	83.42%
Rating of Health Plan	81.66%	79.17%	75.75%	80.14%
Composites				
Getting Needed Care	82.68%	91.07%	77.77%	83.99%
Getting Care Quickly	88.53%	91.95%	88.86%	88.31%
How Well Doctors Communicate	94.58%	95.31%	94.04%	93.59%
Customer Service	87.83%	94.16%	92.63%	81.33%
Additional Content Areas				
Coordination of Care	87.00%	89.29%	73.61%	75.64%
Children with Chronic Conditions Composites				
Access to Prescription Medicine	90.09%	96.00%	87.29%	87.23%
Access to Specialized Services	70.42%	69.84%	72.08%	61.32%
Getting Needed Information	90.42%	91.67%	90.20%	92.31%
Personal Doctor or Nurse Who Knows Child	89.52%	84.01%	85.82%	84.06%
Coordination of Care w/CCC (Q16 & Q27)	74.59%	70.63%	74.29%	84.62%

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

Trillium Community Health Plan

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

Question 3

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

Base: All respondents

	2021 State OHP				Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021	2020	2019		Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	171	309	283	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10
Number missing or multiple answer	67	0	4	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,903	171	305	277	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10
	98.3%	100.0%	98.7%	97.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	554	25	81	74	3	20	0	7	8	9	1	7	16	16	6	2	1	0	0	1	0	0	13	1	4	7	12	6
	14.2%	14.6%	26.6%	26.7%	9.7%	15.4%	0.0%	18.4%	10.4%	18.4%	4.5%	18.4%	16.2%	12.4%	23.1%	20.0%	12.5%	0.0%	0.0%	4.3%	---	0.0%	16.7%	33.3%	20.0%	8.3%	16.0%	60.0%
No	3,349	146	224	203	28	110	3	31	69	40	21	31	83	113	20	8	7	2	2	22	0	1	65	2	16	77	63	4
	85.8%	85.4%	73.4%	73.3%	90.3%	84.6%	100.0%	81.6%	89.6%	81.6%	95.5%	81.6%	83.8%	87.6%	76.9%	80.0%	87.5%	100.0%	100.0%	95.7%	---	100.0%	83.3%	66.7%	80.0%	91.7%	84.0%	40.0%
Significantly different from column:*		C,D																										

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

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Trillium Community Health Plan

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

Question 4

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB		
Number in sample	554	25	81	74	3	20	0	7	8	9	1	7	16	16	6	2	1	0	0	1	0	0	13	1	4	7	12	6	
Number missing or multiple answer	13	1	3	5	0	0	0	0	1	0	0	0	1	1	0	0	1	0	0	0	0	0	0	0	0	1	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	541	24	78	69	3	20	0	7	7	9	1	7	15	15	6	2	0	0	0	1	0	0	13	1	4	6	12	6	
	97.7%	96.0%	96.3%	93.2%	100.0%	100.0%	---	100.0%	87.5%	100.0%	100.0%	100.0%	93.8%	93.8%	100.0%	100.0%	0.0%	---	---	100.0%	---	---	100.0%	---	100.0%	85.7%	100.0%	100.0%	
Never	4	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.7%	0.0%	1.3%	2.9%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	---	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	36	0	6	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	6.7%	0.0%	7.7%	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%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Usually	76	1	11	13	0	1	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1	
	14.0%	4.2%	14.1%	18.8%	0.0%	5.0%	---	0.0%	0.0%	11.1%	0.0%	0.0%	6.7%	0.0%	16.7%	0.0%	---	---	---	0.0%	---	---	7.7%	0.0%	0.0%	0.0%	0.0%	16.7%	
Always	425	23	60	51	3	19	0	7	7	8	1	7	14	15	5	2	0	0	0	1	0	0	12	1	4	6	12	5	
	78.6%	95.8%	76.9%	73.9%	100.0%	95.0%	---	100.0%	100.0%	88.9%	100.0%	100.0%	93.3%	100.0%	83.3%	100.0%	---	---	---	100.0%	---	---	92.3%	100.0%	100.0%	100.0%	100.0%	83.3%	
Significantly different from column:*																													
Usually or Always	501	24	71	64	3	20	0	7	7	9	1	7	15	15	6	2	0	0	0	1	0	0	13	1	4	6	12	6	
	92.6%	100.0%	91.0%	92.8%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	---	100.0%	---	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Significantly different from column:*																													

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

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Trillium Community Health Plan

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

Question 5

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	171	309	283	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10
Number missing or multiple answer	62	2	1	5	0	2	0	0	0	2	1	1	0	2	0	0	0	0	0	1	0	0	0	0	1	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,908	169	308	278	31	128	3	38	77	47	21	37	99	127	26	10	8	2	2	22	0	1	78	3	19	83	74	10
	98.4%	98.8%	99.7%	98.2%	100.0%	98.5%	100.0%	100.0%	100.0%	95.9%	95.5%	97.4%	100.0%	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	95.7%	---	100.0%	100.0%	---	95.0%	98.8%	98.7%	100.0%
Yes	2,168	87	210	190	17	65	0	21	41	21	14	17	50	63	15	6	3	1	0	10	0	0	44	2	11	14	62	9
	55.5%	51.5%	68.2%	68.3%	54.8%	50.8%	0.0%	55.3%	53.2%	44.7%	66.7%	45.9%	50.5%	49.6%	57.7%	60.0%	37.5%	50.0%	0.0%	45.5%	---	0.0%	56.4%	66.7%	57.9%	16.9%	83.8%	90.0%
No	1,740	82	98	88	14	63	3	17	36	26	7	20	49	64	11	4	5	1	2	12	0	1	34	1	8	69	12	1
	44.5%	48.5%	31.8%	31.7%	45.2%	49.2%	100.0%	44.7%	46.8%	55.3%	33.3%	54.1%	49.5%	50.4%	42.3%	40.0%	62.5%	50.0%	100.0%	54.5%	---	100.0%	43.6%	33.3%	42.1%	83.1%	16.2%	10.0%
Significantly different from column:*		C,D																								AA	Z	

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

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

Trillium Community Health Plan

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

Question 6

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,168	87	210	190	17	65	0	21	41	21	14	17	50	63	15	6	3	1	0	10	0	0	44	2	11	14	62	9
Number missing or multiple answer	53	0	7	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,115	87	203	186	17	65	0	21	41	21	14	17	50	63	15	6	3	1	0	10	0	0	44	2	11	14	62	9
	97.6%	100.0%	96.7%	97.9%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Never	39	1	7	7	1	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0
	1.8%	1.1%	3.4%	3.8%	5.9%	0.0%	---	0.0%	2.4%	0.0%	0.0%	5.9%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	---	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%
Sometimes	290	13	20	23	3	10	0	1	9	3	2	1	10	10	1	2	1	1	0	1	0	0	5	1	2	2	11	0
	13.7%	14.9%	9.9%	12.4%	17.6%	15.4%	---	4.8%	22.0%	14.3%	14.3%	5.9%	20.0%	15.9%	6.7%	33.3%	33.3%	100.0%	---	10.0%	---	---	11.4%	50.0%	18.2%	14.3%	17.7%	0.0%
Usually	456	11	61	47	4	7	0	2	5	4	2	0	8	7	4	0	0	0	3	0	0	5	0	2	2	7	1	
	21.6%	12.6%	30.0%	25.3%	23.5%	10.8%	---	9.5%	12.2%	19.0%	14.3%	0.0%	16.0%	11.1%	26.7%	0.0%	0.0%	0.0%	---	30.0%	---	---	11.4%	0.0%	18.2%	14.3%	11.3%	11.1%
Always	1,330	62	115	109	9	48	0	18	26	14	10	15	32	45	10	4	2	0	0	6	0	0	34	1	7	9	44	8
	62.9%	71.3%	56.7%	58.6%	52.9%	73.8%	---	85.7%	63.4%	66.7%	71.4%	88.2%	64.0%	71.4%	66.7%	66.7%	66.7%	0.0%	---	60.0%	---	---	77.3%	50.0%	63.6%	64.3%	71.0%	88.9%
Significantly different from column:*		C,D																										
Usually or Always	1,786	73	176	156	13	55	0	20	31	18	12	15	40	52	14	4	2	0	0	9	0	0	39	1	9	11	51	9
	84.4%	83.9%	86.7%	83.9%	76.5%	84.6%	---	95.2%	75.6%	85.7%	85.7%	88.2%	80.0%	82.5%	93.3%	66.7%	66.7%	0.0%	---	90.0%	---	---	88.6%	50.0%	81.8%	78.6%	82.3%	100.0%
Significantly different from column:*																												

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

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Trillium Community Health Plan

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

Question 7

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,970	171	309	283	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10	
Number missing or multiple answer	112	2	6	9	1	1	0	2	0	0	1	0	0	2	0	0	0	0	0	2	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	3,858 97.2%	169 98.8%	303 98.1%	274 96.8%	30 96.8%	129 99.2%	3 100.0%	36 94.7%	77 100.0%	49 100.0%	21 95.5%	38 100.0%	99 100.0%	127 98.4%	26 100.0%	10 100.0%	8 100.0%	2 100.0%	2 100.0%	21 91.3%	0 ---	1 100.0%	78 100.0%	3 ---	20 100.0%	84 100.0%	75 100.0%	10 100.0%	
None	1,713 44.4%	84 49.7%	98 32.3%	79 28.8%	21 70.0%	59 45.7%	2 66.7%	15 41.7%	40 51.9%	27 55.1%	12 57.1%	22 57.9%	45 45.5%	69 54.3%	9 34.6%	4 40.0%	7 87.5%	1 50.0%	2 100.0%	13 61.9%	0 ---	0 0.0%	32 41.0%	2 66.7%	7 35.0%	84 100.0%	0 0.0%	0 0.0%	
1 time	1,008 26.1%	40 23.7%	80 26.4%	85 31.0%	6 20.0%	30 23.3%	1 33.3%	8 22.2%	18 23.4%	11 22.4%	7 33.3%	6 15.8%	24 24.2%	28 22.0%	8 30.8%	2 20.0%	1 12.5%	1 50.0%	0 0.0%	5 23.8%	0 ---	1 100.0%	20 25.6%	0 0.0%	5 25.0%	0 0.0%	40 53.3%	0 0.0%	
2	531 13.8%	21 12.4%	62 20.5%	59 21.5%	1 3.3%	18 14.0%	0 0.0%	5 13.9%	12 15.6%	2 4.1%	2 9.5%	2 5.3%	14 14.1%	17 13.4%	2 7.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 4.8%	0 ---	0 0.0%	11 14.1%	0 0.0%	6 30.0%	0 0.0%	21 28.0%	0 0.0%	
3	251 6.5%	9 5.3%	28 9.2%	21 7.7%	0 0.0%	9 7.0%	0 0.0%	3 8.3%	4 5.2%	2 4.1%	0 0.0%	2 5.3%	7 7.1%	6 4.7%	2 7.7%	1 10.0%	0 0.0%	0 0.0%	0 0.0%	2 9.5%	0 ---	0 0.0%	6 7.7%	1 33.3%	0 0.0%	0 0.0%	9 12.0%	0 0.0%	
4	120 3.1%	5 3.0%	11 3.6%	8 2.9%	1 3.3%	4 3.1%	0 0.0%	1 2.8%	3 3.9%	1 2.0%	0 0.0%	2 5.3%	3 3.0%	3 2.4%	2 7.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	2 2.6%	0 0.0%	1 5.0%	0 0.0%	5 6.7%	0 0.0%	
5 to 9	151 3.9%	3 1.8%	20 6.6%	16 5.8%	0 0.0%	3 2.3%	0 0.0%	3 8.3%	0 0.0%	0 0.0%	0 0.0%	1 2.6%	2 2.0%	3 2.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	3 3.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 30.0%	
10 or more times	84 2.2%	7 4.1%	4 1.3%	6 2.2%	1 3.3%	6 4.7%	0 0.0%	1 2.8%	0 0.0%	6 12.2%	0 0.0%	3 7.9%	4 4.0%	1 0.8%	3 11.5%	3 30.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	4 5.1%	0 0.0%	1 5.0%	0 0.0%	0 0.0%	7 70.0%	
5 or more times	235 6.1%	10 5.9%	24 7.9%	22 8.0%	1 3.3%	9 7.0%	0 0.0%	4 11.1%	0 0.0%	6 12.2%	0 0.0%	4 10.5%	6 6.1%	4 3.1%	3 11.5%	3 30.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	7 9.0%	0 0.0%	1 5.0%	0 0.0%	0 0.0%	10 100.0%	
Significantly different from column:*																													

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

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

Trillium Community Health Plan

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

Question 8

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	2,145	85	205	66	9	70	1	21	37	22	9	16	54	58	17	6	1	1	0	8	0	1	46	1	13	0	75	10
Number missing or multiple answer	27	1	1	1	0	0	1	0	1	0	0	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,118	84	204	65	9	70	0	21	36	22	9	16	53	57	17	6	1	1	0	8	0	0	46	1	13	0	74	10
	98.7%	98.8%	99.5%	98.5%	100.0%	100.0%	0.0%	100.0%	97.3%	100.0%	100.0%	100.0%	98.1%	98.3%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	0.0%	100.0%	---	100.0%	---	98.7%	100.0%
Never	47	2	3	1	0	2	0	0	1	1	1	0	1	1	1	0	0	1	0	0	0	0	1	0	0	0	2	0
	2.2%	2.4%	1.5%	1.5%	0.0%	2.9%	---	0.0%	2.8%	4.5%	11.1%	0.0%	1.9%	1.8%	5.9%	0.0%	0.0%	100.0%	---	0.0%	---	---	2.2%	0.0%	0.0%	---	2.7%	0.0%
Sometimes	156	5	17	4	1	4	0	1	3	1	1	2	2	3	1	1	0	0	1	0	0	0	0	0	1	0	4	1
	7.4%	6.0%	8.3%	6.2%	11.1%	5.7%	---	4.8%	8.3%	4.5%	11.1%	12.5%	3.8%	5.3%	5.9%	16.7%	0.0%	0.0%	---	12.5%	---	---	0.0%	0.0%	7.7%	---	5.4%	10.0%
Usually	370	15	39	12	1	14	0	4	6	5	2	1	12	9	5	1	0	0	0	2	0	0	9	0	4	0	14	1
	17.5%	17.9%	19.1%	18.5%	11.1%	20.0%	---	19.0%	16.7%	22.7%	22.2%	6.3%	22.6%	15.8%	29.4%	16.7%	0.0%	0.0%	---	25.0%	---	---	19.6%	0.0%	30.8%	---	18.9%	10.0%
Always	1,545	62	145	48	7	50	0	16	26	15	5	13	38	44	10	4	1	0	0	5	0	0	36	1	8	0	54	8
	72.9%	73.8%	71.1%	73.8%	77.8%	71.4%	---	76.2%	72.2%	68.2%	55.6%	81.3%	71.7%	77.2%	58.8%	66.7%	100.0%	0.0%	---	62.5%	---	---	78.3%	100.0%	61.5%	---	73.0%	80.0%
Significantly different from column:*																												
Usually or Always	1,915	77	184	60	8	64	0	20	32	20	7	14	50	53	15	5	1	0	0	7	0	0	45	1	12	0	68	9
	90.4%	91.7%	90.2%	92.3%	88.9%	91.4%	---	95.2%	88.9%	90.9%	77.8%	87.5%	94.3%	93.0%	88.2%	83.3%	100.0%	0.0%	---	87.5%	---	---	97.8%	100.0%	92.3%	---	91.9%	90.0%
Significantly different from column:*																												

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

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Trillium Community Health Plan

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

Question 9

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)										Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB		
Number in sample	2,145	85	205	195	9	70	1	21	37	22	9	16	54	58	17	6	1	1	0	8	0	1	46	1	13	0	75	10	
Number missing or multiple answer	30	1	1	2	0	0	1	0	1	0	0	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,115 98.6%	84 98.8%	204 99.5%	193 99.0%	9 100.0%	70 100.0%	0 0.0%	21 100.0%	36 97.3%	22 100.0%	9 100.0%	16 100.0%	53 98.1%	57 98.3%	17 100.0%	6 100.0%	1 100.0%	1 100.0%	0 ---	8 100.0%	0 ---	1 0.0%	46 100.0%	1 ---	13 100.0%	0 ---	74 98.7%	10 100.0%	
0 Worst health care possible	4 0.2%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
1	2 0.1%	1 1.2%	1 0.5%	0 0.0%	1 11.1%	0 0.0%	0 ---	1 4.8%	0 0.0%	0 0.0%	0 0.0%	1 6.3%	0 0.0%	1 1.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.4%	0 0.0%	0 0.0%	
2	3 0.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
3	6 0.3%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
4	8 0.4%	0 0.0%	2 1.0%	2 1.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
5	51 2.4%	1 1.2%	8 3.9%	8 4.1%	0 0.0%	1 1.4%	0 ---	0 0.0%	1 2.8%	0 0.0%	0 0.0%	0 0.0%	1 1.9%	0 0.0%	1 5.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 12.5%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.4%	0 0.0%		
6	71 3.4%	1 1.2%	8 3.9%	5 2.6%	0 0.0%	1 1.4%	0 ---	0 0.0%	1 2.8%	0 0.0%	0 0.0%	0 0.0%	1 1.9%	1 1.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.4%	0 0.0%		
7	152 7.2%	7 8.3%	22 10.8%	17 8.8%	0 0.0%	6 8.6%	0 ---	2 9.5%	2 5.6%	2 9.1%	1 11.1%	1 6.3%	4 7.5%	4 7.0%	2 11.8%	1 16.7%	0 0.0%	1 100.0%	0 ---	0 0.0%	0 0.0%	2 4.3%	0 0.0%	2 15.4%	0 ---	6 8.1%	1 10.0%		
8	388 18.3%	21 25.0%	45 22.1%	50 25.9%	3 33.3%	18 25.7%	0 ---	4 19.0%	10 27.8%	7 31.8%	1 11.1%	2 12.5%	18 34.0%	13 22.8%	7 41.2%	1 16.7%	0 0.0%	0 0.0%	0 ---	1 12.5%	0 ---	0 0.0%	12 26.1%	0 0.0%	5 38.5%	0 ---	19 25.7%	2 20.0%	
9	405 19.1%	11 13.1%	42 20.6%	39 20.2%	3 33.3%	7 10.0%	0 ---	4 19.0%	2 5.6%	4 18.2%	1 11.1%	2 12.5%	7 13.2%	8 14.0%	1 5.9%	1 16.7%	0 0.0%	0 0.0%	0 ---	1 12.5%	0 ---	0 0.0%	8 17.4%	0 0.0%	1 7.7%	0 ---	9 12.2%	2 20.0%	
10 Best health care possible	1,025 48.5%	42 50.0%	74 36.3%	72 37.3%	2 22.2%	37 52.9%	0 ---	10 47.6%	20 55.6%	9 40.9%	6 66.7%	10 62.5%	22 41.5%	30 52.6%	6 35.3%	3 50.0%	1 100.0%	0 0.0%	0 0.0%	5 62.5%	0 ---	0 0.0%	24 52.2%	1 100.0%	5 38.5%	0 ---	37 50.0%	5 50.0%	

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

Trillium Community Health Plan

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

Question 9

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,145	85	205	195	9	70	1	21	37	22	9	16	54	58	17	6	1	1	0	8	0	1	46	1	13	0	75	10
Number missing or multiple answer	30	1	1	2	0	0	1	0	1	0	0	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,115 98.6%	84 98.8%	204 99.5%	193 99.0%	9 100.0%	70 100.0%	0 0.0%	21 100.0%	36 97.3%	22 100.0%	9 100.0%	16 100.0%	53 98.1%	57 98.3%	17 100.0%	6 100.0%	1 100.0%	1 100.0%	0 ---	8 100.0%	0 ---	1 0.0%	46 100.0%	1 ---	13 100.0%	0 ---	74 98.7%	10 100.0%
0 to 4	23 1.1%	1 1.2%	5 2.5%	2 1.0%	1 11.1%	0 0.0%	0 ---	1 4.8%	0 0.0%	0 0.0%	0 0.0%	1 6.3%	0 0.0%	1 1.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.4%	0 0.0%
5	51 2.4%	1 1.2%	8 3.9%	8 4.1%	0 0.0%	1 1.4%	0 ---	0 0.0%	1 2.8%	0 0.0%	0 0.0%	0 0.0%	1 1.9%	0 0.0%	1 5.9%	0 0.0%	0 0.0%	0 0.0%	1 12.5%	0 ---	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.4%	0 0.0%
6 or 7	223 10.5%	8 9.5%	30 14.7%	22 11.4%	0 0.0%	7 10.0%	0 ---	2 9.5%	3 8.3%	2 9.1%	1 11.1%	1 6.3%	5 9.4%	5 8.8%	2 11.8%	1 16.7%	0 0.0%	1 100.0%	0 ---	0 0.0%	0 ---	0 ---	2 4.3%	0 0.0%	2 15.4%	0 ---	7 9.5%	1 10.0%
8 to 10	1,818 86.0%	74 88.1%	161 78.9%	161 83.4%	8 88.9%	62 88.6%	0 ---	18 85.7%	32 88.9%	20 90.9%	8 88.9%	14 87.5%	47 88.7%	51 89.5%	14 82.4%	5 83.3%	1 100.0%	0 0.0%	0 ---	7 87.5%	0 ---	0 ---	44 95.7%	1 100.0%	11 84.6%	0 ---	65 87.8%	9 90.0%
Significantly different from column:*																												
0 to 6	145 6.9%	3 3.6%	21 10.3%	15 7.8%	1 11.1%	2 2.9%	0 ---	1 4.8%	2 5.6%	0 0.0%	0 0.0%	1 6.3%	2 3.8%	2 3.5%	1 5.9%	0 0.0%	0 0.0%	0 ---	1 12.5%	0 ---	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 4.1%	0 0.0%
7 to 8	540 25.5%	28 33.3%	67 32.8%	67 34.7%	3 33.3%	24 34.3%	0 ---	6 28.6%	12 33.3%	9 40.9%	2 22.2%	3 18.8%	22 41.5%	17 29.8%	9 52.9%	2 33.3%	0 0.0%	1 100.0%	0 ---	1 12.5%	0 ---	0 ---	14 30.4%	0 0.0%	7 53.8%	0 ---	25 33.8%	3 30.0%
9 to 10	1,430 67.6%	53 63.1%	116 56.9%	111 57.5%	5 55.6%	44 62.9%	0 ---	14 66.7%	22 61.1%	13 59.1%	7 77.8%	12 75.0%	29 54.7%	38 66.7%	7 41.2%	4 66.7%	1 100.0%	0 0.0%	0 ---	6 75.0%	0 ---	0 ---	32 69.6%	1 100.0%	6 46.2%	0 ---	46 62.2%	7 70.0%
Significantly different from column:*																												

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

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

Trillium Community Health Plan

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

Question 10

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,145	85	205	195	9	70	1	21	37	22	9	16	54	58	17	6	1	1	0	8	0	1	46	1	13	0	75	10
Number missing or multiple answer	28	1	1	2	0	0	1	0	1	0	0	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,117	84	204	193	9	70	0	21	36	22	9	16	53	57	17	6	1	1	0	8	0	0	46	1	13	0	74	10
	98.7%	98.8%	99.5%	99.0%	100.0%	100.0%	0.0%	100.0%	97.3%	100.0%	100.0%	100.0%	98.1%	98.3%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	0.0%	100.0%	---	100.0%	---	98.7%	100.0%
Never	21	1	1	3	0	1	0	0	1	0	1	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	1	0
	1.0%	1.2%	0.5%	1.6%	0.0%	1.4%	---	0.0%	2.8%	0.0%	11.1%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	100.0%	---	0.0%	---	---	0.0%	0.0%	0.0%	---	1.4%	0.0%
Sometimes	178	7	23	17	1	6	0	2	2	3	0	1	6	3	3	1	0	0	1	0	0	4	0	1	0	6	1	
	8.4%	8.3%	11.3%	8.8%	11.1%	8.6%	---	9.5%	5.6%	13.6%	0.0%	6.3%	11.3%	5.3%	17.6%	16.7%	0.0%	0.0%	---	12.5%	---	---	8.7%	0.0%	7.7%	---	8.1%	10.0%
Usually	566	15	63	61	2	13	0	3	6	6	3	2	10	9	2	4	0	0	0	2	0	0	4	0	5	0	11	4
	26.7%	17.9%	30.9%	31.6%	22.2%	18.6%	---	14.3%	16.7%	27.3%	33.3%	12.5%	18.9%	15.8%	11.8%	66.7%	0.0%	0.0%	---	25.0%	---	---	8.7%	0.0%	38.5%	---	14.9%	40.0%
Always	1,352	61	117	112	6	50	0	16	27	13	5	13	37	44	12	1	1	0	0	5	0	0	38	1	7	0	56	5
	63.9%	72.6%	57.4%	58.0%	66.7%	71.4%	---	76.2%	75.0%	59.1%	55.6%	81.3%	69.8%	77.2%	70.6%	16.7%	100.0%	0.0%	---	62.5%	---	---	82.6%	100.0%	53.8%	---	75.7%	50.0%
Significantly different from column:*		C,D																										
Usually or Always	1,918	76	180	173	8	63	0	19	33	19	8	15	47	53	14	5	1	0	0	7	0	0	42	1	12	0	67	9
	90.6%	90.5%	88.2%	89.6%	88.9%	90.0%	---	90.5%	91.7%	86.4%	88.9%	93.8%	88.7%	93.0%	82.4%	83.3%	100.0%	0.0%	---	87.5%	---	---	91.3%	100.0%	92.3%	---	90.5%	90.0%
Significantly different from column:*																												

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

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

Trillium Community Health Plan

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

Question 11

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	171	309	87	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10
Number missing or multiple answer	42	2	5	2	0	2	0	0	0	2	2	0	0	0	2	0	0	0	2	0	0	0	0	0	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,928	169	304	85	31	128	3	38	77	47	20	38	99	129	24	10	8	2	2	21	0	1	78	3	20	83	74	10
	98.9%	98.8%	98.4%	97.7%	100.0%	98.5%	100.0%	100.0%	100.0%	95.9%	90.9%	100.0%	100.0%	100.0%	92.3%	100.0%	100.0%	100.0%	100.0%	91.3%	---	100.0%	100.0%	---	100.0%	98.8%	98.7%	100.0%
Yes	2,739	115	223	72	24	82	3	8	65	36	16	22	70	85	15	10	7	0	2	12	0	1	51	2	15	55	54	5
	69.7%	68.0%	73.4%	84.7%	77.4%	64.1%	100.0%	21.1%	84.4%	76.6%	80.0%	57.9%	70.7%	65.9%	62.5%	100.0%	87.5%	0.0%	100.0%	57.1%	---	100.0%	65.4%	66.7%	75.0%	66.3%	73.0%	50.0%
No	1,189	54	81	13	7	46	0	30	12	11	4	16	29	44	9	0	1	2	0	9	0	0	27	1	5	28	20	5
	30.3%	32.0%	26.6%	15.3%	22.6%	35.9%	0.0%	78.9%	15.6%	23.4%	20.0%	42.1%	29.3%	34.1%	37.5%	0.0%	12.5%	100.0%	0.0%	42.9%	---	0.0%	34.6%	33.3%	25.0%	33.7%	27.0%	50.0%
Significantly different from column:*		D						I,J	H	H																		

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

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

Trillium Community Health Plan

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

Question 12

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	2,739	115	223	72	24	82	3	8	65	36	16	22	70	85	15	10	7	0	2	12	0	1	51	2	15	55	54	5
Number missing or multiple answer	63	2	2	1	2	0	0	0	1	1	0	0	2	2	0	0	0	0	0	0	0	0	2	0	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,676 97.7%	113 98.3%	221 99.1%	71 98.6%	22 91.7%	82 100.0%	3 100.0%	8 100.0%	64 98.5%	35 97.2%	16 100.0%	22 100.0%	68 97.1%	83 97.6%	15 100.0%	10 100.0%	7 100.0%	0 ---	2 100.0%	12 100.0%	0 ---	1 100.0%	49 96.1%	2 ---	15 100.0%	53 96.4%	54 100.0%	5 100.0%
Yes	193 7.2%	7 6.2%	19 8.6%	11 15.5%	2 9.1%	4 4.9%	0 0.0%	3 37.5%	3 4.7%	0 0.0%	3 18.8%	0 0.0%	3 4.4%	5 6.0%	0 0.0%	2 20.0%	1 14.3%	0 ---	2 16.7%	0 ---	0 0.0%	3 6.1%	0 0.0%	0 0.0%	2 3.8%	4 7.4%	0 0.0%	
No	2,483 92.8%	106 93.8%	202 91.4%	60 84.5%	20 90.9%	78 95.1%	3 100.0%	5 62.5%	61 95.3%	35 100.0%	13 81.3%	22 100.0%	65 95.6%	78 94.0%	15 100.0%	8 80.0%	6 85.7%	0 ---	2 100.0%	10 83.3%	0 ---	1 100.0%	46 93.9%	2 100.0%	15 100.0%	51 96.2%	50 92.6%	5 100.0%
Significantly different from column:*		D																										

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

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

Trillium Community Health Plan

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

Question 13

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	193	7	19	11	2	4	0	3	3	0	3	0	3	5	0	2	1	0	0	2	0	0	3	0	0	2	4	0
Number missing or multiple answer	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	192	7	19	11	2	4	0	3	3	0	3	0	3	5	0	2	1	0	0	2	0	0	3	0	0	2	4	0
	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	---	100.0%	---	---	100.0%	---	---	100.0%	100.0%	---
Yes	169	6	18	11	1	4	0	2	3	0	2	0	3	5	0	1	1	0	0	1	0	0	3	0	0	1	4	0
	88.0%	85.7%	94.7%	100.0%	50.0%	100.0%	---	66.7%	100.0%	---	66.7%	---	100.0%	100.0%	---	50.0%	100.0%	---	---	50.0%	---	---	100.0%	---	---	50.0%	100.0%	---
No	23	1	1	0	1	0	0	1	0	0	1	0	0	0	0	1	0	0	0	1	0	0	0	0	0	1	0	0
	12.0%	14.3%	5.3%	0.0%	50.0%	0.0%	---	33.3%	0.0%	---	33.3%	---	0.0%	0.0%	---	50.0%	0.0%	---	---	50.0%	---	---	0.0%	---	---	50.0%	0.0%	---
Significantly different from column:*																												

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

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

Trillium Community Health Plan

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

Question 14

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	171	309	87	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10
Number missing or multiple answer	19	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,951 99.5%	171 100.0%	309 100.0%	86 98.9%	31 100.0%	130 100.0%	3 100.0%	38 100.0%	77 100.0%	49 100.0%	22 100.0%	38 100.0%	99 100.0%	129 100.0%	26 100.0%	10 100.0%	8 100.0%	2 100.0%	2 100.0%	23 100.0%	0 ---	1 100.0%	78 100.0%	3 ---	20 100.0%	84 100.0%	75 100.0%	10 100.0%
Yes	117 3.0%	3 1.8%	4 1.3%	11 12.8%	0 0.0%	3 2.3%	0 0.0%	1 2.6%	1 1.3%	1 2.0%	0 0.0%	1 2.6%	2 2.0%	1 0.8%	0 0.0%	2 20.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	1 1.3%	0 0.0%	1 5.0%	0 0.0%	2 2.7%	1 10.0%
No	3,834 97.0%	168 98.2%	305 98.7%	75 87.2%	31 100.0%	127 97.7%	3 100.0%	37 97.4%	76 98.7%	48 98.0%	22 100.0%	37 97.4%	97 98.0%	128 99.2%	26 100.0%	8 80.0%	8 100.0%	2 100.0%	2 100.0%	23 100.0%	0 ---	1 100.0%	77 98.7%	3 100.0%	19 95.0%	84 100.0%	73 97.3%	9 90.0%
Significantly different from column:*																												

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

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

Trillium Community Health Plan

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

Question 15

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)								Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	117	3	4	11	0	3	0	1	1	1	0	1	2	1	0	2	0	0	0	0	0	0	1	0	1	0	2	1
Number missing or multiple answer	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	115 98.3%	3 100.0%	4 100.0%	11 100.0%	0 ---	3 100.0%	0 ---	1 100.0%	1 100.0%	1 100.0%	0 ---	1 100.0%	2 100.0%	1 100.0%	0 ---	2 100.0%	0 ---	0 ---	0 ---	0 ---	0 ---	0 ---	1 100.0%	0 ---	1 100.0%	0 ---	2 100.0%	1 100.0%
Never	10 8.7%	1 33.3%	1 25.0%	4 36.4%	0 ---	1 33.3%	0 ---	0 0.0%	0 0.0%	1 100.0%	0 ---	0 0.0%	1 50.0%	0 0.0%	0 ---	1 50.0%	0 ---	0 ---	0 ---	0 ---	0 ---	0 ---	1 100.0%	0 ---	0 0.0%	0 ---	1 50.0%	0 0.0%
Sometimes	24 20.9%	0 0.0%	0 0.0%	1 9.1%	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%
Usually	25 21.7%	1 33.3%	1 25.0%	1 9.1%	0 ---	1 33.3%	0 ---	0 0.0%	1 100.0%	0 0.0%	0 ---	0 0.0%	1 50.0%	1 100.0%	0 ---	0 0.0%	0 ---	0 ---	0 ---	0 ---	0 ---	0 0.0%	0 ---	1 100.0%	0 ---	1 50.0%	0 0.0%	
Always	56 48.7%	1 33.3%	2 50.0%	5 45.5%	0 ---	1 33.3%	0 ---	1 100.0%	0 0.0%	0 0.0%	0 ---	1 100.0%	0 0.0%	0 ---	0 0.0%	1 50.0%	0 ---	0 ---	0 ---	0 ---	0 ---	0 0.0%	0 ---	0 0.0%	0 ---	0 0.0%	0 0.0%	1 100.0%
Significantly different from column:*																												
Usually or Always	81 70.4%	2 66.7%	3 75.0%	6 54.5%	0 ---	2 66.7%	0 ---	1 100.0%	1 100.0%	0 0.0%	0 ---	1 100.0%	1 50.0%	1 100.0%	0 ---	1 50.0%	0 ---	0 ---	0 ---	0 ---	0 ---	0 0.0%	0 ---	1 100.0%	0 ---	1 50.0%	1 100.0%	
Significantly different from column:*																												

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

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

Trillium Community Health Plan

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

Question 16

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)								
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more						
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB						
Number in sample	117	3	4	11	0	3	0	1	1	1	0	1	2	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1		
Number missing or multiple answer	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	NA	NA			
Usable responses	116 99.1%	3 100.0%	4 100.0%	11 100.0%	0 ---	3 100.0%	0 ---	1 100.0%	1 100.0%	1 100.0%	0 ---	1 100.0%	2 100.0%	1 100.0%	0 ---	2 100.0%	0 ---	0 ---	0 ---	0 ---	0 ---	0 ---	0 ---	0 ---	0 ---	0 ---	0 ---	0 ---	0 ---	1 100.0%	0 ---	1 100.0%	2 100.0%	
Yes	89 76.7%	3 100.0%	4 100.0%	10 90.9%	0 ---	3 100.0%	0 ---	1 100.0%	1 100.0%	1 100.0%	0 ---	1 100.0%	2 100.0%	1 100.0%	0 ---	2 100.0%	0 ---	0 ---	0 ---	0 ---	0 ---	0 ---	0 ---	0 ---	0 ---	0 ---	0 ---	0 ---	0 ---	0 ---	1 100.0%	0 ---	2 100.0%	1 100.0%
No	27 23.3%	0 0.0%	0 0.0%	1 9.1%	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%		
Significantly different from column:*																																		

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

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

Trillium Community Health Plan

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

Question 17

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	3,970	171	309	87	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10
Number missing or multiple answer	25	2	0	1	1	1	0	0	1	1	0	1	1	1	1	0	0	0	0	0	0	0	2	0	0	0	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,945 99.4%	169 98.8%	309 100.0%	86 98.9%	30 96.8%	129 99.2%	3 100.0%	38 100.0%	76 98.7%	48 98.0%	22 100.0%	37 97.4%	98 99.0%	128 99.2%	25 96.2%	10 100.0%	8 100.0%	2 100.0%	2 100.0%	23 100.0%	0 ---	1 100.0%	76 97.4%	3 ---	20 100.0%	84 100.0%	74 98.7%	9 90.0%
Yes	419 10.6%	15 8.9%	25 8.1%	12 14.0%	1 3.3%	14 10.9%	0 0.0%	4 10.5%	8 10.5%	3 6.3%	2 9.1%	4 10.8%	9 9.2%	9 7.0%	4 16.0%	2 20.0%	0 0.0%	0 0.0%	0 0.0%	2 8.7%	0 ---	0 0.0%	6 7.9%	0 0.0%	4 20.0%	3 3.6%	8 10.8%	3 33.3%
No	3,526 89.4%	154 91.1%	284 91.9%	74 86.0%	29 96.7%	115 89.1%	3 100.0%	34 89.5%	68 89.5%	45 93.8%	20 90.9%	33 89.2%	89 90.8%	119 93.0%	21 84.0%	8 80.0%	8 100.0%	2 100.0%	2 100.0%	21 91.3%	0 ---	1 100.0%	70 92.1%	3 100.0%	16 80.0%	81 96.4%	66 89.2%	6 66.7%
Significantly different from column:*																												

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

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

Trillium Community Health Plan

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

Question 18

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	419	15	25	12	1	14	0	4	8	3	2	4	9	9	4	2	0	0	0	2	0	0	6	0	4	3	8	3	
Number missing or multiple answer	5	1	0	0	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	1	0	0	1	0	0		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	414	14	25	12	1	13	0	4	7	3	2	4	8	8	4	2	0	0	0	2	0	0	5	0	4	2	8	3	
	98.8%	93.3%	100.0%	100.0%	100.0%	92.9%	---	100.0%	87.5%	100.0%	100.0%	100.0%	88.9%	88.9%	100.0%	100.0%	---	---	---	100.0%	---	---	83.3%	---	100.0%	66.7%	100.0%	100.0%	
Never	45	1	3	5	0	1	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	
	10.9%	7.1%	12.0%	41.7%	0.0%	7.7%	---	0.0%	0.0%	33.3%	0.0%	0.0%	12.5%	12.5%	0.0%	0.0%	---	---	---	0.0%	---	---	0.0%	---	0.0%	50.0%	0.0%	0.0%	
Sometimes	62	2	4	1	0	2	0	1	1	0	0	0	2	2	0	0	0	0	0	0	0	0	2	0	0	0	2	0	
	15.0%	14.3%	16.0%	8.3%	0.0%	15.4%	---	25.0%	14.3%	0.0%	0.0%	0.0%	25.0%	25.0%	0.0%	0.0%	---	---	---	0.0%	---	---	40.0%	---	0.0%	0.0%	25.0%	0.0%	
Usually	107	7	10	3	1	6	0	2	4	1	1	2	4	4	2	1	0	0	0	2	0	0	1	0	3	1	4	1	
	25.8%	50.0%	40.0%	25.0%	100.0%	46.2%	---	50.0%	57.1%	33.3%	50.0%	50.0%	50.0%	50.0%	50.0%	50.0%	---	---	---	100.0%	---	---	20.0%	---	75.0%	50.0%	50.0%	33.3%	
Always	200	4	8	3	0	4	0	1	2	1	1	2	1	1	2	1	0	0	0	0	0	0	2	0	1	0	2	2	
	48.3%	28.6%	32.0%	25.0%	0.0%	30.8%	---	25.0%	28.6%	33.3%	50.0%	50.0%	12.5%	12.5%	50.0%	50.0%	---	---	---	0.0%	---	---	40.0%	---	25.0%	0.0%	25.0%	66.7%	
Significantly different from column:*																													
Usually or Always	307	11	18	6	1	10	0	3	6	2	2	4	5	5	4	2	0	0	0	2	0	0	3	0	4	1	6	3	
	74.2%	78.6%	72.0%	50.0%	100.0%	76.9%	---	75.0%	85.7%	66.7%	100.0%	100.0%	62.5%	62.5%	100.0%	100.0%	---	---	---	100.0%	---	---	60.0%	---	100.0%	50.0%	75.0%	100.0%	
Significantly different from column:*																													

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

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

Trillium Community Health Plan

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

Question 19

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	419	15	25	12	1	14	0	4	8	3	2	4	9	9	4	2	0	0	0	2	0	0	6	0	4	3	8	3
Number missing or multiple answer	9	1	0	0	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	1	0	0	1	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	410	14	25	12	1	13	0	4	7	3	2	4	8	8	4	2	0	0	0	2	0	0	5	0	4	2	8	3
	97.9%	93.3%	100.0%	100.0%	100.0%	92.9%	---	100.0%	87.5%	100.0%	100.0%	100.0%	88.9%	88.9%	100.0%	100.0%	---	---	---	100.0%	---	---	83.3%	---	100.0%	66.7%	100.0%	100.0%
Yes	287	11	17	7	1	10	0	4	5	2	1	3	7	6	3	2	0	0	0	2	0	0	4	0	3	0	7	3
	70.0%	78.6%	68.0%	58.3%	100.0%	76.9%	---	100.0%	71.4%	66.7%	50.0%	75.0%	87.5%	75.0%	75.0%	100.0%	---	---	---	100.0%	---	---	80.0%	---	75.0%	0.0%	87.5%	100.0%
No	123	3	8	5	0	3	0	0	2	1	1	1	1	2	1	0	0	0	0	0	0	0	1	0	1	2	1	0
	30.0%	21.4%	32.0%	41.7%	0.0%	23.1%	---	0.0%	28.6%	33.3%	50.0%	25.0%	12.5%	25.0%	25.0%	0.0%	---	---	---	0.0%	---	---	20.0%	---	25.0%	100.0%	12.5%	0.0%
Significantly different from column:*																												

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

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

Trillium Community Health Plan

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

Question 20

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	171	309	87	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10
Number missing or multiple answer	23	1	0	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,947	170	309	86	30	130	3	38	77	48	22	38	98	128	26	10	8	2	2	23	0	1	77	3	20	84	75	9
	99.4%	99.4%	100.0%	98.9%	96.8%	100.0%	100.0%	100.0%	100.0%	98.0%	100.0%	100.0%	99.0%	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	98.7%	---	100.0%	100.0%	100.0%	90.0%
Yes	614	28	67	34	1	26	1	0	14	13	2	4	21	14	9	4	0	0	0	3	0	1	14	0	7	5	18	5
	15.6%	16.5%	21.7%	39.5%	3.3%	20.0%	33.3%	0.0%	18.2%	27.1%	9.1%	10.5%	21.4%	10.9%	34.6%	40.0%	0.0%	0.0%	0.0%	13.0%	---	100.0%	18.2%	0.0%	35.0%	6.0%	24.0%	55.6%
No	3,333	142	242	52	29	104	2	38	63	35	20	34	77	114	17	6	8	2	2	20	0	0	63	3	13	79	57	4
	84.4%	83.5%	78.3%	60.5%	96.7%	80.0%	66.7%	100.0%	81.8%	72.9%	90.9%	89.5%	78.6%	89.1%	65.4%	60.0%	100.0%	100.0%	100.0%	87.0%	---	0.0%	81.8%	100.0%	65.0%	94.0%	76.0%	44.4%
Significantly different from column:*		D			F	E		J	H																	AA	Z	

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

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

Trillium Community Health Plan

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

Question 21

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	614	28	67	34	1	26	1	0	14	13	2	4	21	14	9	4	0	0	0	3	0	1	14	0	7	5	18	5
Number missing or multiple answer	8	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	606	28	65	34	1	26	1	0	14	13	2	4	21	14	9	4	0	0	0	3	0	1	14	0	7	5	18	5
	98.7%	100.0%	97.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	---	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Never	90	5	10	3	0	4	1	0	2	3	0	0	5	3	2	0	0	0	1	0	1	1	0	0	1	4	0	
	14.9%	17.9%	15.4%	8.8%	0.0%	15.4%	100.0%	---	14.3%	23.1%	0.0%	0.0%	23.8%	21.4%	22.2%	0.0%	---	---	---	33.3%	---	100.0%	7.1%	---	0.0%	20.0%	22.2%	0.0%
Sometimes	112	5	10	4	1	4	0	0	1	3	1	0	4	2	1	1	0	0	1	0	0	3	0	1	2	3	0	
	18.5%	17.9%	15.4%	11.8%	100.0%	15.4%	0.0%	---	7.1%	23.1%	50.0%	0.0%	19.0%	14.3%	11.1%	25.0%	---	---	---	33.3%	---	0.0%	21.4%	---	14.3%	40.0%	16.7%	0.0%
Usually	139	4	20	9	0	4	0	0	2	2	0	1	3	3	0	1	0	0	0	0	0	2	0	1	0	3	1	
	22.9%	14.3%	30.8%	26.5%	0.0%	15.4%	0.0%	---	14.3%	15.4%	0.0%	25.0%	14.3%	21.4%	0.0%	25.0%	---	---	---	0.0%	---	0.0%	14.3%	---	14.3%	0.0%	16.7%	20.0%
Always	265	14	25	18	0	14	0	0	9	5	1	3	9	6	6	2	0	0	0	1	0	0	8	0	5	2	8	4
	43.7%	50.0%	38.5%	52.9%	0.0%	53.8%	0.0%	---	64.3%	38.5%	50.0%	75.0%	42.9%	42.9%	66.7%	50.0%	---	---	---	33.3%	---	0.0%	57.1%	---	71.4%	40.0%	44.4%	80.0%
Significantly different from column:*																												
Usually or Always	404	18	45	27	0	18	0	0	11	7	1	4	12	9	6	3	0	0	0	1	0	0	10	0	6	2	11	5
	66.7%	64.3%	69.2%	79.4%	0.0%	69.2%	0.0%	---	78.6%	53.8%	50.0%	100.0%	57.1%	64.3%	66.7%	75.0%	---	---	---	33.3%	---	0.0%	71.4%	---	85.7%	40.0%	61.1%	100.0%
Significantly different from column:*																												

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

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

Trillium Community Health Plan

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

Question 22

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	614	28	67	34	1	26	1	0	14	13	2	4	21	14	9	4	0	0	0	3	0	1	14	0	7	5	18	5
Number missing or multiple answer	7	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	607	28	65	34	1	26	1	0	14	13	2	4	21	14	9	4	0	0	0	3	0	1	14	0	7	5	18	5
	98.9%	100.0%	97.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	---	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	342	15	32	18	0	14	1	0	10	5	0	3	11	9	4	2	0	0	0	1	0	1	7	0	4	1	11	3
	56.3%	53.6%	49.2%	52.9%	0.0%	53.8%	100.0%	---	71.4%	38.5%	0.0%	75.0%	52.4%	64.3%	44.4%	50.0%	---	---	---	33.3%	---	100.0%	50.0%	---	57.1%	20.0%	61.1%	60.0%
No	265	13	33	16	1	12	0	0	4	8	2	1	10	5	5	2	0	0	0	2	0	0	7	0	3	4	7	2
	43.7%	46.4%	50.8%	47.1%	100.0%	46.2%	0.0%	---	28.6%	61.5%	100.0%	25.0%	47.6%	35.7%	55.6%	50.0%	---	---	---	66.7%	---	0.0%	50.0%	---	42.9%	80.0%	38.9%	40.0%
Significantly different from column:*																												

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

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

Trillium Community Health Plan

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

Question 23

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	171	309	87	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10
Number missing or multiple answer	40	3	3	2	2	1	0	1	0	2	2	0	1	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	3,930	168	306	85	29	129	3	37	77	47	20	38	98	127	25	10	8	2	2	22	0	1	77	3	19	83	74	9
	99.0%	98.2%	99.0%	97.7%	93.5%	99.2%	100.0%	97.4%	100.0%	95.9%	90.9%	100.0%	99.0%	98.4%	96.2%	100.0%	100.0%	100.0%	100.0%	95.7%	---	100.0%	98.7%	---	95.0%	98.8%	98.7%	90.0%
Yes	753	36	68	40	0	35	0	9	16	10	4	8	23	23	8	4	2	0	0	4	0	0	14	1	10	4	27	5
	19.2%	21.4%	22.2%	47.1%	0.0%	27.1%	0.0%	24.3%	20.8%	21.3%	20.0%	21.1%	23.5%	18.1%	32.0%	40.0%	25.0%	0.0%	0.0%	18.2%	---	0.0%	18.2%	33.3%	52.6%	4.8%	36.5%	55.6%
No	3,177	132	238	45	29	94	3	28	61	37	16	30	75	104	17	6	6	2	2	18	0	1	63	2	9	79	47	4
	80.8%	78.6%	77.8%	52.9%	100.0%	72.9%	100.0%	75.7%	79.2%	78.7%	80.0%	78.9%	76.5%	81.9%	68.0%	60.0%	75.0%	100.0%	100.0%	81.8%	---	100.0%	81.8%	66.7%	47.4%	95.2%	63.5%	44.4%
Significantly different from column:*		D			F	E													Y					T	AA	Z		

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

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

Trillium Community Health Plan

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

Question 24

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	753	36	68	40	0	35	0	9	16	10	4	8	23	23	8	4	2	0	0	4	0	0	14	1	10	4	27	5
Number missing or multiple answer	9	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	744	36	65	39	0	35	0	9	16	10	4	8	23	23	8	4	2	0	0	4	0	0	14	1	10	4	27	5
	98.8%	100.0%	95.6%	97.5%	---	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%
Yes	455	20	35	27	0	19	0	7	7	5	4	5	10	11	5	3	0	0	0	4	0	0	8	1	2	0	17	3
	61.2%	55.6%	53.8%	69.2%	---	54.3%	---	77.8%	43.8%	50.0%	100.0%	62.5%	43.5%	47.8%	62.5%	75.0%	0.0%	---	---	100.0%	---	---	57.1%	100.0%	20.0%	0.0%	63.0%	60.0%
No	289	16	30	12	0	16	0	2	9	5	0	3	13	12	3	1	2	0	0	0	0	0	6	0	8	4	10	2
	38.8%	44.4%	46.2%	30.8%	---	45.7%	---	22.2%	56.3%	50.0%	0.0%	37.5%	56.5%	52.2%	37.5%	25.0%	100.0%	---	---	0.0%	---	---	42.9%	0.0%	80.0%	100.0%	37.0%	40.0%
Significantly different from column:*																												

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

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

Trillium Community Health Plan

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

Question 25

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	171	309	283	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10
Number missing or multiple answer	39	2	2	34	0	2	0	1	0	1	1	1	0	1	1	0	0	0	0	1	0	0	1	0	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,931 99.0%	169 98.8%	307 99.4%	249 88.0%	31 100.0%	128 98.5%	3 100.0%	37 97.4%	77 100.0%	48 98.0%	21 95.5%	37 97.4%	99 100.0%	128 99.2%	25 96.2%	10 100.0%	8 100.0%	2 100.0%	2 95.7%	22 ---	0 100.0%	1 98.7%	3 ---	20 100.0%	83 98.8%	74 98.7%	10 100.0%	
Yes	3,398 86.4%	147 87.0%	283 92.2%	235 94.4%	25 80.6%	114 89.1%	3 100.0%	33 89.2%	71 92.2%	39 81.3%	16 76.2%	35 94.6%	86 86.9%	113 88.3%	21 84.0%	8 80.0%	7 87.5%	1 50.0%	2 100.0%	17 77.3%	0 ---	1 100.0%	71 92.2%	3 100.0%	19 95.0%	65 78.3%	72 97.3%	8 80.0%
No	533 13.6%	22 13.0%	24 7.8%	14 5.6%	6 19.4%	14 10.9%	0 0.0%	4 10.8%	6 7.8%	9 18.8%	5 23.8%	2 5.4%	13 13.1%	15 11.7%	4 16.0%	2 20.0%	1 12.5%	1 50.0%	0 0.0%	5 22.7%	0 ---	0 0.0%	6 7.8%	0 0.0%	1 5.0%	18 21.7%	2 2.7%	2 20.0%
Significantly different from column:*		D																								AA	Z	

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

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

Trillium Community Health Plan

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

Question 26

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,398	147	283	235	25	114	3	33	71	39	16	35	86	113	21	8	7	1	2	17	0	1	71	3	19	65	72	8
Number missing or multiple answer	76	3	3	4	0	2	0	2	1	0	0	0	2	3	0	0	1	0	0	1	0	0	1	0	0	2	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	3,322 97.8%	144 98.0%	280 98.9%	231 98.3%	25 100.0%	112 98.2%	3 100.0%	31 93.9%	70 98.6%	39 100.0%	16 100.0%	35 100.0%	84 97.7%	110 97.3%	21 100.0%	8 100.0%	6 85.7%	1 100.0%	2 100.0%	16 94.1%	0 ---	1 100.0%	70 98.6%	3 ---	19 100.0%	63 96.9%	72 100.0%	8 100.0%
None	1,315 39.6%	64 44.4%	79 28.2%	57 24.7%	15 60.0%	47 42.0%	2 66.7%	11 35.5%	31 44.3%	22 56.4%	8 50.0%	17 48.6%	37 44.0%	50 45.5%	10 47.6%	3 37.5%	4 66.7%	0 0.0%	2 100.0%	10 62.5%	0 ---	0 0.0%	31 44.3%	1 33.3%	7 36.8%	54 85.7%	8 11.1%	1 12.5%
1 time	1,193 35.9%	50 34.7%	106 37.9%	106 45.9%	8 32.0%	37 33.0%	1 33.3%	7 22.6%	28 40.0%	11 28.2%	6 37.5%	10 28.6%	29 34.5%	38 34.5%	5 23.8%	3 37.5%	2 33.3%	1 100.0%	0 0.0%	4 25.0%	0 ---	1 100.0%	20 28.6%	1 33.3%	8 42.1%	7 11.1%	42 58.3%	1 12.5%
2	439 13.2%	15 10.4%	51 18.2%	44 19.0%	1 4.0%	14 12.5%	0 0.0%	8 25.8%	5 7.1%	2 5.1%	2 12.5%	2 5.7%	10 11.9%	13 11.8%	2 9.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 6.3%	0 ---	0 0.0%	10 14.3%	0 0.0%	3 15.8%	1 1.6%	14 19.4%	0 0.0%
3	209 6.3%	7 4.9%	24 8.6%	13 5.6%	0 0.0%	7 6.3%	0 0.0%	2 6.5%	3 4.3%	2 5.1%	0 0.0%	2 5.7%	4 4.8%	3 2.7%	3 14.3%	1 12.5%	0 0.0%	0 0.0%	0 0.0%	1 6.3%	0 ---	0 0.0%	4 5.7%	1 33.3%	0 0.0%	0 0.0%	5 6.9%	2 25.0%
4	82 2.5%	5 3.5%	15 5.4%	4 1.7%	1 4.0%	4 3.6%	0 0.0%	2 6.5%	2 2.9%	1 2.6%	0 0.0%	2 5.7%	3 3.6%	4 3.6%	1 4.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	4 5.7%	0 0.0%	0 0.0%	0 0.0%	3 4.2%	2 25.0%
5 to 9	71 2.1%	3 2.1%	4 1.4%	6 2.6%	0 0.0%	3 2.7%	0 0.0%	1 3.2%	1 1.4%	1 2.6%	0 0.0%	2 5.7%	1 1.2%	2 1.8%	0 0.0%	1 12.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	1 1.4%	0 0.0%	1 5.3%	1 1.6%	0 0.0%	2 25.0%
10 or more times	13 0.4%	0 0.0%	1 0.4%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2 or more times	814 24.5%	30 20.8%	95 33.9%	68 29.4%	2 8.0%	28 25.0%	0 0.0%	13 41.9%	11 15.7%	6 15.4%	2 12.5%	8 22.9%	18 21.4%	22 20.0%	6 28.6%	2 25.0%	0 0.0%	0 0.0%	0 0.0%	2 12.5%	0 ---	0 0.0%	19 27.1%	1 33.3%	4 21.1%	2 3.2%	22 30.6%	6 75.0%
Significantly different from column:*		C						I,J	H	H																AA	Z	

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

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

Trillium Community Health Plan

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

Question 26a

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,007	80	201	174	10	65	1	20	39	17	8	18	47	60	11	5	2	1	0	6	0	1	39	2	12	9	64	7
Number missing or multiple answer	9	0	3	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	1,998 99.6%	80 100.0%	198 98.5%	172 98.9%	10 100.0%	65 100.0%	1 100.0%	20 100.0%	39 100.0%	17 100.0%	8 100.0%	18 100.0%	47 100.0%	60 100.0%	11 100.0%	5 100.0%	2 100.0%	1 100.0%	0 ---	6 100.0%	0 ---	1 100.0%	39 100.0%	2 ---	12 100.0%	9 100.0%	64 100.0%	7 100.0%
Never	1,825 91.3%	77 96.3%	189 95.5%	162 94.2%	10 100.0%	62 95.4%	1 100.0%	18 90.0%	38 97.4%	17 100.0%	7 87.5%	18 100.0%	47 100.0%	59 98.3%	10 90.9%	4 80.0%	1 50.0%	1 100.0%	0 ---	5 83.3%	0 ---	1 100.0%	38 97.4%	2 100.0%	12 100.0%	7 77.8%	63 98.4%	7 100.0%
Sometimes	103 5.2%	0 0.0%	5 2.5%	6 3.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Usually	27 1.4%	1 1.3%	2 1.0%	2 1.2%	0 0.0%	1 1.5%	0 0.0%	0 0.0%	1 2.6%	0 0.0%	1 12.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 20.0%	1 50.0%	0 0.0%	0 ---	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.6%	0 0.0%
Always	43 2.2%	2 2.5%	2 1.0%	2 1.2%	0 0.0%	2 3.1%	0 0.0%	2 10.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.7%	1 9.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 16.7%	0 ---	0 0.0%	1 2.6%	0 0.0%	0 0.0%	2 22.2%	0 0.0%	0 0.0%	
Significantly different from column:*																												
Usually or Always	70 3.5%	3 3.8%	4 2.0%	4 2.3%	0 0.0%	3 4.6%	0 0.0%	2 10.0%	1 2.6%	0 0.0%	1 12.5%	0 0.0%	0 0.0%	1 1.7%	1 9.1%	1 20.0%	1 50.0%	0 0.0%	0 ---	1 16.7%	0 ---	0 0.0%	1 2.6%	0 0.0%	0 0.0%	2 22.2%	1 1.6%	0 0.0%
Significantly different from column:*																												

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

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

Trillium Community Health Plan

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

Question 27

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,007	80	201	174	10	65	1	20	39	17	8	18	47	60	11	5	2	1	0	6	0	1	39	2	12	9	64	7
Number missing or multiple answer	9	0	5	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,998 99.6%	80 100.0%	196 97.5%	172 98.9%	10 100.0%	65 100.0%	1 100.0%	20 100.0%	39 100.0%	17 100.0%	8 100.0%	18 100.0%	47 100.0%	60 100.0%	11 100.0%	5 100.0%	2 100.0%	1 100.0%	0 ---	6 100.0%	0 ---	1 100.0%	39 100.0%	2 ---	12 100.0%	9 100.0%	64 100.0%	7 100.0%
Never	65 3.3%	2 2.5%	6 3.1%	1 0.6%	0 0.0%	2 3.1%	0 0.0%	0 0.0%	2 5.1%	0 0.0%	1 12.5%	1 5.6%	0 0.0%	1 1.7%	0 0.0%	1 20.0%	1 50.0%	0 0.0%	0 ---	1 16.7%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 3.1%	0 0.0%
Sometimes	52 2.6%	2 2.5%	7 3.6%	4 2.3%	1 10.0%	1 1.5%	0 0.0%	1 5.0%	1 2.6%	0 0.0%	1 12.5%	1 5.6%	0 0.0%	2 3.3%	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 ---	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 3.1%	0 0.0%
Usually	255 12.8%	12 15.0%	23 11.7%	21 12.2%	0 0.0%	12 18.5%	0 0.0%	3 15.0%	4 10.3%	5 29.4%	0 0.0%	0 0.0%	11 23.4%	9 15.0%	2 18.2%	1 20.0%	0 0.0%	0 0.0%	0 ---	1 16.7%	0 ---	0 0.0%	7 17.9%	1 50.0%	3 25.0%	2 22.2%	9 14.1%	1 14.3%
Always	1,626 81.4%	64 80.0%	160 81.6%	146 84.9%	9 90.0%	50 76.9%	1 100.0%	16 80.0%	32 82.1%	12 70.6%	6 75.0%	16 88.9%	36 76.6%	48 80.0%	9 81.8%	3 60.0%	1 50.0%	0 0.0%	0 ---	4 66.7%	0 ---	1 100.0%	32 82.1%	1 50.0%	9 75.0%	7 77.8%	51 79.7%	6 85.7%
Significantly different from column:*																												
Usually or Always	1,881 94.1%	76 95.0%	183 93.4%	167 97.1%	9 90.0%	62 95.4%	1 100.0%	19 95.0%	36 92.3%	17 100.0%	6 75.0%	16 88.9%	47 100.0%	57 95.0%	11 100.0%	4 80.0%	1 50.0%	0 0.0%	0 ---	5 83.3%	0 ---	1 100.0%	39 100.0%	2 100.0%	12 100.0%	9 100.0%	60 93.8%	7 100.0%
Significantly different from column:*																												

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

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

Trillium Community Health Plan

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

Question 28

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	2,007	80	201	174	10	65	1	20	39	17	8	18	47	60	11	5	2	1	0	6	0	1	39	2	12	9	64	7
Number missing or multiple answer	14	0	3	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	1,993 99.3%	80 100.0%	198 98.5%	172 98.9%	10 100.0%	65 100.0%	1 100.0%	20 100.0%	39 100.0%	17 100.0%	8 100.0%	18 100.0%	47 100.0%	60 100.0%	11 100.0%	5 100.0%	2 100.0%	1 100.0%	0 ---	6 100.0%	0 ---	1 100.0%	39 100.0%	2 ---	12 100.0%	9 100.0%	64 100.0%	7 100.0%
Never	26 1.3%	2 2.5%	3 1.5%	1 0.6%	1 10.0%	1 1.5%	0 0.0%	2 10.0%	0 0.0%	0 0.0%	0 0.0%	1 5.6%	0 0.0%	1 1.7%	1 9.1%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 ---	0 0.0%	1 2.6%	0 0.0%	0 0.0%	1 11.1%	1 1.6%	0 0.0%	
Sometimes	49 2.5%	2 2.5%	5 2.5%	12 7.0%	0 0.0%	2 3.1%	0 0.0%	1 5.0%	0 0.0%	1 5.9%	0 0.0%	0 0.0%	2 4.3%	1 1.7%	0 0.0%	1 20.0%	0 0.0%	0 ---	0 0.0%	0 ---	0 0.0%	2 5.1%	0 0.0%	0 0.0%	0 0.0%	2 3.1%	0 0.0%	
Usually	279 14.0%	9 11.3%	38 19.2%	27 15.7%	0 0.0%	9 13.8%	0 0.0%	0 0.0%	5 12.8%	4 23.5%	2 25.0%	1 5.6%	6 12.8%	6 10.0%	3 27.3%	0 0.0%	0 100.0%	1 ---	1 16.7%	0 ---	0 0.0%	4 10.3%	0 0.0%	3 25.0%	0 0.0%	8 12.5%	1 14.3%	
Always	1,639 82.2%	67 83.8%	152 76.8%	132 76.7%	9 90.0%	53 81.5%	1 100.0%	17 85.0%	34 87.2%	12 70.6%	6 75.0%	16 88.9%	39 83.0%	52 86.7%	7 63.6%	4 80.0%	2 100.0%	0 0.0%	0 ---	5 83.3%	0 ---	1 100.0%	32 82.1%	2 100.0%	9 75.0%	8 88.9%	53 82.8%	6 85.7%
Significantly different from column:*																												
Usually or Always	1,918 96.2%	76 95.0%	190 96.0%	159 92.4%	9 90.0%	62 95.4%	1 100.0%	17 85.0%	39 100.0%	16 94.1%	8 100.0%	17 94.4%	45 95.7%	58 96.7%	10 90.9%	4 80.0%	2 100.0%	1 100.0%	0 ---	6 100.0%	0 ---	1 100.0%	36 92.3%	2 100.0%	12 100.0%	8 88.9%	61 95.3%	7 100.0%
Significantly different from column:*																												

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

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

Trillium Community Health Plan

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

Question 29

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,007	80	201	174	10	65	1	20	39	17	8	18	47	60	11	5	2	1	0	6	0	1	39	2	12	9	64	7
Number missing or multiple answer	7	0	6	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,000 99.7%	80 100.0%	195 97.0%	172 98.9%	10 100.0%	65 100.0%	1 100.0%	20 100.0%	39 100.0%	17 100.0%	8 100.0%	18 100.0%	47 100.0%	60 100.0%	11 100.0%	5 100.0%	2 100.0%	1 100.0%	0 ---	6 100.0%	0 ---	1 100.0%	39 100.0%	2 ---	12 100.0%	9 100.0%	64 100.0%	7 100.0%
Never	19 1.0%	2 2.5%	1 0.5%	0 0.0%	1 10.0%	1 1.5%	0 0.0%	2 10.0%	0 0.0%	0 0.0%	0 0.0%	1 5.6%	0 0.0%	1 1.7%	1 9.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 2.6%	0 0.0%	0 0.0%	1 11.1%	1 1.6%	0 0.0%
Sometimes	36 1.8%	1 1.3%	4 2.1%	5 2.9%	0 0.0%	1 1.5%	0 0.0%	0 0.0%	0 0.0%	1 5.9%	0 0.0%	0 0.0%	1 2.1%	0 0.0%	0 0.0%	1 20.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 2.6%	0 0.0%	0 0.0%	0 0.0%	1 1.6%	0 0.0%
Usually	198 9.9%	9 11.3%	30 15.4%	25 14.5%	1 10.0%	8 12.3%	0 0.0%	1 5.0%	4 10.3%	4 23.5%	0 0.0%	1 5.6%	8 17.0%	7 11.7%	2 18.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	6 15.4%	0 0.0%	3 25.0%	0 0.0%	8 12.5%	1 14.3%	
Always	1,747 87.4%	68 85.0%	160 82.1%	142 82.6%	8 80.0%	55 84.6%	1 100.0%	17 85.0%	35 89.7%	12 70.6%	8 100.0%	16 88.9%	38 80.9%	52 86.7%	8 72.7%	4 80.0%	2 100.0%	1 100.0%	0 ---	6 100.0%	0 ---	1 100.0%	31 79.5%	2 100.0%	9 75.0%	8 88.9%	54 84.4%	6 85.7%
Significantly different from column:*																												
Usually or Always	1,945 97.3%	77 96.3%	190 97.4%	167 97.1%	9 90.0%	63 96.9%	1 100.0%	18 90.0%	39 100.0%	16 94.1%	8 100.0%	17 94.4%	46 97.9%	59 98.3%	10 90.9%	4 80.0%	2 100.0%	1 100.0%	0 ---	6 100.0%	0 ---	1 100.0%	37 94.9%	2 100.0%	12 100.0%	8 88.9%	62 96.9%	7 100.0%
Significantly different from column:*																												

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

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

Trillium Community Health Plan

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

Question 30

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)								Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,007	80	201	174	10	65	1	20	39	17	8	18	47	60	11	5	2	1	0	6	0	1	39	2	12	9	64	7
Number missing or multiple answer	13	0	4	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,994 99.4%	80 100.0%	197 98.0%	171 98.3%	10 100.0%	65 100.0%	1 100.0%	20 100.0%	39 100.0%	17 100.0%	8 100.0%	18 100.0%	47 100.0%	60 100.0%	11 100.0%	5 100.0%	2 100.0%	1 100.0%	0 ---	6 100.0%	0 ---	1 100.0%	39 100.0%	2 ---	12 100.0%	9 100.0%	64 100.0%	7 100.0%
Yes	1,349 67.7%	62 77.5%	139 70.6%	116 67.8%	9 90.0%	49 75.4%	0 0.0%	5 25.0%	36 92.3%	17 100.0%	8 100.0%	12 66.7%	36 76.6%	44 73.3%	10 90.9%	4 80.0%	2 100.0%	1 100.0%	0 ---	6 100.0%	0 ---	0 0.0%	26 66.7%	2 100.0%	10 83.3%	8 88.9%	51 79.7%	3 42.9%
No	645 32.3%	18 22.5%	58 29.4%	55 32.2%	1 10.0%	16 24.6%	1 100.0%	15 75.0%	3 7.7%	0 0.0%	0 0.0%	6 33.3%	11 23.4%	16 26.7%	1 9.1%	1 20.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 ---	1 100.0%	13 33.3%	0 0.0%	2 16.7%	1 11.1%	13 20.3%	4 57.1%
Significantly different from column:*								I,J	H	H																		

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

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

Trillium Community Health Plan

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

Question 31

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,349	62	139	116	9	49	0	5	36	17	8	12	36	44	10	4	2	1	0	6	0	0	26	2	10	8	51	3
Number missing or multiple answer	13	1	0	3	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,336 99.0%	61 98.4%	139 100.0%	113 97.4%	9 100.0%	48 98.0%	0 ---	5 100.0%	35 97.2%	17 100.0%	8 100.0%	12 100.0%	35 97.2%	43 97.7%	10 100.0%	4 100.0%	2 100.0%	1 100.0%	0 ---	6 100.0%	0 ---	0 ---	26 100.0%	2 ---	10 100.0%	8 100.0%	50 98.0%	3 100.0%
Never	11 0.8%	0 0.0%	0 0.0%	2 1.8%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Sometimes	53 4.0%	3 4.9%	11 7.9%	11 9.7%	1 11.1%	1 2.1%	0 ---	0 0.0%	2 5.7%	0 0.0%	1 12.5%	0 0.0%	1 2.9%	1 2.3%	1 10.0%	0 0.0%	0 0.0%	0 0.0%	1 16.7%	0 ---	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 6.0%	0 0.0%
Usually	258 19.3%	13 21.3%	32 23.0%	26 23.0%	2 22.2%	11 22.9%	0 ---	0 0.0%	8 22.9%	5 29.4%	0 0.0%	1 8.3%	12 34.3%	10 23.3%	2 20.0%	1 25.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	8 30.8%	1 50.0%	3 30.0%	2 25.0%	10 20.0%	1 33.3%	
Always	1,014 75.9%	45 73.8%	96 69.1%	74 65.5%	6 66.7%	36 75.0%	0 ---	5 100.0%	25 71.4%	12 70.6%	7 87.5%	11 91.7%	22 62.9%	32 74.4%	7 70.0%	3 75.0%	2 100.0%	1 100.0%	0 ---	5 83.3%	0 ---	0 ---	18 69.2%	1 50.0%	7 70.0%	6 75.0%	37 74.0%	2 66.7%
Significantly different from column:*																												
Usually or Always	1,272 95.2%	58 95.1%	128 92.1%	100 88.5%	8 88.9%	47 97.9%	0 ---	5 100.0%	33 94.3%	17 100.0%	7 87.5%	12 100.0%	34 97.1%	42 97.7%	9 90.0%	4 100.0%	2 100.0%	1 100.0%	0 ---	5 83.3%	0 ---	0 ---	26 100.0%	2 100.0%	10 100.0%	8 100.0%	47 94.0%	3 100.0%
Significantly different from column:*																												

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

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

Trillium Community Health Plan

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

Question 32

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	2,007	80	201	174	10	65	1	20	39	17	8	18	47	60	11	5	2	1	0	6	0	1	39	2	12	9	64	7
Number missing or multiple answer	21	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,986 99.0%	80 100.0%	198 98.5%	171 98.3%	10 100.0%	65 100.0%	1 100.0%	20 100.0%	39 100.0%	17 100.0%	8 100.0%	18 100.0%	47 100.0%	60 100.0%	11 100.0%	5 100.0%	2 100.0%	1 100.0%	0 ---	6 100.0%	0 ---	1 100.0%	39 100.0%	2 ---	12 100.0%	9 100.0%	64 100.0%	7 100.0%
Never	47 2.4%	1 1.3%	4 2.0%	4 2.3%	0 0.0%	1 1.5%	0 0.0%	1 5.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 9.1%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 ---	0 0.0%	1 2.6%	0 0.0%	0 0.0%	1 11.1%	0 0.0%	0 0.0%	0 0.0%
Sometimes	138 6.9%	3 3.8%	17 8.6%	17 9.9%	1 10.0%	2 3.1%	0 0.0%	1 5.0%	0 0.0%	2 11.8%	0 0.0%	1 5.6%	2 4.3%	2 3.3%	0 0.0%	1 20.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 2.6%	1 50.0%	0 0.0%	1 11.1%	2 3.1%	0 0.0%	0 0.0%
Usually	387 19.5%	15 18.8%	40 20.2%	42 24.6%	2 20.0%	13 20.0%	0 0.0%	2 10.0%	9 23.1%	4 23.5%	3 37.5%	4 22.2%	7 14.9%	10 16.7%	4 36.4%	1 20.0%	0 0.0%	1 100.0%	0 ---	3 50.0%	0 ---	0 0.0%	7 17.9%	0 0.0%	1 8.3%	1 11.1%	12 18.8%	2 28.6%
Always	1,414 71.2%	61 76.3%	137 69.2%	108 63.2%	7 70.0%	49 75.4%	1 100.0%	16 80.0%	30 76.9%	11 64.7%	5 62.5%	13 72.2%	38 80.9%	48 80.0%	6 54.5%	3 60.0%	2 100.0%	0 0.0%	0 ---	3 50.0%	0 ---	1 100.0%	30 76.9%	1 50.0%	11 91.7%	6 66.7%	50 78.1%	5 71.4%
Significantly different from column:*		D																										
Usually or Always	1,801 90.7%	76 95.0%	177 89.4%	150 87.7%	9 90.0%	62 95.4%	1 100.0%	18 90.0%	39 100.0%	15 88.2%	8 100.0%	17 94.4%	45 95.7%	58 96.7%	10 90.9%	4 80.0%	2 100.0%	1 100.0%	0 ---	6 100.0%	0 ---	1 100.0%	37 94.9%	1 50.0%	12 100.0%	7 77.8%	62 96.9%	7 100.0%
Significantly different from column:*																												

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

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

Trillium Community Health Plan

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

Question 33

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,007	80	201	174	10	65	1	20	39	17	8	18	47	60	11	5	2	1	0	6	0	1	39	2	12	9	64	7
Number missing or multiple answer	16	0	2	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,991 99.2%	80 100.0%	199 99.0%	170 97.7%	10 100.0%	65 100.0%	1 100.0%	20 100.0%	39 100.0%	17 100.0%	8 100.0%	18 100.0%	47 100.0%	60 100.0%	11 100.0%	5 100.0%	2 100.0%	1 100.0%	0 ---	6 100.0%	0 ---	1 100.0%	39 100.0%	2 ---	12 100.0%	9 100.0%	64 100.0%	7 100.0%
Yes	1,749 87.8%	71 88.8%	173 86.9%	148 87.1%	8 80.0%	58 89.2%	1 100.0%	19 95.0%	36 92.3%	12 70.6%	8 100.0%	16 88.9%	40 85.1%	53 88.3%	10 90.9%	4 80.0%	2 100.0%	1 100.0%	0 ---	6 100.0%	0 ---	1 100.0%	35 89.7%	1 50.0%	10 83.3%	8 88.9%	57 89.1%	6 85.7%
No	242 12.2%	9 11.3%	26 13.1%	22 12.9%	2 20.0%	7 10.8%	0 0.0%	1 5.0%	3 7.7%	5 29.4%	0 0.0%	2 11.1%	7 14.9%	7 11.7%	1 9.1%	1 20.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 ---	0 0.0%	4 10.3%	1 50.0%	2 16.7%	1 11.1%	7 10.9%	1 14.3%
Significantly different from column:*																												

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

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

Trillium Community Health Plan

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

Question 34

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,007	80	201	174	10	65	1	20	39	17	8	18	47	60	11	5	2	1	0	6	0	1	39	2	12	9	64	7
Number missing or multiple answer	8	0	2	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,999 99.6%	80 100.0%	199 99.0%	171 98.3%	10 100.0%	65 100.0%	1 100.0%	20 100.0%	39 100.0%	17 100.0%	8 100.0%	18 100.0%	47 100.0%	60 100.0%	11 100.0%	5 100.0%	2 100.0%	1 100.0%	0 ---	6 100.0%	0 ---	1 100.0%	39 100.0%	2 ---	12 100.0%	9 100.0%	64 100.0%	7 100.0%
Yes	715 35.8%	30 37.5%	76 38.2%	80 46.8%	1 10.0%	28 43.1%	0 0.0%	9 45.0%	14 35.9%	6 35.3%	3 37.5%	9 50.0%	17 36.2%	22 36.7%	2 18.2%	5 100.0%	1 50.0%	1 100.0%	0 ---	1 16.7%	0 ---	0 0.0%	16 41.0%	1 50.0%	4 33.3%	2 22.2%	22 34.4%	6 85.7%
No	1,284 64.2%	50 62.5%	123 61.8%	91 53.2%	9 90.0%	37 56.9%	1 100.0%	11 55.0%	25 64.1%	11 64.7%	5 62.5%	9 50.0%	30 63.8%	38 63.3%	9 81.8%	0 0.0%	1 50.0%	0 0.0%	0 ---	5 83.3%	0 ---	1 100.0%	23 59.0%	1 50.0%	8 66.7%	7 77.8%	42 65.6%	1 14.3%
Significantly different from column:*																												

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

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

Trillium Community Health Plan

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

Question 35

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	715	30	76	80	1	28	0	9	14	6	3	9	17	22	2	5	1	1	0	1	0	0	16	1	4	2	22	6
Number missing or multiple answer	15	2	4	2	0	2	0	0	1	1	0	0	2	2	0	0	0	0	0	0	0	2	0	0	0	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	700	28	72	78	1	26	0	9	13	5	3	9	15	20	2	5	1	1	0	1	0	14	1	4	2	20	6	
	97.9%	93.3%	94.7%	97.5%	100.0%	92.9%	---	100.0%	92.9%	83.3%	100.0%	100.0%	88.2%	90.9%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	---	87.5%	---	100.0%	100.0%	90.9%	100.0%
Never	29	0	6	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
	4.1%	0.0%	8.3%	9.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	62	3	13	12	0	3	0	1	1	1	0	0	3	2	1	0	0	0	0	0	0	3	0	0	0	2	1	
	8.9%	10.7%	18.1%	15.4%	0.0%	11.5%	---	11.1%	7.7%	20.0%	0.0%	0.0%	20.0%	10.0%	50.0%	0.0%	0.0%	0.0%	---	0.0%	---	---	21.4%	0.0%	0.0%	0.0%	10.0%	16.7%
Usually	192	6	22	18	1	5	0	0	5	1	1	2	3	5	0	1	0	1	0	0	0	2	0	1	1	4	1	
	27.4%	21.4%	30.6%	23.1%	100.0%	19.2%	---	0.0%	38.5%	20.0%	33.3%	22.2%	20.0%	25.0%	0.0%	20.0%	0.0%	100.0%	---	0.0%	---	---	14.3%	0.0%	25.0%	50.0%	20.0%	16.7%
Always	417	19	31	41	0	18	0	8	7	3	2	7	9	13	1	4	1	0	0	1	0	9	1	3	1	14	4	
	59.6%	67.9%	43.1%	52.6%	0.0%	69.2%	---	88.9%	53.8%	60.0%	66.7%	77.8%	60.0%	65.0%	50.0%	80.0%	100.0%	0.0%	---	100.0%	---	---	64.3%	100.0%	75.0%	50.0%	70.0%	66.7%
Significantly different from column:*		C																										
Usually or Always	609	25	53	59	1	23	0	8	12	4	3	9	12	18	1	5	1	1	0	1	0	11	1	4	2	18	5	
	87.0%	89.3%	73.6%	75.6%	100.0%	88.5%	---	88.9%	92.3%	80.0%	100.0%	100.0%	80.0%	90.0%	50.0%	100.0%	100.0%	100.0%	---	100.0%	---	---	78.6%	100.0%	100.0%	100.0%	90.0%	83.3%

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

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Trillium Community Health Plan

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

Question 36

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	3,398	147	283	235	25	114	3	33	71	39	16	35	86	113	21	8	7	1	2	17	0	1	71	3	19	65	72	8
Number missing or multiple answer	87	10	4	5	1	8	0	3	5	2	0	0	9	8	1	1	1	0	1	1	0	4	0	1	8	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	3,311 97.4%	137 93.2%	279 98.6%	230 97.9%	24 96.0%	106 93.0%	3 100.0%	30 90.9%	66 93.0%	37 94.9%	16 100.0%	35 100.0%	77 89.5%	105 92.9%	20 95.2%	7 87.5%	6 85.7%	1 100.0%	1 50.0%	16 94.1%	0 ---	1 100.0%	67 94.4%	3 ---	18 94.7%	57 87.7%	70 97.2%	8 100.0%
0 Worst personal doctor possible	5 0.2%	1 0.7%	0 0.0%	0 0.0%	1 4.2%	0 0.0%	0 0.0%	1 3.3%	0 0.0%	0 0.0%	0 0.0%	1 2.9%	0 0.0%	1 1.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.4%	0 0.0%
1	3 0.1%	0 0.0%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2	3 0.1%	0 0.0%	0 0.0%	2 0.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
3	14 0.4%	0 0.0%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
4	18 0.5%	0 0.0%	0 0.0%	3 1.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
5	87 2.6%	6 4.4%	7 2.5%	10 4.3%	3 12.5%	3 2.8%	0 0.0%	0 0.0%	3 4.5%	3 8.1%	0 0.0%	1 2.9%	4 5.2%	3 2.9%	2 10.0%	1 14.3%	0 0.0%	0 0.0%	0 0.0%	2 12.5%	0 ---	0 0.0%	4 6.0%	0 0.0%	0 0.0%	4 7.0%	2 2.9%	0 0.0%
6	56 1.7%	2 1.5%	7 2.5%	6 2.6%	0 0.0%	2 1.9%	0 0.0%	0 0.0%	2 3.0%	0 0.0%	0 0.0%	2 5.7%	0 0.0%	1 1.0%	1 5.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	1 1.5%	1 33.3%	0 0.0%	2 3.5%	0 0.0%	0 0.0%
7	183 5.5%	7 5.1%	17 6.1%	13 5.7%	3 12.5%	4 3.8%	0 0.0%	1 3.3%	4 6.1%	2 5.4%	3 18.8%	0 0.0%	4 5.2%	5 4.8%	1 5.0%	0 0.0%	1 100.0%	0 0.0%	1 6.3%	0 ---	0 0.0%	2 3.0%	1 33.3%	0 0.0%	4 7.0%	3 4.3%	0 0.0%	
8	492 14.9%	19 13.9%	42 15.1%	36 15.7%	4 16.7%	14 13.2%	0 0.0%	2 6.7%	10 15.2%	6 16.2%	1 6.3%	2 5.7%	15 19.5%	14 13.3%	4 20.0%	0 0.0%	0 0.0%	0 0.0%	1 6.3%	0 ---	0 0.0%	8 11.9%	0 0.0%	3 16.7%	10 17.5%	8 11.4%	1 12.5%	
9	595 18.0%	22 16.1%	56 20.1%	53 23.0%	7 29.2%	15 14.2%	0 0.0%	4 13.3%	11 16.7%	7 18.9%	1 6.3%	3 8.6%	18 23.4%	19 18.1%	2 10.0%	1 14.3%	0 0.0%	0 0.0%	0 0.0%	3 18.8%	0 ---	0 0.0%	14 20.9%	0 0.0%	4 22.2%	9 15.8%	13 18.6%	0 0.0%
10 Best personal doctor possible	1,855 56.0%	80 58.4%	148 53.0%	107 46.5%	6 25.0%	68 64.2%	3 100.0%	22 73.3%	36 54.5%	19 51.4%	11 68.8%	26 74.3%	36 46.8%	62 59.0%	10 50.0%	5 71.4%	6 100.0%	0 0.0%	1 100.0%	9 56.3%	0 ---	1 100.0%	38 56.7%	1 33.3%	11 61.1%	28 49.1%	43 61.4%	7 87.5%

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

Trillium Community Health Plan

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

Question 36

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	3,398	147	283	235	25	114	3	33	71	39	16	35	86	113	21	8	7	1	2	17	0	1	71	3	19	65	72	8
Number missing or multiple answer	87	10	4	5	1	8	0	3	5	2	0	0	9	8	1	1	1	0	1	1	0	4	0	1	8	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	3,311 97.4%	137 93.2%	279 98.6%	230 97.9%	24 96.0%	106 93.0%	3 100.0%	30 90.9%	66 93.0%	37 94.9%	16 100.0%	35 100.0%	77 89.5%	105 92.9%	20 95.2%	7 87.5%	6 85.7%	1 100.0%	1 50.0%	16 94.1%	0 ---	1 100.0%	67 94.4%	3 ---	18 94.7%	57 87.7%	70 97.2%	8 100.0%
0 to 4	43 1.3%	1 0.7%	2 0.7%	5 2.2%	1 4.2%	0 0.0%	0 0.0%	1 3.3%	0 0.0%	0 0.0%	0 0.0%	1 2.9%	0 0.0%	1 1.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.4%	0 0.0%
5	87 2.6%	6 4.4%	7 2.5%	10 4.3%	3 12.5%	3 2.8%	0 0.0%	0 0.0%	3 4.5%	3 8.1%	0 0.0%	1 2.9%	4 5.2%	3 2.9%	2 10.0%	1 14.3%	0 0.0%	0 0.0%	0 0.0%	2 12.5%	0 ---	0 0.0%	4 6.0%	0 0.0%	0 0.0%	4 7.0%	2 2.9%	0 0.0%
6 or 7	239 7.2%	9 6.6%	24 8.6%	19 8.3%	3 12.5%	6 5.7%	0 0.0%	1 3.3%	6 9.1%	2 5.4%	3 18.8%	2 5.7%	4 5.2%	6 5.7%	2 10.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1 6.3%	0 ---	0 0.0%	3 4.5%	2 66.7%	0 0.0%	6 10.5%	3 4.3%	0 0.0%
8 to 10	2,942 88.9%	121 88.3%	246 88.2%	196 85.2%	17 70.8%	97 91.5%	3 100.0%	28 93.3%	57 86.4%	32 86.5%	13 81.3%	31 88.6%	69 89.6%	95 90.5%	16 80.0%	6 85.7%	6 100.0%	0 0.0%	1 100.0%	13 81.3%	0 ---	1 100.0%	60 89.6%	1 33.3%	18 100.0%	47 82.5%	64 91.4%	8 100.0%
Significantly different from column:*																												
0 to 6	186 5.6%	9 6.6%	16 5.7%	21 9.1%	4 16.7%	5 4.7%	0 0.0%	1 3.3%	5 7.6%	3 8.1%	0 0.0%	4 11.4%	4 5.2%	5 4.8%	3 15.0%	1 14.3%	0 0.0%	0 0.0%	0 0.0%	2 12.5%	0 ---	0 0.0%	5 7.5%	1 33.3%	0 0.0%	6 10.5%	3 4.3%	0 0.0%
7 to 8	675 20.4%	26 19.0%	59 21.1%	49 21.3%	7 29.2%	18 17.0%	0 0.0%	3 10.0%	14 21.2%	8 21.6%	4 25.0%	2 5.7%	19 24.7%	19 18.1%	5 25.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	2 12.5%	0 ---	0 0.0%	10 14.9%	1 33.3%	3 16.7%	14 24.6%	11 15.7%	1 12.5%
9 to 10	2,450 74.0%	102 74.5%	204 73.1%	160 69.6%	13 54.2%	83 78.3%	3 100.0%	26 86.7%	47 71.2%	26 70.3%	12 75.0%	29 82.9%	54 70.1%	81 77.1%	12 60.0%	6 85.7%	6 100.0%	0 0.0%	1 100.0%	12 75.0%	0 ---	1 100.0%	52 77.6%	1 33.3%	15 83.3%	37 64.9%	56 80.0%	7 87.5%
Significantly different from column:*					F	E																						

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

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

Trillium Community Health Plan

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

Question 37

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,398	147	283	83	25	114	3	33	71	39	16	35	86	113	21	8	7	1	2	17	0	1	71	3	19	65	72	8
Number missing or multiple answer	55	3	3	0	0	2	0	2	1	0	0	0	3	3	0	0	1	0	0	0	0	0	2	0	0	2	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,343	144	280	83	25	112	3	31	70	39	16	35	83	110	21	8	6	1	2	17	0	1	69	3	19	63	71	8
	98.4%	98.0%	98.9%	100.0%	100.0%	98.2%	100.0%	93.9%	98.6%	100.0%	100.0%	100.0%	96.5%	97.3%	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	---	100.0%	97.2%	---	100.0%	96.9%	98.6%	100.0%
Yes	859	44	79	45	4	36	3	4	23	16	2	13	28	24	14	5	2	0	1	1	0	1	24	1	7	11	28	5
	25.7%	30.6%	28.2%	54.2%	16.0%	32.1%	100.0%	12.9%	32.9%	41.0%	12.5%	37.1%	33.7%	21.8%	66.7%	62.5%	33.3%	0.0%	50.0%	5.9%	---	100.0%	34.8%	33.3%	36.8%	17.5%	39.4%	62.5%
No	2,484	100	201	38	21	76	0	27	47	23	14	22	55	86	7	3	4	1	1	16	0	0	45	2	12	52	43	3
	74.3%	69.4%	71.8%	45.8%	84.0%	67.9%	0.0%	87.1%	67.1%	59.0%	87.5%	62.9%	66.3%	78.2%	33.3%	37.5%	66.7%	100.0%	50.0%	94.1%	---	0.0%	65.2%	66.7%	63.2%	82.5%	60.6%	37.5%
Significantly different from column:*		D						I,J	H	H				O	N											AA	Z	

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

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

Trillium Community Health Plan

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

Question 38

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	859	44	79	45	4	36	3	4	23	16	2	13	28	24	14	5	2	0	1	1	0	1	24	1	7	11	28	5
Number missing or multiple answer	23	1	1	2	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	836	43	78	43	4	35	3	4	22	16	2	13	27	23	14	5	2	0	1	1	0	1	23	1	7	11	27	5
	97.3%	97.7%	98.7%	95.6%	100.0%	97.2%	100.0%	100.0%	95.7%	100.0%	100.0%	100.0%	96.4%	95.8%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	95.8%	---	100.0%	100.0%	96.4%	100.0%
Yes	771	36	68	37	3	29	3	3	20	12	2	11	22	19	12	4	1	0	1	1	0	1	18	1	6	8	24	4
	92.2%	83.7%	87.2%	86.0%	75.0%	82.9%	100.0%	75.0%	90.9%	75.0%	100.0%	84.6%	81.5%	82.6%	85.7%	80.0%	50.0%	---	100.0%	100.0%	---	100.0%	78.3%	100.0%	85.7%	72.7%	88.9%	80.0%
No	65	7	10	6	1	6	0	1	2	4	0	2	5	4	2	1	1	0	0	0	0	5	0	1	3	3	1	
	7.8%	16.3%	12.8%	14.0%	25.0%	17.1%	0.0%	25.0%	9.1%	25.0%	0.0%	15.4%	18.5%	17.4%	14.3%	20.0%	50.0%	---	0.0%	0.0%	---	0.0%	21.7%	0.0%	14.3%	27.3%	11.1%	20.0%
Significantly different from column:*																												

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

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

Trillium Community Health Plan

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

Question 39

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	859	44	79	45	4	36	3	4	23	16	2	13	28	24	14	5	2	0	1	1	0	1	24	1	7	11	28	5
Number missing or multiple answer	24	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	835	44	78	43	4	36	3	4	23	16	2	13	28	24	14	5	2	0	1	1	0	1	24	1	7	11	28	5
	97.2%	100.0%	98.7%	95.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	739	35	65	34	3	28	3	3	19	12	2	11	21	19	11	4	1	0	1	0	0	1	18	1	6	8	23	4
	88.5%	79.5%	83.3%	79.1%	75.0%	77.8%	100.0%	75.0%	82.6%	75.0%	100.0%	84.6%	75.0%	79.2%	78.6%	80.0%	50.0%	---	100.0%	0.0%	---	100.0%	75.0%	100.0%	85.7%	72.7%	82.1%	80.0%
No	96	9	13	9	1	8	0	1	4	4	0	2	7	5	3	1	1	0	0	1	0	6	0	1	3	5	1	
	11.5%	20.5%	16.7%	20.9%	25.0%	22.2%	0.0%	25.0%	17.4%	25.0%	0.0%	15.4%	25.0%	20.8%	21.4%	20.0%	50.0%	---	0.0%	100.0%	---	0.0%	25.0%	0.0%	14.3%	27.3%	17.9%	20.0%
Significantly different from column:*																												

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

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

Trillium Community Health Plan

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

Question 40

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	171	309	283	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10
Number missing or multiple answer	17	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,953 99.6%	171 100.0%	309 100.0%	282 99.6%	31 100.0%	130 100.0%	3 100.0%	38 100.0%	77 100.0%	49 100.0%	22 100.0%	38 100.0%	99 100.0%	129 100.0%	26 100.0%	10 100.0%	8 100.0%	2 100.0%	2 100.0%	23 100.0%	0 ---	1 100.0%	78 100.0%	3 ---	20 100.0%	84 100.0%	75 100.0%	10 100.0%
Yes	633 16.0%	24 14.0%	52 16.8%	61 21.6%	2 6.5%	21 16.2%	0 0.0%	4 10.5%	11 14.3%	8 16.3%	4 18.2%	5 13.2%	13 13.1%	12 9.3%	6 23.1%	5 50.0%	1 12.5%	0 0.0%	0 0.0%	4 17.4%	0 ---	0 0.0%	7 9.0%	1 33.3%	6 30.0%	2 2.4%	16 21.3%	5 50.0%
No	3,320 84.0%	147 86.0%	257 83.2%	221 78.4%	29 93.5%	109 83.8%	3 100.0%	34 89.5%	66 85.7%	41 83.7%	18 81.8%	33 86.8%	86 86.9%	117 90.7%	20 76.9%	5 50.0%	7 87.5%	2 100.0%	2 100.0%	19 82.6%	0 ---	1 100.0%	71 91.0%	2 66.7%	14 70.0%	82 97.6%	59 78.7%	5 50.0%
Significantly different from column:*		D																								AA	Z	

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

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

Trillium Community Health Plan

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

Question 41

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	633	24	52	61	2	21	0	4	11	8	4	5	13	12	6	5	1	0	0	4	0	0	7	1	6	2	16	5
Number missing or multiple answer	3	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	630	24	52	60	2	21	0	4	11	8	4	5	13	12	6	5	1	0	0	4	0	0	7	1	6	2	16	5
	99.5%	100.0%	100.0%	98.4%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Never	33	0	6	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
	5.2%	0.0%	11.5%	6.7%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	126	2	11	9	0	2	0	0	2	0	0	0	2	1	1	0	0	0	1	0	0	1	0	0	0	2	0	
	20.0%	8.3%	21.2%	15.0%	0.0%	9.5%	---	0.0%	18.2%	0.0%	0.0%	0.0%	15.4%	8.3%	16.7%	0.0%	0.0%	---	---	25.0%	---	---	14.3%	0.0%	0.0%	0.0%	12.5%	0.0%
Usually	170	6	19	13	1	5	0	1	2	3	2	1	2	2	3	1	0	0	3	0	0	1	0	1	0	3	2	
	27.0%	25.0%	36.5%	21.7%	50.0%	23.8%	---	25.0%	18.2%	37.5%	50.0%	20.0%	15.4%	16.7%	50.0%	20.0%	0.0%	---	---	75.0%	---	---	14.3%	0.0%	16.7%	0.0%	18.8%	40.0%
Always	301	16	16	34	1	14	0	3	7	5	2	4	9	9	2	4	1	0	0	0	0	5	1	5	2	11	3	
	47.8%	66.7%	30.8%	56.7%	50.0%	66.7%	---	75.0%	63.6%	62.5%	50.0%	80.0%	69.2%	75.0%	33.3%	80.0%	100.0%	---	---	0.0%	---	---	71.4%	100.0%	83.3%	100.0%	68.8%	60.0%
Significantly different from column:*		C																										
Usually or Always	471	22	35	47	2	19	0	4	9	8	4	5	11	11	5	5	1	0	0	3	0	0	6	1	6	2	14	5
	74.8%	91.7%	67.3%	78.3%	100.0%	90.5%	---	100.0%	81.8%	100.0%	100.0%	100.0%	84.6%	91.7%	83.3%	100.0%	100.0%	---	---	75.0%	---	---	85.7%	100.0%	100.0%	100.0%	87.5%	100.0%
Significantly different from column:*		C																										

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

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

Trillium Community Health Plan

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

Question 42

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	633	24	52	61	2	21	0	4	11	8	4	5	13	12	6	5	1	0	0	4	0	0	7	1	6	2	16	5
Number missing or multiple answer	8	1	0	1	0	1	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	625	23	52	60	2	20	0	3	11	8	4	4	13	12	6	4	1	0	0	4	0	0	7	1	6	2	16	4
	98.7%	95.8%	100.0%	98.4%	100.0%	95.2%	---	75.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	80.0%	100.0%	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	80.0%
None	55	2	7	5	0	2	0	1	0	1	1	0	1	1	1	0	0	0	1	0	0	1	0	0	0	0	2	0
	8.8%	8.7%	13.5%	8.3%	0.0%	10.0%	---	33.3%	0.0%	12.5%	25.0%	0.0%	7.7%	8.3%	16.7%	0.0%	0.0%	---	---	25.0%	---	---	14.3%	0.0%	0.0%	0.0%	12.5%	0.0%
1 specialist	359	12	30	39	1	10	0	2	6	3	2	2	7	8	3	0	0	0	1	0	0	3	1	4	1	9	1	
	57.4%	52.2%	57.7%	65.0%	50.0%	50.0%	---	66.7%	54.5%	37.5%	50.0%	50.0%	53.8%	66.7%	50.0%	0.0%	0.0%	---	---	25.0%	---	---	42.9%	100.0%	66.7%	50.0%	56.3%	25.0%
2	129	6	7	14	0	6	0	0	5	1	1	1	3	2	2	2	1	0	0	2	0	0	2	0	1	1	5	0
	20.6%	26.1%	13.5%	23.3%	0.0%	30.0%	---	0.0%	45.5%	12.5%	25.0%	25.0%	23.1%	16.7%	33.3%	50.0%	100.0%	---	---	50.0%	---	---	28.6%	0.0%	16.7%	50.0%	31.3%	0.0%
3	47	1	7	0	0	1	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	0	1
	7.5%	4.3%	13.5%	0.0%	0.0%	5.0%	---	0.0%	0.0%	12.5%	0.0%	0.0%	7.7%	0.0%	0.0%	25.0%	0.0%	---	---	0.0%	---	---	0.0%	0.0%	16.7%	0.0%	0.0%	25.0%
4	16	1	0	1	0	1	0	0	0	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
	2.6%	4.3%	0.0%	1.7%	0.0%	5.0%	---	0.0%	0.0%	12.5%	0.0%	25.0%	0.0%	0.0%	0.0%	25.0%	0.0%	---	---	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%
5 or more specialists	19	1	1	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
	3.0%	4.3%	1.9%	1.7%	50.0%	0.0%	---	0.0%	0.0%	12.5%	0.0%	0.0%	7.7%	8.3%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	14.3%	0.0%	0.0%	0.0%	0.0%	25.0%
3 or more specialists	82	3	8	2	1	2	0	0	0	3	0	1	2	1	0	2	0	0	0	0	0	0	1	0	1	0	0	3
	13.1%	13.0%	15.4%	3.3%	50.0%	10.0%	---	0.0%	0.0%	37.5%	0.0%	25.0%	15.4%	8.3%	0.0%	50.0%	0.0%	---	---	0.0%	---	---	14.3%	0.0%	16.7%	0.0%	0.0%	75.0%
Significantly different from column:*																												

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

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

Trillium Community Health Plan

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

Question 43

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	570	21	45	55	2	18	0	2	11	7	3	4	12	11	5	4	1	0	0	3	0	0	6	1	6	2	14	4
Number missing or multiple answer	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	564	21	45	55	2	18	0	2	11	7	3	4	12	11	5	4	1	0	0	3	0	0	6	1	6	2	14	4
	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
0 Worst specialist possible	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	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%
2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	7	1	0	0	0	1	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0
	1.2%	4.8%	0.0%	0.0%	0.0%	5.6%	---	0.0%	9.1%	0.0%	33.3%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%
4	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
	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
5	18	1	1	2	0	1	0	0	1	0	0	0	1	0	1	0	0	0	1	0	0	0	0	0	0	0	1	0
	3.2%	4.8%	2.2%	3.6%	0.0%	5.6%	---	0.0%	9.1%	0.0%	0.0%	0.0%	8.3%	0.0%	20.0%	0.0%	0.0%	---	---	33.3%	---	---	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%
6	13	1	2	3	0	1	0	0	0	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
	2.3%	4.8%	4.4%	5.5%	0.0%	5.6%	---	0.0%	0.0%	14.3%	0.0%	25.0%	0.0%	0.0%	0.0%	25.0%	0.0%	---	---	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%
7	41	2	3	8	0	2	0	0	2	0	0	0	2	2	0	0	0	0	0	0	0	1	0	1	0	2	0	
	7.3%	9.5%	6.7%	14.5%	0.0%	11.1%	---	0.0%	18.2%	0.0%	0.0%	0.0%	16.7%	18.2%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	16.7%	0.0%	16.7%	0.0%	14.3%	0.0%
8	92	0	11	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
	16.3%	0.0%	24.4%	9.1%	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%
9	124	3	11	7	0	3	0	0	2	1	0	0	3	1	2	0	0	0	0	0	0	2	0	1	0	2	1	
	22.0%	14.3%	24.4%	12.7%	0.0%	16.7%	---	0.0%	18.2%	14.3%	0.0%	0.0%	25.0%	9.1%	40.0%	0.0%	0.0%	---	---	0.0%	---	---	33.3%	0.0%	16.7%	0.0%	14.3%	25.0%
10 Best specialist possible	262	13	17	29	2	10	0	2	5	5	2	3	6	7	2	3	1	0	2	0	0	3	1	4	2	8	2	
	46.5%	61.9%	37.8%	52.7%	100.0%	55.6%	---	100.0%	45.5%	71.4%	66.7%	75.0%	50.0%	63.6%	40.0%	75.0%	100.0%	---	---	66.7%	---	---	50.0%	100.0%	66.7%	100.0%	57.1%	50.0%

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

Trillium Community Health Plan

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

Question 43

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	570	21	45	55	2	18	0	2	11	7	3	4	12	11	5	4	1	0	0	3	0	0	6	1	6	2	14	4
Number missing or multiple answer	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	564 98.9%	21 100.0%	45 100.0%	55 100.0%	2 100.0%	18 100.0%	0 ---	2 100.0%	11 100.0%	7 100.0%	3 100.0%	4 100.0%	12 100.0%	11 100.0%	5 100.0%	4 100.0%	1 100.0%	0 ---	0 ---	3 100.0%	0 ---	0 ---	6 100.0%	1 ---	6 100.0%	2 100.0%	14 100.0%	4 100.0%
0 to 4	14 2.5%	1 4.8%	0 0.0%	1 1.8%	0 0.0%	1 5.6%	0 ---	0 0.0%	1 9.1%	0 0.0%	1 33.3%	0 0.0%	0 0.0%	1 9.1%	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%	1 7.1%	0 0.0%
5	18 3.2%	1 4.8%	1 2.2%	2 3.6%	0 0.0%	1 5.6%	0 ---	0 0.0%	1 9.1%	0 0.0%	0 0.0%	0 0.0%	1 8.3%	0 0.0%	1 20.0%	0 0.0%	0 0.0%	0 ---	1 33.3%	0 ---	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 7.1%	0 0.0%	
6 or 7	54 9.6%	3 14.3%	5 11.1%	11 20.0%	0 0.0%	3 16.7%	0 ---	0 0.0%	2 18.2%	1 14.3%	0 0.0%	1 25.0%	2 16.7%	2 18.2%	0 0.0%	1 25.0%	0 0.0%	0 ---	0 0.0%	0 ---	0 0.0%	0 0.0%	1 16.7%	0 0.0%	1 16.7%	0 0.0%	2 14.3%	1 25.0%
8 to 10	478 84.8%	16 76.2%	39 86.7%	41 74.5%	2 100.0%	13 72.2%	0 ---	2 100.0%	7 63.6%	6 85.7%	2 66.7%	3 75.0%	9 75.0%	8 72.7%	4 80.0%	3 75.0%	1 100.0%	0 ---	0 ---	2 66.7%	0 ---	0 ---	5 83.3%	1 100.0%	5 83.3%	2 100.0%	10 71.4%	3 75.0%
Significantly different from column:*																												
0 to 6	45 8.0%	3 14.3%	3 6.7%	6 10.9%	0 0.0%	3 16.7%	0 ---	0 0.0%	2 18.2%	1 14.3%	1 33.3%	1 25.0%	1 8.3%	1 9.1%	1 20.0%	1 25.0%	0 0.0%	0 ---	0 ---	1 33.3%	0 ---	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 14.3%	1 25.0%
7 to 8	133 23.6%	2 9.5%	14 31.1%	13 23.6%	0 0.0%	2 11.1%	0 ---	0 0.0%	2 18.2%	0 0.0%	0 0.0%	0 0.0%	2 16.7%	2 18.2%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 ---	0 0.0%	0 0.0%	1 16.7%	0 0.0%	1 16.7%	0 0.0%	2 14.3%	0 0.0%
9 to 10	386 68.4%	16 76.2%	28 62.2%	36 65.5%	2 100.0%	13 72.2%	0 ---	2 100.0%	7 63.6%	6 85.7%	2 66.7%	3 75.0%	9 75.0%	8 72.7%	4 80.0%	3 75.0%	1 100.0%	0 ---	0 ---	2 66.7%	0 ---	0 ---	5 83.3%	1 100.0%	5 83.3%	2 100.0%	10 71.4%	3 75.0%
Significantly different from column:*																												

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

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

Trillium Community Health Plan

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

Question 44

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	171	309	283	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10
Number missing or multiple answer	62	2	3	6	0	1	1	0	2	0	0	0	2	2	0	0	0	0	0	0	0	1	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	3,908	169	306	277	31	129	2	38	75	49	22	38	97	127	26	10	8	2	2	23	0	0	78	3	20	84	73	10
	98.4%	98.8%	99.0%	97.9%	100.0%	99.2%	66.7%	100.0%	97.4%	100.0%	100.0%	100.0%	98.0%	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	0.0%	100.0%	---	100.0%	100.0%	97.3%	100.0%
Yes	761	43	96	67	8	34	0	12	18	12	8	7	25	31	6	5	1	1	1	5	0	0	21	2	6	10	29	4
	19.5%	25.4%	31.4%	24.2%	25.8%	26.4%	0.0%	31.6%	24.0%	24.5%	36.4%	18.4%	25.8%	24.4%	23.1%	50.0%	12.5%	50.0%	50.0%	21.7%	---	---	26.9%	66.7%	30.0%	11.9%	39.7%	40.0%
No	3,147	126	210	210	23	95	2	26	57	37	14	31	72	96	20	5	7	1	1	18	0	0	57	1	14	74	44	6
	80.5%	74.6%	68.6%	75.8%	74.2%	73.6%	100.0%	68.4%	76.0%	75.5%	63.6%	81.6%	74.2%	75.6%	76.9%	50.0%	87.5%	50.0%	50.0%	78.3%	---	---	73.1%	33.3%	70.0%	88.1%	60.3%	60.0%
Significantly different from column:*																										AA	Z	

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

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

Trillium Community Health Plan

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

Question 45

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	761	43	96	67	8	34	0	12	18	12	8	7	25	31	6	5	1	1	1	5	0	0	21	2	6	10	29	4
Number missing or multiple answer	12	0	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	749	43	95	64	8	34	0	12	18	12	8	7	25	31	6	5	1	1	1	5	0	0	21	2	6	10	29	4
	98.4%	100.0%	99.0%	95.5%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%
Never	33	1	2	2	0	1	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	1	0	0
	4.4%	2.3%	2.1%	3.1%	0.0%	2.9%	---	0.0%	0.0%	8.3%	0.0%	0.0%	4.0%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	4.8%	0.0%	0.0%	10.0%	0.0%	0.0%
Sometimes	101	3	10	15	0	2	0	1	1	0	0	0	2	1	1	0	0	0	0	1	0	0	1	0	0	1	2	0
	13.5%	7.0%	10.5%	23.4%	0.0%	5.9%	---	8.3%	5.6%	0.0%	0.0%	0.0%	8.0%	3.2%	16.7%	0.0%	0.0%	0.0%	20.0%	---	---	4.8%	0.0%	0.0%	10.0%	6.9%	0.0%	
Usually	194	7	24	13	2	5	0	2	3	2	1	1	5	6	0	1	0	1	0	0	0	3	1	1	1	5	1	
	25.9%	16.3%	25.3%	20.3%	25.0%	14.7%	---	16.7%	16.7%	16.7%	12.5%	14.3%	20.0%	19.4%	0.0%	20.0%	0.0%	100.0%	0.0%	0.0%	---	---	14.3%	50.0%	16.7%	10.0%	17.2%	25.0%
Always	421	32	59	34	6	26	0	9	14	9	7	6	17	23	5	4	1	0	1	4	0	0	16	1	5	7	22	3
	56.2%	74.4%	62.1%	53.1%	75.0%	76.5%	---	75.0%	77.8%	75.0%	87.5%	85.7%	68.0%	74.2%	83.3%	80.0%	100.0%	0.0%	100.0%	80.0%	---	---	76.2%	50.0%	83.3%	70.0%	75.9%	75.0%
Significantly different from column:*		A,D																										
Usually or Always	615	39	83	47	8	31	0	11	17	11	8	7	22	29	5	5	1	1	1	4	0	0	19	2	6	8	27	4
	82.1%	90.7%	87.4%	73.4%	100.0%	91.2%	---	91.7%	94.4%	91.7%	100.0%	100.0%	88.0%	93.5%	83.3%	100.0%	100.0%	100.0%	80.0%	---	---	90.5%	100.0%	100.0%	80.0%	93.1%	100.0%	
Significantly different from column:*		D																										

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

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

Trillium Community Health Plan

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

Question 46

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	761	43	96	67	8	34	0	12	18	12	8	7	25	31	6	5	1	1	1	5	0	0	21	2	6	10	29	4	
Number missing or multiple answer	16	1	1	2	0	1	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	1	0	0	1	0	0		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	745	42	95	65	8	33	0	11	18	12	8	7	24	30	6	5	1	1	1	5	0	0	20	2	6	9	29	4	
	97.9%	97.7%	99.0%	97.0%	100.0%	97.1%	---	91.7%	100.0%	100.0%	100.0%	100.0%	96.0%	96.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	95.2%	---	100.0%	90.0%	100.0%	100.0%	
Never	19	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.6%	0.0%	0.0%	1.5%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	29	1	2	6	0	1	0	0	1	0	0	1	0	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0	
	3.9%	2.4%	2.1%	9.2%	0.0%	3.0%	---	0.0%	5.6%	0.0%	0.0%	14.3%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	---	---	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	
Usually	129	4	16	9	1	3	0	1	3	0	1	1	2	3	1	0	0	1	0	1	0	0	2	0	0	0	4	0	
	17.3%	9.5%	16.8%	13.8%	12.5%	9.1%	---	9.1%	16.7%	0.0%	12.5%	14.3%	8.3%	10.0%	16.7%	0.0%	0.0%	100.0%	0.0%	20.0%	---	---	10.0%	0.0%	0.0%	0.0%	13.8%	0.0%	
Always	568	37	77	49	7	29	0	10	14	12	7	5	22	26	5	5	1	0	1	3	0	0	18	2	6	9	24	4	
	76.2%	88.1%	81.1%	75.4%	87.5%	87.9%	---	90.9%	77.8%	100.0%	87.5%	71.4%	91.7%	86.7%	83.3%	100.0%	100.0%	0.0%	100.0%	60.0%	---	---	90.0%	100.0%	100.0%	100.0%	82.8%	100.0%	
Significantly different from column:*																													
Usually or Always	697	41	93	58	8	32	0	11	17	12	8	6	24	29	6	5	1	1	1	4	0	0	20	2	6	9	28	4	
	93.6%	97.6%	97.9%	89.2%	100.0%	97.0%	---	100.0%	94.4%	100.0%	100.0%	85.7%	100.0%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	---	---	100.0%	100.0%	100.0%	100.0%	96.6%	100.0%	
Significantly different from column:*																													

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

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

Trillium Community Health Plan

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

Question 47

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	171	309	283	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10
Number missing or multiple answer	125	4	4	5	0	4	0	1	2	1	0	3	1	3	1	0	0	0	0	0	0	0	3	0	0	2	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,845 96.9%	167 97.7%	305 98.7%	278 98.2%	31 100.0%	126 96.9%	3 100.0%	37 97.4%	75 97.4%	48 98.0%	22 100.0%	35 92.1%	98 99.0%	126 97.7%	25 96.2%	10 100.0%	8 100.0%	2 100.0%	2 100.0%	23 100.0%	0 ---	1 100.0%	75 96.2%	3 ---	20 100.0%	82 97.6%	74 98.7%	9 90.0%
Yes	1,015 26.4%	49 29.3%	94 30.8%	93 33.5%	6 19.4%	42 33.3%	0 0.0%	14 37.8%	20 26.7%	14 29.2%	10 45.5%	10 28.6%	24 24.5%	34 27.0%	9 36.0%	5 50.0%	3 37.5%	1 50.0%	1 50.0%	8 34.8%	0 ---	0 0.0%	21 28.0%	1 33.3%	9 45.0%	13 15.9%	31 41.9%	4 44.4%
No	2,830 73.6%	118 70.7%	211 69.2%	185 66.5%	25 80.6%	84 66.7%	3 100.0%	23 62.2%	55 73.3%	34 70.8%	12 54.5%	25 71.4%	74 75.5%	92 73.0%	16 64.0%	5 50.0%	5 62.5%	1 50.0%	1 50.0%	15 65.2%	0 ---	1 100.0%	54 72.0%	2 66.7%	11 55.0%	69 84.1%	43 58.1%	5 55.6%
Significantly different from column:*											M		K													AA	Z	

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

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

Trillium Community Health Plan

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

Question 48

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,845	167	305	278	31	126	3	37	75	48	22	35	98	126	25	10	8	2	2	23	0	1	75	3	20	82	74	9
Number missing or multiple answer	30	1	1	1	0	1	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,815 99.2%	166 99.4%	304 99.7%	277 99.6%	31 100.0%	125 99.2%	3 100.0%	37 100.0%	75 100.0%	47 97.9%	22 100.0%	35 100.0%	97 99.0%	126 100.0%	24 96.0%	10 100.0%	8 100.0%	2 100.0%	2 100.0%	23 100.0%	0 ---	1 100.0%	74 98.7%	3 ---	20 100.0%	82 100.0%	74 100.0%	8 88.9%
Never	49 1.3%	1 0.6%	6 2.0%	6 2.2%	0 0.0%	1 0.8%	0 0.0%	1 2.7%	0 0.0%	0 0.0%	0 0.0%	1 2.9%	0 0.0%	1 0.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	1 1.4%	0 0.0%	0 0.0%	0 0.0%	1 1.4%	0 0.0%
Sometimes	168 4.4%	7 4.2%	9 3.0%	21 7.6%	0 0.0%	7 5.6%	0 0.0%	2 5.4%	3 4.0%	2 4.3%	2 9.1%	1 2.9%	3 3.1%	4 3.2%	3 12.5%	0 0.0%	1 12.5%	1 50.0%	0 0.0%	1 4.3%	0 ---	0 0.0%	2 2.7%	0 0.0%	2 10.0%	2 2.4%	4 5.4%	1 12.5%
Usually	315 8.3%	11 6.6%	40 13.2%	28 10.1%	1 3.2%	10 8.0%	0 0.0%	4 10.8%	5 6.7%	2 4.3%	2 9.1%	1 2.9%	7 7.2%	9 7.1%	1 4.2%	1 10.0%	1 12.5%	0 0.0%	0 0.0%	2 8.7%	0 ---	0 0.0%	6 8.1%	0 0.0%	2 10.0%	2 2.4%	7 9.5%	1 12.5%
Always	3,283 86.1%	147 88.6%	249 81.9%	222 80.1%	30 96.8%	107 85.6%	3 100.0%	30 81.1%	67 89.3%	43 91.5%	18 81.8%	32 91.4%	87 89.7%	112 88.9%	20 83.3%	9 90.0%	6 75.0%	1 50.0%	2 100.0%	20 87.0%	0 ---	1 100.0%	65 87.8%	3 100.0%	16 80.0%	78 95.1%	62 83.8%	6 75.0%
Significantly different from column:*		D																								AA	Z	
Usually or Always	3,598 94.3%	158 95.2%	289 95.1%	250 90.3%	31 100.0%	117 93.6%	3 100.0%	34 91.9%	72 96.0%	45 95.7%	20 90.9%	33 94.3%	94 96.9%	121 96.0%	21 87.5%	10 100.0%	7 87.5%	1 50.0%	2 100.0%	22 95.7%	0 ---	1 100.0%	71 95.9%	3 100.0%	18 90.0%	80 97.6%	69 93.2%	7 87.5%
Significantly different from column:*																												

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

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

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

Trillium Community Health Plan

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

Question 49

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)										Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,970	171	309	283	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10	
Number missing or multiple answer	98	3	8	6	0	2	0	0	1	2	0	0	3	3	0	0	1	0	0	0	0	0	1	0	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	3,872 97.5%	168 98.2%	301 97.4%	277 97.9%	31 100.0%	128 98.5%	3 100.0%	38 100.0%	76 98.7%	47 95.9%	22 100.0%	38 100.0%	96 97.0%	126 97.7%	26 100.0%	10 100.0%	7 87.5%	2 100.0%	2 100.0%	23 100.0%	0 ---	1 100.0%	78 100.0%	2 ---	20 100.0%	81 96.4%	75 100.0%	10 100.0%	
0 Worst health plan possible	11 0.3%	0 0.0%	2 0.7%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
1	6 0.2%	1 0.6%	0 0.0%	2 0.7%	0 0.0%	1 0.8%	0 0.0%	1 2.6%	0 0.0%	0 0.0%	0 0.0%	1 2.6%	0 0.0%	1 0.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.2%	0 0.0%	0 0.0%	
2	6 0.2%	0 0.0%	2 0.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
3	22 0.6%	1 0.6%	7 2.3%	1 0.4%	0 0.0%	1 0.8%	0 0.0%	1 2.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.0%	1 0.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	1 1.3%	0 0.0%	0 0.0%	0 0.0%	1 1.3%	0 0.0%	
4	28 0.7%	2 1.2%	3 1.0%	3 1.1%	1 3.2%	1 0.8%	0 0.0%	0 0.0%	2 2.6%	0 0.0%	0 0.0%	0 0.0%	2 2.1%	2 1.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 2.5%	0 0.0%	0 0.0%	
5	171 4.4%	9 5.4%	15 5.0%	16 5.8%	3 9.7%	6 4.7%	0 0.0%	0 0.0%	5 6.6%	4 8.5%	0 0.0%	1 2.6%	8 8.3%	6 4.8%	2 7.7%	1 10.0%	0 0.0%	0 0.0%	0 0.0%	1 4.3%	0 ---	0 0.0%	8 10.3%	0 0.0%	0 0.0%	7 8.6%	2 2.7%	0 0.0%	
6	137 3.5%	9 5.4%	14 4.7%	11 4.0%	2 6.5%	7 5.5%	0 0.0%	2 5.3%	5 6.6%	2 4.3%	1 4.5%	4 10.5%	4 4.2%	6 4.8%	3 11.5%	0 0.0%	0 0.0%	0 0.0%	1 4.3%	0 ---	0 0.0%	4 5.1%	1 50.0%	1 5.0%	5 6.2%	4 5.3%	0 0.0%		
7	329 8.5%	13 7.7%	30 10.0%	21 7.6%	5 16.1%	7 5.5%	0 0.0%	1 2.6%	6 7.9%	5 10.6%	1 4.5%	1 2.6%	10 10.4%	8 6.3%	3 11.5%	1 10.0%	0 0.0%	0 0.0%	1 50.0%	1 4.3%	0 ---	0 0.0%	5 6.4%	0 0.0%	3 15.0%	5 6.2%	7 9.3%	1 10.0%	
8	710 18.3%	38 22.6%	64 21.3%	52 18.8%	6 19.4%	29 22.7%	0 0.0%	10 26.3%	17 22.4%	7 14.9%	4 18.2%	7 18.4%	24 25.0%	30 23.8%	4 15.4%	0 0.0%	1 14.3%	0 0.0%	0 0.0%	3 13.0%	0 ---	0 0.0%	18 23.1%	0 0.0%	6 30.0%	21 25.9%	13 17.3%	4 40.0%	
9	662 17.1%	25 14.9%	52 17.3%	51 18.4%	6 19.4%	18 14.1%	0 0.0%	4 10.5%	11 14.5%	9 19.1%	3 13.6%	4 10.5%	16 16.7%	20 15.9%	1 3.8%	4 40.0%	0 0.0%	0 0.0%	0 0.0%	5 21.7%	0 ---	0 0.0%	13 16.7%	0 0.0%	1 5.0%	10 12.3%	12 16.0%	2 20.0%	
10 Best health plan possible	1,790 46.2%	70 41.7%	112 37.2%	119 43.0%	8 25.8%	58 45.3%	3 100.0%	19 50.0%	30 39.5%	20 42.6%	13 59.1%	20 52.6%	31 32.3%	52 41.3%	13 50.0%	4 40.0%	6 85.7%	2 100.0%	1 50.0%	12 52.2%	0 ---	1 100.0%	29 37.2%	1 50.0%	9 45.0%	30 37.0%	36 48.0%	3 30.0%	

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

Trillium Community Health Plan

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

Question 49

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	3,970	171	309	283	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10
Number missing or multiple answer	98	3	8	6	0	2	0	0	1	2	0	0	3	3	0	0	1	0	0	0	0	0	1	0	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	3,872 97.5%	168 98.2%	301 97.4%	277 97.9%	31 100.0%	128 98.5%	3 100.0%	38 100.0%	76 98.7%	47 95.9%	22 100.0%	38 100.0%	96 97.0%	126 97.7%	26 100.0%	10 100.0%	7 87.5%	2 100.0%	2 100.0%	23 100.0%	0 ---	1 100.0%	78 100.0%	2 ---	20 100.0%	81 96.4%	75 100.0%	10 100.0%
0 to 4	73 1.9%	4 2.4%	14 4.7%	7 2.5%	1 3.2%	3 2.3%	0 0.0%	2 5.3%	2 2.6%	0 0.0%	0 0.0%	1 2.6%	3 3.1%	4 3.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	1 1.3%	0 0.0%	0 0.0%	3 3.7%	1 1.3%	0 0.0%
5	171 4.4%	9 5.4%	15 5.0%	16 5.8%	3 9.7%	6 4.7%	0 0.0%	0 0.0%	5 6.6%	4 8.5%	0 0.0%	1 2.6%	8 8.3%	6 4.8%	2 7.7%	1 10.0%	0 0.0%	0 0.0%	0 0.0%	1 4.3%	0 ---	0 0.0%	8 10.3%	0 0.0%	0 0.0%	7 8.6%	2 2.7%	0 0.0%
6 or 7	466 12.0%	22 13.1%	44 14.6%	32 11.6%	7 22.6%	14 10.9%	0 0.0%	3 7.9%	11 14.5%	7 14.9%	2 9.1%	5 13.2%	14 14.6%	14 11.1%	6 23.1%	1 10.0%	0 0.0%	0 0.0%	1 50.0%	2 8.7%	0 ---	0 0.0%	9 11.5%	1 50.0%	4 20.0%	10 12.3%	11 14.7%	1 10.0%
8 to 10	3,162 81.7%	133 79.2%	228 75.7%	222 80.1%	20 64.5%	105 82.0%	3 100.0%	33 86.8%	58 76.3%	36 76.6%	20 90.9%	31 81.6%	71 74.0%	102 81.0%	18 69.2%	8 80.0%	7 100.0%	2 100.0%	1 50.0%	20 87.0%	0 ---	1 100.0%	60 76.9%	1 50.0%	16 80.0%	61 75.3%	61 81.3%	9 90.0%
Significantly different from column:*					F	E																						
0 to 6	381 9.8%	22 13.1%	43 14.3%	34 12.3%	6 19.4%	16 12.5%	0 0.0%	4 10.5%	12 15.8%	6 12.8%	1 4.5%	6 15.8%	15 15.6%	16 12.7%	5 19.2%	1 10.0%	0 0.0%	0 0.0%	0 0.0%	2 8.7%	0 ---	0 0.0%	13 16.7%	1 50.0%	1 5.0%	15 18.5%	7 9.3%	0 0.0%
7 to 8	1,039 26.8%	51 30.4%	94 31.2%	73 26.4%	11 35.5%	36 28.1%	0 0.0%	11 28.9%	23 30.3%	12 25.5%	5 22.7%	8 21.1%	34 35.4%	38 30.2%	7 26.9%	1 10.0%	1 14.3%	0 0.0%	1 50.0%	4 17.4%	0 ---	0 0.0%	23 29.5%	0 0.0%	9 45.0%	26 32.1%	20 26.7%	5 50.0%
9 to 10	2,452 63.3%	95 56.5%	164 54.5%	170 61.4%	14 45.2%	76 59.4%	3 100.0%	23 60.5%	41 53.9%	29 61.7%	16 72.7%	24 63.2%	47 49.0%	72 57.1%	14 53.8%	8 80.0%	6 85.7%	2 100.0%	1 50.0%	17 73.9%	0 ---	1 100.0%	42 53.8%	1 50.0%	10 50.0%	40 49.4%	48 64.0%	5 50.0%
Significantly different from column:*											M		K															

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

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

Trillium Community Health Plan

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

Question 50

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,970	171	309	87	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10	
Number missing or multiple answer	36	1	0	2	0	1	0	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	1	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,934	170	309	85	31	129	3	38	77	48	22	37	99	129	25	10	8	2	2	23	0	1	78	3	19	83	75	10	
	99.1%	99.4%	100.0%	97.7%	100.0%	99.2%	100.0%	100.0%	100.0%	98.0%	100.0%	97.4%	100.0%	100.0%	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	95.0%	98.8%	100.0%	100.0%	
Yes	1,115	50	119	47	7	42	0	9	22	18	4	15	30	34	10	5	0	0	0	4	0	0	27	2	7	12	32	6	
	28.3%	29.4%	38.5%	55.3%	22.6%	32.6%	0.0%	23.7%	28.6%	37.5%	18.2%	40.5%	30.3%	26.4%	40.0%	50.0%	0.0%	0.0%	0.0%	17.4%	---	0.0%	34.6%	66.7%	36.8%	14.5%	42.7%	60.0%	
No	2,819	120	190	38	24	87	3	29	55	30	18	22	69	95	15	5	8	2	2	19	0	1	51	1	12	71	43	4	
	71.7%	70.6%	61.5%	44.7%	77.4%	67.4%	100.0%	76.3%	71.4%	62.5%	81.8%	59.5%	69.7%	73.6%	60.0%	50.0%	100.0%	100.0%	100.0%	82.6%	---	100.0%	65.4%	33.3%	63.2%	85.5%	57.3%	40.0%	
Significantly different from column:*		C,D																								AA	Z		

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

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

Trillium Community Health Plan

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

Question 51

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	1,115	50	119	47	7	42	0	9	22	18	4	15	30	34	10	5	0	0	0	4	0	0	27	2	7	12	32	6
Number missing or multiple answer	5	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,110	50	118	47	7	42	0	9	22	18	4	15	30	34	10	5	0	0	0	4	0	0	27	2	7	12	32	6
	99.6%	100.0%	99.2%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Never	27	2	2	3	1	1	0	0	2	0	0	1	1	1	1	0	0	0	0	0	0	1	0	1	1	1	1	0
	2.4%	4.0%	1.7%	6.4%	14.3%	2.4%	---	0.0%	9.1%	0.0%	0.0%	6.7%	3.3%	2.9%	10.0%	0.0%	---	---	---	0.0%	---	---	3.7%	0.0%	14.3%	8.3%	3.1%	0.0%
Sometimes	83	0	13	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
	7.5%	0.0%	11.0%	6.4%	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%
Usually	237	14	21	7	4	10	0	2	4	8	2	2	10	9	3	2	0	0	0	2	0	0	8	0	2	1	10	3
	21.4%	28.0%	17.8%	14.9%	57.1%	23.8%	---	22.2%	18.2%	44.4%	50.0%	13.3%	33.3%	26.5%	30.0%	40.0%	---	---	---	50.0%	---	---	29.6%	0.0%	28.6%	8.3%	31.3%	50.0%
Always	763	34	82	34	2	31	0	7	16	10	2	12	19	24	6	3	0	0	0	2	0	0	18	2	4	10	21	3
	68.7%	68.0%	69.5%	72.3%	28.6%	73.8%	---	77.8%	72.7%	55.6%	50.0%	80.0%	63.3%	70.6%	60.0%	60.0%	---	---	---	50.0%	---	---	66.7%	100.0%	57.1%	83.3%	65.6%	50.0%
Significantly different from column:*																												
Usually or Always	1,000	48	103	41	6	41	0	9	20	18	4	14	29	33	9	5	0	0	0	4	0	0	26	2	6	11	31	6
	90.1%	96.0%	87.3%	87.2%	85.7%	97.6%	---	100.0%	90.9%	100.0%	100.0%	93.3%	96.7%	97.1%	90.0%	100.0%	---	---	---	100.0%	---	---	96.3%	100.0%	85.7%	91.7%	96.9%	100.0%
Significantly different from column:*																												

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

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

Trillium Community Health Plan

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

Question 52

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,115	50	119	47	7	42	0	9	22	18	4	15	30	34	10	5	0	0	0	4	0	0	27	2	7	12	32	6
Number missing or multiple answer	24	3	2	1	0	2	0	0	0	2	0	0	2	2	0	0	0	0	0	0	0	1	0	0	1	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,091	47	117	46	7	40	0	9	22	16	4	15	28	32	10	5	0	0	0	4	0	0	26	2	7	11	30	6
	97.8%	94.0%	98.3%	97.9%	100.0%	95.2%	---	100.0%	100.0%	88.9%	100.0%	100.0%	93.3%	94.1%	100.0%	100.0%	---	---	---	100.0%	---	---	96.3%	---	100.0%	91.7%	93.8%	100.0%
Yes	691	28	64	27	4	24	0	5	13	10	4	8	16	17	7	4	0	0	0	3	0	0	15	1	6	5	18	5
	63.3%	59.6%	54.7%	58.7%	57.1%	60.0%	---	55.6%	59.1%	62.5%	100.0%	53.3%	57.1%	53.1%	70.0%	80.0%	---	---	---	75.0%	---	---	57.7%	50.0%	85.7%	45.5%	60.0%	83.3%
No	400	19	53	19	3	16	0	4	9	6	0	7	12	15	3	1	0	0	0	1	0	0	11	1	1	6	12	1
	36.7%	40.4%	45.3%	41.3%	42.9%	40.0%	---	44.4%	40.9%	37.5%	0.0%	46.7%	42.9%	46.9%	30.0%	20.0%	---	---	---	25.0%	---	---	42.3%	50.0%	14.3%	54.5%	40.0%	16.7%
Significantly different from column:*																												

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

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

Trillium Community Health Plan

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

Question 52a

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	171	309	283	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10
Number missing or multiple answer	87	1	6	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,883	170	303	274	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	74	10
	97.8%	99.4%	98.1%	96.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	98.7%	100.0%
Yes	2,922	118	233	196	23	90	2	17	66	32	18	29	65	92	18	5	7	1	1	19	0	1	49	2	17	57	57	3
	75.3%	69.4%	76.9%	71.5%	74.2%	69.2%	66.7%	44.7%	85.7%	65.3%	81.8%	76.3%	65.7%	71.3%	69.2%	50.0%	87.5%	50.0%	50.0%	82.6%	---	100.0%	62.8%	66.7%	85.0%	67.9%	77.0%	30.0%
No	961	52	70	78	8	40	1	21	11	17	4	9	34	37	8	5	1	1	4	0	0	29	1	3	27	17	7	
	24.7%	30.6%	23.1%	28.5%	25.8%	30.8%	33.3%	55.3%	14.3%	34.7%	18.2%	23.7%	34.3%	28.7%	30.8%	50.0%	12.5%	50.0%	50.0%	17.4%	---	0.0%	37.2%	33.3%	15.0%	32.1%	23.0%	70.0%
Significantly different from column:*								I	H,J	I																		

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

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

Trillium Community Health Plan

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

Question 52b

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	171	309	283	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10
Number missing or multiple answer	76	2	2	7	1	0	0	1	0	0	1	0	0	0	1	0	0	0	0	1	0	0	0	0	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,894 98.1%	169 98.8%	307 99.4%	276 97.5%	30 96.8%	130 100.0%	3 100.0%	37 97.4%	77 100.0%	49 100.0%	21 95.5%	38 100.0%	99 100.0%	129 100.0%	25 96.2%	10 100.0%	8 100.0%	2 100.0%	2 100.0%	22 95.7%	0 ---	1 100.0%	78 100.0%	3 ---	20 100.0%	83 98.8%	74 98.7%	10 100.0%
Yes	1,934 49.7%	77 45.6%	202 65.8%	154 55.8%	15 50.0%	57 43.8%	2 66.7%	14 37.8%	45 58.4%	14 28.6%	10 47.6%	16 42.1%	44 44.4%	60 46.5%	11 44.0%	2 20.0%	6 75.0%	1 50.0%	1 50.0%	11 50.0%	0 ---	1 100.0%	29 37.2%	2 66.7%	10 50.0%	37 44.6%	36 48.6%	2 20.0%
No	1,960 50.3%	92 54.4%	105 34.2%	122 44.2%	15 50.0%	73 56.2%	1 33.3%	23 62.2%	32 41.6%	35 71.4%	11 52.4%	22 57.9%	55 55.6%	69 53.5%	14 56.0%	8 80.0%	2 25.0%	1 50.0%	1 50.0%	11 50.0%	0 ---	0 0.0%	49 62.8%	1 33.3%	10 50.0%	46 55.4%	38 51.4%	8 80.0%
Significantly different from column:*		C,D						I	H,J	I																		

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

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

Trillium Community Health Plan

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

Question 52c

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,934	77	202	154	15	57	2	14	45	14	10	16	44	60	11	2	6	1	1	11	0	1	29	2	10	37	36	2
Number missing or multiple answer	32	1	7	1	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,902	76	195	153	14	57	2	14	45	14	9	16	44	60	11	2	6	1	1	10	0	1	29	2	10	36	36	2
	98.3%	98.7%	96.5%	99.4%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.9%	---	100.0%	100.0%	---	100.0%	97.3%	100.0%	100.0%
Never	33	2	4	1	0	2	0	0	1	1	0	1	1	0	2	0	0	0	0	0	0	0	2	0	0	0	2	0
	1.7%	2.6%	2.1%	0.7%	0.0%	3.5%	0.0%	0.0%	2.2%	7.1%	0.0%	6.3%	2.3%	0.0%	18.2%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	6.9%	0.0%	0.0%	0.0%	5.6%	0.0%
Sometimes	107	1	12	7	1	0	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0
	5.6%	1.3%	6.2%	4.6%	7.1%	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	2.3%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	2.8%	0.0%	0.0%
Usually	322	12	32	28	1	11	0	3	3	6	4	1	5	7	5	0	3	1	0	4	0	0	2	0	2	5	4	1
	16.9%	15.8%	16.4%	18.3%	7.1%	19.3%	0.0%	21.4%	6.7%	42.9%	44.4%	6.3%	11.4%	11.7%	45.5%	0.0%	50.0%	100.0%	0.0%	40.0%	---	0.0%	6.9%	0.0%	20.0%	13.9%	11.1%	50.0%
Always	1,440	61	147	117	12	44	2	11	40	7	5	14	37	52	4	2	3	0	1	6	0	1	25	2	8	30	30	1
	75.7%	80.3%	75.4%	76.5%	85.7%	77.2%	100.0%	78.6%	88.9%	50.0%	55.6%	87.5%	84.1%	86.7%	36.4%	100.0%	50.0%	0.0%	100.0%	60.0%	---	100.0%	86.2%	100.0%	80.0%	83.3%	83.3%	50.0%
Significantly different from column:*																												
Usually or Always	1,762	73	179	145	13	55	2	14	43	13	9	15	42	59	9	2	6	1	1	10	0	1	27	2	10	35	34	2
	92.6%	96.1%	91.8%	94.8%	92.9%	96.5%	100.0%	100.0%	95.6%	92.9%	100.0%	93.8%	95.5%	98.3%	81.8%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	93.1%	100.0%	100.0%	97.2%	94.4%	100.0%
Significantly different from column:*																												

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

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Trillium Community Health Plan

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

Question 52d

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,970	171	309	283	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10	
Number missing or multiple answer	209	9	13	10	2	5	0	2	3	2	3	1	3	4	3	0	1	0	0	5	0	0	1	0	1	5	3	0	
Number no experience	2950	134	236	216	23	104	3	32	59	39	15	32	81	107	17	8	4	1	2	14	0	1	67	2	16	63	61	9	
Usable responses	811	28	60	57	6	21	0	4	15	8	4	5	15	18	6	2	3	1	0	4	0	0	10	1	3	16	11	1	
	20.4%	16.4%	19.4%	20.1%	19.4%	16.2%	0.0%	10.5%	19.5%	16.3%	18.2%	13.2%	15.2%	14.0%	23.1%	20.0%	37.5%	50.0%	0.0%	17.4%	---	0.0%	12.8%	---	15.0%	19.0%	14.7%	10.0%	
Never	372	17	19	24	3	14	0	1	8	8	1	2	12	11	5	0	1	1	0	2	0	0	6	1	2	10	6	1	
	45.9%	60.7%	31.7%	42.1%	50.0%	66.7%	---	25.0%	53.3%	100.0%	25.0%	40.0%	80.0%	61.1%	83.3%	0.0%	33.3%	100.0%	---	50.0%	---	---	60.0%	100.0%	66.7%	62.5%	54.5%	100.0%	
Sometimes	115	5	11	5	1	3	0	2	2	0	1	2	0	2	1	1	1	0	0	2	0	0	1	0	0	3	2	0	
	14.2%	17.9%	18.3%	8.8%	16.7%	14.3%	---	50.0%	13.3%	0.0%	25.0%	40.0%	0.0%	11.1%	16.7%	50.0%	33.3%	0.0%	---	50.0%	---	---	10.0%	0.0%	0.0%	18.8%	18.2%	0.0%	
Usually	136	0	12	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	16.8%	0.0%	20.0%	17.5%	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%
Always	188	6	18	18	2	4	0	1	5	0	2	1	3	5	0	1	1	0	0	0	0	0	3	0	1	3	3	0	
	23.2%	21.4%	30.0%	31.6%	33.3%	19.0%	---	25.0%	33.3%	0.0%	50.0%	20.0%	20.0%	27.8%	0.0%	50.0%	33.3%	0.0%	---	0.0%	---	---	30.0%	0.0%	33.3%	18.8%	27.3%	0.0%	
Significantly different from column:*																													
Usually or Always	324	6	30	28	2	4	0	1	5	0	2	1	3	5	0	1	1	0	0	0	0	0	3	0	1	3	3	0	
	40.0%	21.4%	50.0%	49.1%	33.3%	19.0%	---	25.0%	33.3%	0.0%	50.0%	20.0%	20.0%	27.8%	0.0%	50.0%	33.3%	0.0%	---	0.0%	---	---	30.0%	0.0%	33.3%	18.8%	27.3%	0.0%	
Significantly different from column:*		A,C,D																											

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

Trillium Community Health Plan

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

Question 52e

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	171	309	283	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10
Number missing or multiple answer	304	16	22	31	1	11	1	5	5	2	2	2	9	9	3	0	0	0	1	2	0	0	8	0	2	4	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
Usable responses	3,666 92.3%	155 90.6%	287 92.9%	252 89.0%	30 96.8%	119 91.5%	2 66.7%	33 86.8%	72 93.5%	47 95.9%	20 90.9%	36 94.7%	90 90.9%	120 93.0%	23 88.5%	10 100.0%	8 100.0%	2 100.0%	1 50.0%	21 91.3%	0 ---	1 100.0%	70 89.7%	3 ---	18 90.0%	80 95.2%	64 85.3%	9 90.0%
0 Extremely Difficult	152 4.1%	3 1.9%	13 4.5%	15 6.0%	0 0.0%	3 2.5%	0 0.0%	1 3.0%	0 0.0%	2 4.3%	0 0.0%	1 2.8%	2 2.2%	1 0.8%	2 8.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	3 4.3%	0 0.0%	0 0.0%	0 0.0%	2 3.1%	1 11.1%
1	71 1.9%	3 1.9%	4 1.4%	6 2.4%	0 0.0%	3 2.5%	0 0.0%	0 0.0%	0 0.0%	3 6.4%	0 0.0%	0 0.0%	3 3.3%	3 2.5%	0 0.0%	0 0.0%	1 12.5%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	1 33.3%	0 0.0%	3 3.8%	0 0.0%	0 0.0%
2	69 1.9%	3 1.9%	9 3.1%	7 2.8%	1 3.3%	2 1.7%	0 0.0%	0 0.0%	1 1.4%	2 4.3%	0 0.0%	2 5.6%	1 1.1%	1 0.8%	1 4.3%	1 10.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	1 5.6%	2 2.5%	0 0.0%	1 11.1%
3	93 2.5%	3 1.9%	5 1.7%	6 2.4%	0 0.0%	3 2.5%	0 0.0%	1 3.0%	0 0.0%	2 4.3%	1 5.0%	1 2.8%	1 1.1%	3 2.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 4.8%	0 ---	0 0.0%	2 2.9%	0 0.0%	0 0.0%	2 2.5%	1 1.6%	0 0.0%
4	89 2.4%	3 1.9%	7 2.4%	5 2.0%	0 0.0%	3 2.5%	0 0.0%	2 6.1%	0 0.0%	1 2.1%	0 0.0%	1 2.8%	2 2.2%	3 2.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	3 4.3%	0 0.0%	0 0.0%	0 0.0%	1 1.3%	2 3.1%	0 0.0%
5	321 8.8%	13 8.4%	38 13.2%	21 8.3%	3 10.0%	9 7.6%	0 0.0%	1 3.0%	4 5.6%	7 14.9%	3 15.0%	1 2.8%	6 6.7%	7 5.8%	5 21.7%	1 10.0%	1 0.0%	1 50.0%	0 0.0%	4 19.0%	0 ---	0 0.0%	4 5.7%	0 0.0%	1 5.6%	8 10.0%	3 4.7%	1 11.1%
6	161 4.4%	10 6.5%	14 4.9%	15 6.0%	3 10.0%	6 5.0%	0 0.0%	4 12.1%	4 5.6%	2 4.3%	1 5.0%	2 5.6%	7 7.8%	9 7.5%	0 0.0%	1 10.0%	1 12.5%	0 0.0%	0 0.0%	2 9.5%	0 ---	0 0.0%	2 2.9%	0 0.0%	3 16.7%	6 7.5%	4 6.3%	0 0.0%
7	264 7.2%	13 8.4%	15 5.2%	17 6.7%	4 13.3%	9 7.6%	0 0.0%	5 15.2%	6 8.3%	2 4.3%	1 5.0%	1 2.8%	10 11.1%	10 8.3%	1 4.3%	1 10.0%	1 12.5%	0 0.0%	0 0.0%	3 14.3%	0 ---	0 0.0%	5 7.1%	0 0.0%	2 11.1%	9 11.3%	3 4.7%	1 11.1%
8	494 13.5%	15 9.7%	33 11.5%	36 14.3%	4 13.3%	10 8.4%	0 0.0%	3 9.1%	7 9.7%	4 8.5%	4 20.0%	7 19.4%	3 3.3%	12 10.0%	2 8.7%	1 10.0%	1 12.5%	1 50.0%	0 0.0%	3 14.3%	0 ---	0 0.0%	7 10.0%	0 0.0%	1 5.6%	6 7.5%	9 14.1%	0 0.0%
9	460 12.5%	22 14.2%	27 9.4%	26 10.3%	4 13.3%	18 15.1%	0 0.0%	2 6.1%	15 20.8%	5 10.6%	2 10.0%	3 8.3%	17 18.9%	19 15.8%	2 8.7%	1 10.0%	2 25.0%	0 0.0%	0 0.0%	2 9.5%	0 ---	0 0.0%	8 11.4%	1 33.3%	5 27.8%	10 12.5%	12 18.8%	0 0.0%
10 Extremely Easy	1,492 40.7%	67 43.2%	122 42.5%	98 38.9%	11 36.7%	53 44.5%	2 100.0%	14 42.4%	35 48.6%	17 36.2%	8 40.0%	17 47.2%	38 42.2%	52 43.3%	10 43.5%	4 40.0%	2 25.0%	0 0.0%	1 100.0%	6 28.6%	0 ---	1 100.0%	36 51.4%	1 33.3%	5 27.8%	33 41.3%	28 43.8%	5 55.6%

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

Trillium Community Health Plan

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

Question 52e

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB		
Number in sample	3,970	171	309	283	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10	
Number missing or multiple answer	304	16	22	31	1	11	1	5	5	2	2	2	9	9	3	0	0	0	1	2	0	0	8	0	2	4	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	
Usable responses	3,666 92.3%	155 90.6%	287 92.9%	252 89.0%	30 96.8%	119 91.5%	2 66.7%	33 86.8%	72 93.5%	47 95.9%	20 90.9%	36 94.7%	90 90.9%	120 93.0%	23 88.5%	10 100.0%	8 100.0%	2 100.0%	1 50.0%	21 91.3%	0 ---	1 100.0%	70 89.7%	3 ---	18 90.0%	80 95.2%	64 85.3%	9 90.0%	
0 to 4	474 12.9%	15 9.7%	38 13.2%	39 15.5%	1 3.3%	14 11.8%	0 0.0%	4 12.1%	1 1.4%	10 21.3%	1 5.0%	5 13.9%	9 10.0%	11 9.2%	3 13.0%	1 10.0%	1 12.5%	0 0.0%	0 0.0%	1 4.8%	0 ---	0 0.0%	8 11.4%	1 33.3%	1 5.6%	8 10.0%	5 7.8%	2 22.2%	
5	321 8.8%	13 8.4%	38 13.2%	21 8.3%	3 10.0%	9 7.6%	0 0.0%	1 3.0%	4 5.6%	7 14.9%	3 15.0%	1 2.8%	6 6.7%	7 5.8%	5 21.7%	1 10.0%	0 0.0%	1 50.0%	0 0.0%	4 19.0%	0 ---	0 0.0%	4 5.7%	0 0.0%	1 5.6%	8 10.0%	3 4.7%	1 11.1%	
6 or 7	425 11.6%	23 14.8%	29 10.1%	32 12.7%	7 23.3%	15 12.6%	0 0.0%	9 27.3%	10 13.9%	4 8.5%	2 10.0%	3 8.3%	17 18.9%	19 15.8%	1 4.3%	2 20.0%	2 25.0%	0 0.0%	0 0.0%	5 23.8%	0 ---	0 0.0%	7 10.0%	0 0.0%	5 27.8%	15 18.8%	7 10.9%	1 11.1%	
8 to 10	2,446 66.7%	104 67.1%	182 63.4%	160 63.5%	19 63.3%	81 68.1%	2 100.0%	19 57.6%	57 79.2%	26 55.3%	14 70.0%	27 75.0%	58 64.4%	83 69.2%	14 60.9%	6 60.0%	5 62.5%	1 50.0%	1 100.0%	11 52.4%	0 ---	1 100.0%	51 72.9%	2 66.7%	11 61.1%	49 61.3%	49 76.6%	5 55.6%	
Significantly different from column:*								I	H,J	I																			
0 to 6	956 26.1%	38 24.5%	90 31.4%	75 29.8%	7 23.3%	29 24.4%	0 0.0%	9 27.3%	9 12.5%	19 40.4%	5 25.0%	8 22.2%	22 24.4%	27 22.5%	8 34.8%	3 30.0%	2 25.0%	1 50.0%	0 0.0%	7 33.3%	0 ---	0 0.0%	14 20.0%	1 33.3%	5 27.8%	22 27.5%	12 18.8%	3 33.3%	
7 to 8	758 20.7%	28 18.1%	48 16.7%	53 21.0%	8 26.7%	19 16.0%	0 0.0%	8 24.2%	13 18.1%	6 12.8%	5 25.0%	8 22.2%	13 14.4%	22 18.3%	3 13.0%	2 20.0%	2 25.0%	1 50.0%	0 0.0%	6 28.6%	0 ---	0 0.0%	12 17.1%	0 0.0%	3 16.7%	15 18.8%	12 18.8%	1 11.1%	
9 to 10	1,952 53.2%	89 57.4%	149 51.9%	124 49.2%	15 50.0%	71 59.7%	2 100.0%	16 48.5%	50 69.4%	22 46.8%	10 50.0%	20 55.6%	55 61.1%	71 59.2%	12 52.2%	5 50.0%	4 50.0%	0 0.0%	1 100.0%	8 38.1%	0 ---	1 100.0%	44 62.9%	2 66.7%	10 55.6%	43 53.8%	40 62.5%	5 55.6%	
Significantly different from column:*								I	H,J	I									W			T							

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

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

Trillium Community Health Plan

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

Question 53

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	171	309	283	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10	
Number missing or multiple answer	91	6	8	1	2	0	0	0	1	0	1	0	1	0	0	0	0	0	0	1	0	0	0	0	0	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	3,879 97.7%	165 96.5%	301 97.4%	282 99.6%	29 93.5%	130 100.0%	3 100.0%	38 100.0%	76 98.7%	49 100.0%	21 95.5%	38 100.0%	98 99.0%	129 100.0%	26 100.0%	10 100.0%	8 100.0%	2 100.0%	2 100.0%	22 95.7%	0 ---	1 100.0%	78 100.0%	3 ---	20 100.0%	82 97.6%	71 94.7%	10 100.0%	
Poor	17 0.4%	2 1.2%	0 0.0%	2 0.7%	0 0.0%	2 1.5%	0 0.0%	1 2.6%	0 0.0%	1 2.0%	0 0.0%	2 5.3%	0 0.0%	0 0.0%	0 0.0%	2 20.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 20.0%
Fair	142 3.7%	8 4.8%	12 4.0%	11 3.9%	1 3.4%	7 5.4%	0 0.0%	1 2.6%	1 1.3%	6 12.2%	3 14.3%	1 2.6%	4 4.1%	0 0.0%	0 0.0%	8 80.0%	1 12.5%	0 0.0%	0 0.0%	1 4.5%	0 ---	0 0.0%	4 5.1%	0 0.0%	1 5.0%	4 4.9%	3 4.2%	1 10.0%	
Good	654 16.9%	26 15.8%	53 17.6%	43 15.2%	2 6.9%	23 17.7%	0 0.0%	2 5.3%	9 11.8%	14 28.6%	7 33.3%	6 15.8%	9 9.2%	0 0.0%	26 100.0%	0 0.0%	1 12.5%	0 0.0%	0 0.0%	9 40.9%	0 ---	0 0.0%	8 10.3%	2 66.7%	3 15.0%	9 11.0%	14 19.7%	3 30.0%	
Very Good	1,328 34.2%	51 30.9%	111 36.9%	98 34.8%	12 41.4%	38 29.2%	0 0.0%	10 26.3%	23 30.3%	17 34.7%	3 14.3%	14 36.8%	32 32.7%	51 39.5%	0 0.0%	0 0.0%	2 25.0%	0 0.0%	0 0.0%	4 18.2%	0 ---	0 0.0%	28 35.9%	1 33.3%	5 25.0%	28 34.1%	22 31.0%	1 10.0%	
Excellent	1,738 44.8%	78 47.3%	125 41.5%	128 45.4%	14 48.3%	60 46.2%	3 100.0%	24 63.2%	43 56.6%	11 22.4%	8 38.1%	15 39.5%	53 54.1%	78 60.5%	0 0.0%	0 0.0%	4 50.0%	2 100.0%	2 100.0%	8 36.4%	0 ---	1 100.0%	38 48.7%	0 0.0%	11 55.0%	41 50.0%	32 45.1%	3 30.0%	
Significantly different from column:*								J	J	H,I				O	N														
Excellent, Very Good, or Good	3,720 95.9%	155 93.9%	289 96.0%	269 95.4%	28 96.6%	121 93.1%	3 100.0%	36 94.7%	75 98.7%	42 85.7%	18 85.7%	35 92.1%	94 95.9%	129 100.0%	26 100.0%	0 0.0%	7 87.5%	2 100.0%	2 100.0%	21 95.5%	0 ---	1 100.0%	74 94.9%	3 100.0%	19 95.0%	78 95.1%	68 95.8%	7 70.0%	
Significantly different from column:*																													

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

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

Trillium Community Health Plan

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

Question 54

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)										Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,970	171	309	283	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10	
Number missing or multiple answer	101	6	8	2	1	1	0	1	0	0	1	1	0	0	0	1	0	0	0	1	0	0	0	0	0	1	4	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	3,869 97.5%	165 96.5%	301 97.4%	281 99.3%	30 96.8%	129 99.2%	3 100.0%	37 97.4%	77 100.0%	49 100.0%	21 95.5%	37 97.4%	99 100.0%	129 100.0%	26 100.0%	9 90.0%	8 100.0%	2 100.0%	2 100.0%	22 95.7%	0 ---	1 100.0%	78 100.0%	3 ---	20 100.0%	83 98.8%	71 94.7%	9 90.0%	
Poor	90 2.3%	7 4.2%	8 2.7%	7 2.5%	1 3.3%	6 4.7%	0 0.0%	0 0.0%	0 0.0%	7 14.3%	0 0.0%	2 5.4%	5 5.1%	2 1.6%	3 11.5%	2 22.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	4 5.1%	0 0.0%	2 10.0%	3 3.6%	1 1.4%	3 33.3%	
Fair	343 8.9%	16 9.7%	26 8.6%	17 6.0%	1 3.3%	14 10.9%	1 33.3%	0 0.0%	8 10.4%	8 16.3%	3 14.3%	5 13.5%	8 8.1%	6 4.7%	6 23.1%	4 44.4%	1 12.5%	0 0.0%	0 0.0%	2 9.1%	0 ---	0 0.0%	9 11.5%	0 0.0%	2 10.0%	4 4.8%	10 14.1%	2 22.2%	
Good	879 22.7%	45 27.3%	67 22.3%	61 21.7%	10 33.3%	33 25.6%	1 33.3%	3 8.1%	22 28.6%	19 38.8%	7 33.3%	11 29.7%	25 25.3%	34 26.4%	10 38.5%	1 11.1%	3 37.5%	2 100.0%	1 50.0%	5 22.7%	0 ---	0 0.0%	16 20.5%	2 66.7%	6 30.0%	21 25.3%	23 32.4%	1 11.1%	
Very Good	1,114 28.8%	45 27.3%	85 28.2%	72 25.6%	9 30.0%	35 27.1%	0 0.0%	8 21.6%	27 35.1%	10 20.4%	7 33.3%	6 16.2%	30 30.3%	38 29.5%	6 23.1%	1 11.1%	2 25.0%	0 0.0%	0 0.0%	7 31.8%	0 ---	0 0.0%	22 28.2%	1 33.3%	7 35.0%	29 34.9%	16 22.5%	0 0.0%	
Excellent	1,443 37.3%	52 31.5%	115 38.2%	124 44.1%	9 30.0%	41 31.8%	1 33.3%	26 70.3%	20 26.0%	5 10.2%	4 19.0%	13 35.1%	31 31.3%	49 38.0%	1 3.8%	1 11.1%	2 25.0%	0 0.0%	1 50.0%	8 36.4%	0 ---	1 100.0%	27 34.6%	0 0.0%	3 15.0%	26 31.3%	21 29.6%	3 33.3%	
Significantly different from column:*		D						I,J	H,J	H,I				O	N														
Excellent, Very Good, or Good	3,436 88.8%	142 86.1%	267 88.7%	257 91.5%	28 93.3%	109 84.5%	2 66.7%	37 100.0%	69 89.6%	34 69.4%	18 85.7%	30 81.1%	86 86.9%	121 93.8%	17 65.4%	3 33.3%	7 87.5%	2 100.0%	2 100.0%	20 90.9%	0 ---	1 100.0%	65 83.3%	3 100.0%	16 80.0%	76 91.6%	60 84.5%	4 44.4%	
Significantly different from column:*								J	J	H,I																			

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

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

Trillium Community Health Plan

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

Question 55

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	171	309	87	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10
Number missing or multiple answer	97	5	3	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	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	3,873	166	306	87	30	130	3	38	77	49	21	38	99	129	26	10	8	2	2	22	0	1	78	3	20	83	71	10
	97.6%	97.1%	99.0%	100.0%	96.8%	100.0%	100.0%	100.0%	100.0%	100.0%	95.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.7%	---	100.0%	100.0%	---	100.0%	98.8%	94.7%	100.0%
Yes	743	35	65	33	4	31	0	4	16	15	2	10	22	20	10	5	0	0	0	2	0	0	20	1	4	5	24	6
	19.2%	21.1%	21.2%	37.9%	13.3%	23.8%	0.0%	10.5%	20.8%	30.6%	9.5%	26.3%	22.2%	15.5%	38.5%	50.0%	0.0%	0.0%	0.0%	9.1%	---	0.0%	25.6%	33.3%	20.0%	6.0%	33.8%	60.0%
No	3,130	131	241	54	26	99	3	34	61	34	19	28	77	109	16	5	8	2	2	20	0	1	58	2	16	78	47	4
	80.8%	78.9%	78.8%	62.1%	86.7%	76.2%	100.0%	89.5%	79.2%	69.4%	90.5%	73.7%	77.8%	84.5%	61.5%	50.0%	100.0%	100.0%	100.0%	90.9%	---	100.0%	74.4%	66.7%	80.0%	94.0%	66.2%	40.0%
Significantly different from column:*		D						J	H					O	N											AA	Z	

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

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

Trillium Community Health Plan

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

Question 56

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	743	35	65	33	4	31	0	4	16	15	2	10	22	20	10	5	0	0	0	2	0	0	20	1	4	5	24	6
Number missing or multiple answer	9	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	734	35	63	33	4	31	0	4	16	15	2	10	22	20	10	5	0	0	0	2	0	0	20	1	4	5	24	6
	98.8%	100.0%	96.9%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	624	30	54	30	4	26	0	2	15	13	2	8	20	16	9	5	0	0	0	1	0	0	17	1	4	3	22	5
	85.0%	85.7%	85.7%	90.9%	100.0%	83.9%	---	50.0%	93.8%	86.7%	100.0%	80.0%	90.9%	80.0%	90.0%	100.0%	---	---	---	50.0%	---	---	85.0%	100.0%	100.0%	60.0%	91.7%	83.3%
No	110	5	9	3	0	5	0	2	1	2	0	2	2	4	1	0	0	0	1	0	0	3	0	0	2	2	1	
	15.0%	14.3%	14.3%	9.1%	0.0%	16.1%	---	50.0%	6.3%	13.3%	0.0%	20.0%	9.1%	20.0%	10.0%	0.0%	---	---	---	50.0%	---	---	15.0%	0.0%	0.0%	40.0%	8.3%	16.7%
Significantly different from column:*																												

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

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

Trillium Community Health Plan

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

Question 57

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	624	30	54	30	4	26	0	2	15	13	2	8	20	16	9	5	0	0	0	1	0	0	17	1	4	3	22	5	
Number missing or multiple answer	10	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	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	614	30	50	30	4	26	0	2	15	13	2	8	20	16	9	5	0	0	0	1	0	0	17	1	4	3	22	5	
	98.4%	100.0%	92.6%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	577	29	48	28	4	25	0	2	15	12	2	7	20	16	9	4	0	0	0	1	0	0	17	1	4	2	22	5	
	94.0%	96.7%	96.0%	93.3%	100.0%	96.2%	---	100.0%	100.0%	92.3%	100.0%	87.5%	100.0%	100.0%	100.0%	80.0%	---	---	---	100.0%	---	---	100.0%	100.0%	100.0%	66.7%	100.0%	100.0%	
No	37	1	2	2	0	1	0	0	0	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	
	6.0%	3.3%	4.0%	6.7%	0.0%	3.8%	---	0.0%	0.0%	7.7%	0.0%	12.5%	0.0%	0.0%	0.0%	20.0%	---	---	---	0.0%	---	---	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	
Significantly different from column:*																													

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

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

Trillium Community Health Plan

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

Question 58

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	171	309	87	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10
Number missing or multiple answer	125	8	8	2	1	2	0	0	1	1	2	0	1	3	0	0	0	0	0	1	0	0	0	0	2	2	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	3,845	163	301	85	30	128	3	38	76	48	20	38	98	126	26	10	8	2	2	22	0	1	78	3	18	82	69	10
	96.9%	95.3%	97.4%	97.7%	96.8%	98.5%	100.0%	100.0%	98.7%	98.0%	90.9%	100.0%	99.0%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	95.7%	---	100.0%	100.0%	---	90.0%	97.6%	92.0%	100.0%
Yes	682	32	57	32	4	28	0	4	18	10	4	10	18	20	8	4	1	0	0	3	0	0	13	1	7	8	19	4
	17.7%	19.6%	18.9%	37.6%	13.3%	21.9%	0.0%	10.5%	23.7%	20.8%	20.0%	26.3%	18.4%	15.9%	30.8%	40.0%	12.5%	0.0%	0.0%	13.6%	---	0.0%	16.7%	33.3%	38.9%	9.8%	27.5%	40.0%
No	3,163	131	244	53	26	100	3	34	58	38	16	28	80	106	18	6	7	2	2	19	0	1	65	2	11	74	50	6
	82.3%	80.4%	81.1%	62.4%	86.7%	78.1%	100.0%	89.5%	76.3%	79.2%	80.0%	73.7%	81.6%	84.1%	69.2%	60.0%	87.5%	100.0%	100.0%	86.4%	---	100.0%	83.3%	66.7%	61.1%	90.2%	72.5%	60.0%
Significantly different from column:*		D																								AA	Z	

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

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

Trillium Community Health Plan

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

Question 59

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	682	32	57	32	4	28	0	4	18	10	4	10	18	20	8	4	1	0	0	3	0	0	13	1	7	8	19	4
Number missing or multiple answer	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	673	32	57	32	4	28	0	4	18	10	4	10	18	20	8	4	1	0	0	3	0	0	13	1	7	8	19	4
	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	583	25	48	31	1	24	0	2	13	10	2	6	17	13	8	4	1	0	0	1	0	0	11	1	5	4	17	4
	86.6%	78.1%	84.2%	96.9%	25.0%	85.7%	---	50.0%	72.2%	100.0%	50.0%	60.0%	94.4%	65.0%	100.0%	100.0%	100.0%	---	---	33.3%	---	---	84.6%	100.0%	71.4%	50.0%	89.5%	100.0%
No	90	7	9	1	3	4	0	2	5	0	2	4	1	7	0	0	0	0	2	0	0	2	0	2	4	2	0	
	13.4%	21.9%	15.8%	3.1%	75.0%	14.3%	---	50.0%	27.8%	0.0%	50.0%	40.0%	5.6%	35.0%	0.0%	0.0%	0.0%	---	---	66.7%	---	---	15.4%	0.0%	28.6%	50.0%	10.5%	0.0%
Significantly different from column:*																												

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

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

Trillium Community Health Plan

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

Question 60

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	583	25	48	31	1	24	0	2	13	10	2	6	17	13	8	4	1	0	0	1	0	0	11	1	5	4	17	4
Number missing or multiple answer	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	576	25	48	31	1	24	0	2	13	10	2	6	17	13	8	4	1	0	0	1	0	0	11	1	5	4	17	4
	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	549	25	47	30	1	24	0	2	13	10	2	6	17	13	8	4	1	0	0	1	0	0	11	1	5	4	17	4
	95.3%	100.0%	97.9%	96.8%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	27	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	4.7%	0.0%	2.1%	3.2%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Significantly different from column:*																												

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

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

Trillium Community Health Plan

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

Question 61

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	171	309	87	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10
Number missing or multiple answer	119	9	8	0	2	2	0	0	1	2	1	0	3	3	0	1	0	0	0	1	0	0	2	0	1	2	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	3,851 97.0%	162 94.7%	301 97.4%	87 100.0%	29 93.5%	128 98.5%	3 100.0%	38 100.0%	76 98.7%	47 95.9%	21 95.5%	38 100.0%	96 97.0%	126 97.7%	26 100.0%	9 90.0%	8 100.0%	2 100.0%	2 95.7%	22 ---	0 100.0%	1 97.4%	3 ---	19 95.0%	82 97.6%	68 90.7%	10 100.0%	
Yes	542 14.1%	23 14.2%	41 13.6%	22 25.3%	1 3.4%	21 16.4%	1 33.3%	4 10.5%	9 11.8%	10 21.3%	4 19.0%	4 10.5%	13 13.5%	7 5.6%	9 34.6%	7 77.8%	1 12.5%	0 0.0%	0 0.0%	5 22.7%	0 ---	0 0.0%	11 14.5%	1 33.3%	3 15.8%	9 11.0%	9 13.2%	5 50.0%
No	3,309 85.9%	139 85.8%	260 86.4%	65 74.7%	28 96.6%	107 83.6%	2 66.7%	34 89.5%	67 88.2%	37 78.7%	17 81.0%	34 89.5%	83 86.5%	119 94.4%	17 65.4%	2 22.2%	7 87.5%	2 100.0%	2 100.0%	17 77.3%	0 ---	1 100.0%	65 85.5%	2 66.7%	16 84.2%	73 89.0%	59 86.8%	5 50.0%
Significantly different from column:*		D																										

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

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

Trillium Community Health Plan

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

Question 62

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	542	23	41	22	1	21	1	4	9	10	4	4	13	7	9	7	1	0	0	5	0	0	11	1	3	9	9	5
Number missing or multiple answer	10	1	0	0	0	1	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	1	0	0	0	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	532	22	41	22	1	20	1	4	9	9	4	4	12	7	9	6	1	0	0	5	0	0	10	1	3	9	8	5
	98.2%	95.7%	100.0%	100.0%	100.0%	95.2%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%	92.3%	100.0%	100.0%	85.7%	100.0%	---	---	100.0%	---	---	90.9%	---	100.0%	100.0%	88.9%	100.0%
Yes	394	17	33	22	0	16	1	1	8	8	2	4	11	4	8	5	1	0	0	1	0	0	9	1	3	5	7	5
	74.1%	77.3%	80.5%	100.0%	0.0%	80.0%	100.0%	25.0%	88.9%	88.9%	50.0%	100.0%	91.7%	57.1%	88.9%	83.3%	100.0%	---	---	20.0%	---	---	90.0%	100.0%	100.0%	55.6%	87.5%	100.0%
No	138	5	8	0	1	4	0	3	1	1	2	0	1	3	1	1	0	0	0	4	0	0	1	0	0	4	1	0
	25.9%	22.7%	19.5%	0.0%	100.0%	20.0%	0.0%	75.0%	11.1%	11.1%	50.0%	0.0%	8.3%	42.9%	11.1%	16.7%	0.0%	---	---	80.0%	---	---	10.0%	0.0%	0.0%	44.4%	12.5%	0.0%
Significantly different from column:*																												

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

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

Trillium Community Health Plan

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

Question 63

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	394	17	33	22	0	16	1	1	8	8	2	4	11	4	8	5	1	0	0	1	0	0	9	1	3	5	7	5
Number missing or multiple answer	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	387	17	33	22	0	16	1	1	8	8	2	4	11	4	8	5	1	0	0	1	0	0	9	1	3	5	7	5
	98.2%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	377	17	30	22	0	16	1	1	8	8	2	4	11	4	8	5	1	0	0	1	0	0	9	1	3	5	7	5
	97.4%	100.0%	90.9%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	10	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.6%	0.0%	9.1%	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%
Significantly different from column:*																												

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

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

Trillium Community Health Plan

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

Question 64

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	171	309	87	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10
Number missing or multiple answer	111	9	6	1	2	2	0	1	1	1	1	1	2	4	0	0	0	0	0	1	0	0	2	0	1	2	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	3,859	162	303	86	29	128	3	37	76	48	21	37	97	125	26	10	8	2	2	22	0	1	76	3	19	82	68	10
	97.2%	94.7%	98.1%	98.9%	93.5%	98.5%	100.0%	97.4%	98.7%	98.0%	95.5%	97.4%	98.0%	96.9%	100.0%	100.0%	100.0%	100.0%	100.0%	95.7%	---	100.0%	97.4%	---	95.0%	97.6%	90.7%	100.0%
Yes	493	17	35	17	2	15	0	5	8	4	2	7	8	12	3	2	0	0	0	1	0	0	8	1	3	5	8	3
	12.8%	10.5%	11.6%	19.8%	6.9%	11.7%	0.0%	13.5%	10.5%	8.3%	9.5%	18.9%	8.2%	9.6%	11.5%	20.0%	0.0%	0.0%	0.0%	4.5%	---	0.0%	10.5%	33.3%	15.8%	6.1%	11.8%	30.0%
No	3,366	145	268	69	27	113	3	32	68	44	19	30	89	113	23	8	8	2	2	21	0	1	68	2	16	77	60	7
	87.2%	89.5%	88.4%	80.2%	93.1%	88.3%	100.0%	86.5%	89.5%	91.7%	90.5%	81.1%	91.8%	90.4%	88.5%	80.0%	100.0%	100.0%	100.0%	95.5%	---	100.0%	89.5%	66.7%	84.2%	93.9%	88.2%	70.0%
Significantly different from column:*		D																										

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

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

Trillium Community Health Plan

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

Question 65

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	493	17	35	17	2	15	0	5	8	4	2	7	8	12	3	2	0	0	0	1	0	0	8	1	3	5	8	3
Number missing or multiple answer	9	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	484	17	34	17	2	15	0	5	8	4	2	7	8	12	3	2	0	0	0	1	0	0	8	1	3	5	8	3
	98.2%	100.0%	97.1%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	347	10	24	13	1	9	0	1	5	4	0	5	5	5	3	2	0	0	0	0	0	5	1	2	2	5	3	
	71.7%	58.8%	70.6%	76.5%	50.0%	60.0%	---	20.0%	62.5%	100.0%	0.0%	71.4%	62.5%	41.7%	100.0%	100.0%	---	---	---	0.0%	---	---	62.5%	100.0%	66.7%	40.0%	62.5%	100.0%
No	137	7	10	4	1	6	0	4	3	0	2	2	3	7	0	0	0	0	1	0	0	3	0	1	3	3	0	
	28.3%	41.2%	29.4%	23.5%	50.0%	40.0%	---	80.0%	37.5%	0.0%	100.0%	28.6%	37.5%	58.3%	0.0%	0.0%	---	---	---	100.0%	---	---	37.5%	0.0%	33.3%	60.0%	37.5%	0.0%
Significantly different from column:*																												

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

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

Trillium Community Health Plan

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

Question 66

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	347	10	24	13	1	9	0	1	5	4	0	5	5	5	3	2	0	0	0	0	0	0	0	5	1	2	2	5	3
Number missing or multiple answer	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	340	10	24	13	1	9	0	1	5	4	0	5	5	5	3	2	0	0	0	0	0	0	5	1	2	2	5	3	
	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	---	---	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	318	10	21	13	1	9	0	1	5	4	0	5	5	5	3	2	0	0	0	0	0	0	5	1	2	2	5	3	
	93.5%	100.0%	87.5%	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%
No	22	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	6.5%	0.0%	12.5%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	---	---	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Significantly different from column:*																													

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

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

Trillium Community Health Plan

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

Question 67

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	171	309	87	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10
Number missing or multiple answer	120	9	5	1	1	2	0	2	0	0	1	1	1	2	1	1	0	0	0	1	0	0	0	0	1	2	6	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,850	162	304	86	30	128	3	36	77	49	21	37	98	127	25	9	8	2	2	22	0	1	78	3	19	82	69	9
	97.0%	94.7%	98.4%	98.9%	96.8%	98.5%	100.0%	94.7%	100.0%	100.0%	95.5%	97.4%	99.0%	98.4%	96.2%	90.0%	100.0%	100.0%	100.0%	95.7%	---	100.0%	100.0%	---	95.0%	97.6%	92.0%	90.0%
Yes	715	34	57	39	4	28	2	0	20	14	2	8	23	19	11	4	1	1	0	2	0	1	15	1	7	10	18	6
	18.6%	21.0%	18.8%	45.3%	13.3%	21.9%	66.7%	0.0%	26.0%	28.6%	9.5%	21.6%	23.5%	15.0%	44.0%	44.4%	12.5%	50.0%	0.0%	9.1%	---	100.0%	19.2%	33.3%	36.8%	12.2%	26.1%	66.7%
No	3,135	128	247	47	26	100	1	36	57	35	19	29	75	108	14	5	7	1	2	20	0	0	63	2	12	72	51	3
	81.4%	79.0%	81.3%	54.7%	86.7%	78.1%	33.3%	100.0%	74.0%	71.4%	90.5%	78.4%	76.5%	85.0%	56.0%	55.6%	87.5%	50.0%	100.0%	90.9%	---	0.0%	80.8%	66.7%	63.2%	87.8%	73.9%	33.3%
Significantly different from column:*		D						I,J	H	H																AA	Z	

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

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

Trillium Community Health Plan

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

Question 68

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	715	34	57	39	4	28	2	0	20	14	2	8	23	19	11	4	1	1	0	2	0	1	15	1	7	10	18	6
Number missing or multiple answer	28	4	3	0	0	4	0	0	2	2	1	0	3	3	0	1	0	0	0	0	0	1	0	2	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	687	30	54	39	4	24	2	0	18	12	1	8	20	16	11	3	1	1	0	2	0	1	14	1	5	10	14	6
	96.1%	88.2%	94.7%	100.0%	100.0%	85.7%	100.0%	---	90.0%	85.7%	50.0%	100.0%	87.0%	84.2%	100.0%	75.0%	100.0%	100.0%	---	100.0%	---	100.0%	93.3%	---	71.4%	100.0%	77.8%	100.0%
Yes	632	26	50	38	3	21	2	0	15	11	1	6	19	14	9	3	1	0	0	1	0	1	14	0	5	7	13	6
	92.0%	86.7%	92.6%	97.4%	75.0%	87.5%	100.0%	---	83.3%	91.7%	100.0%	75.0%	95.0%	87.5%	81.8%	100.0%	100.0%	0.0%	---	50.0%	---	100.0%	100.0%	0.0%	100.0%	70.0%	92.9%	100.0%
No	55	4	4	1	1	3	0	0	3	1	0	2	1	2	2	0	0	1	0	1	0	0	0	1	0	3	1	0
	8.0%	13.3%	7.4%	2.6%	25.0%	12.5%	0.0%	---	16.7%	8.3%	0.0%	25.0%	5.0%	12.5%	18.2%	0.0%	0.0%	100.0%	---	50.0%	---	0.0%	0.0%	100.0%	0.0%	30.0%	7.1%	0.0%
Significantly different from column:*																												

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

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

Trillium Community Health Plan

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

Question 69

What is your child's age?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)										Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,970	171	309	283	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10	
Number missing or multiple answer	132	7	5	3	1	0	0	0	0	0	1	0	0	1	1	0	0	0	0	1	0	0	0	0	0	2	5	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,838 96.7%	164 95.9%	304 98.4%	280 98.9%	30 96.8%	130 100.0%	3 100.0%	38 100.0%	77 100.0%	49 100.0%	21 95.5%	38 100.0%	99 100.0%	128 99.2%	25 96.2%	10 100.0%	8 100.0%	2 100.0%	2 100.0%	22 95.7%	0 ---	1 100.0%	78 100.0%	3 ---	20 100.0%	82 97.6%	70 93.3%	10 100.0%	
Less than 1 year old	82 2.1%	7 4.3%	0 0.0%	1 0.4%	0 0.0%	7 5.4%	0 0.0%	7 18.4%	0 0.0%	0 0.0%	0 0.0%	3 7.9%	4 4.0%	7 5.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	6 7.7%	0 0.0%	0 0.0%	1 1.2%	3 4.3%	3 30.0%	
1 year old	190 5.0%	5 3.0%	19 6.3%	17 6.1%	1 3.3%	4 3.1%	0 0.0%	5 13.2%	0 0.0%	0 0.0%	1 4.8%	2 5.3%	2 2.0%	4 3.1%	1 4.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 4.5%	0 ---	0 0.0%	4 5.1%	0 0.0%	0 0.0%	2 2.4%	3 4.3%	0 0.0%	
2 years old	186 4.8%	5 3.0%	18 5.9%	22 7.9%	0 0.0%	5 3.8%	0 0.0%	5 13.2%	0 0.0%	0 0.0%	0 0.0%	2 5.3%	1 1.0%	4 3.1%	1 4.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 4.5%	0 ---	0 0.0%	3 3.8%	0 0.0%	1 5.0%	2 2.4%	2 2.9%	0 0.0%	
3 years old	180 4.7%	8 4.9%	16 5.3%	20 7.1%	1 3.3%	7 5.4%	0 0.0%	8 21.1%	0 0.0%	0 0.0%	0 0.0%	2 5.3%	6 6.1%	8 6.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	5 6.4%	0 0.0%	1 5.0%	4 4.9%	4 5.7%	0 0.0%	
4 to 6 years old	616 16.1%	24 14.6%	53 17.4%	48 17.1%	7 23.3%	17 13.1%	0 0.0%	13 34.2%	11 14.3%	0 0.0%	5 23.8%	4 10.5%	14 14.1%	21 16.4%	1 4.0%	2 20.0%	0 0.0%	0 0.0%	0 0.0%	6 27.3%	0 ---	0 0.0%	13 16.7%	0 0.0%	1 5.0%	11 13.4%	11 15.7%	1 10.0%	
7 to 9 years old	651 17.0%	28 17.1%	64 21.1%	55 19.6%	5 16.7%	21 16.2%	2 66.7%	0 0.0%	28 36.4%	0 0.0%	3 14.3%	10 26.3%	15 15.2%	26 20.3%	2 8.0%	0 0.0%	2 25.0%	1 50.0%	1 50.0%	1 4.5%	0 ---	1 100.0%	14 17.9%	0 0.0%	4 20.0%	15 18.3%	13 16.6%	0 0.0%	
10 to 13 years old	899 23.4%	38 23.2%	75 24.7%	60 21.4%	7 23.3%	29 22.3%	1 33.3%	0 0.0%	38 49.4%	0 0.0%	5 23.8%	6 15.8%	25 25.3%	30 23.4%	6 24.0%	1 10.0%	2 25.0%	0 0.0%	0 0.0%	5 22.7%	0 ---	0 0.0%	10 12.8%	1 33.3%	8 40.0%	20 24.4%	18 25.7%	0 0.0%	
14 to 18 years old	1,034 26.9%	49 29.9%	59 19.4%	57 20.4%	9 30.0%	40 30.8%	0 0.0%	0 0.0%	0 0.0%	49 100.0%	7 33.3%	9 23.7%	32 32.3%	28 21.9%	14 56.0%	7 70.0%	4 50.0%	1 50.0%	1 50.0%	8 36.4%	0 ---	0 0.0%	23 29.5%	2 66.7%	5 25.0%	27 32.9%	16 22.9%	6 60.0%	
3 years old or younger	638 16.6%	25 15.2%	53 17.4%	60 21.4%	2 6.7%	23 17.7%	0 0.0%	25 65.8%	0 0.0%	0 0.0%	1 4.8%	9 23.7%	13 13.1%	23 18.0%	2 8.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 9.1%	0 ---	0 0.0%	18 23.1%	0 0.0%	2 10.0%	9 11.0%	12 17.1%	3 30.0%	
Significantly different from column:*								I,J	H	H																			

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

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

Trillium Community Health Plan

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

Question 70

What was your child's biological sex at birth?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	171	309	283	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10	
Number missing or multiple answer	140	8	4	2	1	1	0	0	1	0	1	0	1	2	1	0	0	0	0	1	0	0	0	0	0	2	6	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,830	163	305	281	30	129	3	38	76	49	21	38	98	127	25	10	8	2	2	22	0	1	78	3	20	82	69	10	
	96.5%	95.3%	98.7%	99.3%	96.8%	99.2%	100.0%	100.0%	98.7%	100.0%	95.5%	100.0%	99.0%	98.4%	96.2%	100.0%	100.0%	100.0%	100.0%	95.7%	---	100.0%	100.0%	---	100.0%	97.6%	92.0%	100.0%	
Male	2,047	91	148	153	17	70	3	19	42	30	12	22	53	69	18	3	5	1	2	16	0	1	41	2	11	55	34	2	
	53.4%	55.8%	48.5%	54.4%	56.7%	54.3%	100.0%	50.0%	55.3%	61.2%	57.1%	57.9%	54.1%	54.3%	72.0%	30.0%	62.5%	50.0%	100.0%	72.7%	---	100.0%	52.6%	66.7%	55.0%	67.1%	49.3%	20.0%	
Female	1,783	72	157	128	13	59	0	19	34	19	9	16	45	58	7	7	3	1	0	6	0	0	37	1	9	27	35	8	
	46.6%	44.2%	51.5%	45.6%	43.3%	45.7%	0.0%	50.0%	44.7%	38.8%	42.9%	42.1%	45.9%	45.7%	28.0%	70.0%	37.5%	50.0%	0.0%	27.3%	---	0.0%	47.4%	33.3%	45.0%	32.9%	50.7%	80.0%	
Significantly different from column:*																										AA	Z		

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

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

Trillium Community Health Plan

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

Question 71

What is your child's current gender identity?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	171	309	---	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10	
Number missing or multiple answer	184	7	9	---	1	0	0	0	0	0	1	0	0	1	1	0	0	0	0	1	0	0	0	0	0	2	5	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	3,786 95.4%	164 95.9%	300 97.1%	---	30 96.8%	130 100.0%	3 100.0%	38 100.0%	77 100.0%	49 100.0%	21 95.5%	38 100.0%	99 100.0%	128 99.2%	25 96.2%	10 100.0%	8 100.0%	2 100.0%	2 95.7%	22 ---	0 100.0%	1 100.0%	78 100.0%	3 ---	20 100.0%	82 97.6%	70 93.3%	10 100.0%	
Male	2,017 53.3%	90 54.9%	143 47.7%	---	17 56.7%	71 54.6%	1 33.3%	19 50.0%	41 53.2%	30 61.2%	12 57.1%	22 57.9%	53 53.5%	68 53.1%	18 72.0%	3 30.0%	5 62.5%	1 50.0%	1 50.0%	15 68.2%	0 ---	1 100.0%	41 52.6%	2 66.7%	11 55.0%	52 63.4%	36 51.4%	2 20.0%	
Female	1,726 45.6%	69 42.1%	148 49.3%	---	13 43.3%	56 43.1%	0 0.0%	19 50.0%	32 41.6%	18 36.7%	9 42.9%	16 42.1%	41 41.4%	56 43.8%	7 28.0%	6 60.0%	3 37.5%	1 50.0%	0 0.0%	7 31.8%	0 ---	0 0.0%	35 44.9%	1 33.3%	7 35.0%	27 32.9%	33 47.1%	7 70.0%	
Transgender	5 0.1%	0 0.0%	2 0.7%	---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
Non-binary, genderqueer, or other	38 1.0%	5 3.0%	7 2.3%	---	0 0.0%	3 2.3%	2 66.7%	0 0.0%	4 5.2%	1 2.0%	0 0.0%	0 0.0%	5 5.1%	4 3.1%	0 0.0%	1 10.0%	0 0.0%	0 0.0%	1 50.0%	0 0.0%	0 ---	0 0.0%	2 2.6%	0 0.0%	2 10.0%	3 3.7%	1 1.4%	1 10.0%	
Transgender, Non-binary, genderqueer, or other	43 1.1%	5 3.0%	9 3.0%	---	0 0.0%	3 2.3%	2 66.7%	0 0.0%	4 5.2%	1 2.0%	0 0.0%	0 0.0%	5 5.1%	4 3.1%	0 0.0%	1 10.0%	0 0.0%	0 0.0%	1 50.0%	0 0.0%	0 ---	0 0.0%	2 2.6%	0 0.0%	2 10.0%	3 3.7%	1 1.4%	1 10.0%	
Significantly different from column:*																													

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

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

Trillium Community Health Plan

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

Question 72

What is your age?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,970	171	309	283	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10	
Number missing or multiple answer	154	7	5	6	0	1	0	0	0	1	0	1	0	1	2	0	0	0	0	0	0	0	0	0	1	2	5	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,816 96.1%	164 95.9%	304 98.4%	277 97.9%	31 100.0%	129 99.2%	3 100.0%	38 100.0%	77 100.0%	48 98.0%	22 100.0%	37 97.4%	99 100.0%	128 99.2%	24 92.3%	10 100.0%	8 100.0%	2 100.0%	2 100.0%	23 100.0%	0 ---	1 100.0%	78 100.0%	3 ---	19 95.0%	82 97.6%	70 93.3%	10 100.0%	
Under 18	152 4.0%	4 2.4%	7 2.3%	12 4.3%	3 9.7%	0 0.0%	0 0.0%	0 0.0%	3 3.9%	0 0.0%	2 9.1%	0 0.0%	2 2.0%	3 2.3%	0 0.0%	0 0.0%	1 12.5%	0 0.0%	0 0.0%	1 4.3%	0 ---	0 0.0%	1 1.3%	0 0.0%	0 0.0%	4 4.9%	0 0.0%	0 0.0%	
18 to 24	132 3.5%	4 2.4%	9 3.0%	7 2.5%	0 0.0%	4 3.1%	0 0.0%	4 10.5%	0 0.0%	0 0.0%	0 0.0%	3 8.1%	1 1.0%	4 3.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	--- ---	0 0.0%	3 3.8%	0 0.0%	1 5.3%	2 2.4%	1 1.4%	1 10.0%	
25 to 34	931 24.4%	41 25.0%	84 27.6%	85 30.7%	5 16.1%	36 27.9%	0 0.0%	23 60.5%	16 20.8%	2 4.2%	5 22.7%	13 35.1%	20 20.2%	35 27.3%	5 20.8%	1 10.0%	1 12.5%	0 0.0%	0 0.0%	5 21.7%	0 ---	0 0.0%	22 28.2%	0 0.0%	4 21.1%	15 18.3%	21 30.0%	3 30.0%	
35 to 44	1,511 39.6%	59 36.0%	121 39.8%	99 35.7%	11 35.5%	47 36.4%	1 33.3%	10 26.3%	34 44.2%	15 31.3%	9 40.9%	9 24.3%	40 40.4%	46 35.9%	10 41.7%	2 20.0%	2 25.0%	1 50.0%	0 0.0%	12 52.2%	0 ---	0 0.0%	27 34.6%	1 33.3%	9 47.4%	32 39.0%	25 35.7%	2 20.0%	
45 to 54	718 18.8%	32 19.5%	54 17.8%	43 15.5%	8 25.8%	23 17.8%	1 33.3%	0 0.0%	15 19.5%	17 35.4%	4 18.2%	5 13.5%	22 22.2%	24 18.8%	4 16.7%	4 40.0%	1 12.5%	1 50.0%	1 50.0%	4 17.4%	0 ---	0 100.0%	1 19.2%	15 33.3%	1 10.5%	2 20.7%	17 18.6%	2 20.0%	
55 to 64	222 5.8%	17 10.4%	19 6.3%	24 8.7%	2 6.5%	14 10.9%	1 33.3%	1 2.6%	7 9.1%	9 18.8%	2 9.1%	6 16.2%	8 8.1%	10 7.8%	4 16.7%	3 30.0%	1 12.5%	0 0.0%	1 50.0%	1 4.3%	0 ---	0 0.0%	6 7.7%	1 33.3%	3 15.8%	8 9.8%	7 10.0%	2 20.0%	
65 to 74	117 3.1%	6 3.7%	9 3.0%	6 2.2%	2 6.5%	4 3.1%	0 0.0%	0 0.0%	1 1.3%	5 10.4%	0 0.0%	1 2.7%	5 5.1%	5 3.9%	1 4.2%	0 0.0%	2 25.0%	0 0.0%	0 0.0%	0 0.0%	--- ---	0 0.0%	3 3.8%	0 0.0%	0 0.0%	4 4.9%	2 2.9%	0 0.0%	
75 or older	33 0.9%	1 0.6%	1 0.3%	1 0.4%	0 0.0%	1 0.8%	0 0.0%	0 0.0%	1 1.3%	0 0.0%	0 0.0%	0 0.0%	1 1.0%	1 0.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	1 1.3%	0 0.0%	0 0.0%	0 0.0%	1 1.4%	0 0.0%	
35 or older	2,601 68.2%	115 70.1%	204 67.1%	173 62.5%	23 74.2%	89 69.0%	3 100.0%	11 28.9%	58 75.3%	46 95.8%	15 68.2%	21 56.8%	76 76.8%	86 67.2%	19 79.2%	9 90.0%	6 75.0%	2 100.0%	2 100.0%	17 73.9%	0 ---	1 100.0%	52 66.7%	3 100.0%	14 73.7%	61 74.4%	48 68.6%	6 60.0%	
Significantly different from column:*								I,J	H,J	H,I		M	L																

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

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

Trillium Community Health Plan

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

Question 73

What is your current gender identity?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	171	309	---	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10	
Number missing or multiple answer	170	7	6	---	0	0	0	0	1	0	0	0	1	2	1	0	1	0	0	0	0	0	0	0	0	2	5	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,800	164	303	---	31	130	3	38	76	49	22	38	98	127	25	10	7	2	2	23	0	1	78	3	20	82	70	10	
	95.7%	95.9%	98.1%	---	100.0%	100.0%	100.0%	100.0%	98.7%	100.0%	100.0%	100.0%	99.0%	98.4%	96.2%	100.0%	87.5%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	97.6%	93.3%	100.0%	
Male	631	31	45	---	31	0	0	5	16	9	7	6	18	26	2	1	0	0	0	6	0	0	15	0	1	21	8	1	
	16.6%	18.9%	14.9%	---	100.0%	0.0%	0.0%	13.2%	21.1%	18.4%	31.8%	15.8%	18.4%	20.5%	8.0%	10.0%	0.0%	0.0%	0.0%	26.1%	---	0.0%	19.2%	0.0%	5.0%	25.6%	11.4%	10.0%	
Female	3,151	130	256	---	0	130	0	33	57	40	15	32	77	98	23	9	7	2	1	17	0	0	62	3	19	59	61	9	
	82.9%	79.3%	84.5%	---	0.0%	100.0%	0.0%	86.8%	75.0%	81.6%	68.2%	84.2%	78.6%	77.2%	92.0%	90.0%	100.0%	100.0%	50.0%	73.9%	---	0.0%	79.5%	100.0%	95.0%	72.0%	87.1%	90.0%	
Transgender	2	1	2	---	0	0	1	0	1	0	0	0	1	1	0	0	0	0	1	0	0	0	0	0	0	1	0	0	
	0.1%	0.6%	0.7%	---	0.0%	0.0%	33.3%	0.0%	1.3%	0.0%	0.0%	0.0%	1.0%	0.8%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	
Non-binary, genderqueer, or other	16	2	0	---	0	0	2	0	2	0	0	0	2	2	0	0	0	0	0	0	0	1	1	0	0	1	1	0	
	0.4%	1.2%	0.0%	---	0.0%	0.0%	66.7%	0.0%	2.6%	0.0%	0.0%	0.0%	2.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	100.0%	1.3%	0.0%	0.0%	1.2%	1.4%	0.0%	
Transgender, Non-binary, genderqueer, or other	18	3	2	---	0	0	3	0	3	0	0	0	3	3	0	0	0	0	1	0	0	1	1	0	0	2	1	0	
	0.5%	1.8%	0.7%	---	0.0%	0.0%	100.0%	0.0%	3.9%	0.0%	0.0%	0.0%	3.1%	2.4%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	---	100.0%	1.3%	0.0%	0.0%	2.4%	1.4%	0.0%	
Significantly different from column:*																													

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

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

Trillium Community Health Plan

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

Question 74

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	171	309	283	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10
Number missing or multiple answer	208	12	9	4	0	6	0	3	2	1	0	0	0	4	4	0	0	0	5	0	0	1	0	0	5	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	3,762	159	300	279	31	124	3	35	75	48	22	38	99	125	22	10	8	2	2	18	0	1	77	3	20	79	69	10
	94.8%	93.0%	97.1%	98.6%	100.0%	95.4%	100.0%	92.1%	97.4%	98.0%	100.0%	100.0%	100.0%	96.9%	84.6%	100.0%	100.0%	100.0%	100.0%	78.3%	---	100.0%	98.7%	---	100.0%	94.0%	92.0%	100.0%
8th grade or less	357	9	30	19	4	5	0	1	4	3	9	0	0	4	2	2	2	0	0	5	0	0	2	0	0	7	2	0
	9.5%	5.7%	10.0%	6.8%	12.9%	4.0%	0.0%	2.9%	5.3%	6.3%	40.9%	0.0%	0.0%	3.2%	9.1%	20.0%	25.0%	0.0%	0.0%	27.8%	---	0.0%	2.6%	0.0%	0.0%	8.9%	2.9%	0.0%
Some high school, but did not graduate	385	13	22	24	3	10	0	3	6	4	13	0	0	7	5	1	0	1	0	7	0	0	2	0	2	5	7	0
	10.2%	8.2%	7.3%	8.6%	9.7%	8.1%	0.0%	8.6%	8.0%	8.3%	59.1%	0.0%	0.0%	5.6%	22.7%	10.0%	0.0%	50.0%	0.0%	38.9%	---	0.0%	2.6%	0.0%	10.0%	6.3%	10.1%	0.0%
High school graduate or GED	1,045	38	59	63	6	32	0	12	17	9	0	38	0	29	6	3	3	0	0	2	0	0	15	1	6	22	12	4
	27.8%	23.9%	19.7%	22.6%	19.4%	25.8%	0.0%	34.3%	22.7%	18.8%	0.0%	100.0%	0.0%	23.2%	27.3%	30.0%	37.5%	0.0%	0.0%	11.1%	---	0.0%	19.5%	33.3%	30.0%	27.8%	17.4%	40.0%
Some college or 2-year degree	1,312	59	117	109	10	48	1	11	29	19	0	0	59	53	1	4	1	1	1	1	0	1	32	1	6	29	26	4
	34.9%	37.1%	39.0%	39.1%	32.3%	38.7%	33.3%	31.4%	38.7%	39.6%	0.0%	0.0%	59.6%	42.4%	4.5%	40.0%	12.5%	50.0%	50.0%	5.6%	---	100.0%	41.6%	33.3%	30.0%	36.7%	37.7%	40.0%
4-year college graduate	410	23	54	41	2	18	2	5	11	7	0	0	23	18	5	0	1	0	1	1	0	0	16	1	3	11	11	1
	10.9%	14.5%	18.0%	14.7%	6.5%	14.5%	66.7%	14.3%	14.7%	14.6%	0.0%	0.0%	23.2%	14.4%	22.7%	0.0%	12.5%	0.0%	50.0%	5.6%	---	0.0%	20.8%	33.3%	15.0%	13.9%	15.9%	10.0%
More than 4-year college degree	253	17	18	23	6	11	0	3	8	6	0	0	17	14	3	0	1	0	0	2	0	0	10	0	3	5	11	1
	6.7%	10.7%	6.0%	8.2%	19.4%	8.9%	0.0%	8.6%	10.7%	12.5%	0.0%	0.0%	17.2%	11.2%	13.6%	0.0%	12.5%	0.0%	0.0%	11.1%	---	0.0%	13.0%	0.0%	15.0%	6.3%	15.9%	10.0%
4-year college graduate or more	663	40	72	64	8	29	2	8	19	13	0	0	40	32	8	0	2	0	1	3	0	0	26	1	6	16	22	2
	17.6%	25.2%	24.0%	22.9%	25.8%	23.4%	66.7%	22.9%	25.3%	27.1%	0.0%	0.0%	40.4%	25.6%	36.4%	0.0%	25.0%	0.0%	50.0%	16.7%	---	0.0%	33.8%	33.3%	30.0%	20.3%	31.9%	20.0%
Significantly different from column:*		A									M	M	K,L															

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

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

Trillium Community Health Plan

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

Question 75

How are you related to the child?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)										Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,970	171	309	283	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10	
Number missing or multiple answer	210	9	11	9	0	2	1	0	2	1	0	0	3	3	1	1	0	0	0	0	0	1	2	0	0	2	7	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,760	162	298	274	31	128	2	38	75	48	22	38	96	126	25	9	8	2	2	23	0	0	76	3	20	82	68	10	
	94.7%	94.7%	96.4%	96.8%	100.0%	98.5%	66.7%	100.0%	97.4%	98.0%	100.0%	100.0%	97.0%	97.7%	96.2%	90.0%	100.0%	100.0%	100.0%	100.0%	---	0.0%	97.4%	---	100.0%	97.6%	90.7%	100.0%	
Mother or father	3,461	144	277	251	26	116	1	37	67	39	21	31	87	111	23	8	6	2	1	22	0	0	71	2	17	71	63	8	
	92.0%	88.9%	93.0%	91.6%	83.9%	90.6%	50.0%	97.4%	89.3%	81.3%	95.5%	81.6%	90.6%	88.1%	92.0%	88.9%	75.0%	100.0%	50.0%	95.7%	---	---	93.4%	66.7%	85.0%	86.6%	92.6%	80.0%	
Grandparent	170	15	12	8	4	11	0	1	6	8	1	7	7	13	1	1	2	0	0	0	0	0	4	1	3	10	4	1	
	4.5%	9.3%	4.0%	2.9%	12.9%	8.6%	0.0%	2.6%	8.0%	16.7%	4.5%	18.4%	7.3%	10.3%	4.0%	11.1%	25.0%	0.0%	0.0%	0.0%	---	---	5.3%	33.3%	15.0%	12.2%	5.9%	10.0%	
Aunt or uncle	21	2	2	2	1	1	0	0	1	1	0	0	1	1	1	0	0	0	0	1	0	0	1	0	0	0	1	1	
	0.6%	1.2%	0.7%	0.7%	3.2%	0.8%	0.0%	0.0%	1.3%	2.1%	0.0%	0.0%	1.0%	0.8%	4.0%	0.0%	0.0%	0.0%	4.3%	---	---	1.3%	0.0%	0.0%	0.0%	0.0%	1.5%	10.0%	
Older brother or sister	10	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.3%	0.0%	0.3%	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%	
Other relative	7	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.2%	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%	
Legal guardian	73	1	3	8	0	0	1	0	1	0	0	0	1	1	0	0	0	0	1	0	0	0	0	0	0	1	0	0	
	1.9%	0.6%	1.0%	2.9%	0.0%	0.0%	50.0%	0.0%	1.3%	0.0%	0.0%	0.0%	1.0%	0.8%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	---	---	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	
Someone else	18	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.5%	0.0%	1.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

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

Trillium Community Health Plan

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

Question 76

How well does your child speak English?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	171	309	---	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10	
Number missing or multiple answer	217	9	12	---	0	3	0	2	1	0	0	1	2	3	2	0	0	0	0	0	0	0	1	0	1	2	6	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,753	162	297	---	31	127	3	36	76	49	22	37	97	126	24	10	8	2	2	23	0	1	77	3	19	82	69	9	
	94.5%	94.7%	96.1%	---	100.0%	97.7%	100.0%	94.7%	98.7%	100.0%	100.0%	97.4%	98.0%	97.7%	92.3%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	98.7%	---	95.0%	97.6%	92.0%	90.0%	
Very well	2,715	128	240	---	24	101	2	20	64	44	11	28	86	103	16	8	8	1	1	11	0	1	65	1	17	67	54	7	
	72.3%	79.0%	80.8%	---	77.4%	79.5%	66.7%	55.6%	84.2%	89.8%	50.0%	75.7%	88.7%	81.7%	66.7%	80.0%	100.0%	50.0%	50.0%	47.8%	---	100.0%	84.4%	33.3%	89.5%	81.7%	78.3%	77.8%	
Well	665	22	41	---	5	16	1	5	11	5	7	6	9	15	6	0	0	1	1	6	0	0	8	2	1	12	10	0	
	17.7%	13.6%	13.8%	---	16.1%	12.6%	33.3%	13.9%	14.5%	10.2%	31.8%	16.2%	9.3%	11.9%	25.0%	0.0%	0.0%	50.0%	50.0%	26.1%	---	0.0%	10.4%	66.7%	5.3%	14.6%	14.5%	0.0%	
Not well	221	4	10	---	1	3	0	3	1	0	2	0	1	3	1	0	0	0	0	3	0	0	0	0	1	1	2	0	
	5.9%	2.5%	3.4%	---	3.2%	2.4%	0.0%	8.3%	1.3%	0.0%	9.1%	0.0%	1.0%	2.4%	4.2%	0.0%	0.0%	0.0%	0.0%	13.0%	---	0.0%	0.0%	0.0%	5.3%	1.2%	2.9%	0.0%	
Not at all	152	8	6	---	1	7	0	8	0	0	2	3	1	5	1	2	0	0	0	3	0	0	4	0	0	2	3	2	
	4.1%	4.9%	2.0%	---	3.2%	5.5%	0.0%	22.2%	0.0%	0.0%	9.1%	8.1%	1.0%	4.0%	4.2%	20.0%	0.0%	0.0%	13.0%	---	0.0%	5.2%	0.0%	0.0%	2.4%	4.3%	22.2%		
Very well or Well	3,380	150	281	---	29	117	3	25	75	49	18	34	95	118	22	8	8	2	2	17	0	1	73	3	18	79	64	7	
	90.1%	92.6%	94.6%	---	93.5%	92.1%	100.0%	69.4%	98.7%	100.0%	81.8%	91.9%	97.9%	93.7%	91.7%	80.0%	100.0%	100.0%	100.0%	73.9%	---	100.0%	94.8%	100.0%	94.7%	96.3%	92.8%	77.8%	
Significantly different from column:*																													

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

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

Trillium Community Health Plan

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

Question 77

What language does your child mainly speak at home?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,970	171	309	---	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10	
Number missing or multiple answer	267	13	18	---	0	7	0	1	4	2	3	0	3	5	4	0	1	1	0	3	0	0	0	0	2	5	8	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,703	158	291	---	31	123	3	37	73	47	19	38	96	124	22	10	7	1	2	20	0	1	78	3	18	79	67	10	
	93.3%	92.4%	94.2%	---	100.0%	94.6%	100.0%	97.4%	94.8%	95.9%	86.4%	100.0%	97.0%	96.1%	84.6%	100.0%	87.5%	50.0%	100.0%	87.0%	---	100.0%	100.0%	---	90.0%	94.0%	89.3%	100.0%	
English	2,731	135	234	---	25	106	3	27	68	40	8	36	91	113	14	7	6	1	2	3	0	1	75	2	18	68	58	9	
	73.8%	85.4%	80.4%	---	80.6%	86.2%	100.0%	73.0%	93.2%	85.1%	42.1%	94.7%	94.8%	91.1%	63.6%	70.0%	85.7%	100.0%	100.0%	15.0%	---	100.0%	96.2%	66.7%	100.0%	86.1%	86.6%	90.0%	
Spanish	736	17	47	---	5	12	0	6	5	5	10	1	2	8	6	2	1	0	0	16	0	0	0	0	0	8	7	0	
	19.9%	10.8%	16.2%	---	16.1%	9.8%	0.0%	16.2%	6.8%	10.6%	52.6%	2.6%	2.1%	6.5%	27.3%	20.0%	14.3%	0.0%	0.0%	80.0%	---	0.0%	0.0%	0.0%	0.0%	10.1%	10.4%	0.0%	
Other	215	5	10	---	1	4	0	3	0	2	1	0	3	3	2	0	0	0	0	1	0	0	3	1	0	3	2	0	
	5.8%	3.2%	3.4%	---	3.2%	3.3%	0.0%	8.1%	0.0%	4.3%	5.3%	0.0%	3.1%	2.4%	9.1%	0.0%	0.0%	0.0%	5.0%	---	0.0%	3.8%	33.3%	0.0%	3.8%	3.0%	0.0%		

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

Trillium Community Health Plan

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

Question 78

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	171	309	---	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10	
Number missing or multiple answer	192	7	14	---	0	1	0	0	1	0	0	0	1	1	2	0	0	0	0	0	0	0	0	0	1	1	6	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,778	164	295	---	31	129	3	38	76	49	22	38	98	128	24	10	8	2	2	23	0	1	78	3	19	83	69	10	
	95.2%	95.9%	95.5%	---	100.0%	99.2%	100.0%	100.0%	98.7%	100.0%	100.0%	100.0%	99.0%	99.2%	92.3%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	95.0%	98.8%	92.0%	100.0%	
Yes	215	4	8	---	1	3	0	3	0	1	3	0	0	4	0	0	0	0	0	4	0	0	0	0	0	2	1	0	
	5.7%	2.4%	2.7%	---	3.2%	2.3%	0.0%	7.9%	0.0%	2.0%	13.6%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	17.4%	---	0.0%	0.0%	0.0%	0.0%	2.4%	1.4%	0.0%	
No	3,563	160	287	---	30	126	3	35	76	48	19	38	98	124	24	10	8	2	2	19	0	1	78	3	19	81	68	10	
	94.3%	97.6%	97.3%	---	96.8%	97.7%	100.0%	92.1%	100.0%	98.0%	86.4%	100.0%	100.0%	96.9%	100.0%	100.0%	100.0%	100.0%	100.0%	82.6%	---	100.0%	100.0%	100.0%	100.0%	97.6%	98.6%	100.0%	
Significantly different from column:*																													

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

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

Trillium Community Health Plan

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

Question 79

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	171	309	---	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10	
Number missing or multiple answer	173	7	12	---	0	1	0	0	1	0	0	0	1	1	2	0	0	0	0	0	0	0	0	0	1	1	6	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,797	164	297	---	31	129	3	38	76	49	22	38	98	128	24	10	8	2	2	23	0	1	78	3	19	83	69	10	
	95.6%	95.9%	96.1%	---	100.0%	99.2%	100.0%	100.0%	98.7%	100.0%	100.0%	100.0%	99.0%	99.2%	92.3%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	95.0%	98.8%	92.0%	100.0%		
Yes	39	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
	1.0%	0.0%	0.7%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
No	3,758	164	295	---	31	129	3	38	76	49	22	38	98	128	24	10	8	2	2	23	0	1	78	3	19	83	69	10	
	99.0%	100.0%	99.3%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Significantly different from column:*																													

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

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

Trillium Community Health Plan

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

Question 80

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	171	309	---	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10	
Number missing or multiple answer	644	27	14	---	5	16	0	4	9	7	8	2	11	11	8	2	2	0	0	7	0	0	9	0	2	10	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	3,326 83.8%	144 84.2%	295 95.5%	---	26 83.9%	114 87.7%	3 100.0%	34 89.5%	68 88.3%	42 85.7%	14 63.6%	36 94.7%	88 88.9%	118 91.5%	18 69.2%	8 80.0%	6 75.0%	2 100.0%	2 100.0%	16 69.6%	0 ---	1 100.0%	69 88.5%	3 ---	18 90.0%	74 88.1%	60 80.0%	9 90.0%	
Yes	48 1.4%	1 0.7%	1 0.3%	---	0 0.0%	1 0.9%	0 0.0%	1 2.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.1%	1 0.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	1 1.4%	0 0.0%	0 0.0%	1 1.4%	0 0.0%	0 0.0%	
No	3,278 98.6%	143 99.3%	294 99.7%	---	26 100.0%	113 99.1%	3 100.0%	33 97.1%	68 100.0%	42 100.0%	14 100.0%	36 100.0%	87 98.9%	117 99.2%	18 100.0%	8 100.0%	6 100.0%	2 100.0%	2 100.0%	16 100.0%	0 ---	1 100.0%	68 98.6%	3 100.0%	18 100.0%	73 98.6%	60 100.0%	9 100.0%	
Significantly different from column:*																													

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

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

Trillium Community Health Plan

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

Question 81

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB		
Number in sample	3,970	171	309	---	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10	
Number missing or multiple answer	410	17	8	---	4	7	0	2	2	6	6	1	4	6	4	1	0	0	0	7	0	0	1	0	2	7	9	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,560 89.7%	154 90.1%	301 97.4%	---	27 87.1%	123 94.6%	3 100.0%	36 94.7%	75 97.4%	43 87.8%	16 72.7%	37 97.4%	95 96.0%	123 95.3%	22 84.6%	9 90.0%	8 100.0%	2 100.0%	2 100.0%	16 69.6%	0 ---	1 100.0%	77 98.7%	3 ---	18 90.0%	77 91.7%	66 88.0%	10 100.0%	
Yes	45 1.3%	0 0.0%	2 0.7%	---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
No	3,515 98.7%	154 100.0%	299 99.3%	---	27 100.0%	123 100.0%	3 100.0%	36 100.0%	75 100.0%	43 100.0%	16 100.0%	37 100.0%	95 100.0%	123 100.0%	22 100.0%	9 100.0%	8 100.0%	2 100.0%	2 100.0%	16 100.0%	0 ---	1 100.0%	77 100.0%	3 100.0%	18 100.0%	77 100.0%	66 100.0%	10 100.0%	
Significantly different from column:*																													

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

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

Trillium Community Health Plan

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

Question 82

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,970	171	309	---	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10	
Number missing or multiple answer	185	9	7	---	1	2	0	1	1	1	1	0	2	3	2	0	0	0	0	2	0	0	0	0	1	2	7	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,785	162	302	---	30	128	3	37	76	48	21	38	97	126	24	10	8	2	2	21	0	1	78	3	19	82	68	10	
	95.3%	94.7%	97.7%	---	96.8%	98.5%	100.0%	97.4%	98.7%	98.0%	95.5%	100.0%	98.0%	97.7%	92.3%	100.0%	100.0%	100.0%	100.0%	91.3%	---	100.0%	100.0%	---	95.0%	97.6%	90.7%	100.0%	
Yes	73	2	5	---	0	2	0	1	0	1	0	1	1	0	0	2	0	0	0	0	0	0	0	0	1	0	0	2	
	1.9%	1.2%	1.7%	---	0.0%	1.6%	0.0%	2.7%	0.0%	2.1%	0.0%	2.6%	1.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	20.0%	
No	3,712	160	297	---	30	126	3	36	76	47	21	37	96	126	24	8	8	2	2	21	0	1	78	3	18	82	68	8	
	98.1%	98.8%	98.3%	---	100.0%	98.4%	100.0%	97.3%	100.0%	97.9%	100.0%	97.4%	99.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	94.7%	100.0%	100.0%	80.0%	
Significantly different from column:*																													

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

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

Trillium Community Health Plan

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

Question 83

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	171	309	---	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10	
Number missing or multiple answer	177	7	7	---	0	1	0	0	1	0	0	0	1	1	2	0	0	0	0	0	0	0	0	0	1	1	6	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,793	164	302	---	31	129	3	38	76	49	22	38	98	128	24	10	8	2	2	23	0	1	78	3	19	83	69	10	
	95.5%	95.9%	97.7%	---	100.0%	99.2%	100.0%	100.0%	98.7%	100.0%	100.0%	100.0%	99.0%	99.2%	92.3%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	95.0%	98.8%	92.0%	100.0%		
Yes	428	26	47	---	2	23	1	1	13	12	2	5	19	11	9	6	0	0	2	1	0	0	13	1	5	5	15	6	
	11.3%	15.9%	15.6%	---	6.5%	17.8%	33.3%	2.6%	17.1%	24.5%	9.1%	13.2%	19.4%	8.6%	37.5%	60.0%	0.0%	0.0%	100.0%	4.3%	---	0.0%	16.7%	33.3%	26.3%	6.0%	21.7%	60.0%	
No	3,365	138	255	---	29	106	2	37	63	37	20	33	79	117	15	4	8	2	0	22	0	1	65	2	14	78	54	4	
	88.7%	84.1%	84.4%	---	93.5%	82.2%	66.7%	97.4%	82.9%	75.5%	90.9%	86.8%	80.6%	91.4%	62.5%	40.0%	100.0%	100.0%	0.0%	95.7%	---	100.0%	83.3%	66.7%	73.7%	94.0%	78.3%	40.0%	
Significantly different from column:*								J	H																	AA	Z		

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

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

Trillium Community Health Plan

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

Question 84

Does your child have serious difficulty walking or climbing stairs?

Base: All respondents with children 5 or older

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,030	134	233	---	26	104	3	8	77	49	18	27	85	101	23	9	8	2	2	17	0	1	60	3	18	72	56	6	
Number missing or multiple answer	151	5	14	---	0	5	0	0	1	4	2	0	3	2	3	0	1	0	0	1	0	0	2	0	1	2	3	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,879	129	219	---	26	99	3	8	76	45	16	27	82	99	20	9	7	2	2	16	0	1	58	3	17	70	53	6	
	95.0%	96.3%	94.0%	---	100.0%	95.2%	100.0%	100.0%	98.7%	91.8%	88.9%	100.0%	96.5%	98.0%	87.0%	100.0%	87.5%	100.0%	100.0%	94.1%	---	100.0%	96.7%	---	94.4%	97.2%	94.6%	100.0%	
Yes	54	3	5	---	0	3	0	0	1	2	1	0	2	1	2	0	0	0	0	1	0	0	0	1	1	0	3	0	
	1.9%	2.3%	2.3%	---	0.0%	3.0%	0.0%	0.0%	1.3%	4.4%	6.3%	0.0%	2.4%	1.0%	10.0%	0.0%	0.0%	0.0%	6.3%	---	0.0%	0.0%	33.3%	5.9%	0.0%	5.7%	0.0%		
No	2,825	126	214	---	26	96	3	8	75	43	15	27	80	98	18	9	7	2	2	15	0	1	58	2	16	70	50	6	
	98.1%	97.7%	97.7%	---	100.0%	97.0%	100.0%	100.0%	98.7%	95.6%	93.8%	100.0%	97.6%	99.0%	90.0%	100.0%	100.0%	100.0%	100.0%	93.8%	---	100.0%	100.0%	66.7%	94.1%	100.0%	94.3%	100.0%	
Significantly different from column:*																													

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

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

Trillium Community Health Plan

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

Question 85

Does your child have difficulty dressing or bathing?

Base: All respondents with children 5 or older

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,030	134	233	---	26	104	3	8	77	49	18	27	85	101	23	9	8	2	2	17	0	1	60	3	18	72	56	6
Number missing or multiple answer	160	5	14	---	0	5	0	0	1	4	2	0	3	2	3	0	1	0	0	1	0	0	2	0	1	2	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,870	129	219	---	26	99	3	8	76	45	16	27	82	99	20	9	7	2	2	16	0	1	58	3	17	70	53	6
	94.7%	96.3%	94.0%	---	100.0%	95.2%	100.0%	100.0%	98.7%	91.8%	88.9%	100.0%	96.5%	98.0%	87.0%	100.0%	87.5%	100.0%	100.0%	94.1%	---	100.0%	96.7%	---	94.4%	97.2%	94.6%	100.0%
Yes	112	4	8	---	1	3	0	0	3	1	1	1	2	2	2	0	0	0	0	0	0	0	2	0	1	0	3	1
	3.9%	3.1%	3.7%	---	3.8%	3.0%	0.0%	0.0%	3.9%	2.2%	6.3%	3.7%	2.4%	2.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	3.4%	0.0%	5.9%	0.0%	5.7%	16.7%
No	2,758	125	211	---	25	96	3	8	73	44	15	26	80	97	18	9	7	2	2	16	0	1	56	3	16	70	50	5
	96.1%	96.9%	96.3%	---	96.2%	97.0%	100.0%	100.0%	96.1%	97.8%	93.8%	96.3%	97.6%	98.0%	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	96.6%	100.0%	94.1%	100.0%	94.3%	83.3%
Significantly different from column:*																												

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

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

Trillium Community Health Plan

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

Question 86

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

Base: All respondents with children 5 or older

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,030	134	233	---	26	104	3	8	77	49	18	27	85	101	23	9	8	2	2	17	0	1	60	3	18	72	56	6
Number missing or multiple answer	172	8	17	---	0	8	0	0	2	6	3	1	4	4	3	1	1	0	0	1	0	0	3	0	3	4	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	2,858	126	216	---	26	96	3	8	75	43	15	26	81	97	20	8	7	2	2	16	0	1	57	3	15	68	52	6
	94.3%	94.0%	92.7%	---	100.0%	92.3%	100.0%	100.0%	97.4%	87.8%	83.3%	96.3%	95.3%	96.0%	87.0%	88.9%	87.5%	100.0%	100.0%	94.1%	---	100.0%	95.0%	---	83.3%	94.4%	92.9%	100.0%
Yes	535	27	46	---	2	23	2	0	16	11	2	5	20	16	8	3	0	0	1	1	0	0	15	0	5	6	16	5
	18.7%	21.4%	21.3%	---	7.7%	24.0%	66.7%	0.0%	21.3%	25.6%	13.3%	19.2%	24.7%	16.5%	40.0%	37.5%	0.0%	0.0%	50.0%	6.3%	---	0.0%	26.3%	0.0%	33.3%	8.8%	30.8%	83.3%
No	2,323	99	170	---	24	73	1	8	59	32	13	21	61	81	12	5	7	2	1	15	0	1	42	3	10	62	36	1
	81.3%	78.6%	78.7%	---	92.3%	76.0%	33.3%	100.0%	78.7%	74.4%	86.7%	80.8%	75.3%	83.5%	60.0%	62.5%	100.0%	100.0%	50.0%	93.8%	---	100.0%	73.7%	100.0%	66.7%	91.2%	69.2%	16.7%
Significantly different from column:*																										AA	Z	

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

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

Trillium Community Health Plan

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

Question 87

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

Base: All respondents with children 15 or older

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	765	41	50	---	7	34	0	0	0	41	5	8	27	22	13	6	3	0	1	6	0	0	20	2	4	20	15	6	
Number missing or multiple answer	92	7	2	---	1	6	0	0	0	7	2	0	4	3	3	1	1	0	0	3	0	0	3	0	0	5	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	673	34	48	---	6	28	0	0	0	34	3	8	23	19	10	5	2	0	1	3	0	0	17	2	4	15	13	6	
	88.0%	82.9%	96.0%	---	85.7%	82.4%	---	---	---	82.9%	60.0%	100.0%	85.2%	86.4%	76.9%	83.3%	66.7%	---	100.0%	50.0%	---	---	85.0%	---	100.0%	75.0%	86.7%	100.0%	
Yes	91	7	4	---	1	6	0	0	0	7	0	3	4	1	2	4	0	0	0	0	0	0	4	1	1	1	3	3	
	13.5%	20.6%	8.3%	---	16.7%	21.4%	---	---	---	20.6%	0.0%	37.5%	17.4%	5.3%	20.0%	80.0%	0.0%	---	0.0%	0.0%	---	---	23.5%	50.0%	25.0%	6.7%	23.1%	50.0%	
No	582	27	44	---	5	22	0	0	0	27	3	5	19	18	8	1	2	0	1	3	0	0	13	1	3	14	10	3	
	86.5%	79.4%	91.7%	---	83.3%	78.6%	---	---	---	79.4%	100.0%	62.5%	82.6%	94.7%	80.0%	20.0%	100.0%	---	100.0%	100.0%	---	---	76.5%	50.0%	75.0%	93.3%	76.9%	50.0%	
Significantly different from column:*																													

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

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

Trillium Community Health Plan

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

Question 89

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	171	---	---	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10	
Number missing or multiple answer	766	34	---	---	9	19	0	5	18	5	1	11	16	23	3	3	0	0	0	0	0	0	0	0	0	20	12	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,204 80.7%	137 80.1%	---	---	22 71.0%	111 85.4%	3 100.0%	33 86.8%	59 76.6%	44 89.8%	21 95.5%	27 71.1%	83 83.8%	106 82.2%	23 88.5%	7 70.0%	8 100.0%	2 100.0%	2 100.0%	23 100.0%	0 ---	1 100.0%	78 100.0%	3 ---	20 100.0%	64 76.2%	63 84.0%	8 80.0%	
American Indian or Alaska Native	392 12.2%	18 13.1%	---	---	1 4.5%	15 13.5%	1 33.3%	1 3.0%	11 18.6%	6 13.6%	4 19.0%	4 14.8%	10 12.0%	16 15.1%	1 4.3%	1 14.3%	8 100.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	1 100.0%	1 1.3%	0 0.0%	8 40.0%	11 17.2%	7 11.1%	0 0.0%	
Asian	314 9.8%	5 3.6%	---	---	0 0.0%	5 4.5%	0 0.0%	2 6.1%	1 1.7%	2 4.5%	1 4.8%	0 0.0%	4 4.8%	4 3.8%	0 0.0%	1 14.3%	0 0.0%	2 100.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	1 1.3%	0 0.0%	2 10.0%	1 1.6%	3 4.8%	1 12.5%	
Black or African American	206 6.4%	8 5.8%	---	---	1 4.5%	6 5.4%	1 33.3%	1 3.0%	4 6.8%	3 6.8%	0 0.0%	1 3.7%	7 8.4%	5 4.7%	2 8.7%	1 14.3%	0 0.0%	0 100.0%	2 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	6 30.0%	3 4.7%	4 6.3%	1 12.5%	
Hispanic or Latino/a	1,259 39.3%	43 31.4%	---	---	6 27.3%	37 33.3%	0 0.0%	11 33.3%	17 28.8%	14 31.8%	15 71.4%	8 29.6%	14 16.9%	27 25.5%	12 52.2%	3 42.9%	3 37.5%	0 0.0%	0 0.0%	23 100.0%	0 ---	0 0.0%	6 7.7%	0 0.0%	11 55.0%	20 31.3%	19 30.2%	2 25.0%	
Middle Eastern/Northern African	31 1.0%	0 0.0%	---	---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Native Hawaiian or Pacific Islander	47 1.5%	1 0.7%	---	---	0 0.0%	0 0.0%	1 33.3%	0 0.0%	1 1.7%	0 0.0%	0 0.0%	0 0.0%	1 1.2%	1 0.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	1 100.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.6%	0 0.0%	
White	1,762 55.0%	101 73.7%	---	---	17 77.3%	82 73.9%	1 33.3%	25 75.8%	47 79.7%	29 65.9%	5 23.8%	24 88.9%	71 85.5%	86 81.1%	11 47.8%	4 57.1%	5 62.5%	0 0.0%	0 0.0%	2 8.7%	0 ---	0 0.0%	78 100.0%	0 0.0%	16 80.0%	44 68.8%	50 79.4%	7 87.5%	
Other	177 5.5%	5 3.6%	---	---	0 0.0%	5 4.5%	0 0.0%	0 0.0%	3 5.1%	2 4.5%	0 0.0%	3 11.1%	2 2.4%	3 2.8%	2 8.7%	0 0.0%	1 12.5%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	3 100.0%	1 5.0%	4 6.3%	1 1.6%	0 0.0%		

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

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

Trillium Community Health Plan

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

Question 90

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)										Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	171	---	---	31	130	3	38	77	49	22	38	99	129	26	10	8	2	2	23	0	1	78	3	20	84	75	10	
Number missing or multiple answer	0	0	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Number no experience	766	34	---	---	9	19	0	5	18	5	1	11	16	23	3	3	0	0	0	0	0	0	0	0	0	20	12	2	
Usable responses	3,204 80.7%	137 80.1%	---	---	22 71.0%	111 85.4%	3 100.0%	33 86.8%	59 76.6%	44 89.8%	21 95.5%	27 71.1%	83 83.8%	106 82.2%	23 88.5%	7 70.0%	8 100.0%	2 100.0%	2 100.0%	23 100.0%	0 ---	1 100.0%	78 100.0%	3 ---	20 100.0%	64 76.2%	63 84.0%	8 80.0%	
American Indian or Alaska Native	181 5.6%	8 5.8%	---	---	0 0.0%	7 6.3%	0 0.0%	0 0.0%	4 6.8%	4 9.1%	2 9.5%	3 11.1%	3 3.6%	6 5.7%	1 4.3%	1 14.3%	8 100.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	7 10.9%	1 1.6%	0 0.0%	
Asian	226 7.1%	2 1.5%	---	---	0 0.0%	2 1.8%	0 0.0%	0 0.0%	1 1.7%	1 2.3%	1 4.8%	0 0.0%	1 1.2%	2 1.9%	0 0.0%	0 0.0%	0 0.0%	2 100.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.6%	1 1.6%	0 0.0%	
Black or African American	116 3.6%	2 1.5%	---	---	0 0.0%	1 0.9%	1 33.3%	0 0.0%	1 1.7%	1 2.3%	0 0.0%	0 0.0%	2 2.4%	2 1.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 100.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 3.1%	0 0.0%	0 0.0%	
Hispanic or Latino/a	970 30.3%	23 16.8%	---	---	6 27.3%	17 15.3%	0 0.0%	7 21.2%	7 11.9%	8 18.2%	12 57.1%	2 7.4%	4 4.8%	12 11.3%	9 39.1%	1 14.3%	0 0.0%	0 0.0%	0 0.0%	23 100.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	13 20.3%	8 12.7%	0 0.0%	
Middle Eastern/Northern African	11 0.3%	0 0.0%	---	---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
Native Hawaiian or Pacific Islander	20 0.6%	1 0.7%	---	---	0 0.0%	0 0.0%	1 33.3%	0 0.0%	1 1.7%	0 0.0%	0 0.0%	0 0.0%	1 1.2%	1 0.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	1 100.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.6%	0 0.0%	
White	1,295 40.4%	78 56.9%	---	---	15 68.2%	62 55.9%	1 33.3%	24 72.7%	31 52.5%	23 52.3%	4 19.0%	15 55.6%	58 69.9%	66 62.3%	8 34.8%	4 57.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	78 100.0%	0 0.0%	0 0.0%	32 50.0%	39 61.9%	7 87.5%	
Other	65 2.0%	3 2.2%	---	---	0 0.0%	3 2.7%	0 0.0%	0 0.0%	1 1.7%	2 4.5%	0 0.0%	1 3.7%	2 2.4%	1 0.9%	2 8.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	3 100.0%	0 0.0%	2 3.1%	1 1.6%	0 0.0%		
Multiracial	320 10.0%	20 14.6%	---	---	1 4.5%	19 17.1%	0 0.0%	2 6.1%	13 22.0%	5 11.4%	2 9.5%	6 22.2%	12 14.5%	16 15.1%	3 13.0%	1 14.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	20 100.0%	7 10.9%	12 19.0%	1 12.5%	
Significantly different from column:*								I	H											Y					T				

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

Trillium Community Health Plan

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

Satisfaction With the Experience of Care

Survey Measures*	Global Proportions			
	2021 State OHP	Plan Rate		
		2021	2020	2019
Ratings				
Rating of Personal Doctor	86.86%	82.18%	83.33%	82.00%
Rating of Specialist	81.96%	76.47%	91.67%	80.00%
Rating of All Health Care	81.77%	76.74%	74.24%	82.93%
Rating of Health Plan	73.74%	71.82%	65.85%	69.23%
Composites				
Getting Needed Care	81.22%	81.43%	69.46%	91.90%
Getting Care Quickly	88.78%	89.46%	85.77%	87.20%
How Well Doctors Communicate	94.92%	94.41%	91.02%	93.84%
Customer Service	87.69%	90.79%	87.50%	83.33%
Additional Content Areas				
Coordination of Care	82.39%	75.68%	69.70%	81.48%
Children with Chronic Conditions Composites				
Access to Prescription Medicine	89.51%	94.67%	86.79%	85.71%
Access to Specialized Services	68.21%	70.47%	77.78%	59.77%
Getting Needed Information	90.91%	83.72%	90.91%	90.24%
Personal Doctor or Nurse Who Knows Child	89.62%	84.32%	87.48%	81.94%
Coordination of Care w/CCC (Q16 & Q27)	75.90%	74.51%	75.00%	82.26%

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

Trillium Community Health Plan

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

Question 3

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	2,281	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
Number missing or multiple answer	49	1	2	2	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,232	111	81	50	14	94	3	9	50	52	7	23	81	64	35	11	5	0	2	6	0	1	56	1	21	23	73	15
	97.9%	99.1%	97.6%	96.2%	100.0%	98.9%	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%	98.8%	98.5%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	98.2%	---	100.0%	100.0%	100.0%	100.0%
Yes	562	25	29	23	5	19	1	3	6	16	0	7	18	11	9	5	0	0	0	1	0	0	13	1	6	3	16	6
	25.2%	22.5%	35.8%	46.0%	35.7%	20.2%	33.3%	33.3%	12.0%	30.8%	0.0%	30.4%	22.2%	17.2%	25.7%	45.5%	0.0%	---	0.0%	16.7%	---	0.0%	23.2%	100.0%	28.6%	13.0%	21.9%	40.0%
No	1,670	86	52	27	9	75	2	6	44	36	7	16	63	53	26	6	5	0	2	5	0	1	43	0	15	20	57	9
	74.8%	77.5%	64.2%	54.0%	64.3%	79.8%	66.7%	66.7%	88.0%	69.2%	100.0%	69.6%	77.8%	82.8%	74.3%	54.5%	100.0%	---	100.0%	83.3%	---	100.0%	76.8%	0.0%	71.4%	87.0%	78.1%	60.0%
Significantly different from column:*		C,D							J	I																		

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

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

Trillium Community Health Plan

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

Question 4

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	562	25	29	23	5	19	1	3	6	16	0	7	18	11	9	5	0	0	0	1	0	0	13	1	6	3	16	6	
Number missing or multiple answer	8	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	554	25	28	22	5	19	1	3	6	16	0	7	18	11	9	5	0	0	0	1	0	0	13	1	6	3	16	6	
	98.6%	100.0%	96.6%	95.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	
Never	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	---	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	43	1	2	1	1	0	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0	
	7.8%	4.0%	7.1%	4.5%	20.0%	0.0%	0.0%	0.0%	0.0%	6.3%	---	0.0%	5.6%	9.1%	0.0%	0.0%	---	---	---	0.0%	---	---	7.7%	0.0%	0.0%	0.0%	6.3%	0.0%	
Usually	93	4	7	5	0	3	1	1	2	1	0	1	3	1	3	0	0	0	0	0	0	1	0	1	1	2	1		
	16.8%	16.0%	25.0%	22.7%	0.0%	15.8%	100.0%	33.3%	33.3%	6.3%	---	14.3%	16.7%	9.1%	33.3%	0.0%	---	---	---	0.0%	---	---	7.7%	0.0%	16.7%	33.3%	12.5%	16.7%	
Always	412	20	19	16	4	16	0	2	4	14	0	6	14	9	6	5	0	0	0	1	0	0	11	1	5	2	13	5	
	74.4%	80.0%	67.9%	72.7%	80.0%	84.2%	0.0%	66.7%	66.7%	87.5%	---	85.7%	77.8%	81.8%	66.7%	100.0%	---	---	---	100.0%	---	---	84.6%	100.0%	83.3%	66.7%	81.3%	83.3%	
Significantly different from column:*																													
Usually or Always	505	24	26	21	4	19	1	3	6	15	0	7	17	10	9	5	0	0	0	1	0	0	12	1	6	3	15	6	
	91.2%	96.0%	92.9%	95.5%	80.0%	100.0%	100.0%	100.0%	100.0%	93.8%	---	100.0%	94.4%	90.9%	100.0%	100.0%	---	---	---	100.0%	---	---	92.3%	100.0%	100.0%	100.0%	93.8%	100.0%	
Significantly different from column:*																													

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

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

Trillium Community Health Plan

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

Question 5

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
Number missing or multiple answer	31	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,250	112	82	51	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
	98.6%	100.0%	98.8%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	1,630	83	62	39	9	74	0	7	39	37	3	16	64	52	23	7	2	0	2	3	0	0	45	1	17	4	64	14
	72.4%	74.1%	75.6%	76.5%	64.3%	77.9%	0.0%	77.8%	76.5%	71.2%	42.9%	69.6%	78.0%	80.0%	65.7%	63.6%	40.0%	---	100.0%	50.0%	---	0.0%	78.9%	100.0%	81.0%	17.4%	87.7%	93.3%
No	620	29	20	12	5	21	3	2	12	15	4	7	18	13	12	4	3	0	0	3	0	1	12	0	4	19	9	1
	27.6%	25.9%	24.4%	23.5%	35.7%	22.1%	100.0%	22.2%	23.5%	28.8%	57.1%	30.4%	22.0%	20.0%	34.3%	36.4%	60.0%	---	0.0%	50.0%	---	100.0%	21.1%	0.0%	19.0%	82.6%	12.3%	6.7%
Significantly different from column:*																										AA,AB	Z	Z

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

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

Trillium Community Health Plan

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

Question 6

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,630	83	62	39	9	74	0	7	39	37	3	16	64	52	23	7	2	0	2	3	0	0	45	1	17	4	64	14	
Number missing or multiple answer	27	1	1	1	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,603	82	61	38	9	73	0	7	38	37	3	16	63	51	23	7	2	0	2	3	0	0	45	1	16	4	63	14	
	98.3%	98.8%	98.4%	97.4%	100.0%	98.6%	---	100.0%	97.4%	100.0%	100.0%	100.0%	98.4%	98.1%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	---	100.0%	---	94.1%	100.0%	98.4%	100.0%	
Never	25	1	4	3	0	1	0	1	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	
	1.6%	1.2%	6.6%	7.9%	0.0%	1.4%	---	14.3%	0.0%	0.0%	0.0%	0.0%	1.6%	0.0%	4.3%	0.0%	0.0%	---	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	1.6%	0.0%	
Sometimes	193	13	9	5	2	11	0	0	6	7	0	1	12	8	3	2	0	0	1	0	0	0	8	0	3	1	12	0	
	12.0%	15.9%	14.8%	13.2%	22.2%	15.1%	---	0.0%	15.8%	18.9%	0.0%	6.3%	19.0%	15.7%	13.0%	28.6%	0.0%	---	50.0%	0.0%	---	---	17.8%	0.0%	18.8%	25.0%	19.0%	0.0%	
Usually	398	20	20	9	3	17	0	2	7	11	1	4	15	11	8	0	0	0	2	0	0	9	0	6	1	15	4		
	24.8%	24.4%	32.8%	23.7%	33.3%	23.3%	---	28.6%	18.4%	29.7%	33.3%	25.0%	23.8%	21.6%	34.8%	0.0%	0.0%	---	50.0%	66.7%	---	---	20.0%	0.0%	37.5%	25.0%	23.8%	28.6%	
Always	987	48	28	21	4	44	0	4	25	19	2	11	35	32	11	5	2	0	1	0	0	28	1	7	2	35	10		
	61.6%	58.5%	45.9%	55.3%	44.4%	60.3%	---	57.1%	65.8%	51.4%	66.7%	68.8%	55.6%	62.7%	47.8%	71.4%	100.0%	---	0.0%	33.3%	---	---	62.2%	100.0%	43.8%	50.0%	55.6%	71.4%	
Significantly different from column:*																													
Usually or Always	1,385	68	48	30	7	61	0	6	32	30	3	15	50	43	19	5	2	0	3	0	0	37	1	13	3	50	14		
	86.4%	82.9%	78.7%	78.9%	77.8%	83.6%	---	85.7%	84.2%	81.1%	100.0%	93.8%	79.4%	84.3%	82.6%	71.4%	100.0%	---	50.0%	100.0%	---	---	82.2%	100.0%	81.3%	75.0%	79.4%	100.0%	
Significantly different from column:*																													

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

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Trillium Community Health Plan

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

Question 7

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
Number missing or multiple answer	67	1	1	2	0	1	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,214	111	82	50	14	94	3	9	50	52	7	23	81	64	35	11	5	0	2	6	0	1	56	1	21	23	73	15
	97.1%	99.1%	98.8%	96.2%	100.0%	98.9%	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%	98.8%	98.5%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	98.2%	---	100.0%	100.0%	100.0%	100.0%
None	562	23	16	9	4	17	2	1	9	13	3	9	11	14	7	2	2	0	0	1	0	0	10	0	3	23	0	0
	25.4%	20.7%	19.5%	18.0%	28.6%	18.1%	66.7%	11.1%	18.0%	25.0%	42.9%	39.1%	13.6%	21.9%	20.0%	18.2%	40.0%	---	0.0%	16.7%	---	0.0%	17.9%	0.0%	14.3%	100.0%	0.0%	0.0%
1 time	479	31	19	10	3	27	1	2	14	15	2	1	28	18	11	2	2	0	1	4	0	1	14	0	6	0	31	0
	21.6%	27.9%	23.2%	20.0%	21.4%	28.7%	33.3%	22.2%	28.0%	28.8%	28.6%	4.3%	34.6%	28.1%	31.4%	18.2%	40.0%	---	50.0%	66.7%	---	100.0%	25.0%	0.0%	28.6%	0.0%	42.5%	0.0%
2	399	18	22	11	3	15	0	1	11	6	2	3	13	12	6	0	1	0	1	0	0	0	12	0	3	0	18	0
	18.0%	16.2%	26.8%	22.0%	21.4%	16.0%	0.0%	11.1%	22.0%	11.5%	28.6%	13.0%	16.0%	18.8%	17.1%	0.0%	20.0%	---	50.0%	0.0%	---	0.0%	21.4%	0.0%	14.3%	0.0%	24.7%	0.0%
3	265	16	9	5	2	14	0	1	8	7	0	2	14	11	4	1	0	0	1	0	0	8	1	3	0	16	0	
	12.0%	14.4%	11.0%	10.0%	14.3%	14.9%	0.0%	11.1%	16.0%	13.5%	0.0%	8.7%	17.3%	17.2%	11.4%	9.1%	0.0%	---	0.0%	16.7%	---	0.0%	14.3%	100.0%	14.3%	0.0%	21.9%	0.0%
4	141	8	5	3	1	7	0	1	6	1	0	3	5	5	2	1	0	0	0	0	0	5	0	1	0	8	0	
	6.4%	7.2%	6.1%	6.0%	7.1%	7.4%	0.0%	11.1%	12.0%	1.9%	0.0%	13.0%	6.2%	7.8%	5.7%	9.1%	0.0%	---	0.0%	0.0%	---	0.0%	8.9%	0.0%	4.8%	0.0%	11.0%	0.0%
5 to 9	206	1	9	10	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
	9.3%	0.9%	11.0%	20.0%	0.0%	1.1%	0.0%	0.0%	0.0%	1.9%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	6.7%
10 or more times	162	14	2	2	1	13	0	3	2	9	0	4	10	4	5	5	0	0	0	0	0	0	7	0	4	0	0	14
	7.3%	12.6%	2.4%	4.0%	7.1%	13.8%	0.0%	33.3%	4.0%	17.3%	0.0%	17.4%	12.3%	6.3%	14.3%	45.5%	0.0%	---	0.0%	0.0%	---	0.0%	12.5%	0.0%	19.0%	0.0%	0.0%	93.3%
5 or more times	368	15	11	12	1	14	0	3	2	10	0	5	10	4	5	5	0	0	0	0	0	0	7	0	5	0	0	15
	16.6%	13.5%	13.4%	24.0%	7.1%	14.9%	0.0%	33.3%	4.0%	19.2%	0.0%	21.7%	12.3%	6.3%	14.3%	45.5%	0.0%	---	0.0%	0.0%	---	0.0%	12.5%	0.0%	23.8%	0.0%	0.0%	100.0%
Significantly different from column:*									J	I																AB		Z

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

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

Trillium Community Health Plan

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

Question 8

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,652	88	66	41	10	77	1	8	41	39	4	14	70	50	28	9	3	0	2	5	0	1	46	1	18	0	73	15
Number missing or multiple answer	13	2	0	0	1	0	1	0	1	1	0	0	2	2	0	0	0	0	0	0	0	1	1	0	0	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,639	86	66	41	9	77	0	8	40	38	4	14	68	48	28	9	3	0	2	5	0	0	45	1	18	0	71	15
	99.2%	97.7%	100.0%	100.0%	90.0%	100.0%	0.0%	100.0%	97.6%	97.4%	100.0%	100.0%	97.1%	96.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	0.0%	97.8%	---	100.0%	---	97.3%	100.0%
Never	23	3	1	1	1	2	0	0	0	3	0	1	2	2	1	0	0	0	0	1	0	0	2	0	0	0	3	0
	1.4%	3.5%	1.5%	2.4%	11.1%	2.6%	---	0.0%	0.0%	7.9%	0.0%	7.1%	2.9%	4.2%	3.6%	0.0%	0.0%	---	0.0%	20.0%	---	---	4.4%	0.0%	0.0%	---	4.2%	0.0%
Sometimes	126	11	5	3	1	10	0	1	6	4	1	3	7	5	4	1	1	0	1	1	0	0	3	0	2	0	9	2
	7.7%	12.8%	7.6%	7.3%	11.1%	13.0%	---	12.5%	15.0%	10.5%	25.0%	21.4%	10.3%	10.4%	14.3%	11.1%	33.3%	---	50.0%	20.0%	---	---	6.7%	0.0%	11.1%	---	12.7%	13.3%
Usually	323	15	17	11	1	14	0	1	8	6	1	1	13	6	6	3	0	0	1	1	0	0	8	0	4	0	13	2
	19.7%	17.4%	25.8%	26.8%	11.1%	18.2%	---	12.5%	20.0%	15.8%	25.0%	7.1%	19.1%	12.5%	21.4%	33.3%	0.0%	---	50.0%	20.0%	---	---	17.8%	0.0%	22.2%	---	18.3%	13.3%
Always	1,167	57	43	26	6	51	0	6	26	25	2	9	46	35	17	5	2	0	0	2	0	0	32	1	12	0	46	11
	71.2%	66.3%	65.2%	63.4%	66.7%	66.2%	---	75.0%	65.0%	65.8%	50.0%	64.3%	67.6%	72.9%	60.7%	55.6%	66.7%	---	0.0%	40.0%	---	---	71.1%	100.0%	66.7%	---	64.8%	73.3%
Significantly different from column:*																												
Usually or Always	1,490	72	60	37	7	65	0	7	34	31	3	10	59	41	23	8	2	0	1	3	0	0	40	1	16	0	59	13
	90.9%	83.7%	90.9%	90.2%	77.8%	84.4%	---	87.5%	85.0%	81.6%	75.0%	71.4%	86.8%	85.4%	82.1%	88.9%	66.7%	---	50.0%	60.0%	---	---	88.9%	100.0%	88.9%	---	83.1%	86.7%
Significantly different from column:*		A																										

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

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

Trillium Community Health Plan

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

Question 9

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)										Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,652	88	66	41	10	77	1	8	41	39	4	14	70	50	28	9	3	0	2	5	0	1	46	1	18	0	73	15	
Number missing or multiple answer	17	2	0	0	0	1	1	0	1	1	0	1	1	2	0	0	0	0	0	0	0	1	1	0	0	0	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,635	86	66	41	10	76	0	8	40	38	4	13	69	48	28	9	3	0	2	5	0	0	45	1	18	0	71	15	
	99.0%	97.7%	100.0%	100.0%	100.0%	98.7%	0.0%	100.0%	97.6%	97.4%	100.0%	92.9%	98.6%	96.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	0.0%	97.8%	---	100.0%	---	97.3%	100.0%	
0 Worst health care possible	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
	0.1%	0.0%	1.5%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	---	0.0%	0.0%	
1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	---	0.0%	0.0%	
2	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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%	
3	11	1	1	0	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0	
	0.7%	1.2%	1.5%	0.0%	0.0%	1.3%	---	0.0%	2.5%	0.0%	0.0%	0.0%	1.4%	2.1%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	---	0.0%	0.0%	5.6%	---	1.4%	0.0%	
4	6	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
	0.4%	0.0%	1.5%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	---	0.0%	0.0%	
5	39	4	1	4	0	4	0	0	4	0	0	1	3	3	1	0	0	0	1	0	0	0	2	0	0	0	4	0	
	2.4%	4.7%	1.5%	9.8%	0.0%	5.3%	---	0.0%	10.0%	0.0%	0.0%	7.7%	4.3%	6.3%	3.6%	0.0%	0.0%	---	0.0%	20.0%	---	---	4.4%	0.0%	0.0%	---	5.6%	0.0%	
6	76	5	3	1	0	5	0	1	2	2	0	0	5	4	1	0	0	0	0	0	0	0	2	0	2	0	5	0	
	4.6%	5.8%	4.5%	2.4%	0.0%	6.6%	---	12.5%	5.0%	5.3%	0.0%	0.0%	7.2%	8.3%	3.6%	0.0%	0.0%	---	0.0%	0.0%	---	---	4.4%	0.0%	11.1%	---	7.0%	0.0%	
7	157	10	10	2	2	8	0	1	2	7	0	3	7	3	3	4	0	0	1	2	0	0	3	0	2	0	8	2	
	9.6%	11.6%	15.2%	4.9%	20.0%	10.5%	---	12.5%	5.0%	18.4%	0.0%	23.1%	10.1%	6.3%	10.7%	44.4%	0.0%	---	50.0%	40.0%	---	---	6.7%	0.0%	11.1%	---	11.3%	13.3%	
8	347	25	13	13	4	21	0	1	11	13	1	1	23	10	13	2	3	0	0	1	0	0	13	0	5	0	21	4	
	21.2%	29.1%	19.7%	31.7%	40.0%	27.6%	---	12.5%	27.5%	34.2%	25.0%	7.7%	33.3%	20.8%	46.4%	22.2%	100.0%	---	0.0%	20.0%	---	---	28.9%	0.0%	27.8%	---	29.6%	26.7%	
9	342	12	13	7	2	10	0	2	3	7	1	2	9	7	4	1	0	0	1	1	0	0	7	0	2	0	10	2	
	20.9%	14.0%	19.7%	17.1%	20.0%	13.2%	---	25.0%	7.5%	18.4%	25.0%	15.4%	13.0%	14.6%	14.3%	11.1%	0.0%	---	50.0%	20.0%	---	---	15.6%	0.0%	11.1%	---	14.1%	13.3%	
10 Best health care possible	648	29	23	14	2	27	0	3	17	9	2	6	21	20	6	2	0	0	0	0	0	0	18	1	6	0	22	7	
	39.6%	33.7%	34.8%	34.1%	20.0%	35.5%	---	37.5%	42.5%	23.7%	50.0%	46.2%	30.4%	41.7%	21.4%	22.2%	0.0%	---	0.0%	0.0%	---	---	40.0%	100.0%	33.3%	---	31.0%	46.7%	

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

Trillium Community Health Plan

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

Question 9

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)										Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,652	88	66	41	10	77	1	8	41	39	4	14	70	50	28	9	3	0	2	5	0	1	46	1	18	0	73	15	
Number missing or multiple answer	17	2	0	0	0	1	1	0	1	1	0	1	1	2	0	0	0	0	0	0	0	1	1	0	0	0	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,635	86	66	41	10	76	0	8	40	38	4	13	69	48	28	9	3	0	2	5	0	0	45	1	18	0	71	15	
	99.0%	97.7%	100.0%	100.0%	100.0%	98.7%	0.0%	100.0%	97.6%	97.4%	100.0%	92.9%	98.6%	96.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	0.0%	97.8%	---	100.0%	---	97.3%	100.0%	
0 to 4	26	1	3	0	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0
	1.6%	1.2%	4.5%	0.0%	0.0%	1.3%	---	0.0%	2.5%	0.0%	0.0%	0.0%	1.4%	2.1%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	---	0.0%	0.0%	5.6%	---	1.4%	0.0%	
5	39	4	1	4	0	4	0	0	4	0	0	1	3	3	1	0	0	0	0	1	0	0	2	0	0	0	4	0	
	2.4%	4.7%	1.5%	9.8%	0.0%	5.3%	---	0.0%	10.0%	0.0%	0.0%	7.7%	4.3%	6.3%	3.6%	0.0%	0.0%	---	0.0%	20.0%	---	---	4.4%	0.0%	0.0%	---	5.6%	0.0%	
6 or 7	233	15	13	3	2	13	0	2	4	9	0	3	12	7	4	4	0	0	1	2	0	0	5	0	4	0	13	2	
	14.3%	17.4%	19.7%	7.3%	20.0%	17.1%	---	25.0%	10.0%	23.7%	0.0%	23.1%	17.4%	14.6%	14.3%	44.4%	0.0%	---	50.0%	40.0%	---	---	11.1%	0.0%	22.2%	---	18.3%	13.3%	
8 to 10	1,337	66	49	34	8	58	0	6	31	29	4	9	53	37	23	5	3	0	1	2	0	0	38	1	13	0	53	13	
	81.8%	76.7%	74.2%	82.9%	80.0%	76.3%	---	75.0%	77.5%	76.3%	100.0%	69.2%	76.8%	77.1%	82.1%	55.6%	100.0%	---	50.0%	40.0%	---	---	84.4%	100.0%	72.2%	---	74.6%	86.7%	
Significantly different from column:*																													
0 to 6	141	10	7	5	0	10	0	1	7	2	0	1	9	8	2	0	0	0	1	0	0	4	0	3	0	10	0		
	8.6%	11.6%	10.6%	12.2%	0.0%	13.2%	---	12.5%	17.5%	5.3%	0.0%	7.7%	13.0%	16.7%	7.1%	0.0%	0.0%	---	0.0%	20.0%	---	---	8.9%	0.0%	16.7%	---	14.1%	0.0%	
7 to 8	504	35	23	15	6	29	0	2	13	20	1	4	30	13	16	6	3	0	1	3	0	0	16	0	7	0	29	6	
	30.8%	40.7%	34.8%	36.6%	60.0%	38.2%	---	25.0%	32.5%	52.6%	25.0%	30.8%	43.5%	27.1%	57.1%	66.7%	100.0%	---	50.0%	60.0%	---	---	35.6%	0.0%	38.9%	---	40.8%	40.0%	
9 to 10	990	41	36	21	4	37	0	5	20	16	3	8	30	27	10	3	0	0	1	1	0	0	25	1	8	0	32	9	
	60.6%	47.7%	54.5%	51.2%	40.0%	48.7%	---	62.5%	50.0%	42.1%	75.0%	61.5%	43.5%	56.3%	35.7%	33.3%	0.0%	---	50.0%	20.0%	---	---	55.6%	100.0%	44.4%	---	45.1%	60.0%	
Significantly different from column:*		A																											

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

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

Trillium Community Health Plan

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

Question 10

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,652	88	66	41	10	77	1	8	41	39	4	14	70	50	28	9	3	0	2	5	0	1	46	1	18	0	73	15	
Number missing or multiple answer	10	1	0	0	0	0	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,642	87	66	41	10	77	0	8	40	39	4	14	69	49	28	9	3	0	2	5	0	0	46	1	18	0	72	15	
	99.4%	98.9%	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%	97.6%	100.0%	100.0%	100.0%	98.6%	98.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	0.0%	100.0%	---	100.0%	---	98.6%	100.0%	
Never	19	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.2%	0.0%	1.5%	2.4%	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%	
Sometimes	191	14	12	4	1	13	0	2	7	5	0	0	14	5	7	2	1	0	1	2	0	0	5	0	3	0	12	2	
	11.6%	16.1%	18.2%	9.8%	10.0%	16.9%	---	25.0%	17.5%	12.8%	0.0%	0.0%	20.3%	10.2%	25.0%	22.2%	33.3%	---	50.0%	40.0%	---	---	10.9%	0.0%	16.7%	---	16.7%	13.3%	
Usually	523	28	24	16	4	24	0	3	10	15	2	6	20	14	8	6	1	0	1	1	0	0	13	0	6	0	21	7	
	31.9%	32.2%	36.4%	39.0%	40.0%	31.2%	---	37.5%	25.0%	38.5%	50.0%	42.9%	29.0%	28.6%	28.6%	66.7%	33.3%	---	50.0%	20.0%	---	---	28.3%	0.0%	33.3%	---	29.2%	46.7%	
Always	909	45	29	20	5	40	0	3	23	19	2	8	35	30	13	1	1	0	2	0	0	28	1	9	0	39	6		
	55.4%	51.7%	43.9%	48.8%	50.0%	51.9%	---	37.5%	57.5%	48.7%	50.0%	57.1%	50.7%	61.2%	46.4%	11.1%	33.3%	---	0.0%	40.0%	---	---	60.9%	100.0%	50.0%	---	54.2%	40.0%	
Significantly different from column:*																													
Usually or Always	1,432	73	53	36	9	64	0	6	33	34	4	14	55	44	21	7	2	0	1	3	0	0	41	1	15	0	60	13	
	87.2%	83.9%	80.3%	87.8%	90.0%	83.1%	---	75.0%	82.5%	87.2%	100.0%	100.0%	79.7%	89.8%	75.0%	77.8%	66.7%	---	50.0%	60.0%	---	---	89.1%	100.0%	83.3%	---	83.3%	86.7%	
Significantly different from column:*																													

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

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

Trillium Community Health Plan

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

Question 11

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
Number missing or multiple answer	19	1	2	1	0	1	0	0	0	1	1	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,262	111	81	51	14	94	3	9	51	51	6	23	82	65	34	11	5	0	2	5	0	1	57	1	21	23	72	15
	99.2%	99.1%	97.6%	98.1%	100.0%	98.9%	100.0%	100.0%	100.0%	98.1%	85.7%	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%	---	100.0%	83.3%	---	100.0%	100.0%	---	100.0%	100.0%	98.6%	100.0%
Yes	1,887	97	69	49	12	82	3	6	46	45	5	18	74	59	27	10	5	0	1	3	0	1	51	1	18	18	67	11
	83.4%	87.4%	85.2%	96.1%	85.7%	87.2%	100.0%	66.7%	90.2%	88.2%	83.3%	78.3%	90.2%	90.8%	79.4%	90.9%	100.0%	---	50.0%	60.0%	---	100.0%	89.5%	100.0%	85.7%	78.3%	93.1%	73.3%
No	375	14	12	2	2	12	0	3	5	6	1	5	8	6	7	1	0	0	1	2	0	0	6	0	3	5	5	4
	16.6%	12.6%	14.8%	3.9%	14.3%	12.8%	0.0%	33.3%	9.8%	11.8%	16.7%	21.7%	9.8%	9.2%	20.6%	9.1%	0.0%	---	50.0%	40.0%	---	0.0%	10.5%	0.0%	14.3%	21.7%	6.9%	26.7%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 12

In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

Base: All respondents whose child is enrolled in school or daycare (Q11)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,887	97	69	49	12	82	3	6	46	45	5	18	74	59	27	10	5	0	1	3	0	1	51	1	18	18	67	11
Number missing or multiple answer	38	1	1	1	0	1	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,849	96	68	48	12	81	3	6	46	44	5	17	74	58	27	10	5	0	1	3	0	1	50	1	18	18	66	11
	98.0%	99.0%	98.6%	98.0%	100.0%	98.8%	100.0%	100.0%	100.0%	97.8%	100.0%	94.4%	100.0%	98.3%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	98.0%	---	100.0%	100.0%	98.5%	100.0%
Yes	258	8	10	9	0	8	0	1	4	3	0	1	7	6	1	1	0	0	0	0	0	0	5	0	2	0	5	2
	14.0%	8.3%	14.7%	18.8%	0.0%	9.9%	0.0%	16.7%	8.7%	6.8%	0.0%	5.9%	9.5%	10.3%	3.7%	10.0%	0.0%	---	0.0%	0.0%	---	0.0%	10.0%	0.0%	11.1%	0.0%	7.6%	18.2%
No	1,591	88	58	39	12	73	3	5	42	41	5	16	67	52	26	9	5	0	1	3	0	1	45	1	16	18	61	9
	86.0%	91.7%	85.3%	81.3%	100.0%	90.1%	100.0%	83.3%	91.3%	93.2%	100.0%	94.1%	90.5%	89.7%	96.3%	90.0%	100.0%	---	100.0%	100.0%	---	100.0%	90.0%	100.0%	88.9%	100.0%	92.4%	81.8%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 13

In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

Base: All respondents whose child is enrolled in school or daycare and needed their child's doctor/health provider to contact school/daycare center about their child's health (Q11 & Q12)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	258	8	10	9	0	8	0	1	4	3	0	1	7	6	1	1	0	0	0	0	0	0	5	0	2	0	5	2
Number missing or multiple answer	4	1	0	0	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	1	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	254	7	10	9	0	7	0	1	3	3	0	1	6	5	1	1	0	0	0	0	0	4	0	2	0	5	2	
	98.4%	87.5%	100.0%	100.0%	---	87.5%	---	100.0%	75.0%	100.0%	---	100.0%	85.7%	83.3%	100.0%	100.0%	---	---	---	---	---	80.0%	---	100.0%	---	100.0%	100.0%	
Yes	236	7	10	9	0	7	0	1	3	3	0	1	6	5	1	1	0	0	0	0	0	4	0	2	0	5	2	
	92.9%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	---	---	---	100.0%	---	100.0%	---	100.0%	100.0%	
No	18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	7.1%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	---	---	---	0.0%	---	0.0%	---	0.0%	0.0%	
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 14

Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
Number missing or multiple answer	9	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,272	112	83	51	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
	99.6%	100.0%	100.0%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	188	4	2	8	0	4	0	2	0	2	0	2	2	1	0	3	0	0	0	0	0	0	1	0	1	0	1	3
	8.3%	3.6%	2.4%	15.7%	0.0%	4.2%	0.0%	22.2%	0.0%	3.8%	0.0%	8.7%	2.4%	1.5%	0.0%	27.3%	0.0%	---	0.0%	0.0%	---	0.0%	1.8%	0.0%	4.8%	0.0%	1.4%	20.0%
No	2,084	108	81	43	14	91	3	7	51	50	7	21	80	64	35	8	5	0	2	6	0	1	56	1	20	23	72	12
	91.7%	96.4%	97.6%	84.3%	100.0%	95.8%	100.0%	77.8%	100.0%	96.2%	100.0%	91.3%	97.6%	98.5%	100.0%	72.7%	100.0%	---	100.0%	100.0%	---	100.0%	98.2%	100.0%	95.2%	100.0%	98.6%	80.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 15

In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

Base: All respondents who got or tried to get special medical equipment or device for their child (Q14)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	188	4	2	8	0	4	0	2	0	2	0	2	2	1	0	3	0	0	0	0	0	0	1	0	1	0	1	3
Number missing or multiple answer	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	184	4	2	8	0	4	0	2	0	2	0	2	2	1	0	3	0	0	0	0	0	0	1	0	1	0	3	
	97.9%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	---	100.0%	---	100.0%	100.0%	100.0%	---	100.0%	---	---	---	---	---	---	100.0%	---	100.0%	---	100.0%	100.0%
Never	21	1	0	3	0	1	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	1	0
	11.4%	25.0%	0.0%	37.5%	---	25.0%	---	0.0%	---	50.0%	---	0.0%	50.0%	0.0%	---	33.3%	---	---	---	---	---	---	100.0%	---	0.0%	---	100.0%	0.0%
Sometimes	42	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	22.8%	0.0%	0.0%	12.5%	---	0.0%	---	0.0%	---	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	---	---	---	---	---	---	0.0%	---	0.0%	---	0.0%	0.0%
Usually	45	1	1	1	0	1	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	0	1
	24.5%	25.0%	50.0%	12.5%	---	25.0%	---	0.0%	---	50.0%	---	0.0%	50.0%	0.0%	---	33.3%	---	---	---	---	---	---	0.0%	---	100.0%	---	0.0%	33.3%
Always	76	2	1	3	0	2	0	2	0	0	0	2	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	2
	41.3%	50.0%	50.0%	37.5%	---	50.0%	---	100.0%	---	0.0%	---	100.0%	0.0%	100.0%	---	33.3%	---	---	---	---	---	---	0.0%	---	0.0%	---	0.0%	66.7%
Significantly different from column:*																												
Usually or Always	121	3	2	4	0	3	0	2	0	1	0	2	1	1	0	2	0	0	0	0	0	0	0	0	1	0	0	3
	65.8%	75.0%	100.0%	50.0%	---	75.0%	---	100.0%	---	50.0%	---	100.0%	50.0%	100.0%	---	66.7%	---	---	---	---	---	---	0.0%	---	100.0%	---	0.0%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 16

Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

Base: All respondents who got or tried to get special medical equipment or device for their child (Q14)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	188	4	2	8	0	4	0	2	0	2	0	2	2	1	0	3	0	0	0	0	0	0	1	0	1	0	1	3
Number missing or multiple answer	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	186	4	2	8	0	4	0	2	0	2	0	2	2	1	0	3	0	0	0	0	0	0	1	0	1	0	1	3
	98.9%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	---	100.0%	---	100.0%	100.0%	100.0%	---	100.0%	---	---	---	---	---	---	100.0%	---	100.0%	---	100.0%	100.0%
Yes	144	4	2	7	0	4	0	2	0	2	0	2	2	1	0	3	0	0	0	0	0	0	1	0	1	0	1	3
	77.4%	100.0%	100.0%	87.5%	---	100.0%	---	100.0%	---	100.0%	---	100.0%	100.0%	100.0%	---	100.0%	---	---	---	---	---	---	100.0%	---	100.0%	---	100.0%	100.0%
No	42	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	22.6%	0.0%	0.0%	12.5%	---	0.0%	---	0.0%	---	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	---	---	---	---	---	---	0.0%	---	0.0%	---	0.0%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 17

In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
Number missing or multiple answer	14	2	0	1	1	1	0	0	1	1	0	1	1	1	0	0	0	0	0	0	0	0	2	0	0	0	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,267	110	83	51	13	94	3	9	50	51	7	22	81	64	34	11	5	0	2	6	0	1	55	1	21	23	72	14
	99.4%	98.2%	100.0%	98.1%	92.9%	98.9%	100.0%	100.0%	98.0%	98.1%	100.0%	95.7%	98.8%	98.5%	97.1%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	96.5%	---	100.0%	100.0%	98.6%	93.3%
Yes	638	24	18	8	0	24	0	5	13	6	1	5	18	12	8	4	1	0	1	1	0	0	8	0	7	3	13	8
	28.1%	21.8%	21.7%	15.7%	0.0%	25.5%	0.0%	55.6%	26.0%	11.8%	14.3%	22.7%	22.2%	18.8%	23.5%	36.4%	20.0%	---	50.0%	16.7%	---	0.0%	14.5%	0.0%	33.3%	13.0%	18.1%	57.1%
No	1,629	86	65	43	13	70	3	4	37	45	6	17	63	52	26	7	4	0	1	5	0	1	47	1	14	20	59	6
	71.9%	78.2%	78.3%	84.3%	100.0%	74.5%	100.0%	44.4%	74.0%	88.2%	85.7%	77.3%	77.8%	81.3%	76.5%	63.6%	80.0%	---	50.0%	83.3%	---	100.0%	85.5%	100.0%	66.7%	87.0%	81.9%	42.9%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 18

In the last 6 months, how often was it easy to get this therapy for your child?

Base: All respondents who got or tried to get special therapy for their child (Q17)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	638	24	18	8	0	24	0	5	13	6	1	5	18	12	8	4	1	0	1	1	0	0	8	0	7	3	13	8	
Number missing or multiple answer	8	1	0	0	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	1	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	630	23	18	8	0	23	0	5	12	6	1	5	17	11	8	4	1	0	1	1	0	0	7	0	7	2	13	8	
	98.7%	95.8%	100.0%	100.0%	---	95.8%	---	100.0%	92.3%	100.0%	100.0%	100.0%	94.4%	91.7%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	---	87.5%	---	100.0%	66.7%	100.0%	100.0%	
Never	79	2	2	3	0	2	0	0	1	1	0	0	2	2	0	0	0	0	0	0	0	0	1	0	0	1	1	0	
	12.5%	8.7%	11.1%	37.5%	---	8.7%	---	0.0%	8.3%	16.7%	0.0%	0.0%	11.8%	18.2%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	---	14.3%	---	0.0%	50.0%	7.7%	0.0%	
Sometimes	118	4	4	1	0	4	0	0	4	0	0	0	4	3	1	0	0	0	0	0	0	0	2	0	1	1	2	1	
	18.7%	17.4%	22.2%	12.5%	---	17.4%	---	0.0%	33.3%	0.0%	0.0%	0.0%	23.5%	27.3%	12.5%	0.0%	0.0%	---	0.0%	0.0%	---	---	28.6%	---	14.3%	50.0%	15.4%	12.5%	
Usually	156	7	7	1	0	7	0	1	3	3	0	3	4	4	2	1	0	0	1	0	0	1	0	3	0	5	2		
	24.8%	30.4%	38.9%	12.5%	---	30.4%	---	20.0%	25.0%	50.0%	0.0%	60.0%	23.5%	36.4%	25.0%	25.0%	0.0%	---	0.0%	100.0%	---	---	14.3%	---	42.9%	0.0%	38.5%	25.0%	
Always	277	10	5	3	0	10	0	4	4	2	1	2	7	2	5	3	1	0	1	0	0	0	3	0	3	0	5	5	
	44.0%	43.5%	27.8%	37.5%	---	43.5%	---	80.0%	33.3%	33.3%	100.0%	40.0%	41.2%	18.2%	62.5%	75.0%	100.0%	---	100.0%	0.0%	---	---	42.9%	---	42.9%	0.0%	38.5%	62.5%	
Significantly different from column:*																													
Usually or Always	433	17	12	4	0	17	0	5	7	5	1	5	11	6	7	4	1	0	1	1	0	0	4	0	6	0	10	7	
	68.7%	73.9%	66.7%	50.0%	---	73.9%	---	100.0%	58.3%	83.3%	100.0%	100.0%	64.7%	54.5%	87.5%	100.0%	100.0%	---	100.0%	100.0%	---	---	57.1%	---	85.7%	0.0%	76.9%	87.5%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 19

Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

Base: All respondents who got or tried to get special therapy for their child (Q17)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	638	24	18	8	0	24	0	5	13	6	1	5	18	12	8	4	1	0	1	1	0	0	8	0	7	3	13	8	
Number missing or multiple answer	11	2	0	0	0	2	0	0	2	0	0	0	2	0	0	0	0	0	0	0	0	0	1	0	0	2	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	627	22	18	8	0	22	0	5	11	6	1	5	16	10	8	4	1	0	1	1	0	0	7	0	7	1	13	8	
	98.3%	91.7%	100.0%	100.0%	---	91.7%	---	100.0%	84.6%	100.0%	100.0%	100.0%	88.9%	83.3%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	---	87.5%	---	100.0%	33.3%	100.0%	100.0%	
Yes	441	16	13	5	0	16	0	5	8	3	0	4	12	6	6	4	1	0	1	1	0	0	4	0	5	0	9	7	
	70.3%	72.7%	72.2%	62.5%	---	72.7%	---	100.0%	72.7%	50.0%	0.0%	80.0%	75.0%	60.0%	75.0%	100.0%	100.0%	---	100.0%	100.0%	---	---	57.1%	---	71.4%	0.0%	69.2%	87.5%	
No	186	6	5	3	0	6	0	0	3	3	1	1	4	4	2	0	0	0	0	0	0	0	3	0	2	1	4	1	
	29.7%	27.3%	27.8%	37.5%	---	27.3%	---	0.0%	27.3%	50.0%	100.0%	20.0%	25.0%	40.0%	25.0%	0.0%	0.0%	---	0.0%	0.0%	---	---	42.9%	---	28.6%	100.0%	30.8%	12.5%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 20

In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15	
Number missing or multiple answer	14	2	0	1	1	1	0	0	1	1	0	1	1	2	0	0	0	0	0	0	0	0	1	0	1	0	1	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,267	110	83	51	13	94	3	9	50	51	7	22	81	63	35	11	5	0	2	6	0	1	56	1	20	23	72	14	
	99.4%	98.2%	100.0%	98.1%	92.9%	98.9%	100.0%	100.0%	98.0%	98.1%	100.0%	95.7%	98.8%	96.9%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	98.2%	---	95.2%	100.0%	98.6%	93.3%	
Yes	1,155	64	49	29	5	57	2	2	34	28	2	9	53	38	19	7	2	0	2	2	0	1	35	0	14	9	43	11	
	50.9%	58.2%	59.0%	56.9%	38.5%	60.6%	66.7%	22.2%	68.0%	54.9%	28.6%	40.9%	65.4%	60.3%	54.3%	63.6%	40.0%	---	100.0%	33.3%	---	100.0%	62.5%	0.0%	70.0%	39.1%	59.7%	78.6%	
No	1,112	46	34	22	8	37	1	7	16	23	5	13	28	25	16	4	3	0	0	4	0	0	21	1	6	14	29	3	
	49.1%	41.8%	41.0%	43.1%	61.5%	39.4%	33.3%	77.8%	32.0%	45.1%	71.4%	59.1%	34.6%	39.7%	45.7%	36.4%	60.0%	---	0.0%	66.7%	---	0.0%	37.5%	100.0%	30.0%	60.9%	40.3%	21.4%	
Significantly different from column:*												M	L														AB		Z

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 21

In the last 6 months, how often was it easy to get this treatment or counseling for your child?

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q20)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,155	64	49	29	5	57	2	2	34	28	2	9	53	38	19	7	2	0	2	2	0	1	35	0	14	9	43	11
Number missing or multiple answer	13	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,142	64	48	29	5	57	2	2	34	28	2	9	53	38	19	7	2	0	2	2	0	1	35	0	14	9	43	11
	98.9%	100.0%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Never	151	13	7	3	1	10	2	0	8	5	0	1	12	8	4	1	0	0	1	1	0	1	3	0	4	3	9	1
	13.2%	20.3%	14.6%	10.3%	20.0%	17.5%	100.0%	0.0%	23.5%	17.9%	0.0%	11.1%	22.6%	21.1%	21.1%	14.3%	0.0%	---	50.0%	50.0%	---	100.0%	8.6%	---	28.6%	33.3%	20.9%	9.1%
Sometimes	190	11	9	3	1	10	0	1	5	5	0	0	11	6	3	2	0	0	1	1	0	0	9	0	0	1	10	0
	16.6%	17.2%	18.8%	10.3%	20.0%	17.5%	0.0%	50.0%	14.7%	17.9%	0.0%	0.0%	20.8%	15.8%	15.8%	28.6%	0.0%	---	50.0%	50.0%	---	0.0%	25.7%	---	0.0%	11.1%	23.3%	0.0%
Usually	289	10	14	8	1	9	0	0	4	6	0	3	7	6	2	2	0	0	0	0	0	0	6	0	3	1	6	3
	25.3%	15.6%	29.2%	27.6%	20.0%	15.8%	0.0%	0.0%	11.8%	21.4%	0.0%	33.3%	13.2%	15.8%	10.5%	28.6%	0.0%	---	0.0%	0.0%	---	0.0%	17.1%	---	21.4%	11.1%	14.0%	27.3%
Always	512	30	18	15	2	28	0	1	17	12	2	5	23	18	10	2	2	0	0	0	0	0	17	0	7	4	18	7
	44.8%	46.9%	37.5%	51.7%	40.0%	49.1%	0.0%	50.0%	50.0%	42.9%	100.0%	55.6%	43.4%	47.4%	52.6%	28.6%	100.0%	---	0.0%	0.0%	---	0.0%	48.6%	---	50.0%	44.4%	41.9%	63.6%
Significantly different from column:*																												
Usually or Always	801	40	32	23	3	37	0	1	21	18	2	8	30	24	12	4	2	0	0	0	0	0	23	0	10	5	24	10
	70.1%	62.5%	66.7%	79.3%	60.0%	64.9%	0.0%	50.0%	61.8%	64.3%	100.0%	88.9%	56.6%	63.2%	63.2%	57.1%	100.0%	---	0.0%	0.0%	---	0.0%	65.7%	---	71.4%	55.6%	55.8%	90.9%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 22

Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q20)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,155	64	49	29	5	57	2	2	34	28	2	9	53	38	19	7	2	0	2	2	0	1	35	0	14	9	43	11	
Number missing or multiple answer	15	1	1	0	0	1	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,140	63	48	29	5	56	2	2	33	28	2	8	53	37	19	7	2	0	2	2	0	1	35	0	14	8	43	11	
	98.7%	98.4%	98.0%	100.0%	100.0%	98.2%	100.0%	100.0%	97.1%	100.0%	100.0%	88.9%	100.0%	97.4%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	88.9%	100.0%	100.0%	
Yes	606	28	25	15	3	24	1	2	13	13	1	5	22	15	10	3	1	0	1	0	0	1	16	0	6	2	18	8	
	53.2%	44.4%	52.1%	51.7%	60.0%	42.9%	50.0%	100.0%	39.4%	46.4%	50.0%	62.5%	41.5%	40.5%	52.6%	42.9%	50.0%	---	50.0%	0.0%	---	100.0%	45.7%	---	42.9%	25.0%	41.9%	72.7%	
No	534	35	23	14	2	32	1	0	20	15	1	3	31	22	9	4	1	0	1	2	0	0	19	0	8	6	25	3	
	46.8%	55.6%	47.9%	48.3%	40.0%	57.1%	50.0%	0.0%	60.6%	53.6%	50.0%	37.5%	58.5%	59.5%	47.4%	57.1%	50.0%	---	50.0%	100.0%	---	0.0%	54.3%	---	57.1%	75.0%	58.1%	27.3%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 23

In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
Number missing or multiple answer	21	1	2	2	1	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,260	111	81	50	13	95	3	9	51	51	7	23	81	64	35	11	5	0	2	6	0	1	56	1	21	23	73	14
	99.1%	99.1%	97.6%	96.2%	92.9%	100.0%	100.0%	100.0%	100.0%	98.1%	100.0%	100.0%	98.8%	98.5%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	98.2%	---	100.0%	100.0%	100.0%	93.3%
Yes	1,050	51	38	32	4	47	0	5	21	25	2	8	41	26	18	7	2	0	1	3	0	0	25	1	11	7	33	10
	46.5%	45.9%	46.9%	64.0%	30.8%	49.5%	0.0%	55.6%	41.2%	49.0%	28.6%	34.8%	50.6%	40.6%	51.4%	63.6%	40.0%	---	50.0%	50.0%	---	0.0%	44.6%	100.0%	52.4%	30.4%	45.2%	71.4%
No	1,210	60	43	18	9	48	3	4	30	26	5	15	40	38	17	4	3	0	1	3	0	1	31	0	10	16	40	4
	53.5%	54.1%	53.1%	36.0%	69.2%	50.5%	100.0%	44.4%	58.8%	51.0%	71.4%	65.2%	49.4%	59.4%	48.6%	36.4%	60.0%	---	50.0%	50.0%	---	100.0%	55.4%	0.0%	47.6%	69.6%	54.8%	28.6%
Significantly different from column:*		D																								AB		Z

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 24

In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

Base: All respondents whose child got care from more than one kind of health care provider or service (Q23)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,050	51	38	32	4	47	0	5	21	25	2	8	41	26	18	7	2	0	1	3	0	0	25	1	11	7	33	10	
Number missing or multiple answer	14	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,036	51	36	31	4	47	0	5	21	25	2	8	41	26	18	7	2	0	1	3	0	0	25	1	11	7	33	10	
	98.7%	100.0%	94.7%	96.9%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	
Yes	610	25	18	20	2	23	0	5	11	9	2	4	19	10	11	4	1	0	1	2	0	0	11	1	4	1	17	7	
	58.9%	49.0%	50.0%	64.5%	50.0%	48.9%	---	100.0%	52.4%	36.0%	100.0%	50.0%	46.3%	38.5%	61.1%	57.1%	50.0%	---	100.0%	66.7%	---	---	44.0%	100.0%	36.4%	14.3%	51.5%	70.0%	
No	426	26	18	11	2	24	0	0	10	16	0	4	22	16	7	3	1	0	0	1	0	0	14	0	7	6	16	3	
	41.1%	51.0%	50.0%	35.5%	50.0%	51.1%	---	0.0%	47.6%	64.0%	0.0%	50.0%	53.7%	61.5%	38.9%	42.9%	50.0%	---	0.0%	33.3%	---	---	56.0%	0.0%	63.6%	85.7%	48.5%	30.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 25

A personal doctor is the one your child would talk to if he or she needs a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
Number missing or multiple answer	18	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,263	112	82	51	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
	99.2%	100.0%	98.8%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	2,130	105	78	50	13	89	3	9	50	46	6	23	76	62	33	9	5	0	2	6	0	1	51	1	21	19	72	13
	94.1%	93.8%	95.1%	98.0%	92.9%	93.7%	100.0%	100.0%	98.0%	88.5%	85.7%	100.0%	92.7%	95.4%	94.3%	81.8%	100.0%	---	100.0%	100.0%	---	100.0%	89.5%	100.0%	100.0%	82.6%	98.6%	86.7%
No	133	7	4	1	1	6	0	0	1	6	1	0	6	3	2	2	0	0	0	0	0	0	6	0	0	4	1	2
	5.9%	6.3%	4.9%	2.0%	7.1%	6.3%	0.0%	0.0%	2.0%	11.5%	14.3%	0.0%	7.3%	4.6%	5.7%	18.2%	0.0%	---	0.0%	0.0%	---	0.0%	10.5%	0.0%	0.0%	17.4%	1.4%	13.3%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 26

In the last 6 months, how many times did your child have an in person, phone, or video visit with his or her personal doctor?

Base: All respondents whose child has a personal doctor (Q25)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)										Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,130	105	78	50	13	89	3	9	50	46	6	23	76	62	33	9	5	0	2	6	0	1	51	1	21	19	72	13	
Number missing or multiple answer	43	1	0	1	0	1	0	1	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	0	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,087	104	78	49	13	88	3	8	50	46	6	23	75	62	33	8	5	0	2	6	0	1	51	1	20	19	72	12	
	98.0%	99.0%	100.0%	98.0%	100.0%	98.9%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	98.7%	100.0%	100.0%	88.9%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	95.2%	100.0%	100.0%	92.3%	
None	539	27	15	12	5	20	2	3	10	14	3	8	16	14	12	1	3	0	0	4	0	0	10	0	5	15	10	2	
	25.8%	26.0%	19.2%	24.5%	38.5%	22.7%	66.7%	37.5%	20.0%	30.4%	50.0%	34.8%	21.3%	22.6%	36.4%	12.5%	60.0%	---	0.0%	66.7%	---	0.0%	19.6%	0.0%	25.0%	78.9%	13.9%	16.7%	
1 time	726	44	25	16	5	38	1	2	22	20	2	4	38	30	11	3	2	0	2	2	0	1	23	0	8	3	38	3	
	34.8%	42.3%	32.1%	32.7%	38.5%	43.2%	33.3%	25.0%	44.0%	43.5%	33.3%	17.4%	50.7%	48.4%	33.3%	37.5%	40.0%	---	100.0%	33.3%	---	100.0%	45.1%	0.0%	40.0%	15.8%	52.8%	25.0%	
2	406	14	20	11	2	12	0	2	7	5	1	5	8	9	5	0	0	0	0	0	0	0	9	0	2	0	13	1	
	19.5%	13.5%	25.6%	22.4%	15.4%	13.6%	0.0%	25.0%	14.0%	10.9%	16.7%	21.7%	10.7%	14.5%	15.2%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	17.6%	0.0%	10.0%	0.0%	18.1%	8.3%	
3	215	12	10	5	0	12	0	1	7	4	0	1	11	5	4	3	0	0	0	0	0	0	6	1	3	0	7	4	
	10.3%	11.5%	12.8%	10.2%	0.0%	13.6%	0.0%	12.5%	14.0%	8.7%	0.0%	4.3%	14.7%	8.1%	12.1%	37.5%	0.0%	---	0.0%	0.0%	---	0.0%	11.8%	100.0%	15.0%	0.0%	9.7%	33.3%	
4	96	5	7	1	1	4	0	0	3	2	0	3	2	3	1	0	0	0	0	0	0	0	3	0	1	0	4	1	
	4.6%	4.8%	9.0%	2.0%	7.7%	4.5%	0.0%	0.0%	6.0%	4.3%	0.0%	13.0%	2.7%	4.8%	3.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	5.9%	0.0%	5.0%	0.0%	5.6%	8.3%	
5 to 9	83	2	1	3	0	2	0	0	1	1	0	2	0	1	0	1	0	0	0	0	0	0	0	0	1	1	0	1	
	4.0%	1.9%	1.3%	6.1%	0.0%	2.3%	0.0%	0.0%	2.0%	2.2%	0.0%	8.7%	0.0%	1.6%	0.0%	12.5%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	5.0%	5.3%	0.0%	8.3%	
10 or more times	22	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	1.1%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
2 or more times	822	33	38	21	3	30	0	3	18	12	1	11	21	18	10	4	0	0	0	0	0	0	18	1	7	1	24	7	
	39.4%	31.7%	48.7%	42.9%	23.1%	34.1%	0.0%	37.5%	36.0%	26.1%	16.7%	47.8%	28.0%	29.0%	30.3%	50.0%	0.0%	---	0.0%	0.0%	---	0.0%	35.3%	100.0%	35.0%	5.3%	33.3%	58.3%	
Significantly different from column:*		C																								AA	Z		

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 26a

In the last 6 months, how often did you have a hard time speaking with or understanding your child's personal doctor because you spoke different languages?

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,548	77	63	37	8	68	1	5	40	32	3	15	59	48	21	7	2	0	2	2	0	1	41	1	15	4	62	10	
Number missing or multiple answer	6	1	1	0	0	1	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,542	76	62	37	8	67	1	5	40	31	3	15	58	47	21	7	2	0	2	2	0	1	40	1	15	4	61	10	
	99.6%	98.7%	98.4%	100.0%	100.0%	98.5%	100.0%	100.0%	100.0%	96.9%	100.0%	100.0%	98.3%	97.9%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	97.6%	---	100.0%	100.0%	98.4%	100.0%	
Never	1,441	76	59	34	8	67	1	5	40	31	3	15	58	47	21	7	2	0	2	2	0	1	40	1	15	4	61	10	
	93.5%	100.0%	95.2%	91.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Sometimes	56	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3.6%	0.0%	3.2%	2.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Usually	17	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.1%	0.0%	1.6%	2.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Always	28	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.8%	0.0%	0.0%	2.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Significantly different from column:*																													
Usually or Always	45	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	2.9%	0.0%	1.6%	5.4%	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%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 27

In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)										Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,548	77	63	37	8	68	1	5	40	32	3	15	59	48	21	7	2	0	2	2	0	1	41	1	15	4	62	10	
Number missing or multiple answer	3	1	2	0	0	1	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,545	76	61	37	8	67	1	5	40	31	3	15	58	47	21	7	2	0	2	2	0	1	40	1	15	4	61	10	
	99.8%	98.7%	96.8%	100.0%	100.0%	98.5%	100.0%	100.0%	100.0%	96.9%	100.0%	100.0%	98.3%	97.9%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	97.6%	---	100.0%	100.0%	98.4%	100.0%	
Never	30	1	1	0	1	0	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0	
	1.9%	1.3%	1.6%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	3.2%	0.0%	6.7%	0.0%	2.1%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	2.5%	0.0%	0.0%	0.0%	1.6%	0.0%	
Sometimes	42	1	5	2	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	
	2.7%	1.3%	8.2%	5.4%	0.0%	1.5%	0.0%	0.0%	0.0%	3.2%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	10.0%	
Usually	220	7	4	5	0	7	0	1	1	5	0	1	6	2	3	2	0	0	1	0	0	5	0	1	0	5	2		
	14.2%	9.2%	6.6%	13.5%	0.0%	10.4%	0.0%	20.0%	2.5%	16.1%	0.0%	6.7%	10.3%	4.3%	14.3%	28.6%	0.0%	---	50.0%	0.0%	---	0.0%	12.5%	0.0%	6.7%	0.0%	8.2%	20.0%	
Always	1,253	67	51	30	7	59	1	4	39	24	3	12	52	44	18	5	2	0	1	2	0	1	34	1	13	4	55	7	
	81.1%	88.2%	83.6%	81.1%	87.5%	88.1%	100.0%	80.0%	97.5%	77.4%	100.0%	80.0%	89.7%	93.6%	85.7%	71.4%	100.0%	---	50.0%	100.0%	---	100.0%	85.0%	100.0%	86.7%	100.0%	90.2%	70.0%	
Significantly different from column:*																													
Usually or Always	1,473	74	55	35	7	66	1	5	40	29	3	13	58	46	21	7	2	0	2	2	0	1	39	1	14	4	60	9	
	95.3%	97.4%	90.2%	94.6%	87.5%	98.5%	100.0%	100.0%	100.0%	93.5%	100.0%	86.7%	100.0%	97.9%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	97.5%	100.0%	93.3%	100.0%	98.4%	90.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 28

In the last 6 months, how often did your child's personal doctor listen carefully to you?

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,548	77	63	37	8	68	1	5	40	32	3	15	59	48	21	7	2	0	2	2	0	1	41	1	15	4	62	10
Number missing or multiple answer	8	1	2	0	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,540	76	61	37	8	67	1	5	40	31	3	15	58	47	21	7	2	0	2	2	0	1	40	1	15	4	61	10
	99.5%	98.7%	96.8%	100.0%	100.0%	98.5%	100.0%	100.0%	100.0%	96.9%	100.0%	100.0%	98.3%	97.9%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	97.6%	---	100.0%	100.0%	98.4%	100.0%
Never	12	2	1	0	1	1	0	0	0	2	0	2	0	1	0	0	0	0	0	0	0	0	1	0	1	0	1	1
	0.8%	2.6%	1.6%	0.0%	12.5%	1.5%	0.0%	0.0%	0.0%	6.5%	0.0%	13.3%	0.0%	2.1%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	2.5%	0.0%	6.7%	0.0%	1.6%	10.0%
Sometimes	47	4	3	2	0	4	0	0	1	3	0	1	3	3	0	1	0	0	0	1	0	0	3	0	0	0	4	0
	3.1%	5.3%	4.9%	5.4%	0.0%	6.0%	0.0%	0.0%	2.5%	9.7%	0.0%	6.7%	5.2%	6.4%	0.0%	14.3%	0.0%	---	0.0%	50.0%	---	0.0%	7.5%	0.0%	0.0%	0.0%	6.6%	0.0%
Usually	257	9	13	6	1	8	0	1	4	4	0	2	7	2	5	2	0	0	2	0	0	0	5	0	2	0	8	1
	16.7%	11.8%	21.3%	16.2%	12.5%	11.9%	0.0%	20.0%	10.0%	12.9%	0.0%	13.3%	12.1%	4.3%	23.8%	28.6%	0.0%	---	100.0%	0.0%	---	0.0%	12.5%	0.0%	13.3%	0.0%	13.1%	10.0%
Always	1,224	61	44	29	6	54	1	4	35	22	3	10	48	41	16	4	2	0	0	1	0	1	31	1	12	4	48	8
	79.5%	80.3%	72.1%	78.4%	75.0%	80.6%	100.0%	80.0%	87.5%	71.0%	100.0%	66.7%	82.8%	87.2%	76.2%	57.1%	100.0%	---	0.0%	50.0%	---	100.0%	77.5%	100.0%	80.0%	100.0%	78.7%	80.0%
Significantly different from column:*																												
Usually or Always	1,481	70	57	35	7	62	1	5	39	26	3	12	55	43	21	6	2	0	2	1	0	1	36	1	14	4	56	9
	96.2%	92.1%	93.4%	94.6%	87.5%	92.5%	100.0%	100.0%	97.5%	83.9%	100.0%	80.0%	94.8%	91.5%	100.0%	85.7%	100.0%	---	100.0%	50.0%	---	100.0%	90.0%	100.0%	93.3%	100.0%	91.8%	90.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 29

In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,548	77	63	37	8	68	1	5	40	32	3	15	59	48	21	7	2	0	2	2	0	1	41	1	15	4	62	10
Number missing or multiple answer	3	1	3	0	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,545	76	60	37	8	67	1	5	40	31	3	15	58	47	21	7	2	0	2	2	0	1	40	1	15	4	61	10
	99.8%	98.7%	95.2%	100.0%	100.0%	98.5%	100.0%	100.0%	100.0%	96.9%	100.0%	100.0%	98.3%	97.9%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	97.6%	---	100.0%	100.0%	98.4%	100.0%
Never	13	2	1	0	1	1	0	0	0	2	0	1	1	2	0	0	0	0	0	1	0	0	1	0	0	0	2	0
	0.8%	2.6%	1.7%	0.0%	12.5%	1.5%	0.0%	0.0%	0.0%	6.5%	0.0%	6.7%	1.7%	4.3%	0.0%	0.0%	0.0%	---	0.0%	50.0%	---	0.0%	2.5%	0.0%	0.0%	0.0%	3.3%	0.0%
Sometimes	39	3	2	1	0	3	0	0	1	2	0	2	1	1	0	1	0	0	0	0	0	2	0	1	0	2	1	
	2.5%	3.9%	3.3%	2.7%	0.0%	4.5%	0.0%	0.0%	2.5%	6.5%	0.0%	13.3%	1.7%	2.1%	0.0%	14.3%	0.0%	---	0.0%	0.0%	---	0.0%	5.0%	0.0%	6.7%	0.0%	3.3%	10.0%
Usually	182	8	10	2	1	7	0	1	2	5	0	0	8	3	4	1	0	0	2	1	0	3	0	2	0	7	1	
	11.8%	10.5%	16.7%	5.4%	12.5%	10.4%	0.0%	20.0%	5.0%	16.1%	0.0%	0.0%	13.8%	6.4%	19.0%	14.3%	0.0%	---	100.0%	50.0%	---	0.0%	7.5%	0.0%	13.3%	0.0%	11.5%	10.0%
Always	1,311	63	47	34	6	56	1	4	37	22	3	12	48	41	17	5	2	0	0	0	0	34	1	12	4	50	8	
	84.9%	82.9%	78.3%	91.9%	75.0%	83.6%	100.0%	80.0%	92.5%	71.0%	100.0%	80.0%	82.8%	87.2%	81.0%	71.4%	100.0%	---	0.0%	0.0%	---	100.0%	85.0%	100.0%	80.0%	100.0%	82.0%	80.0%
Significantly different from column:*									J	I																		
Usually or Always	1,493	71	57	36	7	63	1	5	39	27	3	12	56	44	21	6	2	0	2	1	0	37	1	14	4	57	9	
	96.6%	93.4%	95.0%	97.3%	87.5%	94.0%	100.0%	100.0%	97.5%	87.1%	100.0%	80.0%	96.6%	93.6%	100.0%	85.7%	100.0%	---	100.0%	50.0%	---	100.0%	92.5%	100.0%	93.3%	100.0%	93.4%	90.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 30

Is your child able to talk with doctors about his or her health care?

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,548	77	63	37	8	68	1	5	40	32	3	15	59	48	21	7	2	0	2	2	0	1	41	1	15	4	62	10
Number missing or multiple answer	11	3	3	1	0	3	0	0	1	2	0	0	3	3	0	0	0	0	0	0	0	0	2	0	1	0	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,537	74	60	36	8	65	1	5	39	30	3	15	56	45	21	7	2	0	2	2	0	1	39	1	14	4	59	10
	99.3%	96.1%	95.2%	97.3%	100.0%	95.6%	100.0%	100.0%	97.5%	93.8%	100.0%	100.0%	94.9%	93.8%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	95.1%	---	93.3%	100.0%	95.2%	100.0%
Yes	1,105	64	45	26	6	58	0	2	34	28	3	13	48	40	17	6	1	0	0	1	0	0	38	1	12	4	51	8
	71.9%	86.5%	75.0%	72.2%	75.0%	89.2%	0.0%	40.0%	87.2%	93.3%	100.0%	86.7%	85.7%	88.9%	81.0%	85.7%	50.0%	---	0.0%	50.0%	---	0.0%	97.4%	100.0%	85.7%	100.0%	86.4%	80.0%
No	432	10	15	10	2	7	1	3	5	2	0	2	8	5	4	1	1	0	2	1	0	1	1	0	2	0	8	2
	28.1%	13.5%	25.0%	27.8%	25.0%	10.8%	100.0%	60.0%	12.8%	6.7%	0.0%	13.3%	14.3%	11.1%	19.0%	14.3%	50.0%	---	100.0%	50.0%	---	100.0%	2.6%	0.0%	14.3%	0.0%	13.6%	20.0%
Significantly different from column:*		A																										

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 31

In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

Base: All respondents whose child has a personal doctor, visited their personal doctor to get care, and is able to talk with his/her doctors (Q25, Q26, & Q30)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,105	64	45	26	6	58	0	2	34	28	3	13	48	40	17	6	1	0	0	1	0	0	38	1	12	4	51	8
Number missing or multiple answer	5	1	0	0	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,100	63	45	26	6	57	0	2	33	28	3	13	47	39	17	6	1	0	0	1	0	0	38	1	12	4	50	8
	99.5%	98.4%	100.0%	100.0%	100.0%	98.3%	---	100.0%	97.1%	100.0%	100.0%	100.0%	97.9%	97.5%	100.0%	100.0%	100.0%	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	98.0%	100.0%
Never	6	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	0.0%	3.8%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	50	3	5	4	1	2	0	0	2	1	0	1	2	2	0	1	0	0	0	0	0	0	1	0	1	0	2	1
	4.5%	4.8%	11.1%	15.4%	16.7%	3.5%	---	0.0%	6.1%	3.6%	0.0%	7.7%	4.3%	5.1%	0.0%	16.7%	0.0%	---	---	0.0%	---	---	2.6%	0.0%	8.3%	0.0%	4.0%	12.5%
Usually	245	18	13	4	0	18	0	0	7	11	0	3	15	10	5	2	0	0	0	0	0	0	13	0	4	1	12	5
	22.3%	28.6%	28.9%	15.4%	0.0%	31.6%	---	0.0%	21.2%	39.3%	0.0%	23.1%	31.9%	25.6%	29.4%	33.3%	0.0%	---	---	0.0%	---	---	34.2%	0.0%	33.3%	25.0%	24.0%	62.5%
Always	799	42	27	17	5	37	0	2	24	16	3	9	30	27	12	3	1	0	0	1	0	0	24	1	7	3	36	2
	72.6%	66.7%	60.0%	65.4%	83.3%	64.9%	---	100.0%	72.7%	57.1%	100.0%	69.2%	63.8%	69.2%	70.6%	50.0%	100.0%	---	---	100.0%	---	---	63.2%	100.0%	58.3%	75.0%	72.0%	25.0%
Significantly different from column:*																												
Usually or Always	1,044	60	40	21	5	55	0	2	31	27	3	12	45	37	17	5	1	0	0	1	0	0	37	1	11	4	48	7
	94.9%	95.2%	88.9%	80.8%	83.3%	96.5%	---	100.0%	93.9%	96.4%	100.0%	92.3%	95.7%	94.9%	100.0%	83.3%	100.0%	---	---	100.0%	---	---	97.4%	100.0%	91.7%	100.0%	96.0%	87.5%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 32

In the last 6 months, how often did your child's personal doctor spend enough time with your child?

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)										Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,548	77	63	37	8	68	1	5	40	32	3	15	59	48	21	7	2	0	2	2	0	1	41	1	15	4	62	10	
Number missing or multiple answer	10	1	1	1	0	1	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,538	76	62	36	8	67	1	5	40	31	3	15	58	47	21	7	2	0	2	2	0	1	40	1	15	4	61	10	
	99.4%	98.7%	98.4%	97.3%	100.0%	98.5%	100.0%	100.0%	100.0%	96.9%	100.0%	100.0%	98.3%	97.9%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	97.6%	---	100.0%	100.0%	98.4%	100.0%	
Never	23	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	1.5%	0.0%	1.6%	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Sometimes	107	4	8	3	1	3	0	0	2	2	0	2	2	1	2	1	0	0	1	0	0	0	3	0	0	0	4	0	
	7.0%	5.3%	12.9%	8.3%	12.5%	4.5%	0.0%	0.0%	5.0%	6.5%	0.0%	13.3%	3.4%	2.1%	9.5%	14.3%	0.0%	---	50.0%	0.0%	---	0.0%	7.5%	0.0%	0.0%	0.0%	6.6%	0.0%	
Usually	315	20	11	6	1	19	0	2	9	9	1	3	16	10	7	3	0	0	1	0	0	9	0	6	1	15	3		
	20.5%	26.3%	17.7%	16.7%	12.5%	28.4%	0.0%	40.0%	22.5%	29.0%	33.3%	20.0%	27.6%	21.3%	33.3%	42.9%	0.0%	---	50.0%	0.0%	---	0.0%	22.5%	0.0%	40.0%	25.0%	24.6%	30.0%	
Always	1,093	52	42	26	6	45	1	3	29	20	2	10	40	36	12	3	2	0	2	0	1	28	1	9	3	42	7		
	71.1%	68.4%	67.7%	72.2%	75.0%	67.2%	100.0%	60.0%	72.5%	64.5%	66.7%	66.7%	69.0%	76.6%	57.1%	42.9%	100.0%	---	0.0%	100.0%	---	100.0%	70.0%	100.0%	60.0%	75.0%	68.9%	70.0%	
Significantly different from column:*																													
Usually or Always	1,408	72	53	32	7	64	1	5	38	29	3	13	56	46	19	6	2	0	1	2	0	1	37	1	15	4	57	10	
	91.5%	94.7%	85.5%	88.9%	87.5%	95.5%	100.0%	100.0%	95.0%	93.5%	100.0%	86.7%	96.6%	97.9%	90.5%	85.7%	100.0%	---	50.0%	100.0%	---	100.0%	92.5%	100.0%	100.0%	100.0%	93.4%	100.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 33

In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,548	77	63	37	8	68	1	5	40	32	3	15	59	48	21	7	2	0	2	2	0	1	41	1	15	4	62	10	
Number missing or multiple answer	12	1	1	1	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,536	76	62	36	8	67	1	5	40	31	3	15	58	47	21	7	2	0	2	2	0	1	40	1	15	4	61	10	
	99.2%	98.7%	98.4%	97.3%	100.0%	98.5%	100.0%	100.0%	100.0%	96.9%	100.0%	100.0%	98.3%	97.9%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	97.6%	---	100.0%	100.0%	98.4%	100.0%	
Yes	1,363	67	56	30	6	60	1	5	38	24	3	11	53	43	18	6	2	0	2	2	0	1	34	1	13	4	54	8	
	88.7%	88.2%	90.3%	83.3%	75.0%	89.6%	100.0%	100.0%	95.0%	77.4%	100.0%	73.3%	91.4%	91.5%	85.7%	85.7%	100.0%	---	100.0%	100.0%	---	100.0%	85.0%	100.0%	86.7%	100.0%	88.5%	80.0%	
No	173	9	6	6	2	7	0	0	2	7	0	4	5	4	3	1	0	0	0	0	0	0	6	0	2	0	7	2	
	11.3%	11.8%	9.7%	16.7%	25.0%	10.4%	0.0%	0.0%	5.0%	22.6%	0.0%	26.7%	8.6%	8.5%	14.3%	14.3%	0.0%	---	0.0%	0.0%	---	0.0%	15.0%	0.0%	13.3%	0.0%	11.5%	20.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 34

In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,548	77	63	37	8	68	1	5	40	32	3	15	59	48	21	7	2	0	2	2	0	1	41	1	15	4	62	10
Number missing or multiple answer	7	2	1	0	0	2	0	0	0	2	0	0	2	2	0	0	0	0	0	1	0	0	1	0	0	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,541	75	62	37	8	66	1	5	40	30	3	15	57	46	21	7	2	0	2	1	0	1	40	1	15	4	60	10
	99.5%	97.4%	98.4%	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%	93.8%	100.0%	100.0%	96.6%	95.8%	100.0%	100.0%	100.0%	---	100.0%	50.0%	---	100.0%	97.6%	---	100.0%	100.0%	96.8%	100.0%
Yes	867	39	35	27	3	36	0	3	18	18	1	7	31	22	10	7	0	0	1	0	0	0	23	1	7	3	27	8
	56.3%	52.0%	56.5%	73.0%	37.5%	54.5%	0.0%	60.0%	45.0%	60.0%	33.3%	46.7%	54.4%	47.8%	47.6%	100.0%	0.0%	---	50.0%	0.0%	---	0.0%	57.5%	100.0%	46.7%	75.0%	45.0%	80.0%
No	674	36	27	10	5	30	1	2	22	12	2	8	26	24	11	0	2	0	1	1	0	1	17	0	8	1	33	2
	43.7%	48.0%	43.5%	27.0%	62.5%	45.5%	100.0%	40.0%	55.0%	40.0%	66.7%	53.3%	45.6%	52.2%	52.4%	0.0%	100.0%	---	50.0%	100.0%	---	100.0%	42.5%	0.0%	53.3%	25.0%	55.0%	20.0%
Significantly different from column:*		D																									AB	AA

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 35

In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?

Base: All respondents whose child has a personal doctor, visited their personal doctor, and got care from a doctor/health care provider besides his/her personal doctor (Q25, Q26, & Q34)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	867	39	35	27	3	36	0	3	18	18	1	7	31	22	10	7	0	0	1	0	0	0	23	1	7	3	27	8	
Number missing or multiple answer	21	2	2	0	0	2	0	0	1	1	0	0	2	1	0	1	0	0	0	0	0	0	1	0	1	0	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	846	37	33	27	3	34	0	3	17	17	1	7	29	21	10	6	0	0	1	0	0	0	22	1	6	3	25	8	
	97.6%	94.9%	94.3%	100.0%	100.0%	94.4%	---	100.0%	94.4%	94.4%	100.0%	100.0%	93.5%	95.5%	100.0%	85.7%	---	---	100.0%	---	---	---	95.7%	---	85.7%	100.0%	92.6%	100.0%	
Never	47	4	4	3	1	3	0	0	3	1	0	0	4	3	1	0	0	0	1	0	0	0	2	0	1	0	3	0	
	5.6%	10.8%	12.1%	11.1%	33.3%	8.8%	---	0.0%	17.6%	5.9%	0.0%	0.0%	13.8%	14.3%	10.0%	0.0%	---	---	100.0%	---	---	---	9.1%	0.0%	16.7%	0.0%	12.0%	0.0%	
Sometimes	102	5	6	2	1	4	0	0	2	3	0	1	4	4	1	0	0	0	0	0	0	0	4	0	0	0	1	3	1
	12.1%	13.5%	18.2%	7.4%	33.3%	11.8%	---	0.0%	11.8%	17.6%	0.0%	14.3%	13.8%	19.0%	10.0%	0.0%	---	---	0.0%	---	---	---	18.2%	0.0%	0.0%	33.3%	12.0%	12.5%	
Usually	250	7	13	5	0	7	0	0	3	4	0	1	6	3	1	3	0	0	0	0	0	0	5	0	1	1	2	4	
	29.6%	18.9%	39.4%	18.5%	0.0%	20.6%	---	0.0%	17.6%	23.5%	0.0%	14.3%	20.7%	14.3%	10.0%	50.0%	---	---	0.0%	---	---	---	22.7%	0.0%	16.7%	33.3%	8.0%	50.0%	
Always	447	21	10	17	1	20	0	3	9	9	1	5	15	11	7	3	0	0	0	0	0	0	11	1	4	1	17	3	
	52.8%	56.8%	30.3%	63.0%	33.3%	58.8%	---	100.0%	52.9%	52.9%	100.0%	71.4%	51.7%	52.4%	70.0%	50.0%	---	---	0.0%	---	---	---	50.0%	100.0%	66.7%	33.3%	68.0%	37.5%	
Significantly different from column:*		C																											
Usually or Always	697	28	23	22	1	27	0	3	12	13	1	6	21	14	8	6	0	0	0	0	0	0	16	1	5	2	19	7	
	82.4%	75.7%	69.7%	81.5%	33.3%	79.4%	---	100.0%	70.6%	76.5%	100.0%	85.7%	72.4%	66.7%	80.0%	100.0%	---	---	0.0%	---	---	---	72.7%	100.0%	83.3%	66.7%	76.0%	87.5%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 36

Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

Base: All respondents whose child has a personal doctor (Q25)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)										Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,130	105	78	50	13	89	3	9	50	46	6	23	76	62	33	9	5	0	2	6	0	1	51	1	21	19	72	13	
Number missing or multiple answer	44	4	0	0	1	3	0	0	2	2	0	0	4	2	1	1	1	0	0	0	0	0	2	0	1	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	2,086	101	78	50	12	86	3	9	48	44	6	23	72	60	32	8	4	0	2	6	0	1	49	1	20	18	69	13	
	97.9%	96.2%	100.0%	100.0%	92.3%	96.6%	100.0%	100.0%	96.0%	95.7%	100.0%	100.0%	94.7%	96.8%	97.0%	88.9%	80.0%	---	100.0%	100.0%	---	100.0%	96.1%	---	95.2%	94.7%	95.8%	100.0%	
0 Worst personal doctor possible	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	5	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
	0.2%	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	13	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
	0.6%	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
4	14	1	0	1	0	1	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0	
	0.7%	1.0%	0.0%	2.0%	0.0%	1.2%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	1.4%	1.7%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	5.0%	0.0%	1.4%	0.0%	
5	59	7	2	2	1	6	0	0	3	4	0	2	5	3	2	2	0	0	0	2	0	0	3	0	1	2	5	0	
	2.8%	6.9%	2.6%	4.0%	8.3%	7.0%	0.0%	0.0%	6.3%	9.1%	0.0%	8.7%	6.9%	5.0%	6.3%	25.0%	0.0%	---	0.0%	33.3%	---	0.0%	6.1%	0.0%	5.0%	11.1%	7.2%	0.0%	
6	52	3	2	2	0	3	0	0	1	2	0	0	3	3	0	0	0	0	0	0	0	0	3	0	0	0	3	0	
	2.5%	3.0%	2.6%	4.0%	0.0%	3.5%	0.0%	0.0%	2.1%	4.5%	0.0%	0.0%	4.2%	5.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	6.1%	0.0%	0.0%	0.0%	4.3%	0.0%	
7	126	7	7	3	2	5	0	0	3	4	1	2	4	4	3	0	0	0	0	1	0	0	2	0	2	0	7	0	
	6.0%	6.9%	9.0%	6.0%	16.7%	5.8%	0.0%	0.0%	6.3%	9.1%	16.7%	8.7%	5.6%	6.7%	9.4%	0.0%	0.0%	---	0.0%	16.7%	---	0.0%	4.1%	0.0%	10.0%	0.0%	10.1%	0.0%	
8	293	12	12	7	1	11	0	1	6	5	0	1	11	5	6	1	2	0	1	2	0	0	5	0	0	0	10	2	
	14.0%	11.9%	15.4%	14.0%	8.3%	12.8%	0.0%	11.1%	12.5%	11.4%	0.0%	4.3%	15.3%	8.3%	18.8%	12.5%	50.0%	---	50.0%	33.3%	---	0.0%	10.2%	0.0%	0.0%	0.0%	14.5%	15.4%	
9	420	17	17	12	1	16	0	2	11	4	0	1	16	11	5	1	0	0	1	0	0	8	0	5	2	11	3		
	20.1%	16.8%	21.8%	24.0%	8.3%	18.6%	0.0%	22.2%	22.9%	9.1%	0.0%	4.3%	22.2%	18.3%	15.6%	12.5%	0.0%	---	50.0%	0.0%	---	0.0%	16.3%	0.0%	25.0%	11.1%	15.9%	23.1%	
10 Best personal doctor possible	1,099	54	36	22	7	44	3	6	24	24	5	17	32	33	16	4	2	0	0	1	0	1	28	1	11	14	32	8	
	52.7%	53.5%	46.2%	44.0%	58.3%	51.2%	100.0%	66.7%	50.0%	54.5%	83.3%	73.9%	44.4%	55.0%	50.0%	50.0%	50.0%	---	0.0%	16.7%	---	100.0%	57.1%	100.0%	55.0%	77.8%	46.4%	61.5%	

NA - There is no "no experience" category for this question.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 36

Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

Base: All respondents whose child has a personal doctor (Q25)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,130	105	78	50	13	89	3	9	50	46	6	23	76	62	33	9	5	0	2	6	0	1	51	1	21	19	72	13
Number missing or multiple answer	44	4	0	0	1	3	0	0	2	2	0	0	4	2	1	1	1	0	0	0	0	2	0	1	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	2,086	101	78	50	12	86	3	9	48	44	6	23	72	60	32	8	4	0	2	6	0	1	49	1	20	18	69	13
	97.9%	96.2%	100.0%	100.0%	92.3%	96.6%	100.0%	100.0%	96.0%	95.7%	100.0%	100.0%	94.7%	96.8%	97.0%	88.9%	80.0%	---	100.0%	100.0%	---	100.0%	96.1%	---	95.2%	94.7%	95.8%	100.0%
0 to 4	37	1	2	2	0	1	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0
	1.8%	1.0%	2.6%	4.0%	0.0%	1.2%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	1.4%	1.7%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	5.0%	0.0%	1.4%	0.0%
5	59	7	2	2	1	6	0	0	3	4	0	2	5	3	2	2	0	0	0	2	0	0	3	0	1	2	5	0
	2.8%	6.9%	2.6%	4.0%	8.3%	7.0%	0.0%	0.0%	6.3%	9.1%	0.0%	8.7%	6.9%	5.0%	6.3%	25.0%	0.0%	---	0.0%	33.3%	---	0.0%	6.1%	0.0%	5.0%	11.1%	7.2%	0.0%
6 or 7	178	10	9	5	2	8	0	0	4	6	1	2	7	7	3	0	0	0	1	0	0	5	0	2	0	10	0	
	8.5%	9.9%	11.5%	10.0%	16.7%	9.3%	0.0%	0.0%	8.3%	13.6%	16.7%	8.7%	9.7%	11.7%	9.4%	0.0%	0.0%	---	0.0%	16.7%	---	0.0%	10.2%	0.0%	10.0%	0.0%	14.5%	0.0%
8 to 10	1,812	83	65	41	9	71	3	9	41	33	5	19	59	49	27	6	4	0	2	3	0	1	41	1	16	16	53	13
	86.9%	82.2%	83.3%	82.0%	75.0%	82.6%	100.0%	100.0%	85.4%	75.0%	83.3%	82.6%	81.9%	81.7%	84.4%	75.0%	100.0%	---	100.0%	50.0%	---	100.0%	83.7%	100.0%	80.0%	88.9%	76.8%	100.0%
Significantly different from column:*																												
0 to 6	148	11	6	6	1	10	0	0	4	7	0	2	9	7	2	2	0	0	2	0	0	6	0	2	2	9	0	
	7.1%	10.9%	7.7%	12.0%	8.3%	11.6%	0.0%	0.0%	8.3%	15.9%	0.0%	8.7%	12.5%	11.7%	6.3%	25.0%	0.0%	---	0.0%	33.3%	---	0.0%	12.2%	0.0%	10.0%	11.1%	13.0%	0.0%
7 to 8	419	19	19	10	3	16	0	1	9	9	1	3	15	9	9	1	2	0	1	3	0	7	0	2	0	17	2	
	20.1%	18.8%	24.4%	20.0%	25.0%	18.6%	0.0%	11.1%	18.8%	20.5%	16.7%	13.0%	20.8%	15.0%	28.1%	12.5%	50.0%	---	50.0%	50.0%	---	0.0%	14.3%	0.0%	10.0%	0.0%	24.6%	15.4%
9 to 10	1,519	71	53	34	8	60	3	8	35	28	5	18	48	44	21	5	2	0	1	1	0	36	1	16	16	43	11	
	72.8%	70.3%	67.9%	68.0%	66.7%	69.8%	100.0%	88.9%	72.9%	63.6%	83.3%	78.3%	66.7%	73.3%	65.6%	62.5%	50.0%	---	50.0%	16.7%	---	100.0%	73.5%	100.0%	80.0%	88.9%	62.3%	84.6%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 37

Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

Base: All respondents whose child has a personal doctor (Q25)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,130	105	78	50	13	89	3	9	50	46	6	23	76	62	33	9	5	0	2	6	0	1	51	1	21	19	72	13
Number missing or multiple answer	29	1	0	0	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,101	104	78	50	13	88	3	9	50	45	6	23	75	61	33	9	5	0	2	5	0	1	51	1	21	19	71	13
	98.6%	99.0%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	100.0%	97.8%	100.0%	100.0%	98.7%	98.4%	100.0%	100.0%	100.0%	---	100.0%	83.3%	---	100.0%	100.0%	---	100.0%	100.0%	98.6%	100.0%
Yes	1,627	90	62	42	11	76	3	6	46	38	3	21	66	51	29	9	4	0	1	2	0	1	46	1	20	16	60	13
	77.4%	86.5%	79.5%	84.0%	84.6%	86.4%	100.0%	66.7%	92.0%	84.4%	50.0%	91.3%	88.0%	83.6%	87.9%	100.0%	80.0%	---	50.0%	40.0%	---	100.0%	90.2%	100.0%	95.2%	84.2%	84.5%	100.0%
No	474	14	16	8	2	12	0	3	4	7	3	2	9	10	4	0	1	0	1	3	0	0	5	0	1	3	11	0
	22.6%	13.5%	20.5%	16.0%	15.4%	13.6%	0.0%	33.3%	8.0%	15.6%	50.0%	8.7%	12.0%	16.4%	12.1%	0.0%	20.0%	---	50.0%	60.0%	---	0.0%	9.8%	0.0%	4.8%	15.8%	15.5%	0.0%
Significantly different from column:*		A																										

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 38

Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that has lasted for more than 3 months (Q25 & Q37)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,627	90	62	42	11	76	3	6	46	38	3	21	66	51	29	9	4	0	1	2	0	1	46	1	20	16	60	13
Number missing or multiple answer	43	3	1	2	0	3	0	0	3	0	0	0	3	3	0	0	1	0	0	0	0	2	0	0	1	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,584	87	61	40	11	73	3	6	43	38	3	21	63	48	29	9	3	0	1	2	0	1	44	1	20	15	59	13
	97.4%	96.7%	98.4%	95.2%	100.0%	96.1%	100.0%	100.0%	93.5%	100.0%	100.0%	100.0%	95.5%	94.1%	100.0%	100.0%	75.0%	---	100.0%	100.0%	---	100.0%	95.7%	---	100.0%	93.8%	98.3%	100.0%
Yes	1,453	73	54	34	9	61	3	5	40	28	3	19	51	39	26	7	2	0	1	1	0	1	37	1	15	13	48	12
	91.7%	83.9%	88.5%	85.0%	81.8%	83.6%	100.0%	83.3%	93.0%	73.7%	100.0%	90.5%	81.0%	81.3%	89.7%	77.8%	66.7%	---	100.0%	50.0%	---	100.0%	84.1%	100.0%	75.0%	86.7%	81.4%	92.3%
No	131	14	7	6	2	12	0	1	3	10	0	2	12	9	3	2	1	0	0	1	0	0	7	0	5	2	11	1
	8.3%	16.1%	11.5%	15.0%	18.2%	16.4%	0.0%	16.7%	7.0%	26.3%	0.0%	9.5%	19.0%	18.8%	10.3%	22.2%	33.3%	---	0.0%	50.0%	---	0.0%	15.9%	0.0%	25.0%	13.3%	18.6%	7.7%
Significantly different from column:*		A							J	I																		

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 39

Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that has lasted for more than 3 months (Q25 & Q37)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,627	90	62	42	11	76	3	6	46	38	3	21	66	51	29	9	4	0	1	2	0	1	46	1	20	16	60	13
Number missing or multiple answer	40	1	1	2	0	1	0	0	1	0	0	0	1	1	0	0	1	0	0	0	0	0	0	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,587	89	61	40	11	75	3	6	45	38	3	21	65	50	29	9	3	0	1	2	0	1	46	1	20	15	60	13
	97.5%	98.9%	98.4%	95.2%	100.0%	98.7%	100.0%	100.0%	97.8%	100.0%	100.0%	100.0%	98.5%	98.0%	100.0%	100.0%	75.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	93.8%	100.0%	100.0%
Yes	1,403	72	51	31	9	60	3	5	39	28	3	19	50	40	24	7	2	0	1	0	0	1	37	1	15	13	47	12
	88.4%	80.9%	83.6%	77.5%	81.8%	80.0%	100.0%	83.3%	86.7%	73.7%	100.0%	90.5%	76.9%	80.0%	82.8%	77.8%	66.7%	---	100.0%	0.0%	---	100.0%	80.4%	100.0%	75.0%	86.7%	78.3%	92.3%
No	184	17	10	9	2	15	0	1	6	10	0	2	15	10	5	2	1	0	0	2	0	0	9	0	5	2	13	1
	11.6%	19.1%	16.4%	22.5%	18.2%	20.0%	0.0%	16.7%	13.3%	26.3%	0.0%	9.5%	23.1%	20.0%	17.2%	22.2%	33.3%	---	0.0%	100.0%	---	0.0%	19.6%	0.0%	25.0%	13.3%	21.7%	7.7%
Significantly different from column:*		A																										

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 40

In the last 6 months, did you make any appointments for your child with a specialist?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
Number missing or multiple answer	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,268	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	840	38	29	26	3	35	0	3	19	16	4	6	28	18	13	7	0	0	0	2	0	0	19	1	8	6	23	9
	37.0%	33.9%	34.9%	50.0%	21.4%	36.8%	0.0%	33.3%	37.3%	30.8%	57.1%	26.1%	34.1%	27.7%	37.1%	63.6%	0.0%	---	0.0%	33.3%	---	0.0%	33.3%	100.0%	38.1%	26.1%	31.5%	60.0%
No	1,428	74	54	26	11	60	3	6	32	36	3	17	54	47	22	4	5	0	2	4	0	1	38	0	13	17	50	6
	63.0%	66.1%	65.1%	50.0%	78.6%	63.2%	100.0%	66.7%	62.7%	69.2%	42.9%	73.9%	65.9%	72.3%	62.9%	36.4%	100.0%	---	100.0%	66.7%	---	100.0%	66.7%	0.0%	61.9%	73.9%	68.5%	40.0%
Significantly different from column:*		D																								AB	AB	AA,Z

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 41

In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?

Base: All respondents who made an appointment for their child to see a specialist (Q40)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	840	38	29	26	3	35	0	3	19	16	4	6	28	18	13	7	0	0	0	2	0	0	19	1	8	6	23	9
Number missing or multiple answer	4	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	836	38	29	25	3	35	0	3	19	16	4	6	28	18	13	7	0	0	0	2	0	0	19	1	8	6	23	9
	99.5%	100.0%	100.0%	96.2%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Never	44	2	5	0	0	2	0	0	1	1	0	0	2	1	0	1	0	0	0	0	0	0	2	0	0	0	2	0
	5.3%	5.3%	17.2%	0.0%	0.0%	5.7%	---	0.0%	5.3%	6.3%	0.0%	0.0%	7.1%	5.6%	0.0%	14.3%	---	---	---	0.0%	---	---	10.5%	0.0%	0.0%	0.0%	8.7%	0.0%
Sometimes	163	6	7	1	1	5	0	0	3	3	1	0	5	3	3	0	0	0	1	0	0	0	3	0	0	3	3	0
	19.5%	15.8%	24.1%	4.0%	33.3%	14.3%	---	0.0%	15.8%	18.8%	25.0%	0.0%	17.9%	16.7%	23.1%	0.0%	---	---	---	50.0%	---	---	15.8%	0.0%	0.0%	50.0%	13.0%	0.0%
Usually	251	10	12	7	0	10	0	0	6	4	1	1	8	4	5	1	0	0	1	0	0	5	0	2	1	5	4	
	30.0%	26.3%	41.4%	28.0%	0.0%	28.6%	---	0.0%	31.6%	25.0%	25.0%	16.7%	28.6%	22.2%	38.5%	14.3%	---	---	---	50.0%	---	---	26.3%	0.0%	25.0%	16.7%	21.7%	44.4%
Always	378	20	5	17	2	18	0	3	9	8	2	5	13	10	5	5	0	0	0	0	0	9	1	6	2	13	5	
	45.2%	52.6%	17.2%	68.0%	66.7%	51.4%	---	100.0%	47.4%	50.0%	50.0%	83.3%	46.4%	55.6%	38.5%	71.4%	---	---	---	0.0%	---	---	47.4%	100.0%	75.0%	33.3%	56.5%	55.6%
Significantly different from column:*		C																										
Usually or Always	629	30	17	24	2	28	0	3	15	12	3	6	21	14	10	6	0	0	0	1	0	0	14	1	8	3	18	9
	75.2%	78.9%	58.6%	96.0%	66.7%	80.0%	---	100.0%	78.9%	75.0%	75.0%	100.0%	75.0%	77.8%	76.9%	85.7%	---	---	---	50.0%	---	---	73.7%	100.0%	100.0%	50.0%	78.3%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 42

How many specialists has your child talked to in the last 6 months?

Base: All respondents who made an appointment for their child to see a specialist (Q40)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	840	38	29	26	3	35	0	3	19	16	4	6	28	18	13	7	0	0	0	2	0	0	19	1	8	6	23	9
Number missing or multiple answer	13	1	0	0	0	1	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	827	37	29	26	3	34	0	2	19	16	4	5	28	18	13	6	0	0	0	2	0	0	19	1	8	6	23	8
	98.5%	97.4%	100.0%	100.0%	100.0%	97.1%	---	66.7%	100.0%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	85.7%	---	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	88.9%
None	45	3	5	1	0	3	0	0	1	2	1	0	2	1	1	1	0	0	0	1	0	0	2	0	0	0	3	0
	5.4%	8.1%	17.2%	3.8%	0.0%	8.8%	---	0.0%	5.3%	12.5%	25.0%	0.0%	7.1%	5.6%	7.7%	16.7%	---	---	---	50.0%	---	---	10.5%	0.0%	0.0%	0.0%	13.0%	0.0%
1 specialist	428	20	12	14	2	18	0	2	11	7	3	3	14	10	9	1	0	0	0	0	0	0	9	1	4	4	14	2
	51.8%	54.1%	41.4%	53.8%	66.7%	52.9%	---	100.0%	57.9%	43.8%	75.0%	60.0%	50.0%	55.6%	69.2%	16.7%	---	---	---	0.0%	---	---	47.4%	100.0%	50.0%	66.7%	60.9%	25.0%
2	194	9	5	9	0	9	0	0	6	3	0	1	8	6	2	1	0	0	0	1	0	0	7	0	1	2	6	1
	23.5%	24.3%	17.2%	34.6%	0.0%	26.5%	---	0.0%	31.6%	18.8%	0.0%	20.0%	28.6%	33.3%	15.4%	16.7%	---	---	---	50.0%	---	---	36.8%	0.0%	12.5%	33.3%	26.1%	12.5%
3	85	3	6	0	0	3	0	0	1	2	0	0	3	0	1	2	0	0	0	0	0	0	0	0	3	0	0	3
	10.3%	8.1%	20.7%	0.0%	0.0%	8.8%	---	0.0%	5.3%	12.5%	0.0%	0.0%	10.7%	0.0%	7.7%	33.3%	---	---	---	0.0%	---	---	0.0%	0.0%	37.5%	0.0%	0.0%	37.5%
4	36	1	0	1	0	1	0	0	0	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
	4.4%	2.7%	0.0%	3.8%	0.0%	2.9%	---	0.0%	0.0%	6.3%	0.0%	20.0%	0.0%	0.0%	0.0%	16.7%	---	---	---	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%
5 or more specialists	39	1	1	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
	4.7%	2.7%	3.4%	3.8%	33.3%	0.0%	---	0.0%	0.0%	6.3%	0.0%	0.0%	3.6%	5.6%	0.0%	0.0%	---	---	---	0.0%	---	---	5.3%	0.0%	0.0%	0.0%	0.0%	12.5%
3 or more specialists	160	5	7	2	1	4	0	0	1	4	0	1	4	1	1	3	0	0	0	0	0	0	1	0	3	0	0	5
	19.3%	13.5%	24.1%	7.7%	33.3%	11.8%	---	0.0%	5.3%	25.0%	0.0%	20.0%	14.3%	5.6%	7.7%	50.0%	---	---	---	0.0%	---	---	5.3%	0.0%	37.5%	0.0%	0.0%	62.5%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 43

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

Base: All respondents whose child saw a specialist (Q40 & Q42)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	782	34	24	25	3	31	0	2	18	14	3	5	26	17	12	5	0	0	0	1	0	0	17	1	8	6	20	8
Number missing or multiple answer	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	776	34	24	25	3	31	0	2	18	14	3	5	26	17	12	5	0	0	0	1	0	0	17	1	8	6	20	8
	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
0 Worst specialist possible	4	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	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%
1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	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%
2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	---	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	10	2	0	0	0	2	---	0	2	0	1	0	1	2	0	0	0	0	0	0	0	0	0	0	1	0	2	0
	1.3%	5.9%	0.0%	0.0%	0.0%	6.5%	---	0.0%	11.1%	0.0%	33.3%	0.0%	3.8%	11.8%	0.0%	0.0%	---	---	---	0.0%	---	---	0.0%	0.0%	12.5%	0.0%	10.0%	0.0%
4	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
	0.5%	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%
5	32	1	0	1	0	1	---	0	1	0	0	0	1	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0
	4.1%	2.9%	0.0%	4.0%	0.0%	3.2%	---	0.0%	5.6%	0.0%	0.0%	0.0%	3.8%	0.0%	8.3%	0.0%	---	---	100.0%	---	---	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	
6	26	3	1	0	0	3	---	0	1	2	0	1	2	1	1	1	0	0	0	0	0	0	1	0	0	2	0	1
	3.4%	8.8%	4.2%	0.0%	0.0%	9.7%	---	0.0%	5.6%	14.3%	0.0%	20.0%	7.7%	5.9%	8.3%	20.0%	---	---	---	0.0%	---	---	5.9%	0.0%	0.0%	33.3%	0.0%	12.5%
7	59	2	1	3	0	2	---	0	1	1	0	0	2	1	1	0	0	0	0	0	0	0	2	0	0	0	2	0
	7.6%	5.9%	4.2%	12.0%	0.0%	6.5%	---	0.0%	5.6%	7.1%	0.0%	0.0%	7.7%	5.9%	8.3%	0.0%	---	---	---	0.0%	---	---	11.8%	0.0%	0.0%	0.0%	10.0%	0.0%
8	149	7	8	2	1	6	---	0	3	3	1	0	6	3	2	2	0	0	0	0	0	0	5	0	2	1	3	3
	19.2%	20.6%	33.3%	8.0%	33.3%	19.4%	---	50.0%	16.7%	21.4%	33.3%	0.0%	23.1%	17.6%	16.7%	40.0%	---	---	---	0.0%	---	---	29.4%	0.0%	25.0%	16.7%	15.0%	37.5%
9	159	5	6	2	0	5	---	0	4	1	0	0	5	3	2	0	0	0	0	0	0	0	3	0	1	0	4	1
	20.5%	14.7%	25.0%	8.0%	0.0%	16.1%	---	0.0%	22.2%	7.1%	0.0%	0.0%	19.2%	17.6%	16.7%	0.0%	---	---	---	0.0%	---	---	17.6%	0.0%	12.5%	0.0%	20.0%	12.5%
10 Best specialist possible	328	14	8	16	2	12	---	1	6	7	1	4	9	7	5	2	0	0	0	0	0	0	6	1	4	3	8	3
	42.3%	41.2%	33.3%	64.0%	66.7%	38.7%	---	50.0%	33.3%	50.0%	33.3%	80.0%	34.6%	41.2%	41.7%	40.0%	---	---	---	0.0%	---	---	35.3%	100.0%	50.0%	50.0%	40.0%	37.5%

NA - There is no "no experience" category for this question.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 43

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

Base: All respondents whose child saw a specialist (Q40 & Q42)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	782	34	24	25	3	31	0	2	18	14	3	5	26	17	12	5	0	0	0	1	0	0	17	1	8	6	20	8	
Number missing or multiple answer	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	776	34	24	25	3	31	0	2	18	14	3	5	26	17	12	5	0	0	0	1	0	0	17	1	8	6	20	8	
	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	
0 to 4	23	2	0	1	0	2	0	0	2	0	1	0	1	2	0	0	0	0	0	0	0	0	0	0	0	1	0	2	0
	3.0%	5.9%	0.0%	4.0%	0.0%	6.5%	---	0.0%	11.1%	0.0%	33.3%	0.0%	3.8%	11.8%	0.0%	0.0%	---	---	---	0.0%	---	---	0.0%	0.0%	12.5%	0.0%	10.0%	0.0%	
5	32	1	0	1	0	1	0	0	1	0	0	0	1	0	1	0	0	0	0	1	0	0	0	0	0	0	0	1	0
	4.1%	2.9%	0.0%	4.0%	0.0%	3.2%	---	0.0%	5.6%	0.0%	0.0%	0.0%	3.8%	0.0%	8.3%	0.0%	---	---	---	100.0%	---	---	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	
6 or 7	85	5	2	3	0	5	0	0	2	3	0	1	4	2	2	1	0	0	0	0	0	0	3	0	0	2	2	1	
	11.0%	14.7%	8.3%	12.0%	0.0%	16.1%	---	0.0%	11.1%	21.4%	0.0%	20.0%	15.4%	11.8%	16.7%	20.0%	---	---	---	0.0%	---	---	17.6%	0.0%	0.0%	33.3%	10.0%	12.5%	
8 to 10	636	26	22	20	3	23	0	2	13	11	2	4	20	13	9	4	0	0	0	0	0	0	14	1	7	4	15	7	
	82.0%	76.5%	91.7%	80.0%	100.0%	74.2%	---	100.0%	72.2%	78.6%	66.7%	80.0%	76.9%	76.5%	75.0%	80.0%	---	---	---	0.0%	---	---	82.4%	100.0%	87.5%	66.7%	75.0%	87.5%	
Significantly different from column:*																													
0 to 6	81	6	1	2	0	6	0	0	4	2	1	1	4	3	2	1	0	0	0	1	0	0	1	0	1	2	3	1	
	10.4%	17.6%	4.2%	8.0%	0.0%	19.4%	---	0.0%	22.2%	14.3%	33.3%	20.0%	15.4%	17.6%	16.7%	20.0%	---	---	---	100.0%	---	---	5.9%	0.0%	12.5%	33.3%	15.0%	12.5%	
7 to 8	208	9	9	5	1	8	0	1	4	4	1	0	8	4	3	2	0	0	0	0	0	0	7	0	2	1	5	3	
	26.8%	26.5%	37.5%	20.0%	33.3%	25.8%	---	50.0%	22.2%	28.6%	33.3%	0.0%	30.8%	23.5%	25.0%	40.0%	---	---	---	0.0%	---	---	41.2%	0.0%	25.0%	16.7%	25.0%	37.5%	
9 to 10	487	19	14	18	2	17	0	1	10	8	1	4	14	10	7	2	0	0	0	0	0	0	9	1	5	3	12	4	
	62.8%	55.9%	58.3%	72.0%	66.7%	54.8%	---	50.0%	55.6%	57.1%	33.3%	80.0%	53.8%	58.8%	58.3%	40.0%	---	---	---	0.0%	---	---	52.9%	100.0%	62.5%	50.0%	60.0%	50.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 44

In the last 6 months, did you get information or help from customer service at your child's health plan?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
Number missing or multiple answer	27	1	1	1	0	0	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,254	111	82	51	14	95	2	9	50	52	7	23	81	64	35	11	5	0	2	6	0	0	57	1	21	23	72	15
	98.8%	99.1%	98.8%	98.1%	100.0%	100.0%	66.7%	100.0%	98.0%	100.0%	100.0%	100.0%	98.8%	98.5%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	0.0%	100.0%	---	100.0%	100.0%	98.6%	100.0%
Yes	483	38	28	9	4	34	0	6	16	16	3	5	30	19	12	6	0	0	1	1	0	0	17	1	12	3	26	8
	21.4%	34.2%	34.1%	17.6%	28.6%	35.8%	0.0%	66.7%	32.0%	30.8%	42.9%	21.7%	37.0%	29.7%	34.3%	54.5%	0.0%	---	50.0%	16.7%	---	---	29.8%	100.0%	57.1%	13.0%	36.1%	53.3%
No	1,771	73	54	42	10	61	2	3	34	36	4	18	51	45	23	5	5	0	1	5	0	0	40	0	9	20	46	7
	78.6%	65.8%	65.9%	82.4%	71.4%	64.2%	100.0%	33.3%	68.0%	69.2%	57.1%	78.3%	63.0%	70.3%	65.7%	45.5%	100.0%	---	50.0%	83.3%	---	---	70.2%	0.0%	42.9%	87.0%	63.9%	46.7%
Significantly different from column:*		A,D																				Y			W	AA	Z	

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 45

In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

Base: All respondents who got information from child's health plan customer service (Q44)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	483	38	28	9	4	34	0	6	16	16	3	5	30	19	12	6	0	0	1	1	0	0	17	1	12	3	26	8	
Number missing or multiple answer	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	476	38	28	9	4	34	0	6	16	16	3	5	30	19	12	6	0	0	1	1	0	0	17	1	12	3	26	8	
	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	
Never	16	1	1	1	0	1	0	1	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	1	0	1	0	
	3.4%	2.6%	3.6%	11.1%	0.0%	2.9%	---	16.7%	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%	8.3%	0.0%	---	---	0.0%	0.0%	---	---	0.0%	0.0%	8.3%	0.0%	3.8%	0.0%	
Sometimes	73	6	5	1	0	6	0	0	3	3	0	1	5	3	2	0	0	0	1	0	0	0	3	0	1	1	3	2	
	15.3%	15.8%	17.9%	11.1%	0.0%	17.6%	---	0.0%	18.8%	18.8%	0.0%	20.0%	16.7%	15.8%	16.7%	0.0%	---	---	0.0%	100.0%	---	---	17.6%	0.0%	8.3%	33.3%	11.5%	25.0%	
Usually	123	7	6	1	1	6	0	2	2	3	0	1	6	3	3	1	0	0	1	0	0	0	2	0	3	0	6	1	
	25.8%	18.4%	21.4%	11.1%	25.0%	17.6%	---	33.3%	12.5%	18.8%	0.0%	20.0%	20.0%	15.8%	25.0%	16.7%	---	---	100.0%	0.0%	---	---	11.8%	0.0%	25.0%	0.0%	23.1%	12.5%	
Always	264	24	16	6	3	21	0	3	11	10	3	3	18	13	6	5	0	0	0	0	0	0	12	1	7	2	16	5	
	55.5%	63.2%	57.1%	66.7%	75.0%	61.8%	---	50.0%	68.8%	62.5%	100.0%	60.0%	60.0%	68.4%	50.0%	83.3%	---	---	0.0%	0.0%	---	---	70.6%	100.0%	58.3%	66.7%	61.5%	62.5%	
Significantly different from column:*																													
Usually or Always	387	31	22	7	4	27	0	5	13	13	3	4	24	16	9	6	0	0	1	0	0	0	14	1	10	2	22	6	
	81.3%	81.6%	78.6%	77.8%	100.0%	79.4%	---	83.3%	81.3%	81.3%	100.0%	80.0%	80.0%	84.2%	75.0%	100.0%	---	---	100.0%	0.0%	---	---	82.4%	100.0%	83.3%	66.7%	84.6%	75.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 46

In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

Base: All respondents who got information from child's health plan customer service (Q44)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	483	38	28	9	4	34	0	6	16	16	3	5	30	19	12	6	0	0	1	1	0	0	17	1	12	3	26	8
Number missing or multiple answer	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	473	38	28	9	4	34	0	6	16	16	3	5	30	19	12	6	0	0	1	1	0	0	17	1	12	3	26	8
	97.9%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Never	7	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.5%	0.0%	0.0%	11.1%	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%
Sometimes	21	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
	4.4%	0.0%	3.6%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Usually	77	5	7	0	0	5	0	2	2	1	0	0	5	1	4	0	0	0	1	1	0	0	1	0	0	1	4	0
	16.3%	13.2%	25.0%	0.0%	0.0%	14.7%	---	33.3%	12.5%	6.3%	0.0%	0.0%	16.7%	5.3%	33.3%	0.0%	---	---	100.0%	100.0%	---	---	5.9%	0.0%	0.0%	33.3%	15.4%	0.0%
Always	368	33	20	8	4	29	0	4	14	15	3	5	25	18	8	6	0	0	0	0	0	16	1	12	2	22	8	
	77.8%	86.8%	71.4%	88.9%	100.0%	85.3%	---	66.7%	87.5%	93.8%	100.0%	100.0%	83.3%	94.7%	66.7%	100.0%	---	---	0.0%	0.0%	---	---	94.1%	100.0%	100.0%	66.7%	84.6%	100.0%
Significantly different from column:*																												
Usually or Always	445	38	27	8	4	34	0	6	16	16	3	5	30	19	12	6	0	0	1	1	0	0	17	1	12	3	26	8
	94.1%	100.0%	96.4%	88.9%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%	---	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 47

In the last 6 months, did your child's health plan give you any forms to fill out?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
Number missing or multiple answer	50	1	0	0	0	1	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,231	111	83	52	14	94	3	9	51	51	7	22	82	65	34	11	5	0	2	6	0	1	56	1	21	23	73	14
	97.8%	99.1%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	100.0%	98.1%	100.0%	95.7%	100.0%	100.0%	97.1%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	98.2%	---	100.0%	100.0%	100.0%	93.3%
Yes	595	27	28	14	4	23	0	1	9	17	3	5	19	12	11	4	0	0	0	2	0	0	14	1	7	3	19	5
	26.7%	24.3%	33.7%	26.9%	28.6%	24.5%	0.0%	11.1%	17.6%	33.3%	42.9%	22.7%	23.2%	18.5%	32.4%	36.4%	0.0%	---	0.0%	33.3%	---	0.0%	25.0%	100.0%	33.3%	13.0%	26.0%	35.7%
No	1,636	84	55	38	10	71	3	8	42	34	4	17	63	53	23	7	5	0	2	4	0	1	42	0	14	20	54	9
	73.3%	75.7%	66.3%	73.1%	71.4%	75.5%	100.0%	88.9%	82.4%	66.7%	57.1%	77.3%	76.8%	81.5%	67.6%	63.6%	100.0%	---	100.0%	66.7%	---	100.0%	75.0%	0.0%	66.7%	87.0%	74.0%	64.3%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 48

In the last 6 months, how often were the forms from your child's health plan easy to fill out?

Base: All respondents who received forms to fill out from child's health plan (Q47)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,231	111	83	52	14	94	3	9	51	51	7	22	82	65	34	11	5	0	2	6	0	1	56	1	21	23	73	14	
Number missing or multiple answer	22	1	1	0	0	1	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,209	110	82	52	14	93	3	9	51	50	7	22	81	65	33	11	5	0	2	6	0	1	55	1	21	23	73	13	
	99.0%	99.1%	98.8%	100.0%	100.0%	98.9%	100.0%	100.0%	100.0%	98.0%	100.0%	100.0%	98.8%	100.0%	97.1%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	98.2%	---	100.0%	100.0%	100.0%	100.0%	92.9%
Never	28	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.3%	0.0%	2.4%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	99	2	1	3	0	2	0	0	1	1	0	0	2	0	2	0	0	0	0	0	0	0	1	0	1	1	1	0	
	4.5%	1.8%	1.2%	5.8%	0.0%	2.2%	0.0%	0.0%	2.0%	2.0%	0.0%	0.0%	2.5%	0.0%	6.1%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	1.8%	0.0%	4.8%	4.3%	1.4%	0.0%	
Usually	203	11	13	4	1	10	0	0	4	7	1	3	7	7	2	2	0	0	1	0	0	6	0	3	1	8	2		
	9.2%	10.0%	15.9%	7.7%	7.1%	10.8%	0.0%	0.0%	7.8%	14.0%	14.3%	13.6%	8.6%	10.8%	6.1%	18.2%	0.0%	---	0.0%	16.7%	---	0.0%	10.9%	0.0%	14.3%	4.3%	11.0%	15.4%	
Always	1,879	97	66	43	13	81	3	9	46	42	6	19	72	58	29	9	5	0	2	5	0	1	48	1	17	21	64	11	
	85.1%	88.2%	80.5%	82.7%	92.9%	87.1%	100.0%	100.0%	90.2%	84.0%	85.7%	86.4%	88.9%	89.2%	87.9%	81.8%	100.0%	---	100.0%	83.3%	---	100.0%	87.3%	100.0%	81.0%	91.3%	87.7%	84.6%	
Significantly different from column:*																													
Usually or Always	2,082	108	79	47	14	91	3	9	50	49	7	22	79	65	31	11	5	0	2	6	0	1	54	1	20	22	72	13	
	94.3%	98.2%	96.3%	90.4%	100.0%	97.8%	100.0%	100.0%	98.0%	98.0%	100.0%	100.0%	97.5%	100.0%	93.9%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	98.2%	100.0%	95.2%	95.7%	98.6%	100.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**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.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 49

Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
Number missing or multiple answer	42	2	1	0	0	2	0	0	1	1	0	0	2	2	0	0	0	0	0	0	0	0	1	0	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,239	110	82	52	14	93	3	9	50	51	7	23	80	63	35	11	5	0	2	6	0	1	56	1	21	22	72	15
	98.2%	98.2%	98.8%	100.0%	100.0%	97.9%	100.0%	100.0%	98.0%	98.1%	100.0%	100.0%	97.6%	96.9%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	98.2%	---	100.0%	95.7%	98.6%	100.0%
0 Worst health plan possible	11	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	2.4%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	19	0	5	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
	0.8%	0.0%	6.1%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
4	32	1	1	0	0	1	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
	1.4%	0.9%	1.2%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	1.3%	1.6%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	1.8%	0.0%	0.0%	0.0%	1.4%	0.0%
5	119	9	4	4	0	9	0	0	5	4	0	1	8	5	3	1	0	0	0	1	0	0	5	0	0	4	5	0
	5.3%	8.2%	4.9%	7.7%	0.0%	9.7%	0.0%	0.0%	10.0%	7.8%	0.0%	4.3%	10.0%	7.9%	8.6%	9.1%	0.0%	---	0.0%	16.7%	---	0.0%	8.9%	0.0%	0.0%	18.2%	6.9%	0.0%
6	112	8	7	4	2	6	0	0	5	3	1	2	5	4	3	1	1	0	0	2	0	0	3	0	2	2	6	0
	5.0%	7.3%	8.5%	7.7%	14.3%	6.5%	0.0%	0.0%	10.0%	5.9%	14.3%	8.7%	6.3%	6.3%	8.6%	9.1%	20.0%	---	0.0%	33.3%	---	0.0%	5.4%	0.0%	9.5%	9.1%	8.3%	0.0%
7	282	13	9	5	4	8	1	1	5	7	0	2	11	6	5	2	0	0	2	0	0	6	0	3	1	10	2	
	12.6%	11.8%	11.0%	9.6%	28.6%	8.6%	33.3%	11.1%	10.0%	13.7%	0.0%	8.7%	13.8%	9.5%	14.3%	18.2%	0.0%	---	100.0%	0.0%	---	0.0%	10.7%	0.0%	14.3%	4.5%	13.9%	13.3%
8	423	20	13	10	2	18	0	2	4	14	0	4	16	9	10	1	3	0	0	1	0	9	0	5	4	11	5	
	18.9%	18.2%	15.9%	19.2%	14.3%	19.4%	0.0%	22.2%	8.0%	27.5%	0.0%	17.4%	20.0%	14.3%	28.6%	9.1%	60.0%	---	0.0%	16.7%	---	0.0%	16.1%	0.0%	23.8%	18.2%	15.3%	33.3%
9	410	15	16	7	1	14	0	0	8	7	1	1	13	10	2	3	0	0	0	0	0	10	0	3	2	11	2	
	18.3%	13.6%	19.5%	13.5%	7.1%	15.1%	0.0%	0.0%	16.0%	13.7%	14.3%	4.3%	16.3%	15.9%	5.7%	27.3%	0.0%	---	0.0%	0.0%	---	0.0%	17.9%	0.0%	14.3%	9.1%	15.3%	13.3%
10 Best health plan possible	818	44	25	19	5	37	2	6	23	15	5	13	26	28	12	3	1	0	0	2	0	1	22	1	8	9	28	6
	36.5%	40.0%	30.5%	36.5%	35.7%	39.8%	66.7%	66.7%	46.0%	29.4%	71.4%	56.5%	32.5%	44.4%	34.3%	27.3%	20.0%	---	0.0%	33.3%	---	100.0%	39.3%	100.0%	38.1%	40.9%	38.9%	40.0%

NA - There is no "no experience" category for this question.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 49

Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
Number missing or multiple answer	42	2	1	0	0	2	0	0	1	1	0	0	2	2	0	0	0	0	0	0	0	0	1	0	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,239	110	82	52	14	93	3	9	50	51	7	23	80	63	35	11	5	0	2	6	0	1	56	1	21	22	72	15
	98.2%	98.2%	98.8%	100.0%	100.0%	97.9%	100.0%	100.0%	98.0%	98.1%	100.0%	100.0%	97.6%	96.9%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	98.2%	---	100.0%	95.7%	98.6%	100.0%
0 to 4	75	1	8	3	0	1	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
	3.3%	0.9%	9.8%	5.8%	0.0%	1.1%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	1.3%	1.6%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	1.8%	0.0%	0.0%	0.0%	1.4%	0.0%
5	119	9	4	4	0	9	0	0	5	4	0	1	8	5	3	1	0	0	0	1	0	0	5	0	0	4	5	0
	5.3%	8.2%	4.9%	7.7%	0.0%	9.7%	0.0%	0.0%	10.0%	7.8%	0.0%	4.3%	10.0%	7.9%	8.6%	9.1%	0.0%	---	0.0%	16.7%	---	0.0%	8.9%	0.0%	0.0%	18.2%	6.9%	0.0%
6 or 7	394	21	16	9	6	14	1	1	10	10	1	4	16	10	8	3	1	0	2	2	0	0	9	0	5	3	16	2
	17.6%	19.1%	19.5%	17.3%	42.9%	15.1%	33.3%	11.1%	20.0%	19.6%	14.3%	17.4%	20.0%	15.9%	22.9%	27.3%	20.0%	---	100.0%	33.3%	---	0.0%	16.1%	0.0%	23.8%	13.6%	22.2%	13.3%
8 to 10	1,651	79	54	36	8	69	2	8	35	36	6	18	55	47	24	7	4	0	0	3	0	1	41	1	16	15	50	13
	73.7%	71.8%	65.9%	69.2%	57.1%	74.2%	66.7%	88.9%	70.0%	70.6%	85.7%	78.3%	68.8%	74.6%	68.6%	63.6%	80.0%	---	0.0%	50.0%	---	100.0%	73.2%	100.0%	76.2%	68.2%	69.4%	86.7%
Significantly different from column:*																												
0 to 6	306	18	19	11	2	16	0	0	10	8	1	3	14	10	6	2	1	0	0	3	0	0	9	0	2	6	12	0
	13.7%	16.4%	23.2%	21.2%	14.3%	17.2%	0.0%	0.0%	20.0%	15.7%	14.3%	13.0%	17.5%	15.9%	17.1%	18.2%	20.0%	---	0.0%	50.0%	---	0.0%	16.1%	0.0%	9.5%	27.3%	16.7%	0.0%
7 to 8	705	33	22	15	6	26	1	3	9	21	0	6	27	15	15	3	3	0	2	1	0	0	15	0	8	5	21	7
	31.5%	30.0%	26.8%	28.8%	42.9%	28.0%	33.3%	33.3%	18.0%	41.2%	0.0%	26.1%	33.8%	23.8%	42.9%	27.3%	60.0%	---	100.0%	16.7%	---	0.0%	26.8%	0.0%	38.1%	22.7%	29.2%	46.7%
9 to 10	1,228	59	41	26	6	51	2	6	31	22	6	14	39	38	14	6	1	0	0	2	0	1	32	1	11	11	39	8
	54.8%	53.6%	50.0%	50.0%	42.9%	54.8%	66.7%	66.7%	62.0%	43.1%	85.7%	60.9%	48.8%	60.3%	40.0%	54.5%	20.0%	---	0.0%	33.3%	---	100.0%	57.1%	100.0%	52.4%	50.0%	54.2%	53.3%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 50

In the last 6 months, did you get or refill any prescription medicines for your child?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15	
Number missing or multiple answer	12	1	0	1	0	1	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,269	111	83	51	14	94	3	9	51	51	7	22	82	65	34	11	5	0	2	6	0	1	57	1	20	22	73	15	
	99.5%	99.1%	100.0%	98.1%	100.0%	98.9%	100.0%	100.0%	100.0%	98.1%	100.0%	95.7%	100.0%	100.0%	97.1%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	95.2%	95.7%	100.0%	100.0%	
Yes	1,447	75	53	35	10	65	0	6	34	35	4	17	54	43	24	7	3	0	1	1	0	0	41	1	13	11	51	12	
	63.8%	67.6%	63.9%	68.6%	71.4%	69.1%	0.0%	66.7%	66.7%	68.6%	57.1%	77.3%	65.9%	66.2%	70.6%	63.6%	60.0%	---	50.0%	16.7%	---	0.0%	71.9%	100.0%	65.0%	50.0%	69.9%	80.0%	
No	822	36	30	16	4	29	3	3	17	16	3	5	28	22	10	4	2	0	1	5	0	1	16	0	7	11	22	3	
	36.2%	32.4%	36.1%	31.4%	28.6%	30.9%	100.0%	33.3%	33.3%	31.4%	42.9%	22.7%	34.1%	33.8%	29.4%	36.4%	40.0%	---	50.0%	83.3%	---	100.0%	28.1%	0.0%	35.0%	50.0%	30.1%	20.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 51

In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q50)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,447	75	53	35	10	65	0	6	34	35	4	17	54	43	24	7	3	0	1	1	0	0	41	1	13	11	51	12
Number missing or multiple answer	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	1,440	75	53	35	10	65	0	6	34	35	4	17	54	43	24	7	3	0	1	1	0	0	41	1	13	11	51	12
	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Never	41	3	1	3	1	2	0	0	2	1	0	1	2	1	2	0	0	0	0	0	0	0	1	0	2	1	2	0
	2.8%	4.0%	1.9%	8.6%	10.0%	3.1%	---	0.0%	5.9%	2.9%	0.0%	5.9%	3.7%	2.3%	8.3%	0.0%	0.0%	---	0.0%	0.0%	---	---	2.4%	0.0%	15.4%	9.1%	3.9%	0.0%
Sometimes	110	1	6	2	0	1	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	1	0	0
	7.6%	1.3%	11.3%	5.7%	0.0%	1.5%	---	0.0%	0.0%	2.9%	0.0%	0.0%	1.9%	0.0%	4.2%	0.0%	0.0%	---	0.0%	0.0%	---	---	2.4%	0.0%	0.0%	9.1%	0.0%	0.0%
Usually	345	21	15	6	3	18	0	1	9	11	1	2	18	10	8	3	2	0	1	1	0	0	12	0	2	0	15	6
	24.0%	28.0%	28.3%	17.1%	30.0%	27.7%	---	16.7%	26.5%	31.4%	25.0%	11.8%	33.3%	23.3%	33.3%	42.9%	66.7%	---	100.0%	100.0%	---	---	29.3%	0.0%	15.4%	0.0%	29.4%	50.0%
Always	944	50	31	24	6	44	0	5	23	22	3	14	33	32	13	4	1	0	0	0	0	0	27	1	9	9	34	6
	65.6%	66.7%	58.5%	68.6%	60.0%	67.7%	---	83.3%	67.6%	62.9%	75.0%	82.4%	61.1%	74.4%	54.2%	57.1%	33.3%	---	0.0%	0.0%	---	---	65.9%	100.0%	69.2%	81.8%	66.7%	50.0%
Significantly different from column:*																												
Usually or Always	1,289	71	46	30	9	62	0	6	32	33	4	16	51	42	21	7	3	0	1	1	0	0	39	1	11	9	49	12
	89.5%	94.7%	86.8%	85.7%	90.0%	95.4%	---	100.0%	94.1%	94.3%	100.0%	94.1%	94.4%	97.7%	87.5%	100.0%	100.0%	---	100.0%	100.0%	---	---	95.1%	100.0%	84.6%	81.8%	96.1%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 52

Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q50)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,447	75	53	35	10	65	0	6	34	35	4	17	54	43	24	7	3	0	1	1	0	0	41	1	13	11	51	12	
Number missing or multiple answer	28	1	1	1	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,419	74	52	34	10	64	0	6	34	34	4	17	53	42	24	7	3	0	1	1	0	0	41	1	13	10	51	12	
	98.1%	98.7%	98.1%	97.1%	100.0%	98.5%	---	100.0%	100.0%	97.1%	100.0%	100.0%	98.1%	97.7%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	---	100.0%	---	100.0%	90.9%	100.0%	100.0%	
Yes	888	44	29	20	5	39	0	5	19	20	4	8	32	21	17	6	1	0	1	1	0	0	22	1	8	5	27	11	
	62.6%	59.5%	55.8%	58.8%	50.0%	60.9%	---	83.3%	55.9%	58.8%	100.0%	47.1%	60.4%	50.0%	70.8%	85.7%	33.3%	---	100.0%	100.0%	---	---	53.7%	100.0%	61.5%	50.0%	52.9%	91.7%	
No	531	30	23	14	5	25	0	1	15	14	0	9	21	21	7	1	2	0	0	0	0	0	19	0	5	5	24	1	
	37.4%	40.5%	44.2%	41.2%	50.0%	39.1%	---	16.7%	44.1%	41.2%	0.0%	52.9%	39.6%	50.0%	29.2%	14.3%	66.7%	---	0.0%	0.0%	---	---	46.3%	0.0%	38.5%	50.0%	47.1%	8.3%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 52a

A regular dentist is one your child would go to for check-ups and cleanings or when he or she has a cavity or tooth pain. Does your child have a regular dentist?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
Number missing or multiple answer	20	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,261	112	82	50	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
	99.1%	100.0%	98.8%	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	1,824	87	66	41	13	72	2	5	45	37	5	21	61	57	26	3	4	0	1	6	0	1	46	1	13	16	63	8
	80.7%	77.7%	80.5%	82.0%	92.9%	75.8%	66.7%	55.6%	88.2%	71.2%	71.4%	91.3%	74.4%	87.7%	74.3%	27.3%	80.0%	---	50.0%	100.0%	---	100.0%	80.7%	100.0%	61.9%	69.6%	86.3%	53.3%
No	437	25	16	9	1	23	1	4	6	15	2	2	21	8	9	8	1	0	1	0	0	0	11	0	8	7	10	7
	19.3%	22.3%	19.5%	18.0%	7.1%	24.2%	33.3%	44.4%	11.8%	28.8%	28.6%	8.7%	25.6%	12.3%	25.7%	72.7%	20.0%	---	50.0%	0.0%	---	0.0%	19.3%	0.0%	38.1%	30.4%	13.7%	46.7%
Significantly different from column:*									J	I																		

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 52b

In the last 6 months, did your child go to a dentist's office or clinic for care?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
Number missing or multiple answer	19	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,262	112	83	51	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
	99.2%	100.0%	100.0%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	1,225	57	56	30	9	47	1	1	28	28	2	11	44	42	15	0	2	0	3	0	1	34	1	10	10	41	6	
	54.2%	50.9%	67.5%	58.8%	64.3%	49.5%	33.3%	11.1%	54.9%	53.8%	28.6%	47.8%	53.7%	64.6%	42.9%	0.0%	40.0%	---	0.0%	50.0%	---	100.0%	59.6%	100.0%	47.6%	43.5%	56.2%	40.0%
No	1,037	55	27	21	5	48	2	8	23	24	5	12	38	23	20	11	3	0	2	3	0	23	0	11	13	32	9	
	45.8%	49.1%	32.5%	41.2%	35.7%	50.5%	66.7%	88.9%	45.1%	46.2%	71.4%	52.2%	46.3%	35.4%	57.1%	100.0%	60.0%	---	100.0%	50.0%	---	0.0%	40.4%	0.0%	52.4%	56.5%	43.8%	60.0%
Significantly different from column:*		C												O	N													

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 52c

In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating your child?

Base: All respondents whose child visited their dentist's office or clinic for care (Q52b)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,225	57	56	30	9	47	1	1	28	28	2	11	44	42	15	0	2	0	0	3	0	1	34	1	10	10	41	6
Number missing or multiple answer	11	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	1,214	57	54	30	9	47	1	1	28	28	2	11	44	42	15	0	2	0	0	3	0	1	34	1	10	10	41	6
	99.1%	100.0%	96.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	---	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Never	28	2	1	0	0	2	0	0	1	1	0	1	1	0	2	0	0	0	0	0	0	0	2	0	0	0	2	0
	2.3%	3.5%	1.9%	0.0%	0.0%	4.3%	0.0%	0.0%	3.6%	3.6%	0.0%	9.1%	2.3%	0.0%	13.3%	---	0.0%	---	---	0.0%	---	0.0%	5.9%	0.0%	0.0%	0.0%	4.9%	0.0%
Sometimes	69	1	2	0	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
	5.7%	1.8%	3.7%	0.0%	0.0%	2.1%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	2.3%	2.4%	0.0%	---	0.0%	---	---	0.0%	---	0.0%	2.9%	0.0%	0.0%	0.0%	2.4%	0.0%
Usually	215	9	8	8	0	9	0	0	4	5	1	1	7	5	4	0	1	0	0	1	0	0	4	0	2	2	4	3
	17.7%	15.8%	14.8%	26.7%	0.0%	19.1%	0.0%	0.0%	14.3%	17.9%	50.0%	9.1%	15.9%	11.9%	26.7%	---	50.0%	---	---	33.3%	---	0.0%	11.8%	0.0%	20.0%	20.0%	9.8%	50.0%
Always	902	45	43	22	9	35	1	1	22	22	1	9	35	36	9	0	1	0	0	2	0	1	27	1	8	8	34	3
	74.3%	78.9%	79.6%	73.3%	100.0%	74.5%	100.0%	100.0%	78.6%	78.6%	50.0%	81.8%	79.5%	85.7%	60.0%	---	50.0%	---	---	66.7%	---	100.0%	79.4%	100.0%	80.0%	80.0%	82.9%	50.0%
Significantly different from column:*																												
Usually or Always	1,117	54	51	30	9	44	1	1	26	27	2	10	42	41	13	0	2	0	0	3	0	1	31	1	10	10	38	6
	92.0%	94.7%	94.4%	100.0%	100.0%	93.6%	100.0%	100.0%	92.9%	96.4%	100.0%	90.9%	95.5%	97.6%	86.7%	---	100.0%	---	---	100.0%	---	100.0%	91.2%	100.0%	100.0%	100.0%	92.7%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 52d

In the last 6 months, if your child needed to see a dentist right away because of a dental emergency, how often did he or she get to see a dentist as soon as you wanted?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
Number missing or multiple answer	98	8	3	2	2	6	0	0	2	6	0	3	5	2	0	0	0	0	1	0	0	5	0	2	1	5	1	
Number no experience	1693	82	67	41	9	70	3	9	39	34	5	17	60	48	23	11	2	0	2	5	0	1	40	1	16	17	55	10
Usable responses	490	22	13	9	3	19	0	0	10	12	2	3	17	12	10	0	3	0	0	0	0	0	12	0	3	5	13	4
	21.5%	19.6%	15.7%	17.3%	21.4%	20.0%	0.0%	0.0%	19.6%	23.1%	28.6%	13.0%	20.7%	18.5%	28.6%	0.0%	60.0%	---	0.0%	0.0%	---	0.0%	21.1%	---	14.3%	21.7%	17.8%	26.7%
Never	215	11	3	3	0	11	0	0	6	5	1	2	8	6	5	0	2	0	0	0	0	0	6	0	2	2	8	1
	43.9%	50.0%	23.1%	33.3%	0.0%	57.9%	---	---	60.0%	41.7%	50.0%	66.7%	47.1%	50.0%	50.0%	---	66.7%	---	---	---	---	---	50.0%	---	66.7%	40.0%	61.5%	25.0%
Sometimes	61	1	3	1	0	1	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1
	12.4%	4.5%	23.1%	11.1%	0.0%	5.3%	---	---	0.0%	8.3%	0.0%	0.0%	5.9%	8.3%	0.0%	---	0.0%	---	---	---	---	---	8.3%	---	0.0%	0.0%	0.0%	25.0%
Usually	86	4	3	3	2	2	0	0	1	3	0	1	3	3	1	0	0	0	0	0	0	0	3	0	0	1	3	0
	17.6%	18.2%	23.1%	33.3%	66.7%	10.5%	---	---	10.0%	25.0%	0.0%	33.3%	17.6%	25.0%	10.0%	---	0.0%	---	---	---	---	---	25.0%	---	0.0%	20.0%	23.1%	0.0%
Always	128	6	4	2	1	5	0	0	3	3	1	0	5	2	4	0	1	0	0	0	0	0	2	0	1	2	2	2
	26.1%	27.3%	30.8%	22.2%	33.3%	26.3%	---	---	30.0%	25.0%	50.0%	0.0%	29.4%	16.7%	40.0%	---	33.3%	---	---	---	---	---	16.7%	---	33.3%	40.0%	15.4%	50.0%
Significantly different from column:*																												
Usually or Always	214	10	7	5	3	7	0	0	4	6	1	1	8	5	5	0	1	0	0	0	0	0	5	0	1	3	5	2
	43.7%	45.5%	53.8%	55.6%	100.0%	36.8%	---	---	40.0%	50.0%	50.0%	33.3%	47.1%	41.7%	50.0%	---	33.3%	---	---	---	---	---	41.7%	---	33.3%	60.0%	38.5%	50.0%
Significantly different from column:*																												

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 52e

Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist for your child?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
Number missing or multiple answer	105	9	3	3	1	7	1	1	8	0	1	1	7	4	4	1	1	0	0	1	0	0	4	0	2	2	5	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,176	103	80	49	13	88	2	8	43	52	6	22	75	61	31	10	4	0	2	5	0	1	53	1	19	21	68	14
	95.4%	92.0%	96.4%	94.2%	92.9%	92.6%	66.7%	88.9%	84.3%	100.0%	85.7%	95.7%	91.5%	93.8%	88.6%	90.9%	80.0%	---	100.0%	83.3%	---	100.0%	93.0%	---	90.5%	91.3%	93.2%	93.3%
0 Extremely Difficult	128	5	2	2	0	5	0	0	1	4	0	0	5	2	2	1	0	0	0	1	0	0	2	0	2	0	5	0
	5.9%	4.9%	2.5%	4.1%	0.0%	5.7%	0.0%	0.0%	2.3%	7.7%	0.0%	0.0%	6.7%	3.3%	6.5%	10.0%	0.0%	---	0.0%	20.0%	---	0.0%	3.8%	0.0%	10.5%	0.0%	7.4%	0.0%
1	54	3	2	2	0	3	0	1	0	2	0	1	2	3	0	0	1	0	0	0	0	0	0	0	0	2	0	1
	2.5%	2.9%	2.5%	4.1%	0.0%	3.4%	0.0%	12.5%	0.0%	3.8%	0.0%	4.5%	2.7%	4.9%	0.0%	0.0%	25.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	9.5%	0.0%	7.1%
2	53	3	2	3	0	2	1	0	1	2	0	3	0	0	2	1	0	0	0	0	0	0	0	0	1	2	0	1
	2.4%	2.9%	2.5%	6.1%	0.0%	2.3%	50.0%	0.0%	2.3%	3.8%	0.0%	13.6%	0.0%	0.0%	6.5%	10.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	5.3%	9.5%	0.0%	7.1%
3	70	2	0	4	0	2	0	0	0	2	0	0	2	1	1	0	0	0	0	0	0	0	1	0	1	1	1	0
	3.2%	1.9%	0.0%	8.2%	0.0%	2.3%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	2.7%	1.6%	3.2%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	1.9%	0.0%	5.3%	4.8%	1.5%	0.0%
4	71	3	1	1	0	3	0	0	1	2	0	0	3	1	0	2	0	0	0	0	0	0	2	0	1	0	2	1
	3.3%	2.9%	1.3%	2.0%	0.0%	3.4%	0.0%	0.0%	2.3%	3.8%	0.0%	0.0%	4.0%	1.6%	0.0%	20.0%	0.0%	---	0.0%	0.0%	---	0.0%	3.8%	0.0%	5.3%	0.0%	2.9%	7.1%
5	185	10	9	3	1	9	0	1	3	6	2	1	7	3	6	1	1	0	0	1	0	0	3	0	2	4	5	1
	8.5%	9.7%	11.3%	6.1%	7.7%	10.2%	0.0%	12.5%	7.0%	11.5%	33.3%	4.5%	9.3%	4.9%	19.4%	10.0%	25.0%	---	0.0%	20.0%	---	0.0%	5.7%	0.0%	10.5%	19.0%	7.4%	7.1%
6	106	5	4	0	0	5	0	0	4	1	0	1	4	2	2	0	0	0	0	0	0	0	1	0	3	0	3	2
	4.9%	4.9%	5.0%	0.0%	0.0%	5.7%	0.0%	0.0%	9.3%	1.9%	0.0%	4.5%	5.3%	3.3%	6.5%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	1.9%	0.0%	15.8%	0.0%	4.4%	14.3%
7	172	6	2	3	0	6	0	1	1	4	0	1	5	3	2	1	0	0	0	0	0	0	4	0	1	2	2	2
	7.9%	5.8%	2.5%	6.1%	0.0%	6.8%	0.0%	12.5%	2.3%	7.7%	0.0%	4.5%	6.7%	4.9%	6.5%	10.0%	0.0%	---	0.0%	0.0%	---	0.0%	7.5%	0.0%	5.3%	9.5%	2.9%	14.3%
8	256	15	10	7	3	12	0	1	6	8	0	4	11	10	4	1	1	0	1	1	0	0	10	0	1	2	11	2
	11.8%	14.6%	12.5%	14.3%	23.1%	13.6%	0.0%	12.5%	14.0%	15.4%	0.0%	18.2%	14.7%	16.4%	12.9%	10.0%	25.0%	---	50.0%	20.0%	---	0.0%	18.9%	0.0%	5.3%	9.5%	16.2%	14.3%
9	280	9	9	4	2	7	0	0	6	3	0	1	8	8	1	0	0	0	0	1	0	0	4	0	2	1	8	0
	12.9%	8.7%	11.3%	8.2%	15.4%	8.0%	0.0%	0.0%	14.0%	5.8%	0.0%	4.5%	10.7%	13.1%	3.2%	0.0%	0.0%	---	0.0%	20.0%	---	0.0%	7.5%	0.0%	10.5%	4.8%	11.8%	0.0%
10 Extremely Easy	801	42	39	20	7	34	1	4	20	18	4	10	28	28	11	3	1	0	1	1	0	1	26	1	5	7	31	4
	36.8%	40.8%	48.8%	40.8%	53.8%	38.6%	50.0%	50.0%	46.5%	34.6%	66.7%	45.5%	37.3%	45.9%	35.5%	30.0%	25.0%	---	50.0%	20.0%	---	100.0%	49.1%	100.0%	26.3%	33.3%	45.6%	28.6%

NA - There is no "no experience" category for this question.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 52e

Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist for your child?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15	
Number missing or multiple answer	105	9	3	3	1	7	1	1	8	0	1	1	7	4	4	1	1	0	0	1	0	0	4	0	2	2	5	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,176	103	80	49	13	88	2	8	43	52	6	22	75	61	31	10	4	0	2	5	0	1	53	1	19	21	68	14	
	95.4%	92.0%	96.4%	94.2%	92.9%	92.6%	66.7%	88.9%	84.3%	100.0%	85.7%	95.7%	91.5%	93.8%	88.6%	90.9%	80.0%	---	100.0%	83.3%	---	100.0%	93.0%	---	90.5%	91.3%	93.2%	93.3%	
0 to 4	376	16	7	12	0	15	1	1	3	12	0	4	12	7	5	4	1	0	0	1	0	0	5	0	5	5	8	3	
	17.3%	15.5%	8.8%	24.5%	0.0%	17.0%	50.0%	12.5%	7.0%	23.1%	0.0%	18.2%	16.0%	11.5%	16.1%	40.0%	25.0%	---	0.0%	20.0%	---	0.0%	9.4%	0.0%	26.3%	23.8%	11.8%	21.4%	
5	185	10	9	3	1	9	0	1	3	6	2	1	7	3	6	1	1	0	0	1	0	0	3	0	2	4	5	1	
	8.5%	9.7%	11.3%	6.1%	7.7%	10.2%	0.0%	12.5%	7.0%	11.5%	33.3%	4.5%	9.3%	4.9%	19.4%	10.0%	25.0%	---	0.0%	20.0%	---	0.0%	5.7%	0.0%	10.5%	19.0%	7.4%	7.1%	
6 or 7	278	11	6	3	0	11	0	1	5	5	0	2	9	5	4	1	0	0	0	0	0	0	5	0	4	2	5	4	
	12.8%	10.7%	7.5%	6.1%	0.0%	12.5%	0.0%	12.5%	11.6%	9.6%	0.0%	9.1%	12.0%	8.2%	12.9%	10.0%	0.0%	---	0.0%	0.0%	---	0.0%	9.4%	0.0%	21.1%	9.5%	7.4%	28.6%	
8 to 10	1,337	66	58	31	12	53	1	5	32	29	4	15	47	46	16	4	2	0	2	3	0	1	40	1	8	10	50	6	
	61.4%	64.1%	72.5%	63.3%	92.3%	60.2%	50.0%	62.5%	74.4%	55.8%	66.7%	68.2%	62.7%	75.4%	51.6%	40.0%	50.0%	---	100.0%	60.0%	---	100.0%	75.5%	100.0%	42.1%	47.6%	73.5%	42.9%	
Significantly different from column:*											O			N								Y			W	AA	Z		
0 to 6	667	31	20	15	1	29	1	2	10	19	2	6	23	12	13	5	2	0	0	2	0	0	9	0	10	9	16	6	
	30.7%	30.1%	25.0%	30.6%	7.7%	33.0%	50.0%	25.0%	23.3%	36.5%	33.3%	27.3%	30.7%	19.7%	41.9%	50.0%	50.0%	---	0.0%	40.0%	---	0.0%	17.0%	0.0%	52.6%	42.9%	23.5%	42.9%	
7 to 8	428	21	12	10	3	18	0	2	7	12	0	5	16	13	6	2	1	0	1	1	0	0	14	0	2	4	13	4	
	19.7%	20.4%	15.0%	20.4%	23.1%	20.5%	0.0%	25.0%	16.3%	23.1%	0.0%	22.7%	21.3%	21.3%	19.4%	20.0%	25.0%	---	50.0%	20.0%	---	0.0%	26.4%	0.0%	10.5%	19.0%	19.1%	28.6%	
9 to 10	1,081	51	48	24	9	41	1	4	26	21	4	11	36	36	12	3	1	0	1	2	0	1	30	1	7	8	39	4	
	49.7%	49.5%	60.0%	49.0%	69.2%	46.6%	50.0%	50.0%	60.5%	40.4%	66.7%	50.0%	48.0%	59.0%	38.7%	30.0%	25.0%	---	50.0%	40.0%	---	100.0%	56.6%	100.0%	36.8%	38.1%	57.4%	28.6%	
Significantly different from column:*																											AB	AA	

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 53

In general, how would you rate your child's overall health?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15	
Number missing or multiple answer	19	1	3	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,262	111	80	52	14	94	3	9	51	51	7	22	82	65	35	11	5	0	2	6	0	1	57	1	20	23	73	14	
	99.2%	99.1%	96.4%	100.0%	100.0%	98.9%	100.0%	100.0%	100.0%	98.1%	100.0%	95.7%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	95.2%	100.0%	100.0%	93.3%	
Poor	23	2	0	2	0	2	0	1	0	1	0	2	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	2
	1.0%	1.8%	0.0%	3.8%	0.0%	2.1%	0.0%	11.1%	0.0%	2.0%	0.0%	9.1%	0.0%	0.0%	0.0%	18.2%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%
Fair	207	9	8	4	0	9	0	1	1	7	1	0	8	0	0	9	0	0	0	0	0	0	5	0	4	2	4	3	
	9.2%	8.1%	10.0%	7.7%	0.0%	9.6%	0.0%	11.1%	2.0%	13.7%	14.3%	0.0%	9.8%	0.0%	0.0%	81.8%	0.0%	---	0.0%	0.0%	---	0.0%	8.8%	0.0%	20.0%	8.7%	5.5%	21.4%	
Good	640	35	23	17	4	30	1	3	14	18	4	7	24	0	35	0	3	0	2	3	0	0	12	1	8	7	23	5	
	28.3%	31.5%	28.8%	32.7%	28.6%	31.9%	33.3%	33.3%	27.5%	35.3%	57.1%	31.8%	29.3%	0.0%	100.0%	0.0%	60.0%	---	100.0%	50.0%	---	0.0%	21.1%	100.0%	40.0%	30.4%	31.5%	35.7%	
Very Good	883	38	30	18	9	29	0	2	16	20	1	8	29	38	0	0	2	0	2	2	0	0	27	0	2	10	24	3	
	39.0%	34.2%	37.5%	34.6%	64.3%	30.9%	0.0%	22.2%	31.4%	39.2%	14.3%	36.4%	35.4%	58.5%	0.0%	0.0%	40.0%	---	0.0%	33.3%	---	0.0%	47.4%	0.0%	10.0%	43.5%	32.9%	21.4%	
Excellent	509	27	19	11	1	24	2	2	20	5	1	5	21	27	0	0	0	0	1	0	1	13	0	6	4	22	1		
	22.5%	24.3%	23.8%	21.2%	7.1%	25.5%	66.7%	22.2%	39.2%	9.8%	14.3%	22.7%	25.6%	41.5%	0.0%	0.0%	0.0%	---	0.0%	16.7%	---	100.0%	22.8%	0.0%	30.0%	17.4%	30.1%	7.1%	
Significantly different from column:*									J	I				O	N														
Excellent, Very Good, or Good	2,032	100	72	46	14	83	3	7	50	43	6	20	74	65	35	0	5	0	2	6	0	1	52	1	16	21	69	9	
	89.8%	90.1%	90.0%	88.5%	100.0%	88.3%	100.0%	77.8%	98.0%	84.3%	85.7%	90.9%	90.2%	100.0%	100.0%	0.0%	100.0%	---	100.0%	100.0%	---	100.0%	91.2%	100.0%	80.0%	91.3%	94.5%	64.3%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 54

In general, how would you rate your child's overall mental or emotional health?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)										Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15	
Number missing or multiple answer	20	1	2	1	0	1	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,261	111	81	51	14	94	3	8	51	52	7	22	82	65	35	10	5	0	2	6	0	1	57	1	21	23	73	14	
	99.1%	99.1%	97.6%	98.1%	100.0%	98.9%	100.0%	88.9%	100.0%	100.0%	100.0%	95.7%	100.0%	100.0%	100.0%	90.9%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	93.3%	
Poor	171	15	8	7	2	12	1	0	2	13	1	4	10	5	7	3	0	0	0	0	0	0	10	0	3	5	6	4	
	7.6%	13.5%	9.9%	13.7%	14.3%	12.8%	33.3%	0.0%	3.9%	25.0%	14.3%	18.2%	12.2%	7.7%	20.0%	30.0%	0.0%	---	0.0%	0.0%	---	0.0%	17.5%	0.0%	14.3%	21.7%	8.2%	28.6%	
Fair	564	28	19	12	1	26	1	2	13	13	1	5	22	11	14	3	3	0	1	1	1	0	16	0	4	7	17	3	
	24.9%	25.2%	23.5%	23.5%	7.1%	27.7%	33.3%	25.0%	25.5%	25.0%	14.3%	22.7%	26.8%	16.9%	40.0%	30.0%	60.0%	---	50.0%	16.7%	---	0.0%	28.1%	0.0%	19.0%	30.4%	23.3%	21.4%	
Good	777	40	29	17	7	33	0	2	21	17	1	8	31	27	10	2	2	0	1	3	0	16	1	10	6	30	4		
	34.4%	36.0%	35.8%	33.3%	50.0%	35.1%	0.0%	25.0%	41.2%	32.7%	14.3%	36.4%	37.8%	41.5%	28.6%	20.0%	40.0%	---	50.0%	50.0%	---	0.0%	28.1%	100.0%	47.6%	26.1%	41.1%	28.6%	
Very Good	496	24	9	10	4	20	0	2	13	9	3	4	17	18	4	2	0	0	2	2	0	15	0	4	5	16	3		
	21.9%	21.6%	11.1%	19.6%	28.6%	21.3%	0.0%	25.0%	25.5%	17.3%	42.9%	18.2%	20.7%	27.7%	11.4%	20.0%	0.0%	---	0.0%	33.3%	---	0.0%	26.3%	0.0%	19.0%	21.7%	21.9%	21.4%	
Excellent	253	4	16	5	0	3	1	2	2	0	1	1	2	4	0	0	0	0	0	0	0	1	0	0	0	0	4	0	
	11.2%	3.6%	19.8%	9.8%	0.0%	3.2%	33.3%	25.0%	3.9%	0.0%	14.3%	4.5%	2.4%	6.2%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	100.0%	0.0%	0.0%	0.0%	0.0%	5.5%	0.0%	
Significantly different from column:*		A,C																											
Excellent, Very Good, or Good	1,526	68	54	32	11	56	1	6	36	26	5	13	50	49	14	4	2	0	1	5	0	31	1	14	11	50	7		
	67.5%	61.3%	66.7%	62.7%	78.6%	59.6%	33.3%	75.0%	70.6%	50.0%	71.4%	59.1%	61.0%	75.4%	40.0%	40.0%	40.0%	---	50.0%	83.3%	---	100.0%	54.4%	100.0%	66.7%	47.8%	68.5%	50.0%	
Significantly different from column:*								J	I					O	N														

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 55

Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
Number missing or multiple answer	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,273	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	1,384	68	49	29	9	59	0	4	30	34	4	14	50	40	20	7	3	0	0	1	0	0	36	1	14	9	48	10
	60.9%	60.7%	59.0%	55.8%	64.3%	62.1%	0.0%	44.4%	58.8%	65.4%	57.1%	60.9%	61.0%	61.5%	57.1%	63.6%	60.0%	---	0.0%	16.7%	---	0.0%	63.2%	100.0%	66.7%	39.1%	65.8%	66.7%
No	889	44	34	23	5	36	3	5	21	18	3	9	32	25	15	4	2	0	2	5	0	1	21	0	7	14	25	5
	39.1%	39.3%	41.0%	44.2%	35.7%	37.9%	100.0%	55.6%	41.2%	34.6%	42.9%	39.1%	39.0%	38.5%	42.9%	36.4%	40.0%	---	100.0%	83.3%	---	100.0%	36.8%	0.0%	33.3%	60.9%	34.2%	33.3%
Significantly different from column:*																										AA	Z	

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 56

Is this because of any medical, behavioral, or other health condition?

Base: All respondents whose child needs/uses medicine prescribed by a doctor (Q55)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,384	68	49	29	9	59	0	4	30	34	4	14	50	40	20	7	3	0	0	1	0	0	36	1	14	9	48	10
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	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	1,379	68	49	29	9	59	0	4	30	34	4	14	50	40	20	7	3	0	0	1	0	0	36	1	14	9	48	10
	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	1,330	64	49	29	8	56	0	4	27	33	3	14	47	37	19	7	3	0	0	1	0	0	35	1	13	8	45	10
	96.4%	94.1%	100.0%	100.0%	88.9%	94.9%	---	100.0%	90.0%	97.1%	75.0%	100.0%	94.0%	92.5%	95.0%	100.0%	100.0%	---	---	100.0%	---	---	97.2%	100.0%	92.9%	88.9%	93.8%	100.0%
No	49	4	0	0	1	3	0	0	3	1	1	0	3	3	1	0	0	0	0	0	0	0	1	0	1	1	3	0
	3.6%	5.9%	0.0%	0.0%	11.1%	5.1%	---	0.0%	10.0%	2.9%	25.0%	0.0%	6.0%	7.5%	5.0%	0.0%	0.0%	---	---	0.0%	---	---	2.8%	0.0%	7.1%	11.1%	6.3%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 57

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child needs/uses medicine prescribed by a doctor for medical/behavioral/other health condition (Q55 & Q56)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,330	64	49	29	8	56	0	4	27	33	3	14	47	37	19	7	3	0	0	1	0	0	35	1	13	8	45	10
Number missing or multiple answer	8	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,322	64	48	29	8	56	0	4	27	33	3	14	47	37	19	7	3	0	0	1	0	0	35	1	13	8	45	10
	99.4%	100.0%	98.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	1,295	64	48	28	8	56	0	4	27	33	3	14	47	37	19	7	3	0	0	1	0	0	35	1	13	8	45	10
	98.0%	100.0%	100.0%	96.6%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	27	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.0%	0.0%	0.0%	3.4%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 58

Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
Number missing or multiple answer	37	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,244	112	81	50	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
	98.4%	100.0%	97.6%	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	1,426	71	52	31	7	64	0	6	35	30	4	13	54	42	22	7	4	0	1	3	0	0	33	1	16	12	47	11
	63.5%	63.4%	64.2%	62.0%	50.0%	67.4%	0.0%	66.7%	68.6%	57.7%	57.1%	56.5%	65.9%	64.6%	62.9%	63.6%	80.0%	---	50.0%	50.0%	---	0.0%	57.9%	100.0%	76.2%	52.2%	64.4%	73.3%
No	818	41	29	19	7	31	3	3	16	22	3	10	28	23	13	4	1	0	1	3	0	1	24	0	5	11	26	4
	36.5%	36.6%	35.8%	38.0%	50.0%	32.6%	100.0%	33.3%	31.4%	42.3%	42.9%	43.5%	34.1%	35.4%	37.1%	36.4%	20.0%	---	50.0%	50.0%	---	100.0%	42.1%	0.0%	23.8%	47.8%	35.6%	26.7%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 59

Is this because of any medical, behavioral, or other health condition?

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age (Q58)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,426	71	52	31	7	64	0	6	35	30	4	13	54	42	22	7	4	0	1	3	0	0	33	1	16	12	47	11
Number missing or multiple answer	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	1,416	71	52	31	7	64	0	6	35	30	4	13	54	42	22	7	4	0	1	3	0	0	33	1	16	12	47	11
	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	1,351	68	48	30	6	62	0	6	34	28	3	13	52	40	21	7	4	0	1	3	0	0	32	1	15	11	45	11
	95.4%	95.8%	92.3%	96.8%	85.7%	96.9%	---	100.0%	97.1%	93.3%	75.0%	100.0%	96.3%	95.2%	95.5%	100.0%	100.0%	---	100.0%	100.0%	---	---	97.0%	100.0%	93.8%	91.7%	95.7%	100.0%
No	65	3	4	1	1	2	0	0	1	2	1	0	2	2	1	0	0	0	0	0	0	0	1	0	1	1	2	0
	4.6%	4.2%	7.7%	3.2%	14.3%	3.1%	---	0.0%	2.9%	6.7%	25.0%	0.0%	3.7%	4.8%	4.5%	0.0%	0.0%	---	0.0%	0.0%	---	---	3.0%	0.0%	6.3%	8.3%	4.3%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 60

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age for medical/behavioral/other health condition (Q58 & Q59)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,351	68	48	30	6	62	0	6	34	28	3	13	52	40	21	7	4	0	1	3	0	0	32	1	15	11	45	11
Number missing or multiple answer	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	1,341	68	48	30	6	62	0	6	34	28	3	13	52	40	21	7	4	0	1	3	0	0	32	1	15	11	45	11
	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	1,323	68	47	30	6	62	0	6	34	28	3	13	52	40	21	7	4	0	1	3	0	0	32	1	15	11	45	11
	98.7%	100.0%	97.9%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	18	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
	1.3%	0.0%	2.1%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 61

Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15	
Number missing or multiple answer	32	2	2	0	1	1	0	0	0	2	0	0	2	1	0	1	0	0	0	0	0	0	2	0	0	0	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,249	110	81	52	13	94	3	9	51	50	7	23	80	64	35	10	5	0	2	6	0	1	55	1	21	23	71	15	
	98.6%	98.2%	97.6%	100.0%	92.9%	98.9%	100.0%	100.0%	100.0%	96.2%	100.0%	100.0%	97.6%	98.5%	100.0%	90.9%	100.0%	---	100.0%	100.0%	---	100.0%	96.5%	---	100.0%	100.0%	97.3%	100.0%	
Yes	1,029	52	35	22	4	47	1	6	19	27	4	8	40	21	22	8	2	0	1	3	0	0	25	1	13	12	27	13	
	45.8%	47.3%	43.2%	42.3%	30.8%	50.0%	33.3%	66.7%	37.3%	54.0%	57.1%	34.8%	50.0%	32.8%	62.9%	80.0%	40.0%	---	50.0%	50.0%	---	0.0%	45.5%	100.0%	61.9%	52.2%	38.0%	86.7%	
No	1,220	58	46	30	9	47	2	3	32	23	3	15	40	43	13	2	3	0	1	3	0	1	30	0	8	11	44	2	
	54.2%	52.7%	56.8%	57.7%	69.2%	50.0%	66.7%	33.3%	62.7%	46.0%	42.9%	65.2%	50.0%	67.2%	37.1%	20.0%	60.0%	---	50.0%	50.0%	---	100.0%	54.5%	0.0%	38.1%	47.8%	62.0%	13.3%	
Significantly different from column:*														O	N												AB	AB	AA,Z

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 62

Is this because of any medical, behavioral, or other health condition?

Base: All respondents whose child is limited/prevented in ability to do things children of the same age can do (Q61)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,029	52	35	22	4	47	1	6	19	27	4	8	40	21	22	8	2	0	1	3	0	0	25	1	13	12	27	13	
Number missing or multiple answer	11	1	0	0	0	1	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	1	0	0	0	0	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,018	51	35	22	4	46	1	6	19	26	4	8	39	21	22	7	2	0	1	3	0	0	24	1	13	12	26	13	
	98.9%	98.1%	100.0%	100.0%	100.0%	97.9%	100.0%	100.0%	100.0%	96.3%	100.0%	100.0%	97.5%	100.0%	100.0%	87.5%	100.0%	---	100.0%	100.0%	---	---	96.0%	---	100.0%	100.0%	96.3%	100.0%	
Yes	967	50	32	22	3	46	1	6	19	25	3	8	39	21	21	7	2	0	1	3	0	0	24	1	13	11	26	13	
	95.0%	98.0%	91.4%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	96.2%	75.0%	100.0%	100.0%	100.0%	95.5%	100.0%	100.0%	---	100.0%	100.0%	---	---	100.0%	100.0%	100.0%	91.7%	100.0%	100.0%	
No	51	1	3	0	1	0	0	0	0	1	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0
	5.0%	2.0%	8.6%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	3.8%	25.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	---	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 63

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child is limited/prevented in ability to do things because of medical/behavioral/other health condition (Q61 & Q62)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	967	50	32	22	3	46	1	6	19	25	3	8	39	21	21	7	2	0	1	3	0	0	24	1	13	11	26	13
Number missing or multiple answer	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	959	50	32	22	3	46	1	6	19	25	3	8	39	21	21	7	2	0	1	3	0	0	24	1	13	11	26	13
	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	953	50	30	22	3	46	1	6	19	25	3	8	39	21	21	7	2	0	1	3	0	0	24	1	13	11	26	13
	99.4%	100.0%	93.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	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
	0.6%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 64

Does your child need or get special therapy such as physical, occupational, or speech therapy?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
Number missing or multiple answer	20	1	1	1	1	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,261	111	82	51	13	95	3	9	51	51	7	23	81	64	35	11	5	0	2	6	0	1	56	1	21	23	72	15
	99.1%	99.1%	98.8%	98.1%	92.9%	100.0%	100.0%	100.0%	100.0%	98.1%	100.0%	100.0%	98.8%	98.5%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	98.2%	---	100.0%	100.0%	98.6%	100.0%
Yes	869	31	25	14	1	30	0	5	17	9	1	8	22	18	9	4	2	0	1	0	0	0	14	1	7	4	18	8
	38.4%	27.9%	30.5%	27.5%	7.7%	31.6%	0.0%	55.6%	33.3%	17.6%	14.3%	34.8%	27.2%	28.1%	25.7%	36.4%	40.0%	---	50.0%	0.0%	---	0.0%	25.0%	100.0%	33.3%	17.4%	25.0%	53.3%
No	1,392	80	57	37	12	65	3	4	34	42	6	15	59	46	26	7	3	0	1	6	0	1	42	0	14	19	54	7
	61.6%	72.1%	69.5%	72.5%	92.3%	68.4%	100.0%	44.4%	66.7%	82.4%	85.7%	65.2%	72.8%	71.9%	74.3%	63.6%	60.0%	---	50.0%	100.0%	---	100.0%	75.0%	0.0%	66.7%	82.6%	75.0%	46.7%
Significantly different from column:*		A																										

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 65

Is this because of any medical, behavioral, or other health condition?

Base: All respondents whose child needs/gets special therapy (Q64)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	869	31	25	14	1	30	0	5	17	9	1	8	22	18	9	4	2	0	1	0	0	0	14	1	7	4	18	8
Number missing or multiple answer	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	863	31	25	14	1	30	0	5	17	9	1	8	22	18	9	4	2	0	1	0	0	14	1	7	4	18	8	
	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	800	29	23	13	1	28	0	4	16	9	0	8	21	16	9	4	2	0	1	0	0	14	1	7	4	16	8	
	92.7%	93.5%	92.0%	92.9%	100.0%	93.3%	---	80.0%	94.1%	100.0%	0.0%	100.0%	95.5%	88.9%	100.0%	100.0%	100.0%	---	100.0%	---	---	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%	
No	63	2	2	1	0	2	0	1	1	0	1	0	1	2	0	0	0	0	0	0	0	0	0	0	0	2	0	
	7.3%	6.5%	8.0%	7.1%	0.0%	6.7%	---	20.0%	5.9%	0.0%	100.0%	0.0%	4.5%	11.1%	0.0%	0.0%	0.0%	---	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 66

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child needs/gets special therapy for medical/behavioral/other health condition (Q64 & Q65)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	800	29	23	13	1	28	0	4	16	9	0	8	21	16	9	4	2	0	1	0	0	0	14	1	7	4	16	8
Number missing or multiple answer	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	797	29	23	13	1	28	0	4	16	9	0	8	21	16	9	4	2	0	1	0	0	14	1	7	4	16	8	
	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	782	29	21	13	1	28	0	4	16	9	0	8	21	16	9	4	2	0	1	0	0	14	1	7	4	16	8	
	98.1%	100.0%	91.3%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	15	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
	1.9%	0.0%	8.7%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 67

Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
Number missing or multiple answer	20	1	0	0	0	1	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,261	111	83	52	14	94	3	8	51	52	7	22	82	65	35	10	5	0	2	6	0	1	57	1	21	23	73	14
	99.1%	99.1%	100.0%	100.0%	100.0%	98.9%	100.0%	88.9%	100.0%	100.0%	100.0%	95.7%	100.0%	100.0%	100.0%	90.9%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	93.3%
Yes	1,515	79	52	38	9	67	3	5	41	33	2	15	62	47	25	6	4	0	2	2	0	1	40	0	17	16	49	13
	67.0%	71.2%	62.7%	73.1%	64.3%	71.3%	100.0%	62.5%	80.4%	63.5%	28.6%	68.2%	75.6%	72.3%	71.4%	60.0%	80.0%	---	100.0%	33.3%	---	100.0%	70.2%	0.0%	81.0%	69.6%	67.1%	92.9%
No	746	32	31	14	5	27	0	3	10	19	5	7	20	18	10	4	1	0	0	4	0	0	17	1	4	7	24	1
	33.0%	28.8%	37.3%	26.9%	35.7%	28.7%	0.0%	37.5%	19.6%	36.5%	71.4%	31.8%	24.4%	27.7%	28.6%	40.0%	20.0%	---	0.0%	66.7%	---	0.0%	29.8%	100.0%	19.0%	30.4%	32.9%	7.1%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 68

Has this problem lasted or is it expected to last for at least 12 months?

Base: All respondents whose child has emotional, developmental or behavioral problem for which s/he gets treatment (Q67)

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,515	79	52	38	9	67	3	5	41	33	2	15	62	47	25	6	4	0	2	2	0	1	40	0	17	16	49	13
Number missing or multiple answer	18	2	0	0	0	2	0	0	1	1	0	0	2	1	0	1	0	0	0	0	0	0	1	0	0	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,497	77	52	38	9	65	3	5	40	32	2	15	60	46	25	5	4	0	2	2	0	1	39	0	17	16	47	13
	98.8%	97.5%	100.0%	100.0%	100.0%	97.0%	100.0%	100.0%	97.6%	97.0%	100.0%	100.0%	96.8%	97.9%	100.0%	83.3%	100.0%	---	100.0%	100.0%	---	100.0%	97.5%	---	100.0%	100.0%	95.9%	100.0%
Yes	1,482	77	50	38	9	65	3	5	40	32	2	15	60	46	25	5	4	0	2	2	0	1	39	0	17	16	47	13
	99.0%	100.0%	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
No	15	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
	1.0%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 69

What is your child's age?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15	
Number missing or multiple answer	13	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,268 99.4%	112 100.0%	83 100.0%	51 98.1%	14 100.0%	95 100.0%	3 100.0%	9 100.0%	51 100.0%	52 100.0%	7 100.0%	23 100.0%	82 100.0%	65 100.0%	35 100.0%	11 100.0%	5 100.0%	0 ---	2 100.0%	6 100.0%	0 ---	1 100.0%	57 100.0%	1 ---	21 100.0%	23 100.0%	73 100.0%	15 100.0%	
Less than 1 year old	11 0.5%	1 0.9%	0 0.0%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	1 11.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.2%	0 0.0%	0 0.0%	1 9.1%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	1 4.8%	0 0.0%	0 0.0%	0 6.7%	
1 year old	33 1.5%	1 0.9%	2 2.4%	1 2.0%	0 0.0%	1 1.1%	0 0.0%	1 11.1%	0 0.0%	0 0.0%	1 14.3%	0 0.0%	0 0.0%	1 1.5%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	1 16.7%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 4.3%	0 0.0%	0 0.0%	
2 years old	46 2.0%	0 0.0%	1 1.2%	1 2.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
3 years old	64 2.8%	2 1.8%	3 3.6%	0 0.0%	0 0.0%	2 2.1%	0 0.0%	2 22.2%	0 0.0%	0 0.0%	0 0.0%	1 4.3%	1 1.2%	1 1.5%	1 2.9%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 2.7%	0 0.0%	
4 to 6 years old	272 12.0%	11 9.8%	12 14.5%	4 7.8%	1 7.1%	10 10.5%	0 0.0%	5 55.6%	6 11.8%	0 0.0%	0 0.0%	2 8.7%	9 11.0%	6 9.2%	4 11.4%	1 9.1%	1 20.0%	0 ---	1 50.0%	0 0.0%	0 ---	0 0.0%	1 1.8%	0 0.0%	3 14.3%	1 4.3%	7 9.6%	3 20.0%	
7 to 9 years old	392 17.3%	12 10.7%	13 15.7%	15 29.4%	1 7.1%	10 10.5%	1 33.3%	0 0.0%	12 23.5%	0 0.0%	1 14.3%	3 13.0%	8 9.8%	10 15.4%	2 5.7%	0 0.0%	1 20.0%	0 ---	0 0.0%	0 0.0%	0 ---	1 100.0%	7 12.3%	0 0.0%	1 4.8%	4 17.4%	8 11.0%	0 0.0%	
10 to 13 years old	630 27.8%	33 29.5%	29 34.9%	16 31.4%	2 14.3%	29 30.5%	2 66.7%	0 0.0%	33 64.7%	0 0.0%	2 28.6%	5 21.7%	26 31.7%	22 33.8%	10 28.6%	1 9.1%	1 20.0%	0 ---	1 50.0%	1 16.7%	0 ---	0 0.0%	17 29.8%	0 0.0%	8 38.1%	4 17.4%	27 37.0%	1 6.7%	
14 to 18 years old	820 36.2%	52 46.4%	23 27.7%	14 27.5%	10 71.4%	42 44.2%	0 0.0%	0 0.0%	0 0.0%	52 100.0%	3 42.9%	12 52.2%	37 45.1%	25 38.5%	18 51.4%	8 72.7%	2 40.0%	0 ---	0 0.0%	4 66.7%	0 ---	0 0.0%	32 56.1%	1 100.0%	8 38.1%	13 56.5%	29 39.7%	10 66.7%	
3 years old or younger	154 6.8%	4 3.6%	6 7.2%	2 3.9%	0 0.0%	4 4.2%	0 0.0%	4 44.4%	0 0.0%	0 0.0%	1 14.3%	1 4.3%	2 2.4%	2 3.1%	1 2.9%	1 9.1%	0 0.0%	0 ---	0 0.0%	1 16.7%	0 ---	0 0.0%	0 0.0%	0 0.0%	1 4.8%	1 4.3%	2 2.7%	1 6.7%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 70

What was your child's biological sex at birth?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15	
Number missing or multiple answer	13	1	0	0	0	1	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,268	111	83	52	14	94	3	9	50	52	7	23	81	64	35	11	5	0	2	6	0	1	57	1	21	23	72	15	
	99.4%	99.1%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%	98.8%	98.5%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	98.6%	100.0%	
Male	1,296	61	36	33	8	51	2	7	30	24	4	12	45	36	21	4	3	0	2	4	0	1	31	1	12	14	40	6	
	57.1%	55.0%	43.4%	63.5%	57.1%	54.3%	66.7%	77.8%	60.0%	46.2%	57.1%	52.2%	55.6%	56.3%	60.0%	36.4%	60.0%	---	100.0%	66.7%	---	100.0%	54.4%	100.0%	57.1%	60.9%	55.6%	40.0%	
Female	972	50	47	19	6	43	1	2	20	28	3	11	36	28	14	7	2	0	0	2	0	0	26	0	9	9	32	9	
	42.9%	45.0%	56.6%	36.5%	42.9%	45.7%	33.3%	22.2%	40.0%	53.8%	42.9%	47.8%	44.4%	43.8%	40.0%	63.6%	40.0%	---	0.0%	33.3%	---	0.0%	45.6%	0.0%	42.9%	39.1%	44.4%	60.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 71

What is your child's current gender identity?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)										Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	112	83	---	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15	
Number missing or multiple answer	28	2	2	---	0	2	0	0	0	2	0	0	2	1	1	0	0	0	0	0	0	0	1	0	0	1	0	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,253	110	81	---	14	93	3	9	51	50	7	23	80	64	34	11	5	0	2	6	0	1	56	1	21	22	73	14	
	98.8%	98.2%	97.6%	---	100.0%	97.9%	100.0%	100.0%	100.0%	96.2%	100.0%	100.0%	97.6%	98.5%	97.1%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	98.2%	---	100.0%	95.7%	100.0%	93.3%	
Male	1,283	63	34	---	8	54	1	7	31	25	4	12	47	38	21	4	3	0	2	4	0	1	32	1	12	13	43	6	
	56.9%	57.3%	42.0%	---	57.1%	58.1%	33.3%	77.8%	60.8%	50.0%	57.1%	52.2%	58.8%	59.4%	61.8%	36.4%	60.0%	---	100.0%	66.7%	---	100.0%	57.1%	100.0%	57.1%	59.1%	58.9%	42.9%	
Female	919	43	42	---	5	37	1	2	18	23	3	11	29	23	13	6	2	0	0	2	0	0	22	0	8	8	28	7	
	40.8%	39.1%	51.9%	---	35.7%	39.8%	33.3%	22.2%	35.3%	46.0%	42.9%	47.8%	36.3%	35.9%	38.2%	54.5%	40.0%	---	0.0%	33.3%	---	0.0%	39.3%	0.0%	38.1%	36.4%	38.4%	50.0%	
Transgender	12	1	2	---	1	0	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0	
	0.5%	0.9%	2.5%	---	7.1%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	1.3%	1.6%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	1.8%	0.0%	0.0%	0.0%	1.4%	0.0%	
Non-binary, genderqueer, or other	39	3	3	---	0	2	1	0	2	1	0	0	3	2	0	1	0	0	0	0	0	0	1	0	1	1	1	1	
	1.7%	2.7%	3.7%	---	0.0%	2.2%	33.3%	0.0%	3.9%	2.0%	0.0%	0.0%	3.8%	3.1%	0.0%	9.1%	0.0%	---	0.0%	0.0%	---	0.0%	1.8%	0.0%	4.8%	4.5%	1.4%	7.1%	
Transgender, Non-binary, genderqueer, or other	51	4	5	---	1	2	1	0	2	2	0	0	4	3	0	1	0	0	0	0	0	0	2	0	1	1	2	1	
	2.3%	3.6%	6.2%	---	7.1%	2.2%	33.3%	0.0%	3.9%	4.0%	0.0%	0.0%	5.0%	4.7%	0.0%	9.1%	0.0%	---	0.0%	0.0%	---	0.0%	3.6%	0.0%	4.8%	4.5%	2.7%	7.1%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 72

What is your age?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)				
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more		
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
Number in sample	2,281	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15		
Number missing or multiple answer	29	1	0	0	0	1	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		
Usable responses	2,252 98.7%	111 99.1%	83 100.0%	52 100.0%	14 100.0%	94 98.9%	3 100.0%	9 100.0%	51 100.0%	51 98.1%	7 100.0%	22 95.7%	82 100.0%	65 100.0%	34 97.1%	11 100.0%	5 100.0%	0 ---	2 100.0%	6 100.0%	0 ---	1 100.0%	57 100.0%	1 ---	20 95.2%	22 95.7%	73 100.0%	15 100.0%		
Under 18	116 5.2%	2 1.8%	0 0.0%	1 1.9%	2 14.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 3.9%	0 0.0%	1 4.5%	1 1.2%	2 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%	2 3.5%	0 0.0%	0 0.0%	0 0.0%	1 4.5%	1 1.4%	0 0.0%	
18 to 24	39 1.7%	0 0.0%	1 1.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
25 to 34	395 17.5%	21 18.9%	19 22.9%	14 26.9%	1 7.1%	19 20.2%	1 33.3%	5 55.6%	14 27.5%	2 3.9%	4 57.1%	5 22.7%	12 14.6%	12 18.5%	6 17.6%	3 27.3%	0 0.0%	0 ---	1 50.0%	1 16.7%	0 ---	0 0.0%	7 12.3%	0 0.0%	5 25.0%	4 18.2%	13 17.8%	4 26.7%		
35 to 44	789 35.0%	30 27.0%	33 39.8%	14 26.9%	1 7.1%	28 29.8%	1 33.3%	1 11.1%	16 31.4%	13 25.5%	0 0.0%	4 18.2%	26 31.7%	17 26.2%	12 35.3%	1 9.1%	3 60.0%	0 ---	0 0.0%	3 50.0%	0 ---	0 0.0%	15 26.3%	0 0.0%	6 30.0%	4 18.2%	23 31.5%	3 20.0%		
45 to 54	505 22.4%	27 24.3%	19 22.9%	13 25.0%	5 35.7%	21 22.3%	1 33.3%	1 11.1%	14 27.5%	12 23.5%	2 28.6%	5 22.7%	20 24.4%	17 26.2%	6 17.6%	3 27.3%	0 0.0%	0 ---	1 50.0%	2 33.3%	0 ---	1 100.0%	15 26.3%	1 100.0%	3 15.0%	3 13.6%	19 26.0%	5 33.3%		
55 to 64	233 10.3%	22 19.8%	6 7.2%	7 13.5%	5 35.7%	17 18.1%	0 0.0%	2 22.2%	4 7.8%	16 31.4%	1 14.3%	7 31.8%	14 17.1%	11 16.9%	8 23.5%	3 27.3%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 ---	0 0.0%	13 22.8%	0 0.0%	5 25.0%	7 31.8%	12 16.4%	2 13.3%		
65 to 74	146 6.5%	8 7.2%	5 6.0%	3 5.8%	0 0.0%	8 8.5%	0 0.0%	0 0.0%	2 3.9%	6 11.8%	0 0.0%	0 0.0%	8 9.8%	5 7.7%	2 5.9%	1 9.1%	2 40.0%	0 ---	0 0.0%	0 0.0%	0 ---	0 0.0%	4 7.0%	0 0.0%	1 5.0%	3 13.6%	4 5.5%	1 6.7%		
75 or older	29 1.3%	1 0.9%	0 0.0%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	0 0.0%	1 2.0%	0 0.0%	0 0.0%	0 0.0%	1 1.2%	1 1.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.8%	0 0.0%	0 0.0%	0 0.0%	1 1.4%	0 0.0%		
35 or older	1,702 75.6%	88 79.3%	63 75.9%	37 71.2%	11 78.6%	75 79.8%	2 66.7%	4 44.4%	37 72.5%	47 92.2%	3 42.9%	16 72.7%	69 84.1%	51 78.5%	28 82.4%	8 72.7%	5 100.0%	0 ---	1 50.0%	5 83.3%	0 ---	1 100.0%	48 84.2%	1 100.0%	15 75.0%	17 77.3%	59 80.8%	11 73.3%		
Significantly different from column:*									J	I																				

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 73

What is your current gender identity?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	112	83	---	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
Number missing or multiple answer	29	0	1	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,252	112	82	---	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
	98.7%	100.0%	98.8%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Male	304	14	9	---	14	0	0	0	4	10	2	6	6	10	4	0	0	0	1	0	0	0	10	0	0	4	9	1
	13.5%	12.5%	11.0%	---	100.0%	0.0%	0.0%	0.0%	7.8%	19.2%	28.6%	26.1%	7.3%	15.4%	11.4%	0.0%	0.0%	---	50.0%	0.0%	---	0.0%	17.5%	0.0%	0.0%	17.4%	12.3%	6.7%
Female	1,937	95	72	---	0	95	0	9	44	42	5	16	74	53	30	11	5	0	1	6	0	0	46	1	21	17	63	14
	86.0%	84.8%	87.8%	---	0.0%	100.0%	0.0%	100.0%	86.3%	80.8%	71.4%	69.6%	90.2%	81.5%	85.7%	100.0%	100.0%	---	50.0%	100.0%	---	0.0%	80.7%	100.0%	100.0%	73.9%	86.3%	93.3%
Transgender	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%	1.2%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Non-binary, genderqueer, or other	10	3	0	---	0	0	3	0	3	0	0	1	2	2	1	0	0	0	0	0	0	1	1	0	0	2	1	0
	0.4%	2.7%	0.0%	---	0.0%	0.0%	100.0%	0.0%	5.9%	0.0%	0.0%	4.3%	2.4%	3.1%	2.9%	0.0%	0.0%	---	0.0%	0.0%	---	100.0%	1.8%	0.0%	0.0%	8.7%	1.4%	0.0%
Transgender, Non-binary, genderqueer, or other	11	3	1	---	0	0	3	0	3	0	0	1	2	2	1	0	0	0	0	0	0	1	1	0	0	2	1	0
	0.5%	2.7%	1.2%	---	0.0%	0.0%	100.0%	0.0%	5.9%	0.0%	0.0%	4.3%	2.4%	3.1%	2.9%	0.0%	0.0%	---	0.0%	0.0%	---	100.0%	1.8%	0.0%	0.0%	8.7%	1.4%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 74

What is the highest grade or level of school that you have completed?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)										Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15	
Number missing or multiple answer	46	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	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,235	112	82	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15	
	98.0%	100.0%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	
8th grade or less	89	1	3	2	0	1	0	1	0	0	1	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0
	4.0%	0.9%	3.7%	3.8%	0.0%	1.1%	0.0%	11.1%	0.0%	0.0%	14.3%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	---	0.0%	16.7%	---	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	
Some high school, but did not graduate	150	6	2	3	2	4	0	0	3	3	6	0	0	1	4	1	0	0	0	1	0	0	3	0	0	2	4	0	
	6.7%	5.4%	2.4%	5.8%	14.3%	4.2%	0.0%	0.0%	5.9%	5.8%	85.7%	0.0%	0.0%	1.5%	11.4%	9.1%	0.0%	---	0.0%	16.7%	---	0.0%	5.3%	0.0%	0.0%	8.7%	5.5%	0.0%	
High school graduate or GED	549	23	17	12	6	16	1	3	8	12	0	23	0	13	7	2	0	0	0	0	0	0	11	0	4	9	9	5	
	24.6%	20.5%	20.7%	23.1%	42.9%	16.8%	33.3%	33.3%	15.7%	23.1%	0.0%	100.0%	0.0%	20.0%	20.0%	18.2%	0.0%	---	0.0%	0.0%	---	0.0%	19.3%	0.0%	19.0%	39.1%	12.3%	33.3%	
Some college or 2-year degree	912	50	41	23	3	46	1	4	24	22	0	0	50	32	11	7	2	0	1	1	0	1	28	0	10	7	35	7	
	40.8%	44.6%	50.0%	44.2%	21.4%	48.4%	33.3%	44.4%	47.1%	42.3%	0.0%	0.0%	61.0%	49.2%	31.4%	63.6%	40.0%	---	50.0%	16.7%	---	100.0%	49.1%	0.0%	47.6%	30.4%	47.9%	46.7%	
4-year college graduate	304	17	12	8	0	16	1	0	11	6	0	0	17	9	8	0	2	0	0	1	0	0	9	1	2	3	13	1	
	13.6%	15.2%	14.6%	15.4%	0.0%	16.8%	33.3%	0.0%	21.6%	11.5%	0.0%	0.0%	20.7%	13.8%	22.9%	0.0%	40.0%	---	0.0%	16.7%	---	0.0%	15.8%	100.0%	9.5%	13.0%	17.8%	6.7%	
More than 4-year college degree	231	15	7	4	3	12	0	1	5	9	0	0	15	9	5	1	1	0	1	2	0	0	6	0	5	1	12	2	
	10.3%	13.4%	8.5%	7.7%	21.4%	12.6%	0.0%	11.1%	9.8%	17.3%	0.0%	0.0%	18.3%	13.8%	14.3%	9.1%	20.0%	---	50.0%	33.3%	---	0.0%	10.5%	0.0%	23.8%	4.3%	16.4%	13.3%	
4-year college graduate or more	535	32	19	12	3	28	1	1	16	15	0	0	32	18	13	1	3	0	1	3	0	0	15	1	7	4	25	3	
	23.9%	28.6%	23.2%	23.1%	21.4%	29.5%	33.3%	11.1%	31.4%	28.8%	0.0%	0.0%	39.0%	27.7%	37.1%	9.1%	60.0%	---	50.0%	50.0%	---	0.0%	26.3%	100.0%	33.3%	17.4%	34.2%	20.0%	
Significantly different from column:*												M	L																

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 75

How are you related to the child?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)										Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	112	83	52	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15	
Number missing or multiple answer	109	7	2	1	1	5	1	1	3	3	0	0	7	4	2	1	0	0	0	0	0	1	4	0	1	2	4	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,172	105	81	51	13	90	2	8	48	49	7	23	75	61	33	10	5	0	2	6	0	0	53	1	20	21	69	15	
	95.2%	93.8%	97.6%	98.1%	92.9%	94.7%	66.7%	88.9%	94.1%	94.2%	100.0%	100.0%	91.5%	93.8%	94.3%	90.9%	100.0%	---	100.0%	100.0%	---	0.0%	93.0%	---	95.2%	91.3%	94.5%	100.0%	
Mother or father	1,842	83	74	38	10	71	2	7	39	37	7	16	60	45	31	6	2	0	2	4	0	0	44	1	16	12	59	12	
	84.8%	79.0%	91.4%	74.5%	76.9%	78.9%	100.0%	87.5%	81.3%	75.5%	100.0%	69.6%	80.0%	73.8%	93.9%	60.0%	40.0%	---	100.0%	66.7%	---	---	83.0%	100.0%	80.0%	57.1%	85.5%	80.0%	
Grandparent	167	11	4	6	2	9	0	1	5	5	0	5	6	8	1	2	2	0	0	0	0	0	3	0	2	8	1	2	
	7.7%	10.5%	4.9%	11.8%	15.4%	10.0%	0.0%	12.5%	10.4%	10.2%	0.0%	21.7%	8.0%	13.1%	3.0%	20.0%	40.0%	---	0.0%	0.0%	---	---	5.7%	0.0%	10.0%	38.1%	1.4%	13.3%	
Aunt or uncle	23	3	1	0	1	2	0	0	2	1	0	0	3	2	1	0	1	0	0	0	0	0	2	0	0	0	2	1	
	1.1%	2.9%	1.2%	0.0%	7.7%	2.2%	0.0%	0.0%	4.2%	2.0%	0.0%	0.0%	4.0%	3.3%	3.0%	0.0%	20.0%	---	0.0%	0.0%	---	---	3.8%	0.0%	0.0%	0.0%	2.9%	6.7%	
Older brother or sister	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Other relative	6	2	0	1	0	2	0	0	1	1	0	1	1	2	0	0	0	0	0	0	0	0	1	0	1	0	2	0	
	0.3%	1.9%	0.0%	2.0%	0.0%	2.2%	0.0%	0.0%	2.1%	2.0%	0.0%	4.3%	1.3%	3.3%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	---	1.9%	0.0%	5.0%	0.0%	2.9%	0.0%	
Legal guardian	98	5	1	4	0	5	0	0	0	5	0	1	4	4	0	1	0	0	0	2	0	0	2	0	1	1	4	0	
	4.5%	4.8%	1.2%	7.8%	0.0%	5.6%	0.0%	0.0%	0.0%	10.2%	0.0%	4.3%	5.3%	6.6%	0.0%	10.0%	0.0%	---	0.0%	33.3%	---	---	3.8%	0.0%	5.0%	4.8%	5.8%	0.0%	
Someone else	33	1	1	2	0	1	0	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	1	0	
	1.5%	1.0%	1.2%	3.9%	0.0%	1.1%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	10.0%	0.0%	---	0.0%	0.0%	---	---	1.9%	0.0%	0.0%	0.0%	1.4%	0.0%	

NA - There is no "no experience" category for this question.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 76

How well does your child speak English?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	112	83	---	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15	
Number missing or multiple answer	61	2	0	---	1	1	0	0	1	1	0	1	1	1	0	0	0	0	0	0	0	0	1	0	1	0	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,220	110	83	---	13	94	3	9	50	51	7	22	81	64	34	11	5	0	2	6	0	1	56	1	20	23	71	15	
	97.3%	98.2%	100.0%	---	92.9%	98.9%	100.0%	100.0%	98.0%	98.1%	100.0%	95.7%	98.8%	98.5%	97.1%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	98.2%	---	95.2%	100.0%	97.3%	100.0%	
Very well	1,659	89	72	---	10	76	3	2	42	45	6	15	68	53	27	8	4	0	1	5	0	1	49	0	16	19	59	10	
	74.7%	80.9%	86.7%	---	76.9%	80.9%	100.0%	22.2%	84.0%	88.2%	85.7%	68.2%	84.0%	82.8%	79.4%	72.7%	80.0%	---	50.0%	83.3%	---	100.0%	87.5%	0.0%	80.0%	82.6%	83.1%	66.7%	
Well	331	14	6	---	2	12	0	3	7	4	0	4	10	7	6	1	1	0	1	0	0	0	6	1	1	3	10	1	
	14.9%	12.7%	7.2%	---	15.4%	12.8%	0.0%	33.3%	14.0%	7.8%	0.0%	18.2%	12.3%	10.9%	17.6%	9.1%	20.0%	---	50.0%	0.0%	---	0.0%	10.7%	100.0%	5.0%	13.0%	14.1%	6.7%	
Not well	129	1	2	---	1	0	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0	
	5.8%	0.9%	2.4%	---	7.7%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	4.5%	0.0%	1.6%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	1.8%	0.0%	0.0%	0.0%	1.4%	0.0%	
Not at all	101	6	3	---	0	6	0	4	1	1	1	2	3	3	1	2	0	0	1	0	0	0	0	0	3	1	1	4	
	4.5%	5.5%	3.6%	---	0.0%	6.4%	0.0%	44.4%	2.0%	2.0%	14.3%	9.1%	3.7%	4.7%	2.9%	18.2%	0.0%	---	0.0%	16.7%	---	0.0%	0.0%	0.0%	15.0%	4.3%	1.4%	26.7%	
Very well or Well	1,990	103	78	---	12	88	3	5	49	49	6	19	78	60	33	9	5	0	2	5	0	1	55	1	17	22	69	11	
	89.6%	93.6%	94.0%	---	92.3%	93.6%	100.0%	55.6%	98.0%	96.1%	85.7%	86.4%	96.3%	93.8%	97.1%	81.8%	100.0%	---	100.0%	83.3%	---	100.0%	98.2%	100.0%	85.0%	95.7%	97.2%	73.3%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 77

What language does your child mainly speak at home?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	112	83	---	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15	
Number missing or multiple answer	79	3	2	---	1	2	0	0	1	2	1	1	1	2	0	0	0	0	1	0	0	1	0	1	0	3	0		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,202	109	81	---	13	93	3	9	50	50	6	22	81	64	33	11	5	0	2	5	0	1	56	1	20	23	70	15	
	96.5%	97.3%	97.6%	---	92.9%	97.9%	100.0%	100.0%	98.0%	96.2%	85.7%	95.7%	98.8%	98.5%	94.3%	100.0%	100.0%	---	100.0%	83.3%	---	100.0%	98.2%	---	95.2%	100.0%	95.9%	100.0%	
English	1,937	104	74	---	13	88	3	5	50	49	5	20	79	62	32	9	5	0	2	3	0	1	56	1	19	22	69	12	
	88.0%	95.4%	91.4%	---	100.0%	94.6%	100.0%	55.6%	100.0%	98.0%	83.3%	90.9%	97.5%	96.9%	97.0%	81.8%	100.0%	---	100.0%	60.0%	---	100.0%	100.0%	100.0%	95.0%	95.7%	98.6%	80.0%	
Spanish	180	2	4	---	0	2	0	1	0	1	1	0	1	1	1	0	0	0	0	2	0	0	0	0	0	0	1	1	0
	8.2%	1.8%	4.9%	---	0.0%	2.2%	0.0%	11.1%	0.0%	2.0%	16.7%	0.0%	1.2%	1.6%	3.0%	0.0%	0.0%	---	0.0%	40.0%	---	0.0%	0.0%	0.0%	0.0%	4.3%	1.4%	0.0%	
Other	68	0	3	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	3.1%	0.0%	3.7%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

NA - There is no "no experience" category for this question.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 78

Does your child need an interpreter for us to communicate with them?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	112	83	---	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15	
Number missing or multiple answer	46	2	1	---	1	1	0	0	1	1	0	1	1	1	0	0	0	0	0	0	0	0	1	0	1	0	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,235	110	82	---	13	94	3	9	50	51	7	22	81	64	34	11	5	0	2	6	0	1	56	1	20	23	71	15	
	98.0%	98.2%	98.8%	---	92.9%	98.9%	100.0%	100.0%	98.0%	98.1%	100.0%	95.7%	98.8%	98.5%	97.1%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	98.2%	---	95.2%	100.0%	97.3%	100.0%	
Yes	105	1	2	---	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0	
	4.7%	0.9%	2.4%	---	0.0%	1.1%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	1.2%	1.6%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	1.8%	0.0%	0.0%	0.0%	1.4%	0.0%	
No	2,130	109	80	---	13	93	3	9	49	51	7	22	80	63	34	11	5	0	2	6	0	1	55	1	20	23	70	15	
	95.3%	99.1%	97.6%	---	100.0%	98.9%	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%	98.8%	98.4%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	98.2%	100.0%	100.0%	100.0%	98.6%	100.0%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 79

Does your child need a sign language interpreter for us to communicate with them?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	112	83	---	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
Number missing or multiple answer	45	2	2	---	1	1	0	0	1	1	0	1	1	1	0	0	0	0	0	0	0	0	1	0	1	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,236	110	81	---	13	94	3	9	50	51	7	22	81	64	34	11	5	0	2	6	0	1	56	1	20	23	71	15
	98.0%	98.2%	97.6%	---	92.9%	98.9%	100.0%	100.0%	98.0%	98.1%	100.0%	95.7%	98.8%	98.5%	97.1%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	98.2%	---	95.2%	100.0%	97.3%	100.0%
Yes	43	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
	1.9%	0.0%	1.2%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No	2,193	110	80	---	13	94	3	9	50	51	7	22	81	64	34	11	5	0	2	6	0	1	56	1	20	23	71	15
	98.1%	100.0%	98.8%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 80

Does your child need written materials in an alternate format (Braille, large print, audio recordings, etc.)?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	112	83	---	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
Number missing or multiple answer	249	14	2	---	3	11	0	0	5	9	2	6	6	7	5	1	0	0	3	0	0	8	0	3	2	10	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,032	98	81	---	11	84	3	9	46	43	5	17	76	58	30	10	5	0	2	3	0	1	49	1	18	21	63	13
	89.1%	87.5%	97.6%	---	78.6%	88.4%	100.0%	100.0%	90.2%	82.7%	71.4%	73.9%	92.7%	89.2%	85.7%	90.9%	100.0%	---	100.0%	50.0%	---	100.0%	86.0%	---	85.7%	91.3%	86.3%	86.7%
Yes	78	3	0	---	0	3	0	0	2	1	0	1	2	2	1	0	0	0	0	0	0	0	0	0	2	1	1	1
	3.8%	3.1%	0.0%	---	0.0%	3.6%	0.0%	0.0%	4.3%	2.3%	0.0%	5.9%	2.6%	3.4%	3.3%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	11.1%	4.8%	1.6%	7.7%
No	1,954	95	81	---	11	81	3	9	44	42	5	16	74	56	29	10	5	0	2	3	0	1	49	1	16	20	62	12
	96.2%	96.9%	100.0%	---	100.0%	96.4%	100.0%	100.0%	95.7%	97.7%	100.0%	94.1%	97.4%	96.6%	96.7%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	88.9%	95.2%	98.4%	92.3%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 81

Is your child deaf or does your child have serious difficulty hearing?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	112	83	---	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15
Number missing or multiple answer	104	4	2	---	1	3	0	0	1	3	1	1	2	1	2	1	0	0	1	0	0	2	0	1	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	2,177	108	81	---	13	92	3	9	50	49	6	22	80	64	33	10	5	0	2	5	0	1	55	1	20	22	70	15
	95.4%	96.4%	97.6%	---	92.9%	96.8%	100.0%	100.0%	98.0%	94.2%	85.7%	95.7%	97.6%	98.5%	94.3%	90.9%	100.0%	---	100.0%	83.3%	---	100.0%	96.5%	---	95.2%	95.7%	95.9%	100.0%
Yes	73	1	2	---	0	1	0	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	1	0
	3.4%	0.9%	2.5%	---	0.0%	1.1%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	10.0%	0.0%	---	0.0%	0.0%	---	0.0%	1.8%	0.0%	0.0%	0.0%	1.4%	0.0%
No	2,104	107	79	---	13	91	3	9	49	49	6	22	79	64	33	9	5	0	2	5	0	1	54	1	20	22	69	15
	96.6%	99.1%	97.5%	---	100.0%	98.9%	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%	98.8%	100.0%	100.0%	90.0%	100.0%	---	100.0%	100.0%	---	100.0%	98.2%	100.0%	100.0%	100.0%	98.6%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 82

Is your child blind or does your child have serious difficulty seeing, even when wearing glasses?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	112	83	---	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15	
Number missing or multiple answer	52	2	1	---	1	1	0	0	1	1	0	1	1	1	0	0	0	0	0	0	0	0	1	0	1	0	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,229	110	82	---	13	94	3	9	50	51	7	22	81	64	34	11	5	0	2	6	0	1	56	1	20	23	71	15	
	97.7%	98.2%	98.8%	---	92.9%	98.9%	100.0%	100.0%	98.0%	98.1%	100.0%	95.7%	98.8%	98.5%	97.1%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	98.2%	---	95.2%	100.0%	97.3%	100.0%	
Yes	82	3	2	---	0	3	0	1	1	1	0	2	1	1	0	2	0	0	0	0	0	0	0	0	1	1	0	2	
	3.7%	2.7%	2.4%	---	0.0%	3.2%	0.0%	11.1%	2.0%	2.0%	0.0%	9.1%	1.2%	1.6%	0.0%	18.2%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	5.0%	4.3%	0.0%	13.3%	
No	2,147	107	80	---	13	91	3	8	49	50	7	20	80	63	34	9	5	0	2	6	0	1	56	1	19	22	71	13	
	96.3%	97.3%	97.6%	---	100.0%	96.8%	100.0%	88.9%	98.0%	98.0%	100.0%	90.9%	98.8%	98.4%	100.0%	81.8%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	95.0%	95.7%	100.0%	86.7%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 83

Does a physical, mental, or emotional condition limit your child's activities in any way?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	112	83	---	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15	
Number missing or multiple answer	62	3	1	---	2	1	0	0	1	2	0	1	2	2	1	0	0	0	0	0	0	0	2	0	1	0	3	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,219	109	82	---	12	94	3	9	50	50	7	22	80	63	34	11	5	0	2	6	0	1	55	1	20	23	70	15	
	97.3%	97.3%	98.8%	---	85.7%	98.9%	100.0%	100.0%	98.0%	96.2%	100.0%	95.7%	97.6%	96.9%	97.1%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	96.5%	---	95.2%	100.0%	95.9%	100.0%	
Yes	961	56	40	---	4	52	0	4	22	30	2	11	43	25	20	10	1	0	0	2	0	0	31	1	14	9	33	13	
	43.3%	51.4%	48.8%	---	33.3%	55.3%	0.0%	44.4%	44.0%	60.0%	28.6%	50.0%	53.8%	39.7%	58.8%	90.9%	20.0%	---	0.0%	33.3%	---	0.0%	56.4%	100.0%	70.0%	39.1%	47.1%	86.7%	
No	1,258	53	42	---	8	42	3	5	28	20	5	11	37	38	14	1	4	0	2	4	0	1	24	0	6	14	37	2	
	56.7%	48.6%	51.2%	---	66.7%	44.7%	100.0%	55.6%	56.0%	40.0%	71.4%	50.0%	46.3%	60.3%	41.2%	9.1%	80.0%	---	100.0%	66.7%	---	100.0%	43.6%	0.0%	30.0%	60.9%	52.9%	13.3%	
Significantly different from column:*														P		N											AB	AB	AA,Z

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 84

Does your child have serious difficulty walking or climbing stairs?

Base: All respondents with children 5 or older

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,038	106	75	---	14	89	3	3	51	52	6	21	79	63	33	9	5	0	1	5	0	1	57	1	20	22	70	13
Number missing or multiple answer	78	5	4	---	3	2	0	0	2	3	2	1	2	2	3	0	0	0	1	0	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	1,960	101	71	---	11	87	3	3	49	49	4	20	77	61	30	9	5	0	1	4	0	1	54	1	19	22	65	13
	96.2%	95.3%	94.7%	---	78.6%	97.8%	100.0%	100.0%	96.1%	94.2%	66.7%	95.2%	97.5%	96.8%	90.9%	100.0%	100.0%	---	100.0%	80.0%	---	100.0%	94.7%	---	95.0%	100.0%	92.9%	100.0%
Yes	109	6	4	---	0	6	0	1	2	3	0	2	4	2	3	0	0	0	1	0	0	1	1	2	0	4	2	
	5.6%	5.9%	5.6%	---	0.0%	6.9%	0.0%	33.3%	4.1%	6.1%	0.0%	10.0%	5.2%	3.3%	10.0%	0.0%	0.0%	---	0.0%	25.0%	---	0.0%	1.9%	100.0%	10.5%	0.0%	6.2%	15.4%
No	1,851	95	67	---	11	81	3	2	47	46	4	18	73	59	27	9	5	0	1	3	0	1	53	0	17	22	61	11
	94.4%	94.1%	94.4%	---	100.0%	93.1%	100.0%	66.7%	95.9%	93.9%	100.0%	90.0%	94.8%	96.7%	90.0%	100.0%	100.0%	---	100.0%	75.0%	---	100.0%	98.1%	0.0%	89.5%	100.0%	93.8%	84.6%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 85

Does your child have difficulty dressing or bathing?

Base: All respondents with children 5 or older

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,038	106	75	---	14	89	3	3	51	52	6	21	79	63	33	9	5	0	1	5	0	1	57	1	20	22	70	13	
Number missing or multiple answer	80	5	4	---	3	2	0	0	2	3	2	1	2	2	3	0	0	0	1	0	0	3	0	1	0	5	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	1,958	101	71	---	11	87	3	3	49	49	4	20	77	61	30	9	5	0	1	4	0	1	54	1	19	22	65	13	
	96.1%	95.3%	94.7%	---	78.6%	97.8%	100.0%	100.0%	96.1%	94.2%	66.7%	95.2%	97.5%	96.8%	90.9%	100.0%	100.0%	---	100.0%	80.0%	---	100.0%	94.7%	---	95.0%	100.0%	92.9%	100.0%	
Yes	270	11	8	---	1	10	0	1	7	3	1	2	8	8	2	1	0	0	0	0	0	0	5	0	3	1	6	3	
	13.8%	10.9%	11.3%	---	9.1%	11.5%	0.0%	33.3%	14.3%	6.1%	25.0%	10.0%	10.4%	13.1%	6.7%	11.1%	0.0%	---	0.0%	0.0%	---	0.0%	9.3%	0.0%	15.8%	4.5%	9.2%	23.1%	
No	1,688	90	63	---	10	77	3	2	42	46	3	18	69	53	28	8	5	0	1	4	0	1	49	1	16	21	59	10	
	86.2%	89.1%	88.7%	---	90.9%	88.5%	100.0%	66.7%	85.7%	93.9%	75.0%	90.0%	89.6%	86.9%	93.3%	88.9%	100.0%	---	100.0%	100.0%	---	100.0%	90.7%	100.0%	84.2%	95.5%	90.8%	76.9%	
Significantly different from column:*																													

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 86

Because of a physical, mental, or emotional condition, does your child have serious difficulty concentrating, remembering or making decisions?

Base: All respondents with children 5 or older

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,038	106	75	---	14	89	3	3	51	52	6	21	79	63	33	9	5	0	1	5	0	1	57	1	20	22	70	13
Number missing or multiple answer	86	7	6	---	3	4	0	0	3	4	2	2	3	3	3	1	0	0	1	0	0	4	0	2	2	5	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,952	99	69	---	11	85	3	3	48	48	4	19	76	60	30	8	5	0	1	4	0	1	53	1	18	20	65	13
	95.8%	93.4%	92.0%	---	78.6%	95.5%	100.0%	100.0%	94.1%	92.3%	66.7%	90.5%	96.2%	95.2%	90.9%	88.9%	100.0%	---	100.0%	80.0%	---	100.0%	93.0%	---	90.0%	90.9%	92.9%	100.0%
Yes	1,086	66	37	---	5	60	1	2	35	29	2	12	52	40	21	5	3	0	1	2	0	0	34	0	17	12	42	11
	55.6%	66.7%	53.6%	---	45.5%	70.6%	33.3%	66.7%	72.9%	60.4%	50.0%	63.2%	68.4%	66.7%	70.0%	62.5%	60.0%	---	100.0%	50.0%	---	0.0%	64.2%	0.0%	94.4%	60.0%	64.6%	84.6%
No	866	33	32	---	6	25	2	1	13	19	2	7	24	20	9	3	2	0	0	2	0	1	19	1	1	8	23	2
	44.4%	33.3%	46.4%	---	54.5%	29.4%	66.7%	33.3%	27.1%	39.6%	50.0%	36.8%	31.6%	33.3%	30.0%	37.5%	40.0%	---	0.0%	50.0%	---	100.0%	35.8%	100.0%	5.6%	40.0%	35.4%	15.4%
Significantly different from column:*		A																				Y		W				

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 87

Because of a physical, mental, or emotional condition, does your child have serious difficulty doing errands alone such as visiting a doctor's office or shopping?

Base: All respondents with children 15 or older

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	638	41	17	---	7	34	0	0	0	41	2	9	30	16	17	7	2	0	0	3	0	0	22	1	8	10	21	10
Number missing or multiple answer	57	3	2	---	1	2	0	0	0	3	1	1	1	1	1	1	0	0	0	1	0	0	2	0	0	1	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	581	38	15	---	6	32	0	0	0	38	1	8	29	15	16	6	2	0	0	2	0	0	20	1	8	9	19	10
	91.1%	92.7%	88.2%	---	85.7%	94.1%	---	---	---	92.7%	50.0%	88.9%	96.7%	93.8%	94.1%	85.7%	100.0%	---	---	66.7%	---	---	90.9%	---	100.0%	90.0%	90.5%	100.0%
Yes	207	15	4	---	1	14	0	0	0	15	0	5	10	4	5	5	0	0	0	1	0	0	7	1	5	1	9	5
	35.6%	39.5%	26.7%	---	16.7%	43.8%	---	---	---	39.5%	0.0%	62.5%	34.5%	26.7%	31.3%	83.3%	0.0%	---	---	50.0%	---	---	35.0%	100.0%	62.5%	11.1%	47.4%	50.0%
No	374	23	11	---	5	18	0	0	0	23	1	3	19	11	11	1	2	0	0	1	0	0	13	0	3	8	10	5
	64.4%	60.5%	73.3%	---	83.3%	56.3%	---	---	---	60.5%	100.0%	37.5%	65.5%	73.3%	68.8%	16.7%	100.0%	---	---	50.0%	---	---	65.0%	0.0%	37.5%	88.9%	52.6%	50.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 89

Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)										Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	112	---	---	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15	
Number missing or multiple answer	435	19	---	---	3	15	1	5	9	5	2	8	9	11	6	2	0	0	0	0	0	0	0	0	0	7	9	3	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,846	93	---	---	11	80	2	4	42	47	5	15	73	54	29	9	5	0	2	6	0	1	57	1	21	16	64	12	
	80.9%	83.0%	---	---	78.6%	84.2%	66.7%	44.4%	82.4%	90.4%	71.4%	65.2%	89.0%	83.1%	82.9%	81.8%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	69.6%	87.7%	80.0%	
American Indian or Alaska Native	242	13	---	---	0	12	1	1	8	4	0	2	11	7	5	1	5	0	0	0	0	1	1	0	6	3	10	0	
	13.1%	14.0%	---	---	0.0%	15.0%	50.0%	25.0%	19.0%	8.5%	0.0%	13.3%	15.1%	13.0%	17.2%	11.1%	100.0%	---	0.0%	0.0%	---	100.0%	1.8%	0.0%	28.6%	18.8%	15.6%	0.0%	
Asian	152	4	---	---	0	4	0	0	1	3	0	1	3	1	0	2	0	0	0	0	0	0	0	0	4	0	1	3	
	8.2%	4.3%	---	---	0.0%	5.0%	0.0%	0.0%	2.4%	6.4%	0.0%	6.7%	4.1%	1.9%	0.0%	22.2%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	19.0%	0.0%	1.6%	25.0%	
Black or African American	160	8	---	---	1	7	0	1	5	2	0	1	7	2	5	1	0	0	2	0	0	0	1	0	5	0	7	1	
	8.7%	8.6%	---	---	9.1%	8.8%	0.0%	25.0%	11.9%	4.3%	0.0%	6.7%	9.6%	3.7%	17.2%	11.1%	0.0%	---	100.0%	0.0%	---	0.0%	1.8%	0.0%	23.8%	0.0%	10.9%	8.3%	
Hispanic or Latino/a	492	22	---	---	0	22	0	3	10	9	2	1	19	14	6	2	2	0	1	6	0	0	5	0	8	5	17	0	
	26.7%	23.7%	---	---	0.0%	27.5%	0.0%	75.0%	23.8%	19.1%	40.0%	6.7%	26.0%	25.9%	20.7%	22.2%	40.0%	---	50.0%	100.0%	---	0.0%	8.8%	0.0%	38.1%	31.3%	26.6%	0.0%	
Middle Eastern/Northern African	20	1	---	---	0	1	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0	
	1.1%	1.1%	---	---	0.0%	1.3%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	1.4%	1.9%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	1.8%	0.0%	0.0%	0.0%	1.6%	0.0%	
Native Hawaiian or Pacific Islander	34	3	---	---	1	1	1	0	1	2	0	1	2	2	0	0	0	0	0	0	0	1	1	0	1	0	2	1	
	1.8%	3.2%	---	---	9.1%	1.3%	50.0%	0.0%	2.4%	4.3%	0.0%	6.7%	2.7%	3.7%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	100.0%	1.8%	0.0%	4.8%	0.0%	3.1%	8.3%	
White	1,288	81	---	---	10	70	1	2	38	41	3	15	63	50	22	8	4	0	0	0	0	0	57	0	20	15	54	11	
	69.8%	87.1%	---	---	90.9%	87.5%	50.0%	50.0%	90.5%	87.2%	60.0%	100.0%	86.3%	92.6%	75.9%	88.9%	80.0%	---	0.0%	0.0%	---	0.0%	100.0%	0.0%	95.2%	93.8%	84.4%	91.7%	
Other	129	7	---	---	0	7	0	1	3	3	0	0	7	3	3	1	0	0	0	0	0	0	2	1	4	1	4	2	
	7.0%	7.5%	---	---	0.0%	8.8%	0.0%	25.0%	7.1%	6.4%	0.0%	0.0%	9.6%	5.6%	10.3%	11.1%	0.0%	---	0.0%	0.0%	---	0.0%	3.5%	100.0%	19.0%	6.3%	6.3%	16.7%	

NA - There is no "no experience" category for this question.

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

Trillium Community Health Plan

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 90

If you selected more than one racial or ethnic identity above, please CIRCLE the ONE that best represents your child's racial or ethnic identity. If your child have more than one primary racial or ethnic identity, please check here.

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)										Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	112	---	---	14	95	3	9	51	52	7	23	82	65	35	11	5	0	2	6	0	1	57	1	21	23	73	15	
Number missing or multiple answer	0	0	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Number no experience	435	19	---	---	3	15	1	5	9	5	2	8	9	11	6	2	0	0	0	0	0	0	0	0	0	7	9	3	
Usable responses	1,846	93	---	---	11	80	2	4	42	47	5	15	73	54	29	9	5	0	2	6	0	1	57	1	21	16	64	12	
	80.9%	83.0%	---	---	78.6%	84.2%	66.7%	44.4%	82.4%	90.4%	71.4%	65.2%	89.0%	83.1%	82.9%	81.8%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	69.6%	87.7%	80.0%	
American Indian or Alaska Native	98	5	---	---	0	5	0	0	3	2	0	0	5	2	3	0	5	0	0	0	0	0	0	0	0	2	3	0	
	5.3%	5.4%	---	---	0.0%	6.3%	0.0%	0.0%	7.1%	4.3%	0.0%	0.0%	6.8%	3.7%	10.3%	0.0%	100.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	12.5%	4.7%	0.0%	
Asian	79	0	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	4.3%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Black or African American	94	2	---	---	1	1	0	1	1	0	0	0	2	0	2	0	0	0	2	0	0	0	0	0	0	0	2	0	
	5.1%	2.2%	---	---	9.1%	1.3%	0.0%	25.0%	2.4%	0.0%	0.0%	0.0%	2.7%	0.0%	6.9%	0.0%	0.0%	---	100.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	
Hispanic or Latino/a	303	6	---	---	0	6	0	1	1	4	2	0	4	3	3	0	0	0	6	0	0	0	0	0	0	1	5	0	
	16.4%	6.5%	---	---	0.0%	7.5%	0.0%	25.0%	2.4%	8.5%	40.0%	0.0%	5.5%	5.6%	10.3%	0.0%	0.0%	---	0.0%	100.0%	---	0.0%	0.0%	0.0%	0.0%	6.3%	7.8%	0.0%	
Middle Eastern/Northern African	6	0	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.3%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Native Hawaiian or Pacific Islander	12	1	---	---	0	0	1	0	1	0	0	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	
	0.7%	1.1%	---	---	0.0%	0.0%	50.0%	0.0%	2.4%	0.0%	0.0%	0.0%	1.4%	1.9%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	100.0%	0.0%	0.0%	0.0%	0.0%	1.6%	0.0%	
White	960	57	---	---	10	46	1	0	25	32	3	11	43	40	12	5	0	0	0	0	0	0	57	0	0	10	39	7	
	52.0%	61.3%	---	---	90.9%	57.5%	50.0%	0.0%	59.5%	68.1%	60.0%	73.3%	58.9%	74.1%	41.4%	55.6%	0.0%	---	0.0%	0.0%	---	0.0%	100.0%	0.0%	0.0%	62.5%	60.9%	58.3%	
Other	38	1	---	---	0	1	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	1	0	
	2.1%	1.1%	---	---	0.0%	1.3%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	1.4%	0.0%	3.4%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	100.0%	0.0%	0.0%	0.0%	1.6%	0.0%	
Multiracial	256	21	---	---	0	21	0	2	11	8	0	4	17	8	8	4	0	0	0	0	0	0	0	0	21	3	13	5	
	13.9%	22.6%	---	---	0.0%	26.3%	0.0%	50.0%	26.2%	17.0%	0.0%	26.7%	23.3%	14.8%	27.6%	44.4%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	100.0%	18.8%	20.3%	41.7%		
Significantly different from column:*		A																					Y		W				

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.