



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

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## INTRODUCTION

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

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

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

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

## WHAT'S NEW IN 2021

### 2021 SURVEY FIELDING UPDATES

#### SURVEY INSTRUMENTS

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

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

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

#### CHILDREN WITH CHRONIC CONDITIONS REPORTING

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

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

## IMPACT OF COVID-19 ON OHA REPORTING

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

## UPDATES TO THE 2021 OHA CAHPS SURVEY RESULTS REPORT

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

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

## EXECUTIVE SUMMARY

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

The final survey sample for IHN-CCO included 1,525 members (950 from the general population and 575 from the CCC population). During the survey fielding period, 214 general population sample members completed the survey. After final survey eligibility criteria were applied, the resulting NCQA response rate was 22.81 percent.

This was the second survey administration cycle taking place during the COVID-19 pandemic. In response to significant changes in consumer behavior during the pandemic and the accompanying shift in care delivery toward telemedicine, NCQA expanded the CAHPS questionnaires to include any care received “in person, by phone, or by video.” While NCQA has not provided trending guidelines for the revised questionnaires, in June of 2020 NCQA recommended against using its 2020 CAHPS national benchmarks for improvement scoring and year-over-year trending<sup>1</sup>. **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 122 completed surveys from both the general and supplemental CCC samples that met NCQA’s criteria for inclusion in the CCC measure set, based on survey responses.

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<sup>1</sup> For more information, see [www.ncqa.org/covid/](http://www.ncqa.org/covid/)

## RESULTS ON KEY SURVEY MEASURES

### STATISTICALLY SIGNIFICANT IMPROVEMENTS OR DECLINES COMPARED TO 2020

Reportable Rate IMPROVED	Reportable Rate DECLINED
No statistically significant improvements	No statistically significant declines

### STATISTICALLY SIGNIFICANT DIFFERENCES FROM STATE OREGON HEALTH PLAN

Reportable Rate ABOVE Benchmark	Reportable Rate BELOW Benchmark
2021 State OHP	
Rating of Personal Doctor (by 5.71 points)	None

## TOP PRIORITIES FOR QUALITY IMPROVEMENT

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

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

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

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



## SURVEY RESULTS AT A GLANCE

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

EXHIBIT 1. 2021 IHN-CCO 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	87.38%	82.59%	<b>90.82%</b>	206	293	<b>98</b>	85.96%
	Q36. Rating of Personal Doctor	91.67%	89.77%	<b>94.57%</b>	252	352	<b>184</b>	88.86% ▲
	Q43. Rating of Specialist Seen Most Often	82.35%	82.43%	<b>87.10%</b>	51	74	<b>31</b>	84.75%
	Q49. Rating of Health Plan	84.72%	82.52%	<b>85.17%</b>	301	389	<b>209</b>	81.66%
Getting Needed Care (% Always or Usually)	<b>Getting Needed Care Composite</b>	83.83%	83.42%	<b>85.92%</b>	132	186	<b>67</b>	82.68%
	Q10. Easy to get needed care	88.35%	89.35%	<b>91.84%</b>	206	291	<b>98</b>	90.60%
	Q41. Easy to see specialists	79.31%	77.50%	<b>80.00%</b>	58	80	<b>35</b>	74.76%
Getting Care Quickly (% Always or Usually)	<b>Getting Care Quickly Composite</b>	87.27%	89.56%	<b>92.45%</b>	153	208	<b>67</b>	88.53%
	Q4. Got urgent care as soon as needed	93.07%	94.89%	<b>100.00% (Low n)</b>	101	137	<b>27</b>	92.61%
	Q6. Got routine care as soon as needed	81.46%	84.23%	<b>84.91%</b>	205	279	<b>106</b>	84.44%
How Well Doctors Communicate* (% Always or Usually)	<b>How Well Doctors Communicate Composite</b>	95.09%	94.92%	<b>95.58%</b>	179	251	<b>91</b>	94.58%
	Q27. Doctor explained things	96.65%	94.00%	<b>94.51%</b>	179	250	<b>91</b>	94.14%
	Q28. Doctor listened carefully	96.09%	96.41%	<b>97.80%</b>	179	251	<b>91</b>	96.24%
	Q29. Doctor showed respect	96.09%	96.44%	<b>98.90%</b>	179	253	<b>91</b>	97.25%
Customer Service (% Always or Usually)	Q32. Doctor spent enough time	91.53%	92.83%	<b>91.11%</b>	177	251	<b>90</b>	90.68%
	<b>Customer Service Composite</b>	83.62%	90.00%	<b>84.62%</b>	80	85	<b>39</b>	87.83%
	Q45. Provided needed information/help	78.48%	85.88%	<b>76.92%</b>	79	85	<b>39</b>	82.11%
Children with Chronic Conditions Measures	Q46. Treated with courtesy/respect	88.75%	94.12%	<b>92.31%</b>	80	85	<b>39</b>	93.56%
	Q35. Coordination of Care (% Always or Usually)	85.11%	84.91%	<b>79.31% (Low n)</b>	94	106	<b>29</b>	87.00%
	. Access to Prescription Medicines	98.00%	89.53%	<b>90.70%</b>	50	86	<b>86</b>	89.51%
	. Access to Specialized Services	80.20% (Low n)	63.83%	<b>62.60%</b>	16	33	<b>33</b>	68.21%
Children with Chronic Conditions Measures	. Getting Needed Information	94.23%	92.66%	<b>89.02%</b>	52	109	<b>82</b>	90.91%
	. Personal Doctor Who Knows Child	87.58%	91.01%	<b>89.51%</b>	45	85	<b>77</b>	89.62%
	. Coordination of Care for Children With Chronic Conditions	78.13% (Low n)	77.04%	<b>82.69%</b>	24	40	<b>32</b>	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 IHN-CCO, 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 IHN-CCO 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 IHN-CCO 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 IHN-CCO 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 IHN-CCO 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 IHN-CCO 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 IHN-CCO 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 IHN-CCO *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 IHN-CCO 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 IHN-CCO 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 IHN-CCO. 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 IHN-CCO 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, 214 general population sample members completed the survey. After final survey eligibility criteria were applied, the resulting NCQA response rate was 22.81 percent. Additional detail on sample member status at the end of data collection (dispositions) is provided in Exhibit 2.

### EXHIBIT 2. 2021 IHN-CCO CHILD MEDICAID OHA CAHPS SURVEY: SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

Disposition	Total		2021 State OHP
	Number	% Initial Sample	
<b>Initial Sample</b>	950	100.00%	---
<b>Disposition</b>			
Complete and Eligible - Mail	108	11.37%	11.60%
Complete and Eligible - Phone	96	10.11%	10.44%
Complete and Eligible - Internet	10	1.05%	1.95%
Complete and Eligible - Total	214	22.53%	23.98%
Does not meet Eligible Population criteria	11	1.16%	1.05%
Incomplete (but Eligible)	22	2.32%	2.70%
Ineligible	1	0.11%	0.22%
- Language barrier	0	0.00%	0.07%
- Mentally or physically incapacitated	0	0.00%	0.00%
- Deceased	1	0.11%	0.01%
Refusal	63	6.63%	6.75%
Nonresponse after maximum attempts	633	66.63%	65.04%
Added to Do Not Call (DNC) list	6	0.63%	0.41%
<b>Response Rate*</b>		<b>22.81%</b>	<b>24.25%</b>

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

## SATISFACTION WITH THE EXPERIENCE OF CARE

### PATIENT EXPERIENCE OF CARE MEASURES

#### GLOBAL RATINGS

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

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

#### CAHPS COMPOSITES

NCQA calculates results for several CAHPS composite measures. CAHPS composites combine results from related survey questions into a single measure to summarize health plan performance in the areas listed below. 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 IHN-CCO 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 IHN-CCO 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 IHN-CCO 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
<b>Ratings</b>				
Rating of Personal Doctor	94.57%	4.79%	2.90%	5.71% ▲
Rating of Specialist Seen Most Often	87.10%	4.66%	4.74%	2.35%
Rating of All Health Care	90.82%	8.22%	3.44%	4.86%
Rating of Health Plan	85.17%	2.65%	0.45%	3.50%
<b>Composite Measures</b>				
Getting Needed Care	85.92%	2.49%	2.09%	3.24%
Getting Care Quickly	92.45%	2.89%	5.19%	3.93%
How Well Doctors Communicate	95.58%	0.66%	0.49%	1.00%
Customer Service	84.62%	-5.38%	1.00%	-3.22%
<b>Additional Content Areas</b>				
Coordination of Care	Low n 79.31%	-5.60%	-5.80%	-7.69%
<b>Children with Chronic Conditions Measures</b>				
Access to Prescription Medicines	90.70%	1.16%	-7.30%	1.18%
Access to Specialized Services	62.60%	-1.23%	-17.60%	-5.61%
Getting Needed Information	89.02%	-3.64%	-5.21%	-1.88%
Personal Doctor Who Knows Child	89.51%	-1.50%	1.93%	-0.11%
Coordination of Care for Children With Chronic Conditions	82.69%	5.65%	4.57%	6.80%

7/2/20

\* 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

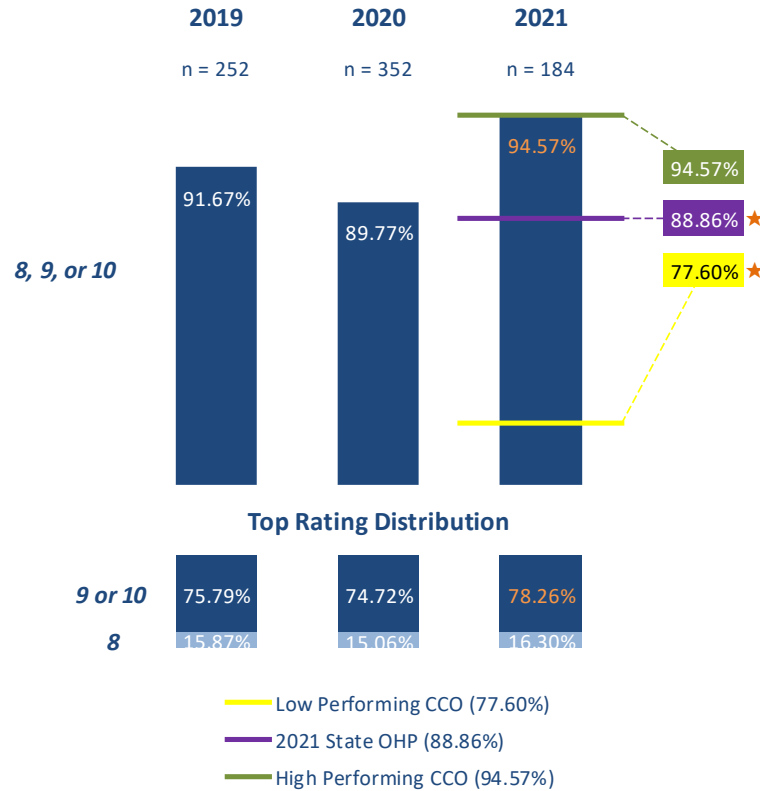
- Survey scores are trended over three consecutive years of data collection, if available. A result may not be available if the survey was not administered in a given year, if the measure is new, or if the measure is not deemed appropriate for trending. In such cases, "no data" appears in place of the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



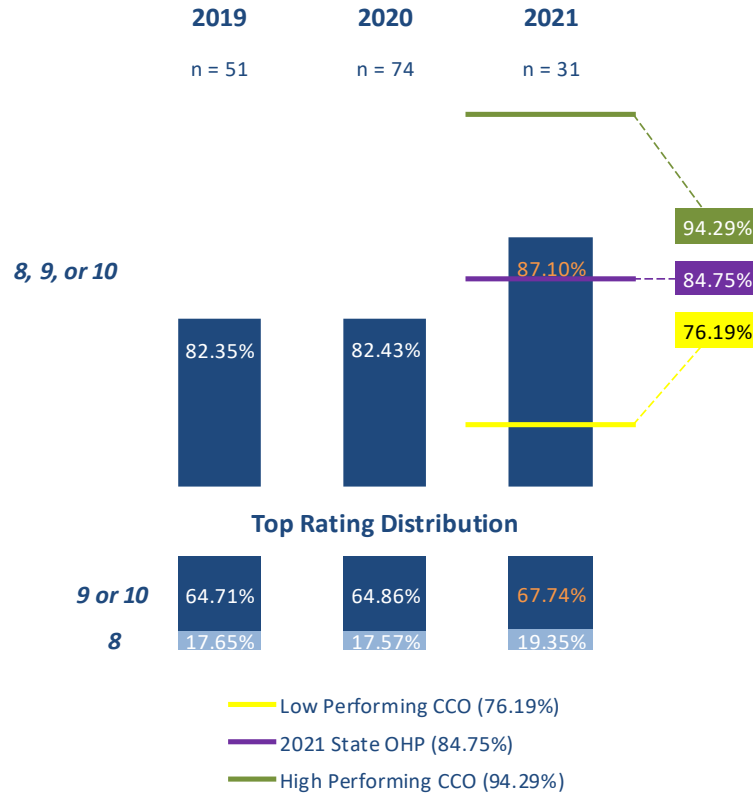
71270

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

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

# Rating of Specialist Seen Most Often

Percent Responding 8, 9, or 10



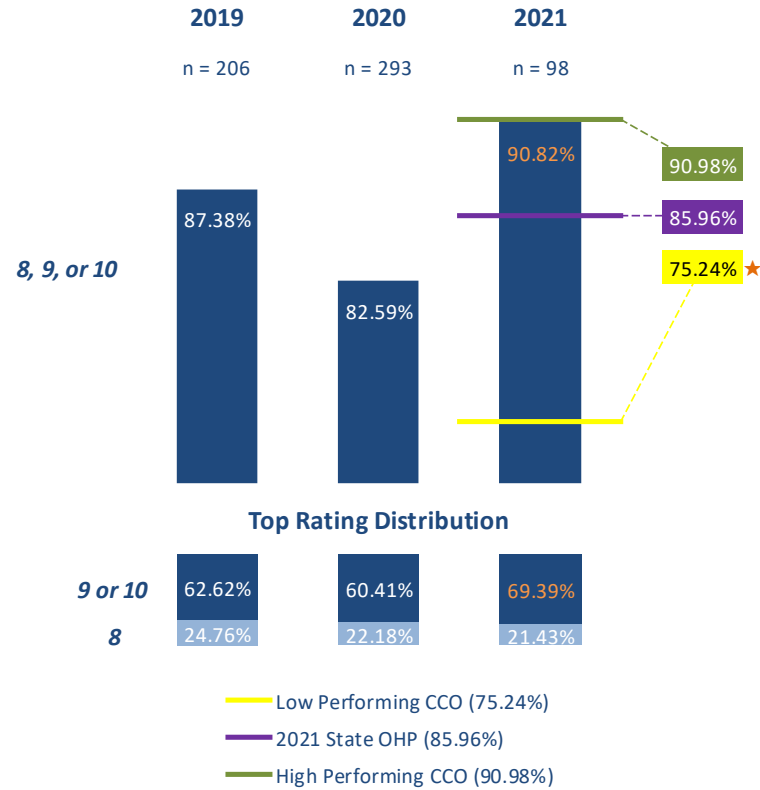
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Tests of statistical significance were conducted for the following reportable rates: (8 + 9 + 10) and (9 + 10). Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison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

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

# Rating of All Health Care

Percent Responding 8, 9, or 10



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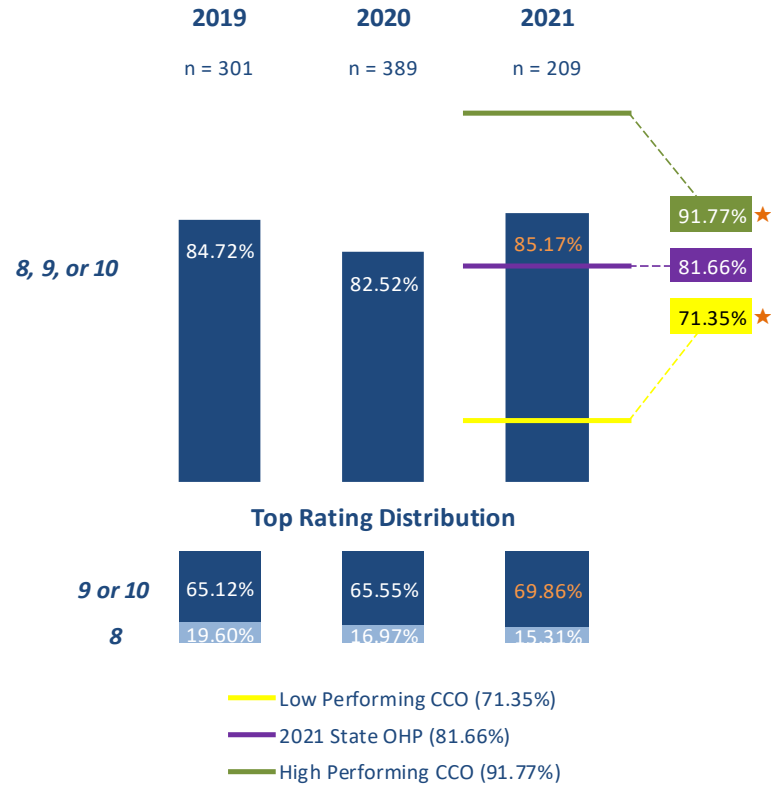
Tests of statistical significance were conducted for the following reportable rates: (8 + 9 + 10) and (9 + 10). Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked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

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



# Rating of Health Plan

Percent Responding 8, 9, or 10



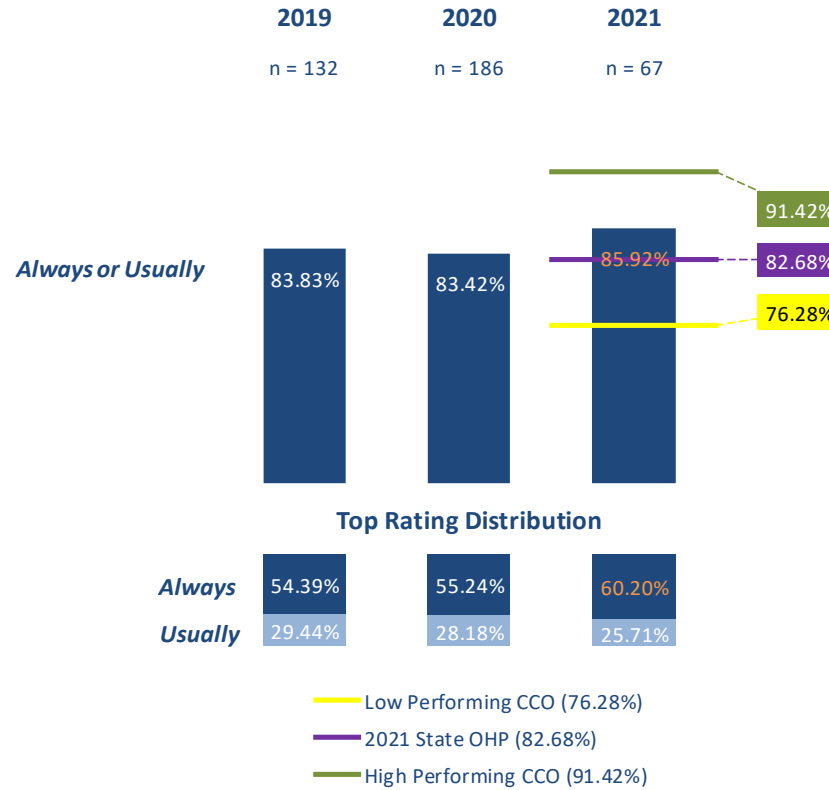
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Tests of statistical significance were conducted for the following reportable rates: (8 + 9 + 10) and (9 + 10). Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison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

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

# Getting Needed Care (Composite)

Percent Responding Always or Usually



71270

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?



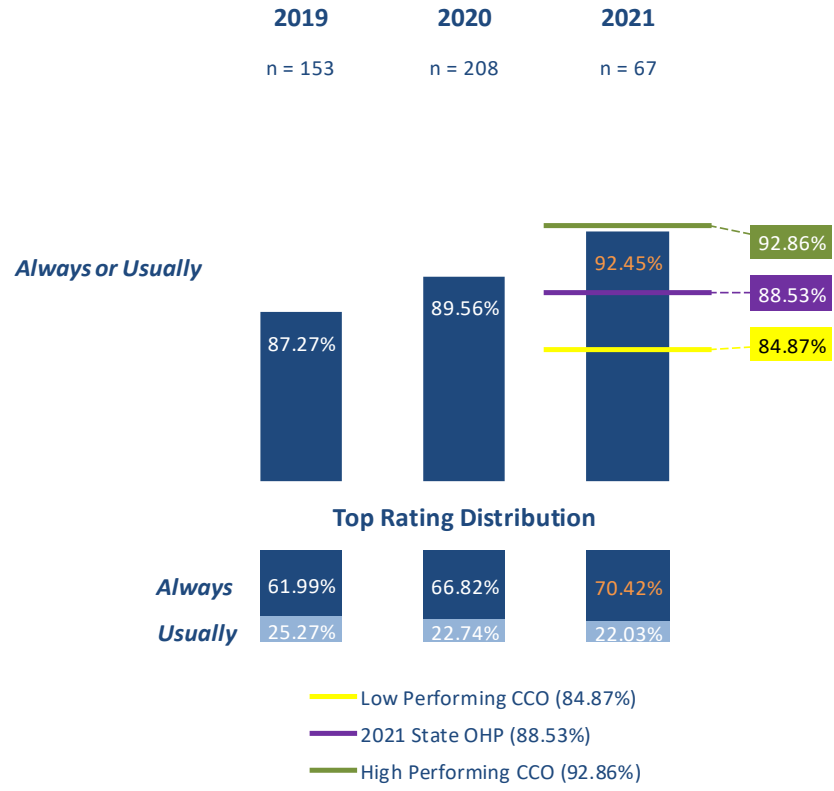
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison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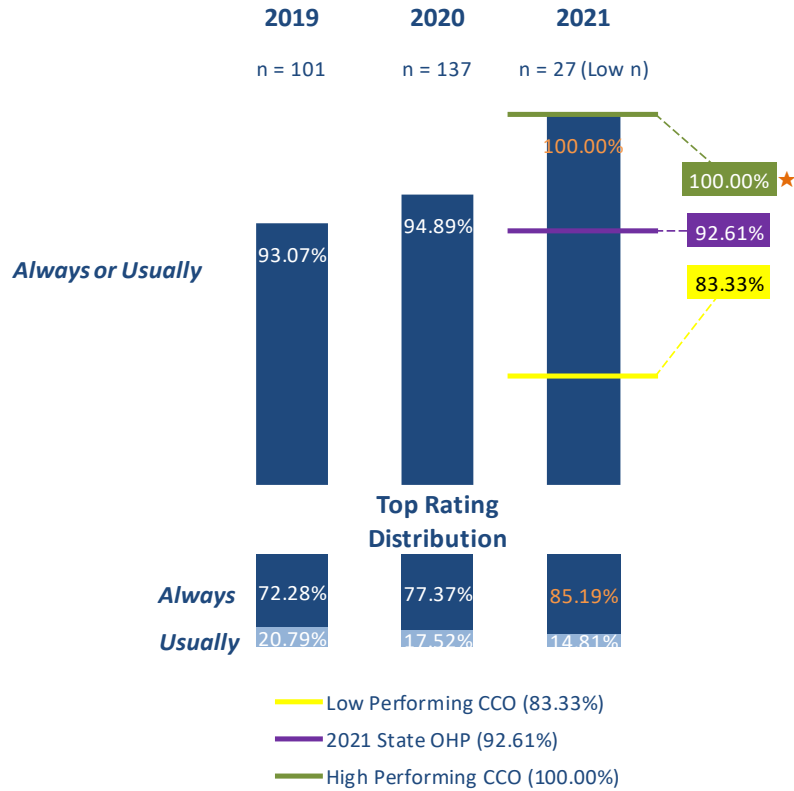
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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



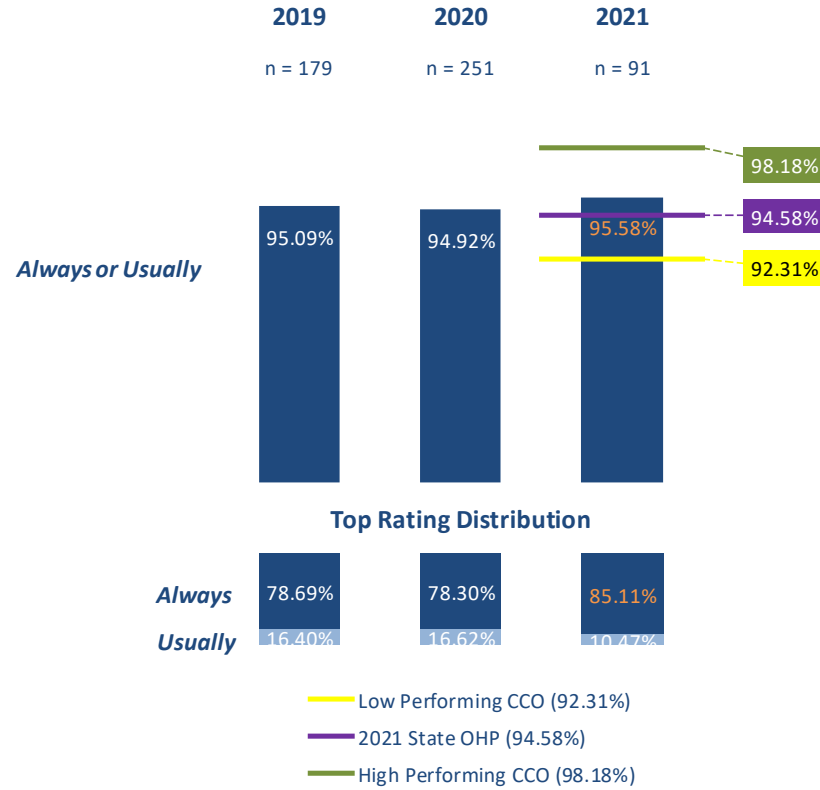
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison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



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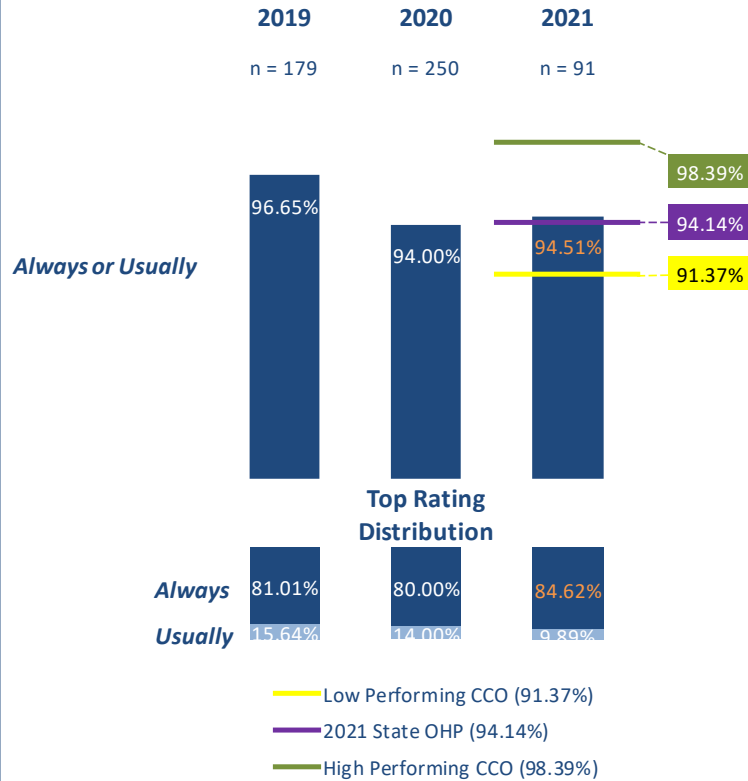
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

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

# How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

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



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



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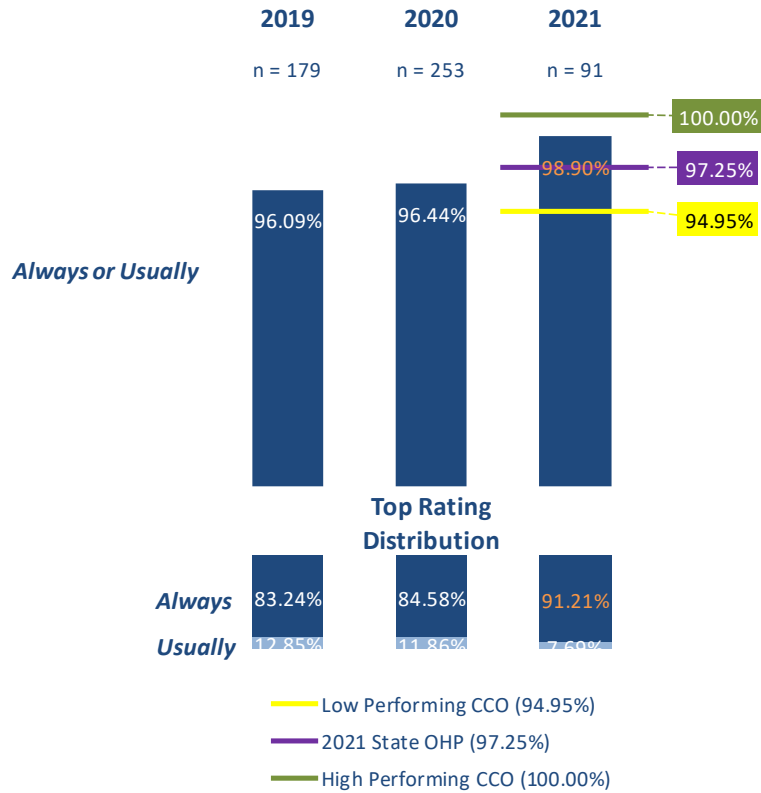
Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked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

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

# How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

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



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



71270

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



71270

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.

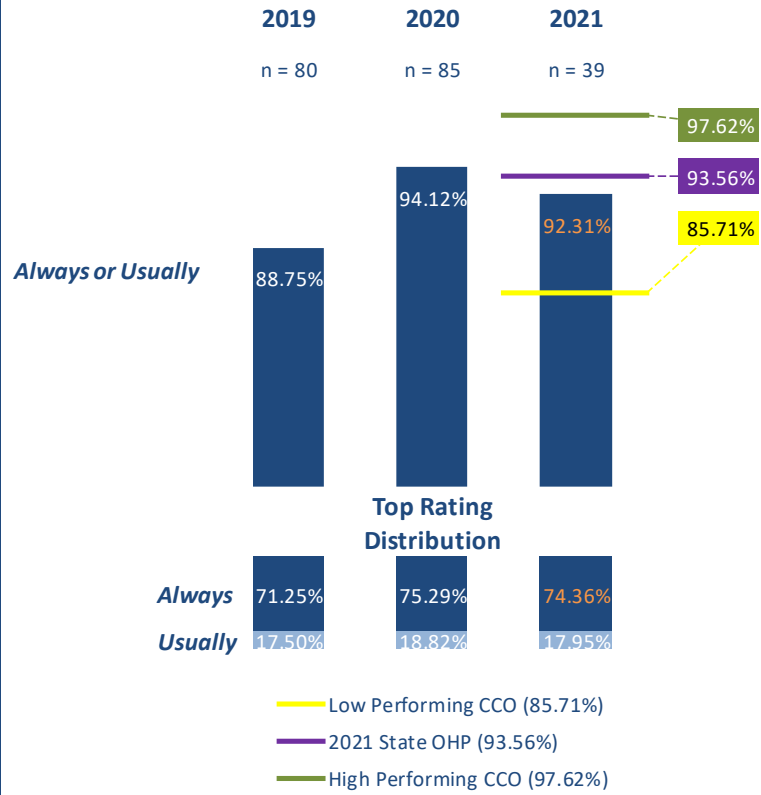
# Customer Service (Contributing Items)

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?



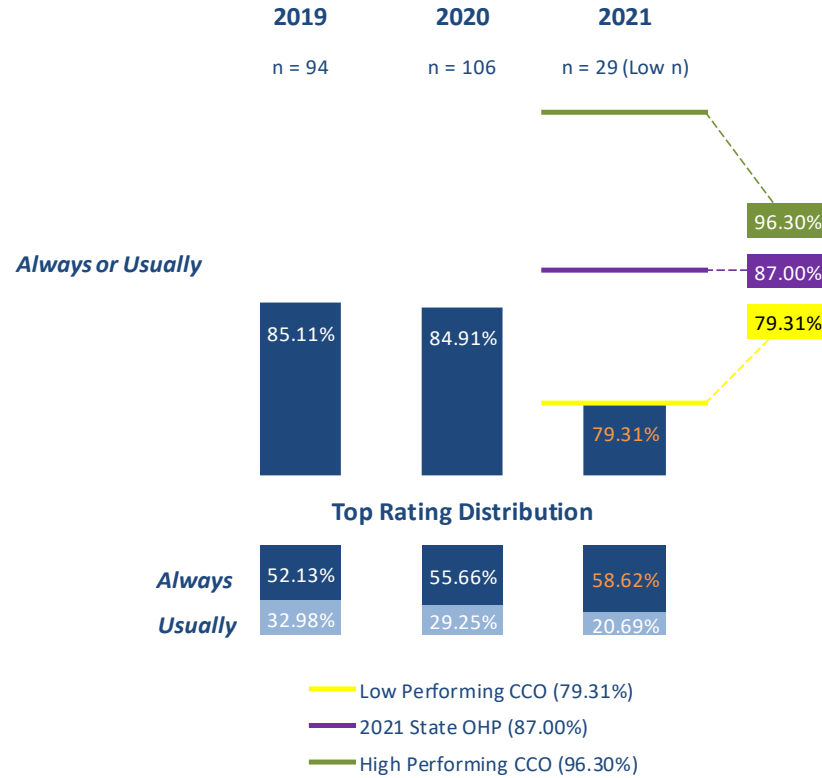
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison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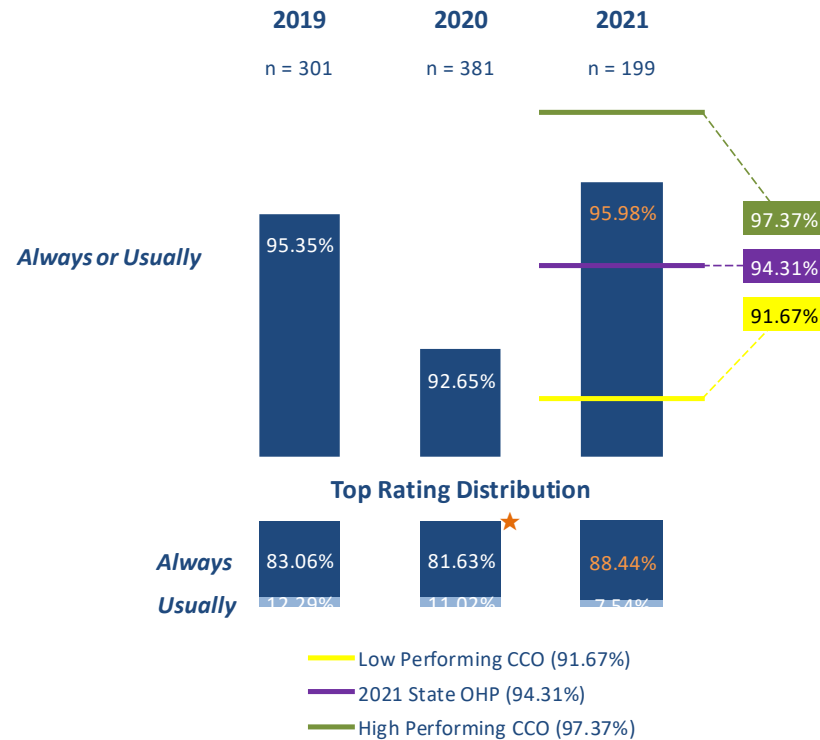
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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



71270

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



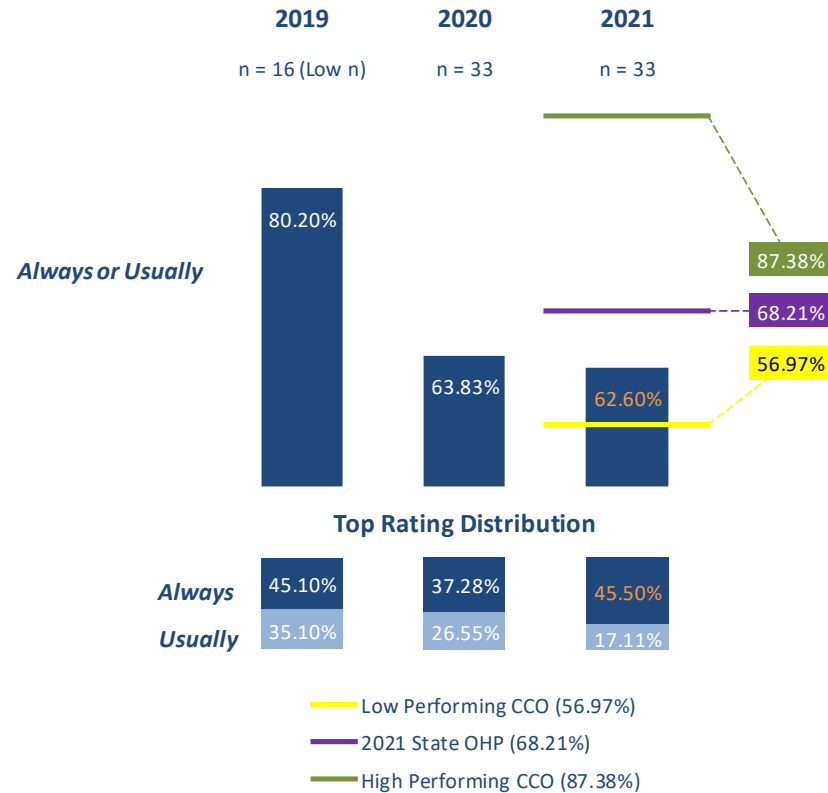
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Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and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



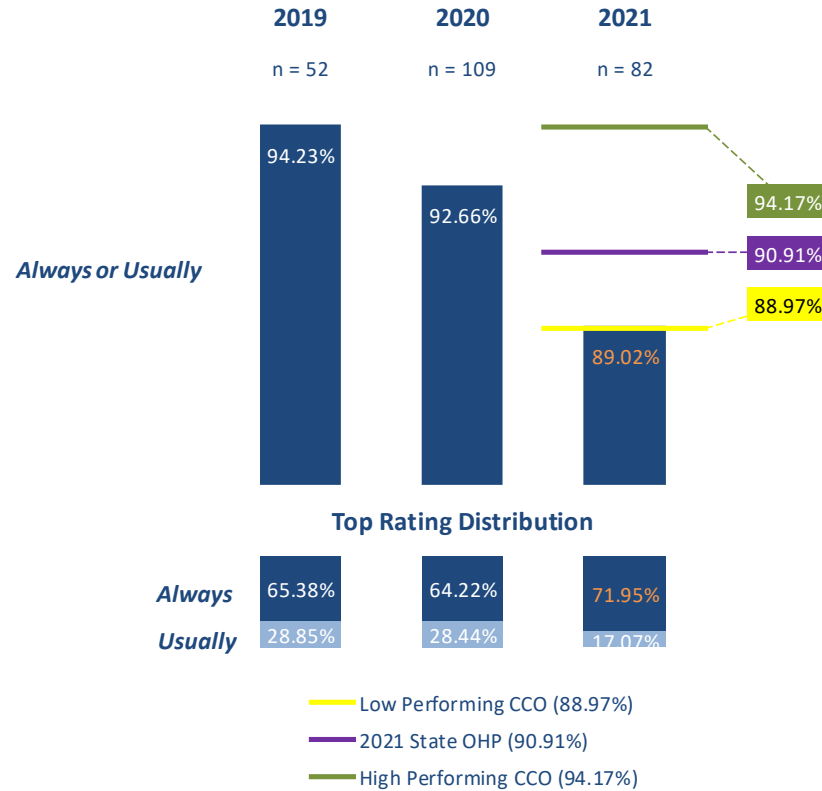
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Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and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



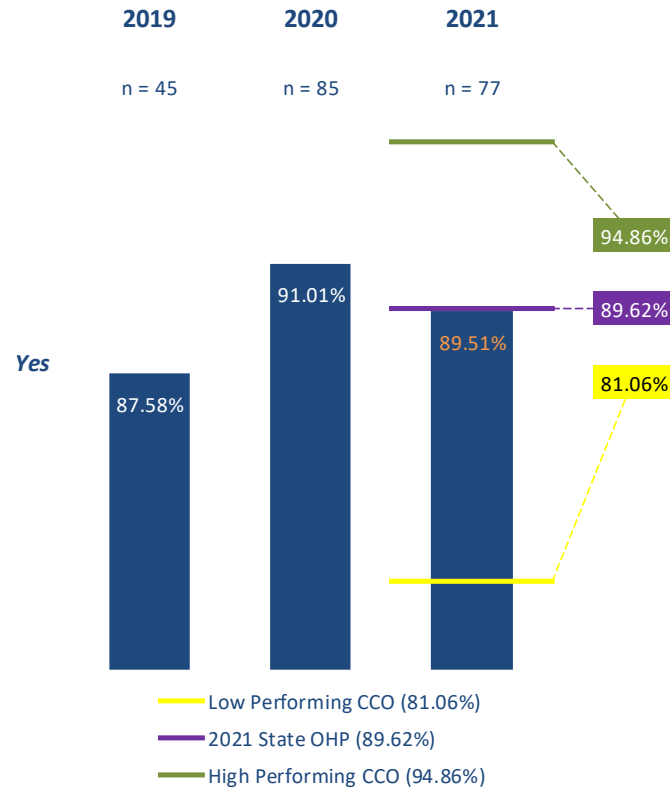
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Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and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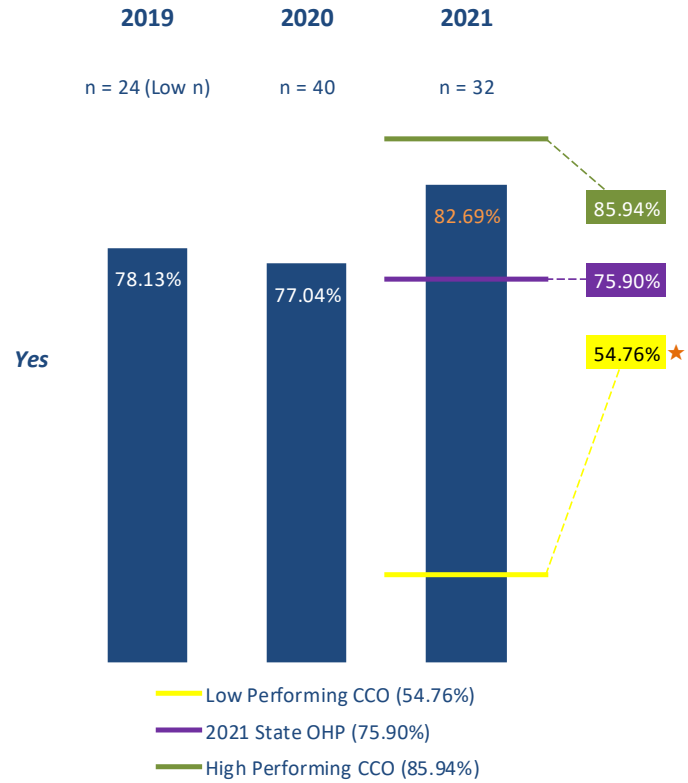
Tests of statistical significance were conducted for the Yes rate. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

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



71270

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 IHN-CCO 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 IHN-CCO 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 IHN-CCO 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.

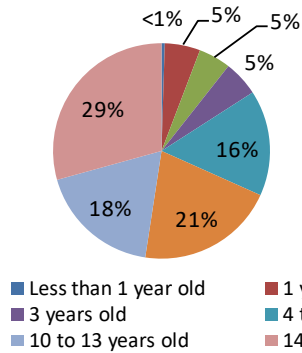
## HEALTH STATUS AND DEMOGRAPHICS

The following characteristics are profiled in this section:

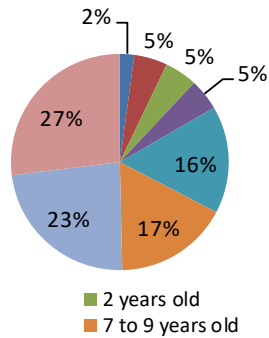
- Child's age
- Child's current gender identity
- Child's health status
- Child's mental or emotional health status
- Respondent's age
- Respondent's current gender identity
- Respondent's education level
- Respondent's relationship to the child
- Child's primary racial or ethnic identity

Q69. What is your child's age?

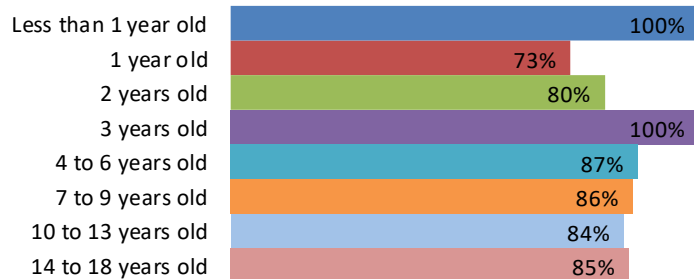
Your Organization



State OHP\*

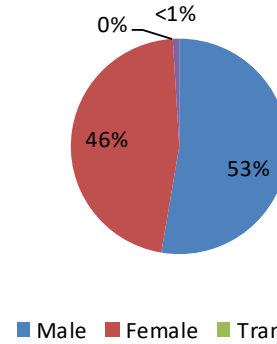


Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q69\*\*

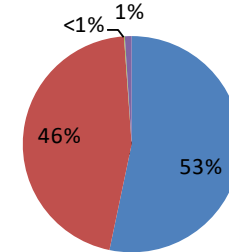


Q71. What is your child's current gender identity?

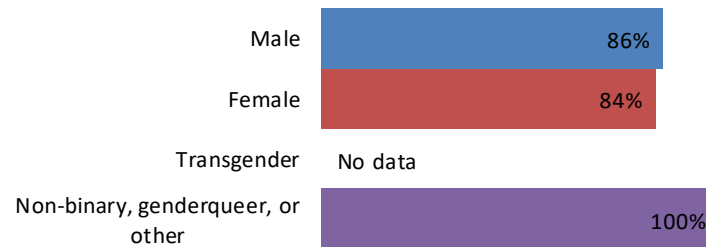
Your Organization



State OHP\*



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



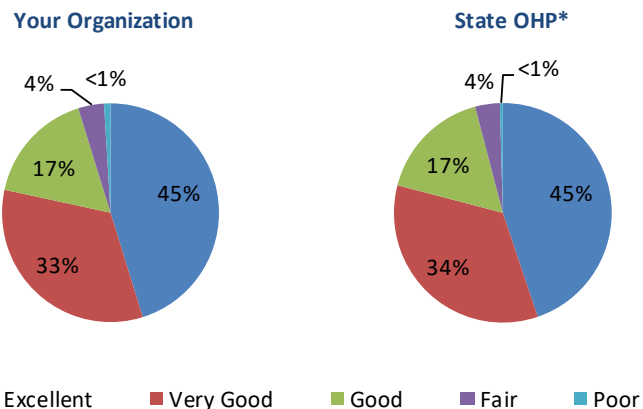
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

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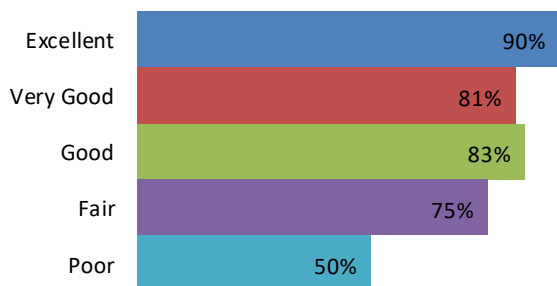
\* Represents the combined distribution of responses to this question for all plans included in the 2021 State OHP.

\*\* 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.

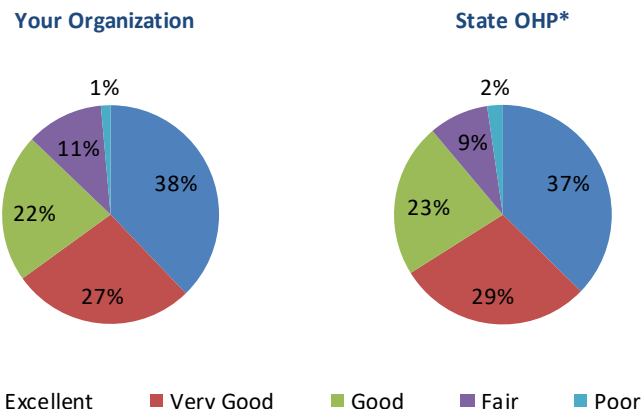
Q53. In general, how would you rate your child's overall health?



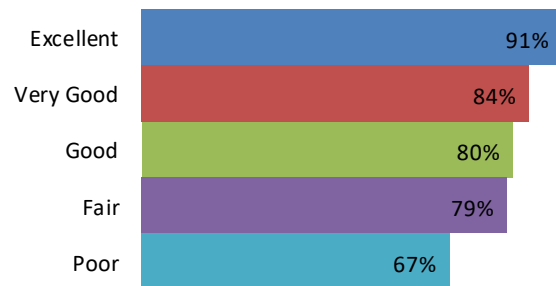
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q53\*\*



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.

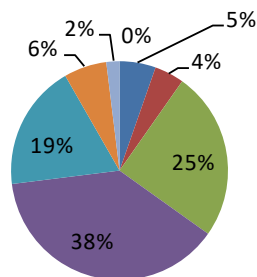
71270

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

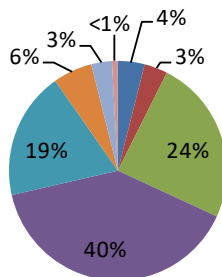
\*\* Includes members who answered the question and provided a valid response to Q49 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q49 or if no one rated the plan as 8, 9, or 10.

Q72. What is your age?

Your Organization

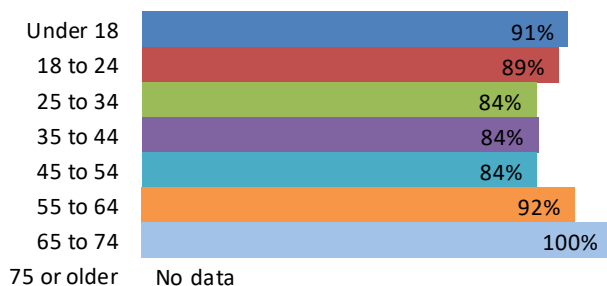


State OHP\*



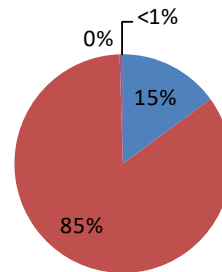
- Under 18
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

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

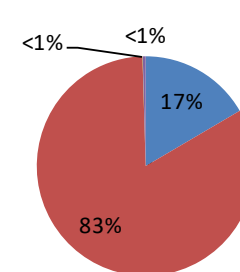


Q73. What is your current gender identity?

Your Organization

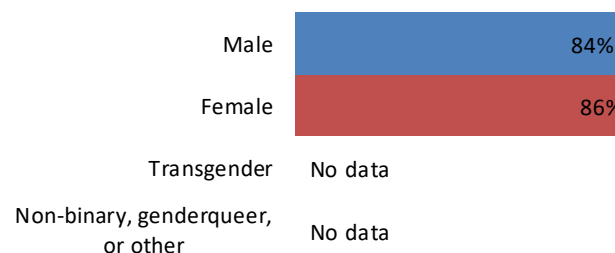


State OHP\*



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

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

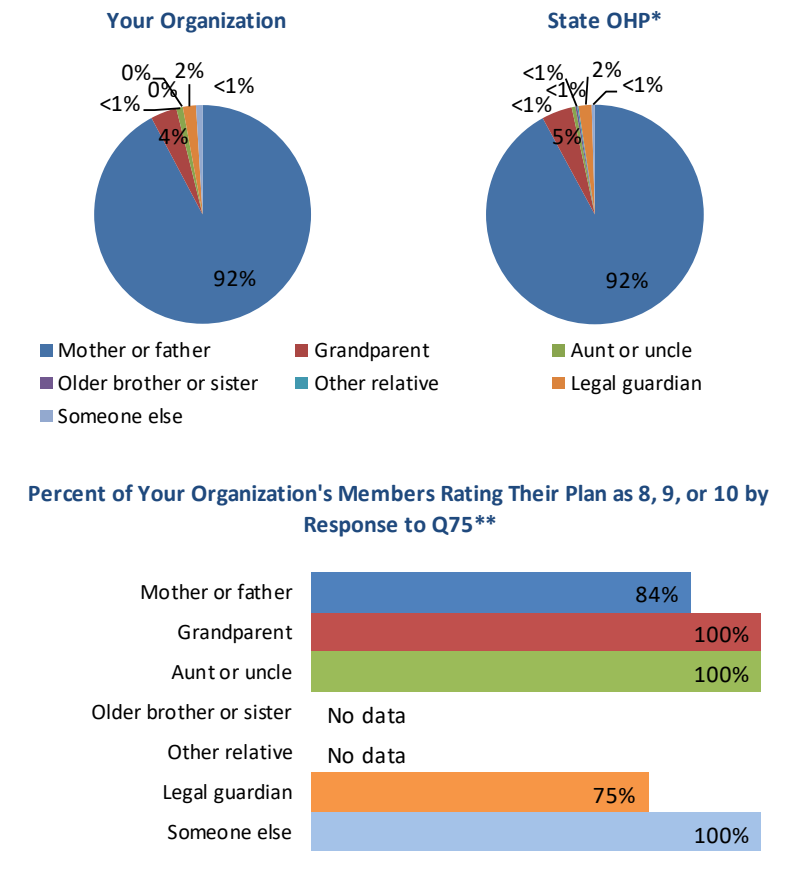
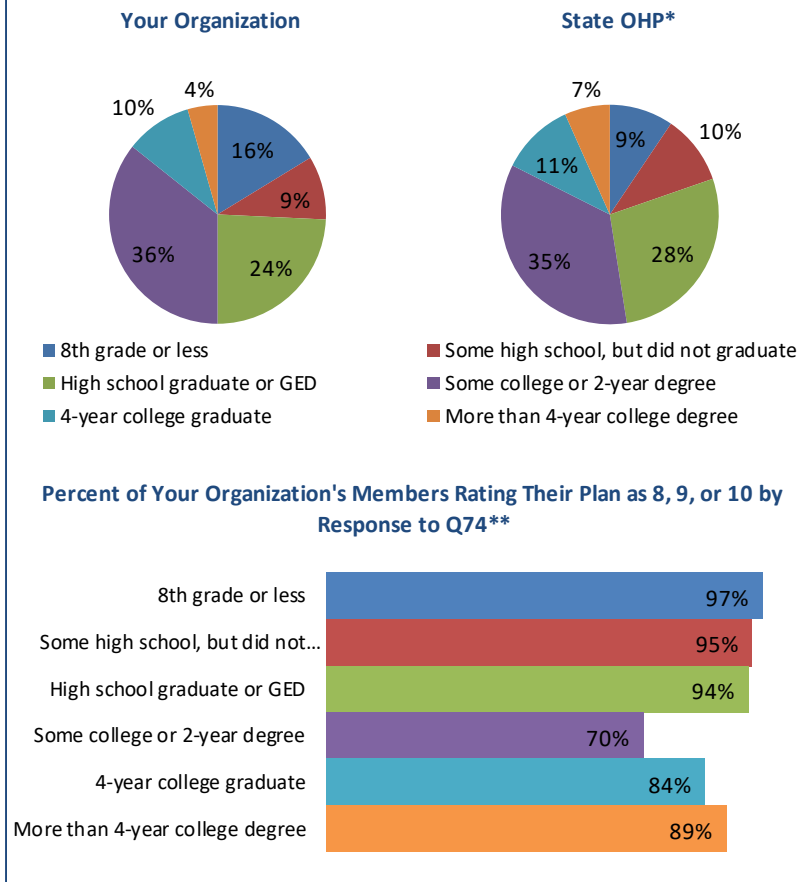
71270

\* 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?



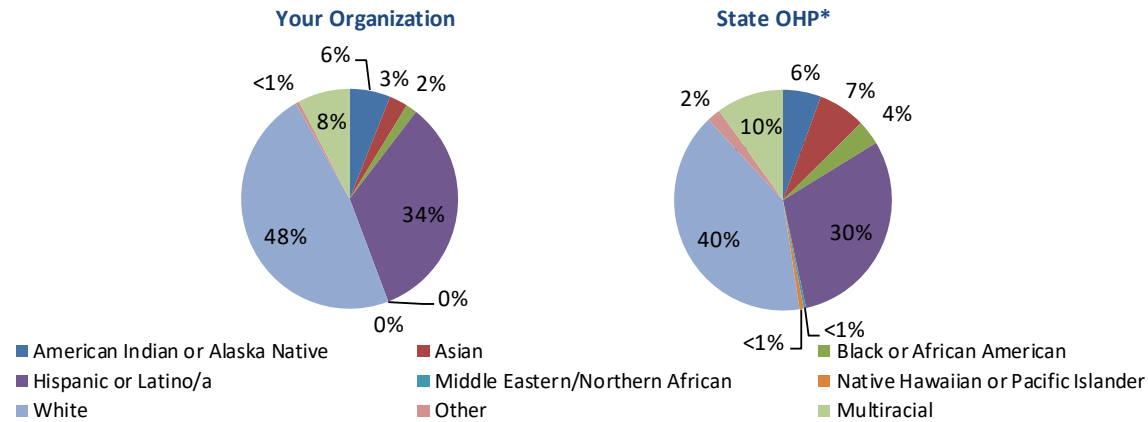
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

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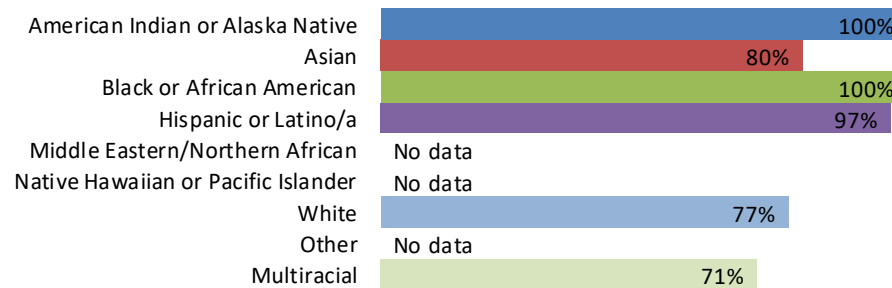
\* Represents the combined distribution of responses to this question for all plans included in the 2021 State OHP.

\*\* 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 89% No 86%</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 85% No 86%</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 87% No 70%</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 80% 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 80% No 87%</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 87% No 79%</p>

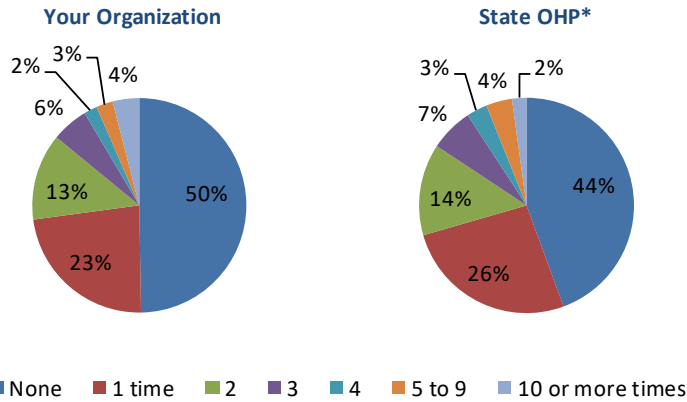
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

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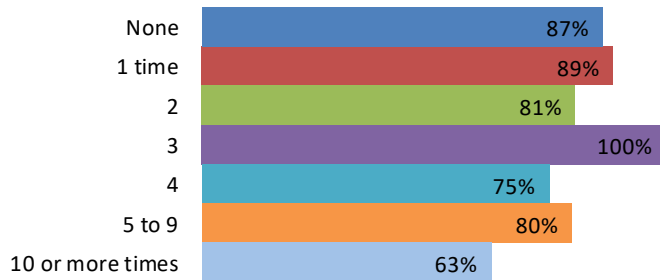
\* Represents the combined distribution of responses to this question for all plans included in the 2021 State OHP.

\*\* 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.

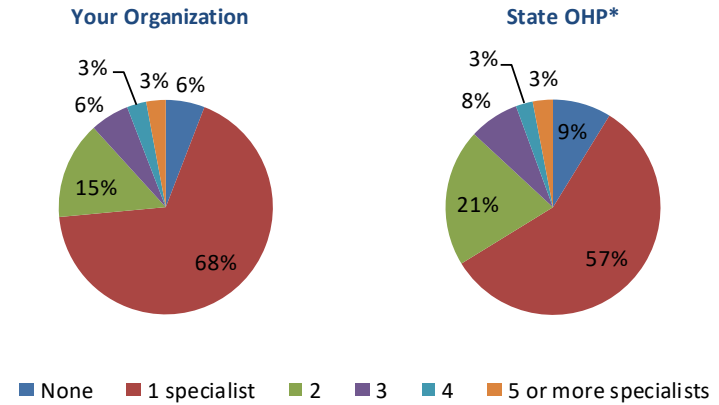
Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she get health care in person, by phone, or by video?



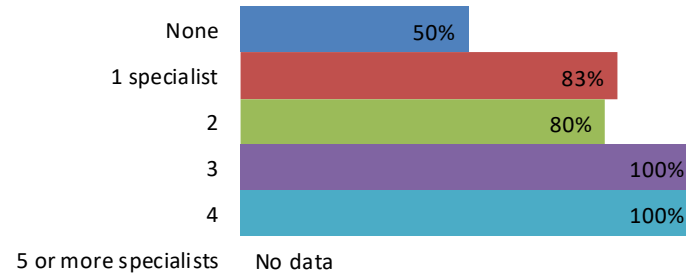
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q7\*\*



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 IHN-CCO 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 IHN-CCO is currently performing on these measures. Improvement targets identified specifically for IHN-CCO, 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 IHN-CCO are presented in Exhibit 4. The ordering reflects both the strength of each key driver in the broad industry context and how IHN-CCO is currently performing on the measure.

The middle panel of the chart compares how IHN-CCO 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 IHN-CCO performance and the best practice score.

The bar chart on the right displays the expected improvement in the overall *Rating of Health Plan* score IHN-CCO 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 IHN-CCO 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 <b>Best Practice Score*</b>		Expected Percentage Point <b>Improvement</b> in <b>Rating of Health Plan</b> score (percent 9 or 10) if Key Driver Performs at Best Practice Level
Q45. Customer service provided information or help (percent <i>Usually</i> or <i>Always</i> )	<b>76.92%</b>	+13.77%	90.70%	<b>+1.63%</b>
Q10. Ease of getting needed care, tests, or treatment (percent <i>Usually</i> or <i>Always</i> )	<b>91.84%</b>	+5.36%	97.20%	<b>+1.34%</b>
Q43. Rating of Specialist Seen Most Often (percent 9 or 10)	<b>67.74%</b>	+9.40%	77.14%	<b>+1.24%</b>
Q36. Rating of Personal Doctor (percent 9 or 10)	<b>78.26%</b>	+2.76%	81.03%	<b>+1.15%</b>

\*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 IHN-CCO. 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](http://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](http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/access/strategy6a-openaccess.html).
- *Implement Process Improvements to Streamline Patient Flow* – Delays experienced by patients while waiting for care, tests, or treatment can be minimized through a variety of mechanisms. For example, reallocating tasks such as physical exams and ordering x-rays to physician's assistants and nurse practitioners frees up physicians' time to attend to more pressing patient concerns. The exact form of these improvements will vary widely by practice. See [www.ahrq.gov/research/findings/final-reports/ptflow/index.html](http://www.ahrq.gov/research/findings/final-reports/ptflow/index.html) for AHRQ's guide to plan and implement patient flow improvement strategies.
- *Patient-Centered Medical Homes (PCMH)* – This model increases patient access to physicians, reducing barriers to receiving care ([www.ncbi.nlm.nih.gov/pmc/articles/PMC2869425/](http://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](http://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/](http://www.pcmh.ahrq.gov/).



- *Alternative Access Centers* – This brief ([www.rwjf.org/content/dam/farm/reports/issue\\_briefs/2015/rwjf419415](http://www.rwjf.org/content/dam/farm/reports/issue_briefs/2015/rwjf419415)) from the Robert Wood Johnson Foundation highlights the growing capacity of retail clinics and telemedicine to meet patient medical needs, particularly in rural and underserved communities and for patients with acute but non-serious conditions who need care quickly. Providing patients with alternative venues to access health care, rather than the traditional doctor’s office or hospital, lowers barriers to care ([www.ncbi.nlm.nih.gov/pmc/articles/PMC4795318/](http://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](http://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/](http://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](http://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](http://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](http://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](http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6htools.html). For a sample communication document that providers can distribute to patients before or during visits, see [www.rwjf.org/content/dam/farm/toolkits/toolkits/2013/rwjf404048](http://www.rwjf.org/content/dam/farm/toolkits/toolkits/2013/rwjf404048).
- *Build Physician-Patient Relationships* – An article published in the British Journal of General Practice found that patients seeing their preferred doctor rated their satisfaction with visits significantly higher than patients who did not have a doctor preference or those who would have preferred to see a different doctor. A study of English National Health Service data found that confidence and trust in a doctor is an important predictor of overall patient satisfaction ([www.ncbi.nlm.nih.gov/pubmed/18416910/](http://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/](http://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](http://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](http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6q-custservice-standards.html).
- *Iterative Improvement for Member Services* – This RAND paper details a case study in which a health plan used additional surveys to supplement CAHPS results and thoroughly assess member dissatisfaction with customer service. Throughout the process, plan leadership continually examined and adjusted improvement goals. The intervention resulted in a reduction of wait time for customer service calls and increased member satisfaction with customer service, as measured on the CAHPS survey. See [www.rand.org/pubs/working\\_papers/WR517.html](http://www.rand.org/pubs/working_papers/WR517.html).
- *Implement Service Recovery Procedures* – When customers have a complaint, service recovery programs support customer service personnel in identifying and remedying the problem. While complaints may be inevitable, proper handling of complaints can reassure patients and restore loyalty to the health plan. For more information, see [www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6p-service-recovery.html](http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6p-service-recovery.html).
- *Make Plan Information Accessible to All Members* – A Health Research and Educational Trust study found that demographic characteristics, including education, age, gender, and income, significantly impacted use of an Internet-based decision tool. The tool provided cost information as well as a health and wellness assessment. The study suggests that effort beyond Internet-based tools is necessary to reach certain demographics. For further information, see [www.ncbi.nlm.nih.gov/pmc/articles/PMC3447236/](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3447236/).

- *Increase Access to Trusted Health Information* – Many people look to their health plan for information not only on how the health plan works, but also on resources to help them improve their health, particularly when dealing with chronic illnesses. A recent meta-analysis confirmed that improved access to trusted health information leads to improved outcomes ([www.ncbi.nlm.nih.gov/pmc/articles/PMC5818676/](http://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/](http://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](http://www.cdc.gov/healthliteracy/researchevaluate/program-evaluation.html). The CDC's National Prevention Information Network also offers tools to create health materials in plain language to reduce health disparities ([npin.cdc.gov/pages/health-communication-language-and-literacy](http://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](http://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](http://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"> <li>- 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.</li> <li>- Continuous enrollment (twelve months for Commercial and six months for Medicaid, with no more than one enrollment break of 45 days or less);</li> <li>- 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);</li> <li>- Primary coverage (through Medicaid or a commercial product line for Medicaid and Commercial surveys, respectively).</li> </ul>
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:

- <sub>1</sub> Yes → **If Yes, Go to Question 1**  
<sub>2</sub> 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?  
<sub>1</sub> Yes → **If Yes, Go to Question 3**  
<sub>2</sub> No
2. What is the name of your child's health plan?  
(Please print)

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## 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?  
<sub>1</sub> Yes  
<sub>2</sub> 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?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> 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?

- <sub>1</sub> Yes
- <sub>2</sub> 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?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> 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?

- <sub>0</sub> None → ***If None, Go to Question 11***
- <sub>1</sub> 1 time
- <sub>2</sub> 2
- <sub>3</sub> 3
- <sub>4</sub> 4
- <sub>5</sub> 5 to 9
- <sub>6</sub> 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?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> 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?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

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

- <sub>1</sub> Yes
- <sub>2</sub> 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?

- <sub>1</sub> Yes
- <sub>2</sub> 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?

- <sub>1</sub> Yes  
<sub>2</sub> 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?

- <sub>1</sub> Yes  
<sub>2</sub> 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?

- <sub>1</sub> Never  
<sub>2</sub> Sometimes  
<sub>3</sub> Usually  
<sub>4</sub> 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?

- <sub>1</sub> Yes  
<sub>2</sub> 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?

- <sub>1</sub> Yes  
<sub>2</sub> 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?

- <sub>1</sub> Never  
<sub>2</sub> Sometimes  
<sub>3</sub> Usually  
<sub>4</sub> Always

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

- <sub>1</sub> Yes  
<sub>2</sub> 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?

- <sub>1</sub> Yes  
<sub>2</sub> 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?

- <sub>1</sub> Never  
<sub>2</sub> Sometimes  
<sub>3</sub> Usually  
<sub>4</sub> 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?

- <sub>1</sub> Yes  
<sub>2</sub> 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?

- <sub>1</sub> Yes  
<sub>2</sub> 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?

- <sub>1</sub> Yes
- <sub>2</sub> 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?

- <sub>1</sub> Yes
- <sub>2</sub> 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?

- <sub>0</sub> None → **If None, Go to Question 36**
- <sub>1</sub> 1 time
- <sub>2</sub> 2
- <sub>3</sub> 3
- <sub>4</sub> 4
- <sub>5</sub> 5 to 9
- <sub>6</sub> 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?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> 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?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

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

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

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

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

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

- <sub>1</sub> Yes
- <sub>2</sub> 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?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

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

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> 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?

- <sub>1</sub> Yes
- <sub>2</sub> 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?

- <sub>1</sub> Yes
- <sub>2</sub> 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?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> 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?

- <sub>1</sub> Yes
- <sub>2</sub> 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?

- <sub>1</sub> Yes
- <sub>2</sub> 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?

- <sub>1</sub> Yes
- <sub>2</sub> 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?

- <sub>1</sub> Yes
- <sub>2</sub> 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?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

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

- <sub>0</sub> None → **If None, Go to Question 44**
- <sub>1</sub> 1 specialist
- <sub>2</sub> 2
- <sub>3</sub> 3
- <sub>4</sub> 4
- <sub>5</sub> 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                       |                          |
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| 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?

- <sub>1</sub> Yes
- <sub>2</sub> 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?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> 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?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> Always

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

- <sub>1</sub> Yes
- <sub>2</sub> 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?

- <sub>1</sub> Never
- <sub>2</sub> Sometimes
- <sub>3</sub> Usually
- <sub>4</sub> 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?

- <sub>1</sub> Yes  
<sub>2</sub> 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?

- <sub>1</sub> Never  
<sub>2</sub> Sometimes  
<sub>3</sub> Usually  
<sub>4</sub> Always

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

- <sub>1</sub> Yes  
<sub>2</sub> 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?

- <sub>1</sub> Yes  
<sub>2</sub> No

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

- <sub>1</sub> Yes  
<sub>2</sub> 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?

- <sub>1</sub> Never  
<sub>2</sub> Sometimes  
<sub>3</sub> Usually  
<sub>4</sub> 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?

- <sub>1</sub> Never  
<sub>2</sub> Sometimes  
<sub>3</sub> Usually  
<sub>4</sub> Always  
<sub>5</sub> 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<br>difficult   |                          |                          |                          |                          |                          |                          |                          |                          |                          | Extremely<br>easy        |

## About Your Child and You

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

- <sub>1</sub> Excellent  
<sub>2</sub> Very Good  
<sub>3</sub> Good  
<sub>4</sub> Fair  
<sub>5</sub> Poor

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

- <sub>1</sub> Excellent
- <sub>2</sub> Very Good
- <sub>3</sub> Good
- <sub>4</sub> Fair
- <sub>5</sub> Poor

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

- <sub>1</sub> Yes
- <sub>2</sub> No → ***If No, Go to Question 58***

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

- <sub>1</sub> Yes
- <sub>2</sub> 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?

- <sub>1</sub> Yes
- <sub>2</sub> 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?

- <sub>1</sub> Yes
- <sub>2</sub> No → ***If No, Go to Question 61***

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

- <sub>1</sub> Yes
- <sub>2</sub> 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?

- <sub>1</sub> Yes
- <sub>2</sub> 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?

- <sub>1</sub> Yes
- <sub>2</sub> No → ***If No, Go to Question 64***

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

- <sub>1</sub> Yes
- <sub>2</sub> 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?

- <sub>1</sub> Yes
- <sub>2</sub> No

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

- <sub>1</sub> Yes
- <sub>2</sub> No → ***If No, Go to Question 67***

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

- <sub>1</sub> Yes
- <sub>2</sub> 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?

- <sub>1</sub> Yes  
<sub>2</sub> 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?

- <sub>1</sub> Yes  
<sub>2</sub> No → **If No, Go to Question 69**

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

- <sub>1</sub> Yes  
<sub>2</sub> No

69. What is your child's age?

- <sub>00</sub> Less than 1 year old  
\_\_\_\_\_ YEARS OLD (*write in*)

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

- <sub>1</sub> Male  
<sub>2</sub> Female

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

- <sub>1</sub> Male  
<sub>2</sub> Female  
<sub>3</sub> Transgender  
<sub>4</sub> Non-binary, genderqueer, or other

72. What is your age?

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

73. What is your current gender identity?

- <sub>1</sub> Male  
<sub>2</sub> Female  
<sub>3</sub> Transgender  
<sub>4</sub> Non-binary, genderqueer, or other

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

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

75. How are you related to the child?

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

76. How well does your child speak English?

- <sub>1</sub> Very well
- <sub>2</sub> Well
- <sub>3</sub> Not well
- <sub>4</sub> Not at all

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

- <sub>1</sub> English
  - <sub>2</sub> Spanish
  - <sub>3</sub> Other (*Please print*)
- 

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

- <sub>1</sub> Yes
- <sub>2</sub> No

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

- <sub>1</sub> Yes
- <sub>2</sub> 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.)?

- <sub>1</sub> Yes
- <sub>2</sub> 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?

- <sub>1</sub> Yes
- <sub>2</sub> No

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

- <sub>1</sub> Yes
- <sub>2</sub> No

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

- <sub>1</sub> Yes
- <sub>2</sub> No

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

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

<sub>1</sub> Yes

<sub>2</sub> No

85. Does your child have difficulty dressing or bathing?

<sub>1</sub> Yes

<sub>2</sub> No

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

<sub>1</sub> Yes

<sub>2</sub> 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?

<sub>1</sub> Yes

<sub>2</sub> 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

- <sub>A</sub> American Indian
- <sub>B</sub> Alaska Native
- <sub>C</sub> Canadian Inuit, Metis, or First Nation
- <sub>D</sub> Indigenous Mexican, Central American, or South American

Asian

- <sub>E</sub> Asian Indian
- <sub>F</sub> Chinese
- <sub>G</sub> Filipino/a
- <sub>H</sub> Hmong
- <sub>I</sub> Japanese
- <sub>J</sub> Korean
- <sub>K</sub> Laotian
- <sub>L</sub> South Asian
- <sub>M</sub> Vietnamese
- <sub>N</sub> Other Asian

Black or African American

- <sub>O</sub> African American
- <sub>P</sub> African (Black)
- <sub>Q</sub> Caribbean (Black)
- <sub>R</sub> Other Black

Hispanic or Latino/a

- <sub>S</sub> Hispanic or Latino/a Central American
- <sub>T</sub> Hispanic or Latino/a Mexican
- <sub>U</sub> Hispanic or Latino/a South American
- <sub>V</sub> Other Hispanic or Latino/a

Middle Eastern/Northern African

- <sub>W</sub> Middle Eastern
- <sub>X</sub> Northern African

Native Hawaiian or Pacific Islander

- <sub>Y</sub> Guamanian or Chamorro
- <sub>Z</sub> Micronesian
- <sub>AA</sub> Native Hawaiian
- <sub>AB</sub> Samoan
- <sub>AC</sub> Tongan
- <sub>AD</sub> Other Pacific Islander

White

- <sub>AE</sub> Eastern European
- <sub>AF</sub> Slavic
- <sub>AG</sub> Western European
- <sub>AH</sub> Other White

Other Categories

- <sub>AI</sub> 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

## InterCommunity Health Network CCO

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
<b>Ratings</b>				
Rating of Personal Doctor	88.86%	<b>94.57%</b>	89.77%	91.67%
Rating of Specialist	84.75%	<b>87.10%</b>	82.43%	82.35%
Rating of All Health Care	85.96%	<b>90.82%</b>	82.59%	87.38%
Rating of Health Plan	81.66%	<b>85.17%</b>	82.52%	84.72%
<b>Composites</b>				
Getting Needed Care	82.68%	<b>85.92%</b>	83.42%	83.83%
Getting Care Quickly	88.53%	<b>92.45%</b>	89.56%	87.27%
How Well Doctors Communicate	94.58%	<b>95.58%</b>	94.92%	95.09%
Customer Service	87.83%	<b>84.62%</b>	90.00%	83.62%
<b>Additional Content Areas</b>				
Coordination of Care	87.00%	<b>79.31%</b>	84.91%	85.11%
<b>Children with Chronic Conditions Composites</b>				
Access to Prescription Medicine	90.09%	<b>84.48%</b>	92.16%	96.83%
Access to Specialized Services	70.42%	<b>77.02%</b>	66.01%	76.21%
Getting Needed Information	90.42%	<b>89.90%</b>	90.82%	94.05%
Personal Doctor or Nurse Who Knows Child	89.52%	<b>88.91%</b>	91.15%	86.62%
Coordination of Care w/CCC (Q16 & Q27)	74.59%	<b>85.94%</b>	79.31%	78.75%

\* 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).



**InterCommunity Health Network CCO**

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	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					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	<b>212</b>	394	310	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13
Number missing or multiple answer	67	<b>5</b>	2	3	0	5	0	2	1	2	2	0	3	4	1	0	0	0	0	2	0	0	2	0	1	2	1	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	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	<b>207</b>	392	307	31	170	1	57	87	59	50	49	98	159	34	10	11	5	3	59	0	0	84	1	13	97	86	12
	98.3%	<b>97.6%</b>	99.5%	99.0%	100.0%	97.1%	100.0%	96.6%	98.9%	96.7%	96.2%	100.0%	97.0%	97.5%	97.1%	100.0%	100.0%	100.0%	100.0%	96.7%	---	---	97.7%	---	92.9%	98.0%	98.9%	92.3%
Yes	554	<b>28</b>	140	104	5	22	0	11	7	9	7	7	13	22	4	2	3	0	1	7	0	0	12	0	1	8	13	4
	14.2%	<b>13.5%</b>	35.7%	33.9%	16.1%	12.9%	0.0%	19.3%	8.0%	15.3%	14.0%	14.3%	13.3%	13.8%	11.8%	20.0%	27.3%	0.0%	33.3%	11.9%	---	---	14.3%	0.0%	7.7%	8.2%	15.1%	33.3%
No	3,349	<b>179</b>	252	203	26	148	1	46	80	50	43	42	85	137	30	8	8	5	2	52	0	0	72	1	12	89	73	8
	85.8%	<b>86.5%</b>	64.3%	66.1%	83.9%	87.1%	100.0%	80.7%	92.0%	84.7%	86.0%	85.7%	86.7%	86.2%	88.2%	80.0%	72.7%	100.0%	66.7%	88.1%	---	---	85.7%	100.0%	92.3%	91.8%	84.9%	66.7%
Significantly different from column:*		<b>C,D</b>						I	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.

InterCommunity Health Network CCO

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	28	140	104	5	22	0	11	7	9	7	7	13	22	4	2	3	0	1	7	0	0	12	0	1	8	13	4	
Number missing or multiple answer	13	1	3	3	1	0	0	1	0	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	541	27	137	101	4	22	0	10	7	9	7	7	12	21	4	2	3	0	1	7	0	0	11	0	1	8	12	4	
	97.7%	96.4%	97.9%	97.1%	80.0%	100.0%	---	90.9%	100.0%	100.0%	100.0%	100.0%	92.3%	95.5%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	---	91.7%	---	100.0%	100.0%	92.3%	100.0%	
Never	4	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
	0.7%	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%	---	0.0%	0.0%	0.0%	0.0%	
Sometimes	36	0	6	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
	6.7%	0.0%	4.4%	5.9%	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%	
Usually	76	4	24	21	0	4	0	0	1	3	1	1	2	1	2	1	1	0	0	1	0	0	2	0	0	1	1	2	
	14.0%	14.8%	17.5%	20.8%	0.0%	18.2%	---	0.0%	14.3%	33.3%	14.3%	14.3%	16.7%	4.8%	50.0%	50.0%	33.3%	---	0.0%	14.3%	---	---	18.2%	---	0.0%	12.5%	8.3%	50.0%	
Always	425	23	106	73	4	18	0	10	6	6	6	6	10	20	2	1	2	0	1	6	0	0	9	0	1	7	11	2	
	78.6%	85.2%	77.4%	72.3%	100.0%	81.8%	---	100.0%	85.7%	66.7%	85.7%	85.7%	83.3%	95.2%	50.0%	50.0%	66.7%	---	100.0%	85.7%	---	---	81.8%	---	100.0%	87.5%	91.7%	50.0%	
Significantly different from column:*																													
Usually or Always	501	27	130	94	4	22	0	10	7	9	7	7	12	21	4	2	3	0	1	7	0	0	11	0	1	8	12	4	
	92.6%	100.0%	94.9%	93.1%	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%	
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.

**InterCommunity Health Network CCO**

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	<b>212</b>	394	310	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13
Number missing or multiple answer	62	<b>5</b>	4	2	0	5	0	0	3	2	0	1	3	4	1	0	1	0	0	1	0	0	3	0	0	1	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	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	<b>207</b>	390	308	31	170	1	59	85	59	52	48	98	159	34	10	10	5	3	60	0	0	83	1	14	98	86	13
	98.4%	<b>97.6%</b>	99.0%	99.4%	100.0%	97.1%	100.0%	100.0%	96.6%	96.7%	100.0%	98.0%	97.0%	97.5%	97.1%	100.0%	90.9%	100.0%	100.0%	98.4%	---	---	96.5%	---	100.0%	99.0%	98.9%	100.0%
Yes	2,168	<b>112</b>	284	210	14	95	0	36	39	35	24	26	58	83	21	7	6	2	2	31	0	0	50	0	9	14	80	12
	55.5%	<b>54.1%</b>	72.8%	68.2%	45.2%	55.9%	0.0%	61.0%	45.9%	59.3%	46.2%	54.2%	59.2%	52.2%	61.8%	70.0%	60.0%	40.0%	66.7%	51.7%	---	---	60.2%	0.0%	64.3%	14.3%	93.0%	92.3%
No	1,740	<b>95</b>	106	98	17	75	1	23	46	24	28	22	40	76	13	3	4	3	1	29	0	0	33	1	5	84	6	1
	44.5%	<b>45.9%</b>	27.2%	31.8%	54.8%	44.1%	100.0%	39.0%	54.1%	40.7%	53.8%	45.8%	40.8%	47.8%	38.2%	30.0%	40.0%	60.0%	33.3%	48.3%	---	---	39.8%	100.0%	35.7%	85.7%	7.0%	7.7%
Significantly different from column:*		<b>C,D</b>																								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.

InterCommunity Health Network CCO

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	112	284	210	14	95	0	36	39	35	24	26	58	83	21	7	6	2	2	31	0	0	50	0	9	14	80	12
Number missing or multiple answer	53	6	5	5	2	4	0	3	2	1	2	2	2	4	2	0	0	0	2	0	0	2	0	2	1	5	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,115	106	279	205	12	91	0	33	37	34	22	24	56	79	19	7	6	2	2	29	0	0	48	0	7	13	75	12
	97.6%	94.6%	98.2%	97.6%	85.7%	95.8%	---	91.7%	94.9%	97.1%	91.7%	92.3%	96.6%	95.2%	90.5%	100.0%	100.0%	100.0%	93.5%	---	---	96.0%	---	77.8%	92.9%	93.8%	100.0%	
Never	39	2	10	4	0	2	0	1	0	1	1	0	1	1	1	0	0	0	1	0	0	1	0	0	2	0	0	
	1.8%	1.9%	3.6%	2.0%	0.0%	2.2%	---	3.0%	0.0%	2.9%	4.5%	0.0%	1.8%	1.3%	5.3%	0.0%	0.0%	0.0%	3.4%	---	---	2.1%	---	0.0%	15.4%	0.0%	0.0%	
Sometimes	290	14	34	34	0	14	0	4	6	4	3	5	6	9	5	0	1	2	0	5	0	0	5	0	1	1	12	0
	13.7%	13.2%	12.2%	16.6%	0.0%	15.4%	---	12.1%	16.2%	11.8%	13.6%	20.8%	10.7%	11.4%	26.3%	0.0%	16.7%	100.0%	0.0%	17.2%	---	---	10.4%	---	14.3%	7.7%	16.0%	0.0%
Usually	456	31	78	61	2	29	0	8	11	12	10	4	16	23	5	3	2	0	10	0	0	16	0	2	1	24	5	
	21.6%	29.2%	28.0%	29.8%	16.7%	31.9%	---	24.2%	29.7%	35.3%	45.5%	16.7%	28.6%	29.1%	26.3%	42.9%	33.3%	0.0%	34.5%	---	---	33.3%	---	28.6%	7.7%	32.0%	41.7%	
Always	1,330	59	157	106	10	46	0	20	20	17	8	15	33	46	8	4	3	0	13	0	0	26	0	4	9	39	7	
	62.9%	55.7%	56.3%	51.7%	83.3%	50.5%	---	60.6%	54.1%	50.0%	36.4%	62.5%	58.9%	58.2%	42.1%	57.1%	50.0%	0.0%	44.8%	---	---	54.2%	---	57.1%	69.2%	52.0%	58.3%	
Significantly different from column:*					F	E																						
Usually or Always	1,786	90	235	167	12	75	0	28	31	29	18	19	49	69	13	7	5	0	2	23	0	0	42	0	6	10	63	12
	84.4%	84.9%	84.2%	81.5%	100.0%	82.4%	---	84.8%	83.8%	85.3%	81.8%	79.2%	87.5%	87.3%	68.4%	100.0%	83.3%	0.0%	100.0%	79.3%	---	---	87.5%	---	85.7%	76.9%	84.0%	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.

InterCommunity Health Network CCO

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
Number in sample	3,970	<b>212</b>	394	310	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13
Number missing or multiple answer	112	<b>13</b>	8	12	2	11	0	2	8	3	5	2	6	8	4	1	0	0	0	6	0	0	5	0	1	0	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	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	<b>199</b>	386	298	29	164	1	57	80	58	47	47	95	155	31	9	11	5	3	55	0	0	81	1	13	99	87	13
	97.2%	<b>93.9%</b>	98.0%	96.1%	93.5%	93.7%	100.0%	96.6%	90.9%	95.1%	90.4%	95.9%	94.1%	95.1%	88.6%	90.0%	100.0%	100.0%	100.0%	90.2%	---	---	94.2%	---	92.9%	100.0%	100.0%	100.0%
None	1,713	<b>99</b>	92	90	19	77	1	26	46	25	28	21	44	78	14	4	4	3	1	30	0	0	37	1	6	99	0	0
	44.4%	<b>49.7%</b>	23.8%	30.2%	65.5%	47.0%	100.0%	45.6%	57.5%	43.1%	59.6%	44.7%	46.3%	50.3%	45.2%	44.4%	36.4%	60.0%	33.3%	54.5%	---	---	45.7%	100.0%	46.2%	100.0%	0.0%	0.0%
1 time	1,008	<b>46</b>	124	79	3	42	0	13	21	11	10	12	23	38	7	0	2	2	0	11	0	0	23	0	5	0	46	0
	26.1%	<b>23.1%</b>	32.1%	26.5%	10.3%	25.6%	0.0%	22.8%	26.3%	19.0%	21.3%	25.5%	24.2%	24.5%	22.6%	0.0%	18.2%	40.0%	0.0%	20.0%	---	---	28.4%	0.0%	38.5%	0.0%	52.9%	0.0%
2	531	<b>26</b>	69	61	3	21	0	9	6	10	6	4	13	22	4	0	3	0	1	7	0	0	10	0	1	0	26	0
	13.8%	<b>13.1%</b>	17.9%	20.5%	10.3%	12.8%	0.0%	15.8%	7.5%	17.2%	12.8%	8.5%	13.7%	14.2%	12.9%	0.0%	27.3%	0.0%	33.3%	12.7%	---	---	12.3%	0.0%	7.7%	0.0%	29.9%	0.0%
3	251	<b>11</b>	35	32	1	10	0	5	4	2	3	5	3	6	2	3	1	0	0	6	0	0	2	0	0	0	11	0
	6.5%	<b>5.5%</b>	9.1%	10.7%	3.4%	6.1%	0.0%	8.8%	5.0%	3.4%	6.4%	10.6%	3.2%	3.9%	6.5%	33.3%	9.1%	0.0%	10.9%	---	---	2.5%	0.0%	0.0%	0.0%	12.6%	0.0%	
4	120	<b>4</b>	26	20	0	4	0	2	0	2	0	1	3	4	0	0	0	0	0	1	0	0	3	0	0	0	4	0
	3.1%	<b>2.0%</b>	6.7%	6.7%	0.0%	2.4%	0.0%	3.5%	0.0%	3.4%	0.0%	2.1%	3.2%	2.6%	0.0%	0.0%	0.0%	0.0%	1.8%	---	---	3.7%	0.0%	0.0%	0.0%	4.6%	0.0%	
5 to 9	151	<b>5</b>	30	13	1	4	0	1	1	3	0	2	3	2	1	2	0	0	0	0	0	0	3	0	1	0	0	5
	3.9%	<b>2.5%</b>	7.8%	4.4%	3.4%	2.4%	0.0%	1.8%	1.3%	5.2%	0.0%	4.3%	3.2%	1.3%	3.2%	22.2%	0.0%	0.0%	0.0%	---	---	3.7%	0.0%	7.7%	0.0%	0.0%	38.5%	
10 or more times	84	<b>8</b>	10	3	2	6	0	1	2	5	0	2	6	5	3	0	1	0	1	0	0	0	3	0	0	0	0	8
	2.2%	<b>4.0%</b>	2.6%	1.0%	6.9%	3.7%	0.0%	1.8%	2.5%	8.6%	0.0%	4.3%	6.3%	3.2%	9.7%	0.0%	9.1%	0.0%	33.3%	0.0%	---	---	3.7%	0.0%	0.0%	0.0%	0.0%	61.5%
5 or more times	235	<b>13</b>	40	16	3	10	0	2	3	8	0	4	9	7	4	2	1	0	1	0	0	6	0	1	0	0	13	
	6.1%	<b>6.5%</b>	10.4%	5.4%	10.3%	6.1%	0.0%	3.5%	3.8%	13.8%	0.0%	8.5%	9.5%	4.5%	12.9%	22.2%	9.1%	0.0%	33.3%	0.0%	---	---	7.4%	0.0%	7.7%	0.0%	0.0%	100.0%
Significantly different from column:*																												

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

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**InterCommunity Health Network CCO**

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
					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	100	294	85	10	87	0	31	34	33	19	26	51	77	17	5	7	2	2	25	0	0	44	0	7	0	87	13
Number missing or multiple answer	27	1	0	1	1	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,118 98.7%	99 99.0%	294 100.0%	84 98.8%	9 90.0%	87 100.0%	0 ---	30 96.8%	34 100.0%	33 100.0%	19 100.0%	26 100.0%	50 98.0%	76 98.7%	17 100.0%	5 100.0%	7 100.0%	2 100.0%	2 100.0%	25 100.0%	0 ---	0 ---	43 97.7%	0 ---	7 100.0%	0 ---	86 98.9%	13 100.0%
Never	47 2.2%	2 2.0%	3 1.0%	1 1.2%	0 0.0%	2 2.3%	0 ---	2 6.7%	0 0.0%	0 0.0%	0 0.0%	1 3.8%	1 2.0%	2 2.6%	0 0.0%	0 0.0%	0 0.0%	1 50.0%	0 0.0%	0 0.0%	0 ---	0 ---	1 2.3%	0 ---	0 0.0%	0 ---	2 2.3%	0 0.0%
Sometimes	156 7.4%	8 8.1%	24 8.2%	4 4.8%	1 11.1%	7 8.0%	0 ---	3 10.0%	2 5.9%	3 9.1%	1 5.3%	1 3.8%	6 12.0%	5 6.6%	3 17.6%	0 0.0%	0 0.0%	1 50.0%	0 0.0%	1 4.0%	0 ---	0 ---	6 14.0%	0 ---	0 0.0%	0 ---	7 8.1%	1 7.7%
Usually	370 17.5%	14 14.1%	54 18.4%	21 25.0%	0 0.0%	14 16.1%	0 ---	3 10.0%	5 14.7%	6 18.2%	5 26.3%	3 11.5%	6 12.0%	8 10.5%	5 29.4%	1 20.0%	3 42.9%	0 0.0%	0 0.0%	5 20.0%	0 ---	0 ---	4 9.3%	0 ---	0 0.0%	0 ---	12 14.0%	2 15.4%
Always	1,545 72.9%	75 75.8%	213 72.4%	58 69.0%	8 88.9%	64 73.6%	0 ---	22 73.3%	27 79.4%	24 72.7%	13 68.4%	21 80.8%	37 74.0%	61 80.3%	9 52.9%	4 80.0%	4 57.1%	0 0.0%	2 100.0%	19 76.0%	0 ---	0 ---	32 74.4%	0 ---	7 100.0%	0 ---	65 75.6%	10 76.9%
Significantly different from column:*																												
Usually or Always	1,915 90.4%	89 89.9%	267 90.8%	79 94.0%	8 88.9%	78 89.7%	0 ---	25 83.3%	32 94.1%	30 90.9%	18 94.7%	24 92.3%	43 86.0%	69 90.8%	14 82.4%	5 100.0%	7 100.0%	0 0.0%	2 100.0%	24 96.0%	0 ---	0 ---	36 83.7%	0 ---	7 100.0%	0 ---	77 89.5%	12 92.3%
Significantly different from column:*																												

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

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InterCommunity Health Network CCO

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	Y
Number in sample	2,145	100	294	208	10	87	0	31	34	33	19	26	51	77	17	5	7	2	2	25	0	0	44	0	7	0	87	13	
Number missing or multiple answer	30	2	1	2	1	1	0	1	1	0	0	0	2	1	1	0	0	0	0	0	0	2	0	0	0	0	1	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,115 98.6%	98 98.0%	293 99.7%	206 99.0%	9 90.0%	86 98.9%	0 ---	30 96.8%	33 97.1%	33 100.0%	19 100.0%	26 100.0%	49 96.1%	76 98.7%	16 94.1%	5 100.0%	7 100.0%	2 100.0%	2 100.0%	25 100.0%	0 ---	0 ---	42 95.5%	0 ---	7 100.0%	0 ---	86 98.9%	12 92.3%	
0 Worst health care possible	4 0.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 ---	0 0.0%	0 ---	0 0.0%	0 ---	0 0.0%	0 0.0%	
1	2 0.1%	0 0.0%	1 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%	
2	3 0.1%	1 1.0%	0 0.0%	0 0.0%	0 0.0%	1 1.2%	0 ---	1 3.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 2.0%	1 1.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 4.0%	0 ---	0 ---	0 0.0%	0 ---	0 0.0%	0 ---	1 1.2%	0 0.0%	
3	6 0.3%	0 0.0%	1 0.3%	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%	
4	8 0.4%	1 1.0%	1 0.3%	1 0.5%	0 0.0%	1 1.2%	0 ---	0 0.0%	0 0.0%	1 3.0%	0 0.0%	0 0.0%	1 2.0%	1 0.0%	1 6.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 ---	1 2.4%	0 ---	0 0.0%	0 ---	1 1.2%	0 0.0%	
5	51 2.4%	1 1.0%	8 2.7%	4 1.9%	0 0.0%	1 1.2%	0 ---	1 3.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 2.0%	1 1.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 ---	1 2.4%	0 ---	0 0.0%	0 ---	1 1.2%	0 0.0%	
6	71 3.4%	2 2.0%	8 2.7%	5 2.4%	0 0.0%	2 2.3%	0 ---	1 3.3%	1 3.0%	0 0.0%	0 0.0%	1 3.8%	1 2.0%	0 0.0%	2 12.5%	0 0.0%	0 0.0%	0 0.0%	1 4.0%	0 ---	0 ---	1 2.4%	0 ---	0 0.0%	0 ---	2 2.3%	0 0.0%		
7	152 7.2%	4 4.1%	32 10.9%	15 7.3%	1 11.1%	3 3.5%	0 ---	1 3.3%	1 3.0%	2 6.1%	0 0.0%	0 0.0%	4 8.2%	3 3.9%	1 6.3%	0 0.0%	0 0.0%	0 0.0%	1 50.0%	0 0.0%	0 ---	1 2.4%	0 ---	0 0.0%	0 ---	2 2.3%	2 16.7%		
8	388 18.3%	21 21.4%	65 22.2%	51 24.8%	1 11.1%	20 23.3%	0 ---	7 23.3%	7 21.2%	7 21.2%	3 15.8%	5 19.2%	13 26.5%	15 19.7%	4 25.0%	2 40.0%	2 28.6%	0 0.0%	0 0.0%	4 16.0%	0 ---	0 ---	13 31.0%	0 ---	1 14.3%	0 19.8%	4 33.3%		
9	405 19.1%	18 18.4%	65 22.2%	40 19.4%	2 22.2%	16 18.6%	0 ---	5 16.7%	5 15.2%	8 24.2%	3 15.8%	2 7.7%	13 26.5%	15 19.7%	3 18.8%	0 0.0%	3 42.9%	0 0.0%	1 50.0%	3 12.0%	0 ---	0 ---	11 26.2%	0 ---	0 0.0%	0 19.8%	1 8.3%		
10 Best health care possible	1,025 48.5%	50 51.0%	112 38.2%	89 43.2%	5 55.6%	42 48.8%	0 ---	14 46.7%	19 57.6%	15 45.5%	13 68.4%	18 69.2%	15 30.6%	41 53.9%	5 31.3%	3 60.0%	2 28.6%	2 100.0%	0 0.0%	16 64.0%	0 ---	0 ---	14 33.3%	0 ---	6 85.7%	0 ---	45 52.3%	5 41.7%	

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

InterCommunity Health Network CCO

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	Y
Number in sample	2,145	100	294	208	10	87	0	31	34	33	19	26	51	77	17	5	7	2	2	25	0	0	44	0	7	0	87	13	
Number missing or multiple answer	30	2	1	2	1	1	0	1	1	0	0	0	2	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	2,115 98.6%	98 98.0%	293 99.7%	206 99.0%	9 90.0%	86 98.9%	0 ---	30 96.8%	33 97.1%	33 100.0%	19 100.0%	26 100.0%	49 96.1%	76 98.7%	16 94.1%	5 100.0%	7 100.0%	2 100.0%	2 100.0%	25 100.0%	0 ---	0 ---	42 95.5%	0 ---	7 100.0%	0 ---	86 98.9%	12 92.3%	
0 to 4	23 1.1%	2 2.0%	3 1.0%	2 1.0%	0 0.0%	2 2.3%	0 ---	1 3.3%	0 0.0%	1 3.0%	0 0.0%	0 0.0%	2 4.1%	1 1.3%	1 6.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 4.0%	0 ---	0 ---	1 2.4%	0 ---	0 0.0%	0 ---	2 2.3%	0 0.0%	
5	51 2.4%	1 1.0%	8 2.7%	4 1.9%	0 0.0%	1 1.2%	0 ---	1 3.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 2.0%	1 1.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 ---	1 2.4%	0 ---	0 0.0%	0 ---	1 1.2%	0 0.0%	
6 or 7	223 10.5%	6 6.1%	40 13.7%	20 9.7%	1 11.1%	5 5.8%	0 ---	2 6.7%	2 6.1%	2 6.1%	0 0.0%	1 3.8%	5 10.2%	3 3.9%	3 18.8%	0 0.0%	0 0.0%	0 0.0%	1 50.0%	1 4.0%	0 ---	0 ---	2 4.8%	0 ---	0 0.0%	0 ---	4 4.7%	2 16.7%	
8 to 10	1,818 86.0%	89 90.8%	242 82.6%	180 87.4%	8 88.9%	78 90.7%	0 ---	26 86.7%	31 93.9%	30 90.9%	19 100.0%	25 96.2%	41 83.7%	71 93.4%	12 75.0%	5 100.0%	7 100.0%	2 100.0%	1 50.0%	23 92.0%	0 ---	0 ---	38 90.5%	0 ---	7 100.0%	0 ---	79 91.9%	10 83.3%	
Significantly different from column:*																													
0 to 6	145 6.9%	5 5.1%	19 6.5%	11 5.3%	0 0.0%	5 5.8%	0 ---	3 10.0%	1 3.0%	1 3.0%	0 0.0%	1 3.8%	4 8.2%	2 2.6%	3 18.8%	0 0.0%	0 0.0%	0 0.0%	2 8.0%	0 ---	0 ---	3 7.1%	0 ---	0 0.0%	0 ---	5 5.8%	0 0.0%		
7 to 8	540 25.5%	25 25.5%	97 33.1%	66 32.0%	2 22.2%	23 26.7%	0 ---	8 26.7%	8 24.2%	9 27.3%	3 15.8%	5 19.2%	17 34.7%	18 23.7%	5 31.3%	2 40.0%	2 28.6%	0 0.0%	1 50.0%	4 16.0%	0 ---	0 ---	14 33.3%	0 ---	1 14.3%	0 ---	19 22.1%	6 50.0%	
9 to 10	1,430 67.6%	68 69.4%	177 60.4%	129 62.6%	7 77.8%	58 67.4%	0 ---	19 63.3%	24 72.7%	23 69.7%	16 84.2%	20 76.9%	28 57.1%	56 73.7%	8 50.0%	3 60.0%	5 71.4%	2 100.0%	1 50.0%	19 76.0%	0 ---	0 ---	25 59.5%	0 ---	6 85.7%	0 ---	62 72.1%	6 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.



InterCommunity Health Network CCO

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	Y
Number in sample	2,145	100	294	208	10	87	0	31	34	33	19	26	51	77	17	5	7	2	2	25	0	0	44	0	7	0	87	13	
Number missing or multiple answer	28	2	3	2	1	1	0	2	0	0	0	0	2	2	0	0	0	0	1	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	2,117	98	291	206	9	86	0	29	34	33	19	26	49	75	17	5	7	2	1	25	0	0	43	0	7	0	85	13	
	98.7%	98.0%	99.0%	99.0%	90.0%	98.9%	---	93.5%	100.0%	100.0%	100.0%	100.0%	96.1%	97.4%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	---	---	97.7%	---	100.0%	---	97.7%	100.0%	
Never	21	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
	1.0%	0.0%	2.1%	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%	
Sometimes	178	8	25	20	1	7	0	3	2	3	2	1	5	6	2	0	0	1	0	2	0	0	5	0	0	7	1		
	8.4%	8.2%	8.6%	9.7%	11.1%	8.1%	---	10.3%	5.9%	9.1%	10.5%	3.8%	10.2%	8.0%	11.8%	0.0%	0.0%	50.0%	0.0%	8.0%	---	---	11.6%	---	0.0%	---	8.2%	7.7%	
Usually	566	28	84	68	1	27	0	7	9	12	9	5	14	19	7	2	3	0	9	0	0	15	0	0	0	24	4		
	26.7%	28.6%	28.9%	33.0%	11.1%	31.4%	---	24.1%	26.5%	36.4%	47.4%	19.2%	28.6%	25.3%	41.2%	40.0%	42.9%	0.0%	0.0%	36.0%	---	---	34.9%	---	0.0%	---	28.2%	30.8%	
Always	1,352	62	176	114	7	52	0	19	23	18	8	20	30	50	8	3	4	1	14	0	0	23	0	7	0	54	8		
	63.9%	63.3%	60.5%	55.3%	77.8%	60.5%	---	65.5%	67.6%	54.5%	42.1%	76.9%	61.2%	66.7%	47.1%	60.0%	57.1%	50.0%	100.0%	56.0%	---	---	53.5%	---	100.0%	---	63.5%	61.5%	
Significantly different from column:*											L	K																	
Usually or Always	1,918	90	260	182	8	79	0	26	32	30	17	25	44	69	15	5	7	1	1	23	0	0	38	0	7	0	78	12	
	90.6%	91.8%	89.3%	88.3%	88.9%	91.9%	---	89.7%	94.1%	90.9%	89.5%	96.2%	89.8%	92.0%	88.2%	100.0%	100.0%	50.0%	100.0%	92.0%	---	---	88.4%	---	100.0%	---	91.8%	92.3%	

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

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

**InterCommunity Health Network CCO**

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	<b>212</b>	394	123	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13
Number missing or multiple answer	42	<b>2</b>	7	0	0	2	0	0	1	1	1	0	1	2	0	0	0	0	0	0	0	0	1	0	0	1	0	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	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	<b>210</b>	387	123	31	173	1	59	87	60	51	49	100	161	35	10	11	5	3	61	0	0	85	1	14	98	87	13
	98.9%	<b>99.1%</b>	98.2%	100.0%	100.0%	98.9%	100.0%	100.0%	98.9%	98.4%	98.1%	100.0%	99.0%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	98.8%	---	100.0%	99.0%	100.0%	100.0%
Yes	2,739	<b>155</b>	303	95	25	126	0	25	73	54	34	36	77	110	33	9	9	2	2	44	0	0	61	1	12	72	61	12
	69.7%	<b>73.8%</b>	78.3%	77.2%	80.6%	72.8%	0.0%	42.4%	83.9%	90.0%	66.7%	73.5%	77.0%	68.3%	94.3%	90.0%	81.8%	40.0%	66.7%	72.1%	---	---	71.8%	100.0%	85.7%	73.5%	70.1%	92.3%
No	1,189	<b>55</b>	84	28	6	47	1	34	14	6	17	13	23	51	2	1	2	3	1	17	0	0	24	0	2	26	26	1
	30.3%	<b>26.2%</b>	21.7%	22.8%	19.4%	27.2%	100.0%	57.6%	16.1%	10.0%	33.3%	26.5%	23.0%	31.7%	5.7%	10.0%	18.2%	60.0%	33.3%	27.9%	---	---	28.2%	0.0%	14.3%	26.5%	29.9%	7.7%
Significantly different from column:*								I,J	H	H				O	N													

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

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

InterCommunity Health Network CCO

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
					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	2,739	155	303	95	25	126	0	25	73	54	34	36	77	110	33	9	9	2	2	44	0	0	61	1	12	72	61	12
Number missing or multiple answer	63	4	6	3	1	3	0	1	2	1	0	0	4	3	1	0	0	0	0	1	0	0	3	0	0	2	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,676 97.7%	151 97.4%	297 98.0%	92 96.8%	24 96.0%	123 97.6%	0 ---	24 96.0%	71 97.3%	53 98.1%	34 100.0%	36 100.0%	73 94.8%	107 97.3%	32 97.0%	9 100.0%	9 100.0%	2 100.0%	2 100.0%	43 97.7%	0 ---	0 ---	58 95.1%	1 ---	12 100.0%	70 97.2%	59 96.7%	12 100.0%
Yes	193 7.2%	9 6.0%	41 13.8%	20 21.7%	2 8.3%	7 5.7%	0 ---	3 12.5%	4 5.6%	2 3.8%	6 17.6%	1 2.8%	2 2.7%	6 5.6%	2 6.3%	1 11.1%	0 0.0%	0 0.0%	1 50.0%	6 14.0%	0 ---	0 ---	1 1.7%	0 0.0%	0 0.0%	2 2.9%	4 6.8%	1 8.3%
No	2,483 92.8%	142 94.0%	256 86.2%	72 78.3%	22 91.7%	116 94.3%	0 ---	21 87.5%	67 94.4%	51 96.2%	28 82.4%	35 97.2%	71 97.3%	101 94.4%	30 93.8%	8 88.9%	9 100.0%	2 100.0%	1 50.0%	37 86.0%	0 ---	0 ---	57 98.3%	1 100.0%	12 100.0%	68 97.1%	55 93.2%	11 91.7%
Significantly different from column:*		<b>C,D</b>																										

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

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

InterCommunity Health Network CCO

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	9	41	20	2	7	0	3	4	2	6	1	2	6	2	1	0	0	1	6	0	0	1	0	0	0	2	4	1
Number missing or multiple answer	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	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	9	40	20	2	7	0	3	4	2	6	1	2	6	2	1	0	0	1	6	0	0	1	0	0	2	4	1	
	99.5%	100.0%	97.6%	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%	
Yes	169	9	39	19	2	7	0	3	4	2	6	1	2	6	2	1	0	0	1	6	0	0	1	0	0	2	4	1	
	88.0%	100.0%	97.5%	95.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	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	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	0
	12.0%	0.0%	2.5%	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%	
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.

InterCommunity Health Network CCO

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
					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	212	394	123	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13
Number missing or multiple answer	19	2	1	2	0	2	0	0	1	1	1	0	1	2	0	0	0	0	0	1	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,951 99.5%	210 99.1%	393 99.7%	121 98.4%	31 100.0%	173 98.9%	1 100.0%	59 100.0%	87 98.9%	60 98.4%	51 98.1%	49 100.0%	100 99.0%	161 98.8%	35 100.0%	10 100.0%	11 100.0%	5 100.0%	3 100.0%	60 98.4%	0 ---	0 ---	85 98.8%	1 ---	14 100.0%	99 100.0%	86 98.9%	13 100.0%
Yes	117 3.0%	7 3.3%	16 4.1%	6 5.0%	1 3.2%	6 3.5%	0 0.0%	2 3.4%	3 3.4%	2 3.3%	1 2.0%	1 2.0%	5 5.0%	4 2.5%	2 5.7%	1 10.0%	0 0.0%	0 0.0%	0 0.0%	2 3.3%	0 ---	0 ---	3 3.5%	0 0.0%	0 0.0%	0 0.0%	4 4.7%	3 23.1%
No	3,834 97.0%	203 96.7%	377 95.9%	115 95.0%	30 96.8%	167 96.5%	1 100.0%	57 96.6%	84 96.6%	58 96.7%	50 98.0%	48 98.0%	95 95.0%	157 97.5%	33 94.3%	9 90.0%	11 100.0%	5 100.0%	3 100.0%	58 96.7%	0 ---	0 ---	82 96.5%	1 100.0%	14 100.0%	99 100.0%	82 95.3%	10 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.

InterCommunity Health Network CCO

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		
Number in sample	117	7	16	6	1	6	0	2	3	2	1	1	5	4	2	1	0	0	0	2	0	0	0	3	0	0	0	0	4	3
Number missing or multiple answer	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	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%	7 100.0%	15 93.8%	6 100.0%	1 100.0%	6 100.0%	---	2 100.0%	3 100.0%	2 100.0%	1 100.0%	1 100.0%	5 100.0%	4 100.0%	2 100.0%	1 100.0%	---	---	---	2 100.0%	---	---	---	3 100.0%	0 ---	0 ---	0 ---	4 100.0%	3 100.0%	
Never	10 8.7%	1 14.3%	2 13.3%	0 0.0%	0 0.0%	1 16.7%	---	1 50.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 20.0%	0 0.0%	1 50.0%	0 0.0%	---	---	---	0 0.0%	---	---	---	1 33.3%	0 ---	0 ---	0 ---	1 25.0%	0 0.0%	
Sometimes	24 20.9%	0 0.0%	4 26.7%	2 33.3%	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%	
Usually	25 21.7%	2 28.6%	4 26.7%	1 16.7%	1 100.0%	1 16.7%	---	0 0.0%	0 0.0%	2 100.0%	1 100.0%	0 0.0%	1 20.0%	2 50.0%	0 0.0%	0 0.0%	---	---	---	2 100.0%	---	---	---	0 0.0%	0 ---	0 ---	0 ---	2 50.0%	0 0.0%	
Always	56 48.7%	4 57.1%	5 33.3%	3 50.0%	0 0.0%	4 66.7%	---	1 50.0%	3 100.0%	0 0.0%	0 0.0%	1 100.0%	3 60.0%	2 50.0%	1 50.0%	1 100.0%	---	---	---	0 0.0%	---	---	---	2 66.7%	0 ---	0 ---	0 ---	1 25.0%	3 100.0%	
Significantly different from column:*																														
Usually or Always	81 70.4%	6 85.7%	9 60.0%	4 66.7%	1 100.0%	5 83.3%	---	1 50.0%	3 100.0%	2 100.0%	1 100.0%	1 100.0%	4 80.0%	4 100.0%	1 50.0%	1 100.0%	---	---	---	2 100.0%	---	---	---	2 66.7%	0 ---	0 ---	0 ---	3 75.0%	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.

InterCommunity Health Network CCO

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	7	16	6	1	6	0	2	3	2	1	1	5	4	2	1	0	0	0	2	0	0	3	0	0	0	0	4	3
Number missing or multiple answer	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	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	7	14	6	1	6	0	2	3	2	1	1	5	4	2	1	0	0	0	2	0	0	3	0	0	0	4	3	
	99.1%	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%	
Yes	89	5	12	3	1	4	0	1	2	2	1	1	3	4	0	1	0	0	2	0	0	1	0	0	0	3	2		
	76.7%	71.4%	85.7%	50.0%	100.0%	66.7%	---	50.0%	66.7%	100.0%	100.0%	100.0%	60.0%	100.0%	0.0%	100.0%	---	---	---	100.0%	---	---	33.3%	---	---	---	75.0%	66.7%	
No	27	2	2	3	0	2	0	1	1	0	0	0	2	0	2	0	0	0	0	0	0	2	0	0	0	1	1		
	23.3%	28.6%	14.3%	50.0%	0.0%	33.3%	---	50.0%	33.3%	0.0%	0.0%	0.0%	40.0%	0.0%	100.0%	0.0%	---	---	---	0.0%	---	---	66.7%	---	---	---	25.0%	33.3%	
Significantly different from column:*																													

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

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

**InterCommunity Health Network CCO**

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	<b>212</b>	394	123	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13
Number missing or multiple answer	25	<b>5</b>	4	2	0	5	0	0	3	2	2	0	3	4	1	0	0	0	0	3	0	0	1	0	1	2	2	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	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	<b>207</b>	390	121	31	170	1	59	85	59	50	49	98	159	34	10	11	5	3	58	0	0	85	1	13	97	85	13
	99.4%	<b>97.6%</b>	99.0%	98.4%	100.0%	97.1%	100.0%	100.0%	96.6%	96.7%	96.2%	100.0%	97.0%	97.5%	97.1%	100.0%	100.0%	100.0%	100.0%	95.1%	---	---	98.8%	---	92.9%	98.0%	97.7%	100.0%
Yes	419	<b>25</b>	42	19	5	19	0	6	10	9	9	3	11	15	8	2	2	0	1	7	0	0	8	0	1	8	13	3
	10.6%	<b>12.1%</b>	10.8%	15.7%	16.1%	11.2%	0.0%	10.2%	11.8%	15.3%	18.0%	6.1%	11.2%	9.4%	23.5%	20.0%	18.2%	0.0%	33.3%	12.1%	---	---	9.4%	0.0%	7.7%	8.2%	15.3%	23.1%
No	3,526	<b>182</b>	348	102	26	151	1	53	75	50	41	46	87	144	26	8	9	5	2	51	0	0	77	1	12	89	72	10
	89.4%	<b>87.9%</b>	89.2%	84.3%	83.9%	88.8%	100.0%	89.8%	88.2%	84.7%	82.0%	93.9%	88.8%	90.6%	76.5%	80.0%	81.8%	100.0%	66.7%	87.9%	---	---	90.6%	100.0%	92.3%	91.8%	84.7%	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.



InterCommunity Health Network CCO

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
					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	419	25	42	19	5	19	0	6	10	9	9	3	11	15	8	2	2	0	1	7	0	0	8	0	1	8	13	3
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	414	25	41	19	5	19	0	6	10	9	9	3	11	15	8	2	2	0	1	7	0	0	8	0	1	8	13	3
	98.8%	100.0%	97.6%	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%
Never	45	5	5	1	1	4	0	1	3	1	1	0	4	3	2	0	0	0	1	0	0	3	0	1	2	2	0	
	10.9%	20.0%	12.2%	5.3%	20.0%	21.1%	---	16.7%	30.0%	11.1%	11.1%	0.0%	36.4%	20.0%	25.0%	0.0%	0.0%	---	0.0%	14.3%	---	---	37.5%	---	100.0%	25.0%	15.4%	0.0%
Sometimes	62	2	6	1	0	2	0	0	1	1	0	1	1	0	2	0	1	0	0	0	0	0	0	0	0	0	1	1
	15.0%	8.0%	14.6%	5.3%	0.0%	10.5%	---	0.0%	10.0%	11.1%	0.0%	33.3%	9.1%	0.0%	25.0%	0.0%	50.0%	---	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	7.7%	33.3%
Usually	107	6	6	9	0	6	0	4	1	1	3	0	3	3	3	0	1	0	2	0	0	3	0	0	3	3	0	
	25.8%	24.0%	14.6%	47.4%	0.0%	31.6%	---	66.7%	10.0%	11.1%	33.3%	0.0%	27.3%	20.0%	37.5%	0.0%	50.0%	---	0.0%	28.6%	---	---	37.5%	---	0.0%	37.5%	23.1%	0.0%
Always	200	12	24	8	4	7	0	1	5	6	5	2	3	9	1	2	0	0	4	0	0	2	0	0	3	7	2	
	48.3%	48.0%	58.5%	42.1%	80.0%	36.8%	---	16.7%	50.0%	66.7%	55.6%	66.7%	27.3%	60.0%	12.5%	100.0%	0.0%	---	100.0%	57.1%	---	---	25.0%	---	0.0%	37.5%	53.8%	66.7%
Significantly different from column:*																												
Usually or Always	307	18	30	17	4	13	0	5	6	7	8	2	6	12	4	2	1	0	1	6	0	0	5	0	0	6	10	2
	74.2%	72.0%	73.2%	89.5%	80.0%	68.4%	---	83.3%	60.0%	77.8%	88.9%	66.7%	54.5%	80.0%	50.0%	100.0%	50.0%	---	100.0%	85.7%	---	---	62.5%	---	0.0%	75.0%	76.9%	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.

InterCommunity Health Network CCO

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	25	42	19	5	19	0	6	10	9	9	3	11	15	8	2	2	0	1	7	0	0	8	0	1	8	13	3
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	410	25	42	18	5	19	0	6	10	9	9	3	11	15	8	2	2	0	1	7	0	0	8	0	1	8	13	3
	97.9%	100.0%	100.0%	94.7%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	287	16	30	14	4	11	0	5	4	7	7	3	4	11	3	2	1	0	1	6	0	0	3	0	0	3	10	3
	70.0%	64.0%	71.4%	77.8%	80.0%	57.9%	---	83.3%	40.0%	77.8%	77.8%	100.0%	36.4%	73.3%	37.5%	100.0%	50.0%	---	100.0%	85.7%	---	---	37.5%	---	0.0%	37.5%	76.9%	100.0%
No	123	9	12	4	1	8	0	1	6	2	2	0	7	4	5	0	1	0	1	0	0	5	0	1	5	3	0	
	30.0%	36.0%	28.6%	22.2%	20.0%	42.1%	---	16.7%	60.0%	22.2%	22.2%	0.0%	63.6%	26.7%	62.5%	0.0%	50.0%	---	0.0%	14.3%	---	---	62.5%	---	100.0%	62.5%	23.1%	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.

**InterCommunity Health Network CCO**

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
A	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	212	394	123	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13
Number missing or multiple answer	23	3	2	6	0	3	0	0	1	2	1	0	2	3	0	0	0	0	0	2	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	3,947	209	392	117	31	172	1	59	87	59	51	49	99	160	35	10	11	5	3	59	0	0	85	1	14	98	86	13
	99.4%	98.6%	99.5%	95.1%	100.0%	98.3%	100.0%	100.0%	98.9%	96.7%	98.1%	100.0%	98.0%	98.2%	100.0%	100.0%	100.0%	100.0%	100.0%	96.7%	---	---	98.8%	---	100.0%	99.0%	98.9%	100.0%
Yes	614	31	76	41	4	26	0	5	8	17	4	4	21	20	9	1	1	0	0	4	0	0	20	0	1	6	14	9
	15.6%	14.8%	19.4%	35.0%	12.9%	15.1%	0.0%	8.5%	9.2%	28.8%	7.8%	8.2%	21.2%	12.5%	25.7%	10.0%	9.1%	0.0%	0.0%	6.8%	---	---	23.5%	0.0%	7.1%	6.1%	16.3%	69.2%
No	3,333	178	316	76	27	146	1	54	79	42	47	45	78	140	26	9	10	5	3	55	0	0	65	1	13	92	72	4
	84.4%	85.2%	80.6%	65.0%	87.1%	84.9%	100.0%	91.5%	90.8%	71.2%	92.2%	91.8%	78.8%	87.5%	74.3%	90.0%	90.9%	100.0%	100.0%	93.2%	---	---	76.5%	100.0%	92.9%	93.9%	83.7%	30.8%
Significantly different from column:*		D						J	J	H,I	M	M	K,L	O	N				W			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.

InterCommunity Health Network CCO

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	31	76	41	4	26	0	5	8	17	4	4	21	20	9	1	1	0	0	4	0	0	20	0	1	6	14	9
Number missing or multiple answer	8	1	2	1	0	1	0	1	0	0	0	0	1	0	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	606	30	74	40	4	25	0	4	8	17	4	4	20	20	8	1	1	0	4	0	0	19	0	1	5	14	9	
	98.7%	96.8%	97.4%	97.6%	100.0%	96.2%	---	80.0%	100.0%	100.0%	100.0%	100.0%	95.2%	100.0%	88.9%	100.0%	100.0%	---	---	100.0%	---	---	95.0%	---	100.0%	83.3%	100.0%	100.0%
Never	90	4	11	3	1	3	0	2	1	1	1	0	3	2	2	0	0	0	1	0	0	3	0	0	2	2	0	
	14.9%	13.3%	14.9%	7.5%	25.0%	12.0%	---	50.0%	12.5%	5.9%	25.0%	0.0%	15.0%	10.0%	25.0%	0.0%	0.0%	---	---	25.0%	---	---	15.8%	---	0.0%	40.0%	14.3%	0.0%
Sometimes	112	4	15	8	1	3	0	1	0	3	0	0	4	4	0	0	0	0	0	0	0	4	0	0	0	3	1	
	18.5%	13.3%	20.3%	20.0%	25.0%	12.0%	---	25.0%	0.0%	17.6%	0.0%	0.0%	20.0%	20.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	21.1%	---	0.0%	0.0%	21.4%	11.1%
Usually	139	4	19	14	0	4	0	0	3	1	0	2	2	1	3	0	1	0	0	0	0	2	0	0	0	1	3	
	22.9%	13.3%	25.7%	35.0%	0.0%	16.0%	---	0.0%	37.5%	5.9%	0.0%	50.0%	10.0%	5.0%	37.5%	0.0%	100.0%	---	---	0.0%	---	---	10.5%	---	0.0%	0.0%	7.1%	33.3%
Always	265	18	29	15	2	15	0	1	4	12	3	2	11	13	3	1	0	0	3	0	0	10	0	1	3	8	5	
	43.7%	60.0%	39.2%	37.5%	50.0%	60.0%	---	25.0%	50.0%	70.6%	75.0%	50.0%	55.0%	65.0%	37.5%	100.0%	0.0%	---	---	75.0%	---	---	52.6%	---	100.0%	60.0%	57.1%	55.6%
Significantly different from column:*																												
Usually or Always	404	22	48	29	2	19	0	1	7	13	3	4	13	14	6	1	1	0	3	0	0	12	0	1	3	9	8	
	66.7%	73.3%	64.9%	72.5%	50.0%	76.0%	---	25.0%	87.5%	76.5%	75.0%	100.0%	65.0%	70.0%	75.0%	100.0%	100.0%	---	---	75.0%	---	---	63.2%	---	100.0%	60.0%	64.3%	88.9%
Significantly different from column:*																												

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

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

**InterCommunity Health Network CCO**

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	31	76	41	4	26	0	5	8	17	4	4	21	20	9	1	1	0	0	4	0	0	20	0	1	6	14	9
Number missing or multiple answer	7	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
Number no experience	NA	NA	NA	NA	NA	NA	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	31	76	39	4	26	0	5	8	17	4	4	21	20	9	1	1	0	0	4	0	0	20	0	1	6	14	9
	98.9%	100.0%	100.0%	95.1%	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	342	21	41	24	2	19	0	3	4	14	3	4	13	15	5	1	1	0	0	3	0	0	13	0	1	1	13	6
	56.3%	67.7%	53.9%	61.5%	50.0%	73.1%	---	60.0%	50.0%	82.4%	75.0%	100.0%	61.9%	75.0%	55.6%	100.0%	100.0%	---	---	75.0%	---	---	65.0%	---	100.0%	16.7%	92.9%	66.7%
No	265	10	35	15	2	7	0	2	4	3	1	0	8	5	4	0	0	0	1	0	0	7	0	0	5	1	3	
	43.7%	32.3%	46.1%	38.5%	50.0%	26.9%	---	40.0%	50.0%	17.6%	25.0%	0.0%	38.1%	25.0%	44.4%	0.0%	0.0%	---	---	25.0%	---	---	35.0%	---	0.0%	83.3%	7.1%	33.3%
Significantly different from column:*																												

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

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

**InterCommunity Health Network CCO**

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
A	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	<b>212</b>	394	123	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13
Number missing or multiple answer	40	<b>4</b>	8	0	0	4	0	1	2	1	0	1	3	4	0	0	0	0	0	2	0	0	1	0	0	2	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	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	<b>208</b>	386	123	31	171	1	58	86	60	52	48	98	159	35	10	11	5	3	59	0	0	85	1	14	97	86	13
	99.0%	<b>98.1%</b>	98.0%	100.0%	100.0%	97.7%	100.0%	98.3%	97.7%	98.4%	100.0%	98.0%	97.0%	97.5%	100.0%	100.0%	100.0%	100.0%	100.0%	96.7%	---	---	98.8%	---	100.0%	98.0%	98.9%	100.0%
Yes	753	<b>32</b>	110	50	3	28	0	3	10	18	3	7	21	19	10	3	2	0	1	9	0	0	16	0	0	2	21	6
	19.2%	<b>15.4%</b>	28.5%	40.7%	9.7%	16.4%	0.0%	5.2%	11.6%	30.0%	5.8%	14.6%	21.4%	11.9%	28.6%	30.0%	18.2%	0.0%	33.3%	15.3%	---	---	18.8%	0.0%	0.0%	2.1%	24.4%	46.2%
No	3,177	<b>176</b>	276	73	28	143	1	55	76	42	49	41	77	140	25	7	9	5	2	50	0	0	69	1	14	95	65	7
	80.8%	<b>84.6%</b>	71.5%	59.3%	90.3%	83.6%	100.0%	94.8%	88.4%	70.0%	94.2%	85.4%	78.6%	88.1%	71.4%	70.0%	81.8%	100.0%	66.7%	84.7%	---	---	81.2%	100.0%	100.0%	97.9%	75.6%	53.8%
Significantly different from column:*		<b>C,D</b>						J	J	H,I	M		K	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.

**InterCommunity Health Network CCO**

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
A	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	753	32	110	50	3	28	0	3	10	18	3	7	21	19	10	3	2	0	1	9	0	0	16	0	0	2	21	6
Number missing or multiple answer	9	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	744	32	108	48	3	28	0	3	10	18	3	7	21	19	10	3	2	0	1	9	0	0	16	0	0	2	21	6
	98.8%	100.0%	98.2%	96.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	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	23	66	30	1	21	0	2	5	15	2	4	16	13	7	3	2	0	1	5	0	0	12	0	0	1	16	4
	61.2%	71.9%	61.1%	62.5%	33.3%	75.0%	---	66.7%	50.0%	83.3%	66.7%	57.1%	76.2%	68.4%	70.0%	100.0%	100.0%	---	100.0%	55.6%	---	---	75.0%	---	---	50.0%	76.2%	66.7%
No	289	9	42	18	2	7	0	1	5	3	1	3	5	6	3	0	0	0	4	0	0	4	0	0	1	5	2	
	38.8%	28.1%	38.9%	37.5%	66.7%	25.0%	---	33.3%	50.0%	16.7%	33.3%	42.9%	23.8%	31.6%	30.0%	0.0%	0.0%	---	0.0%	44.4%	---	---	25.0%	---	---	50.0%	23.8%	33.3%
Significantly different from column:*																												

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

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

**InterCommunity Health Network CCO**

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	<b>212</b>	394	310	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13
Number missing or multiple answer	39	1	6	31	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	3,931	<b>211</b>	388	279	31	174	1	59	87	61	52	49	100	162	35	10	11	5	3	61	0	0	85	1	14	99	87	13
	99.0%	<b>99.5%</b>	98.5%	90.0%	100.0%	99.4%	100.0%	100.0%	98.9%	100.0%	100.0%	100.0%	99.0%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	98.8%	---	100.0%	100.0%	100.0%	100.0%
Yes	3,398	<b>188</b>	356	258	23	161	0	54	74	57	44	45	91	143	32	10	10	3	3	54	0	0	78	1	10	83	82	12
	86.4%	<b>89.1%</b>	91.8%	92.5%	74.2%	92.5%	0.0%	91.5%	85.1%	93.4%	84.6%	91.8%	91.0%	88.3%	91.4%	100.0%	90.9%	60.0%	100.0%	88.5%	---	---	91.8%	100.0%	71.4%	83.8%	94.3%	92.3%
No	533	<b>23</b>	32	21	8	13	1	5	13	4	8	4	9	19	3	0	1	2	0	7	0	0	7	0	4	16	5	1
	13.6%	<b>10.9%</b>	8.2%	7.5%	25.8%	7.5%	100.0%	8.5%	14.9%	6.6%	15.4%	8.2%	9.0%	11.7%	8.6%	0.0%	9.1%	40.0%	0.0%	11.5%	---	---	8.2%	0.0%	28.6%	16.2%	5.7%	7.7%
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.



InterCommunity Health Network CCO

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	
					A	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	3,398	188	356	258	23	161	0	54	74	57	44	45	91	143	32	10	10	3	3	54	0	0	78	1	10	83	82	12	
Number missing or multiple answer	76	8	5	6	1	7	0	3	1	4	0	3	4	6	0	2	0	0	1	0	0	5	0	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	
Usable responses	3,322 97.8%	180 95.7%	351 98.6%	252 97.7%	22 95.7%	154 95.7%	0	51 94.4%	73 98.6%	53 93.0%	44 100.0%	42 93.3%	87 95.6%	137 95.8%	32 100.0%	8 80.0%	10 100.0%	3 100.0%	3 98.1%	53 98.1%	0	0	73 93.6%	1 100.0%	10 100.0%	78 94.0%	82 100.0%	12 100.0%	
None	1,315 39.6%	88 48.9%	97 27.6%	73 29.0%	12 54.5%	74 48.1%	0	18 35.3%	43 58.9%	25 47.2%	25 56.8%	17 40.5%	42 48.3%	70 51.1%	15 46.9%	0 0.0%	2 20.0%	2 66.7%	2 66.7%	29 54.7%	0	0	30 41.1%	1 100.0%	4 40.0%	67 85.9%	12 14.6%	5 41.7%	
1 time	1,193 35.9%	55 30.6%	132 37.6%	87 34.5%	6 27.3%	48 31.2%	0	20 39.2%	23 31.5%	11 20.8%	11 25.0%	14 33.3%	29 33.3%	40 29.2%	11 34.4%	4 50.0%	4 40.0%	1 33.3%	0 0.0%	11 20.8%	0	0	31 42.5%	0	5 50.0%	9 11.5%	42 51.2%	1 8.3%	
2	439 13.2%	22 12.2%	62 17.7%	57 22.6%	3 13.6%	19 12.3%	0	9 17.6%	6 8.2%	7 13.2%	7 15.9%	4 9.5%	10 11.5%	19 13.9%	2 6.3%	1 12.5%	3 30.0%	0 0.0%	1 33.3%	9 17.0%	0	0	7 9.6%	0 0.0%	0 0.0%	2 2.6%	18 22.0%	1 8.3%	
3	209 6.3%	7 3.9%	33 9.4%	25 9.9%	1 4.5%	5 3.2%	0	2 3.9%	1 1.4%	4 7.5%	0 0.0%	4 9.5%	2 2.3%	4 2.9%	1 3.1%	2 25.0%	0 0.0%	0 0.0%	2 3.8%	0	0	2 2.7%	0 0.0%	0 0.0%	0 0.0%	6 7.3%	1 8.3%		
4	82 2.5%	4 2.2%	12 3.4%	6 2.4%	0 0.0%	4 2.6%	0	2 3.9%	0 0.0%	2 3.8%	1 2.3%	1 2.4%	2 2.3%	4 2.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 3.8%	0	0	2 2.7%	0 0.0%	0 0.0%	0 0.0%	4 4.9%	0 0.0%		
5 to 9	71 2.1%	3 1.7%	12 3.4%	4 1.6%	0 0.0%	3 1.9%	0	0 0.0%	0 0.0%	3 5.7%	0 0.0%	1 2.4%	2 2.3%	0 0.0%	2 6.3%	1 12.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0	0	1 1.4%	0 0.0%	1 10.0%	0 0.0%	0 0.0%	3 25.0%	
10 or more times	13 0.4%	1 0.6%	3 0.9%	0 0.0%	0 0.0%	1 0.6%	0	0 0.0%	0 0.0%	1 1.9%	0 0.0%	1 2.4%	0 0.0%	0 0.0%	1 3.1%	0 0.0%	1 10.0%	0 0.0%	0 0.0%	0 0.0%	0	0	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 8.3%	
2 or more times	814 24.5%	37 20.6%	122 34.8%	92 36.5%	4 18.2%	32 20.8%	0	13 25.5%	7 9.6%	17 32.1%	8 18.2%	11 26.2%	16 18.4%	27 19.7%	6 18.8%	4 50.0%	4 40.0%	0 0.0%	1 33.3%	13 24.5%	0	0	12 16.4%	0 0.0%	1 10.0%	2 2.6%	28 34.1%	6 50.0%	
Significantly different from column:*		C,D						I	H,J	I																AA	Z		

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

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

InterCommunity Health Network CCO

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	92	254	179	10	80	0	33	30	28	19	25	45	67	17	8	8	1	1	24	0	0	43	0	6	11	70	7
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	1,998 99.6%	92 100.0%	252 99.2%	179 100.0%	10 100.0%	80 100.0%	0 ---	33 100.0%	30 100.0%	28 100.0%	19 100.0%	25 100.0%	45 100.0%	67 100.0%	17 100.0%	8 100.0%	8 100.0%	1 100.0%	1 100.0%	24 100.0%	0 ---	0 ---	43 100.0%	0 ---	6 100.0%	11 100.0%	70 100.0%	7 100.0%
Never	1,825 91.3%	84 91.3%	226 89.7%	162 90.5%	10 100.0%	72 90.0%	0 ---	29 87.9%	29 96.7%	25 89.3%	15 78.9%	22 88.0%	44 97.8%	63 94.0%	15 88.2%	6 75.0%	7 87.5%	0 0.0%	1 100.0%	18 75.0%	0 ---	0 ---	43 100.0%	0 ---	6 100.0%	10 90.9%	65 92.9%	6 85.7%
Sometimes	103 5.2%	5 5.4%	13 5.2%	11 6.1%	0 0.0%	5 6.3%	0 ---	3 9.1%	1 3.3%	1 3.6%	3 15.8%	2 8.0%	0 0.0%	2 3.0%	2 11.8%	1 12.5%	1 12.5%	1 100.0%	0 0.0%	3 12.5%	0 ---	0 ---	0 0.0%	0 ---	0 0.0%	1 9.1%	2 2.9%	1 14.3%
Usually	27 1.4%	2 2.2%	2 0.8%	4 2.2%	0 0.0%	2 2.5%	0 ---	1 3.0%	0 0.0%	1 3.6%	1 5.3%	1 4.0%	0 0.0%	1 1.5%	0 0.0%	1 12.5%	0 0.0%	0 0.0%	0 0.0%	2 8.3%	0 ---	0 ---	0 0.0%	0 ---	0 0.0%	0 0.0%	2 2.9%	0 0.0%
Always	43 2.2%	1 1.1%	11 4.4%	2 1.1%	0 0.0%	1 1.3%	0 ---	0 0.0%	0 0.0%	1 3.6%	0 0.0%	0 0.0%	1 2.2%	1 1.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 4.2%	0 ---	0 ---	0 0.0%	0 ---	0 0.0%	0 0.0%	1 0.0%	1 1.4%	0 0.0%
Significantly different from column:*																												
Usually or Always	70 3.5%	3 3.3%	13 5.2%	6 3.4%	0 0.0%	3 3.8%	0 ---	1 3.0%	0 0.0%	2 7.1%	1 5.3%	1 4.0%	1 2.2%	2 3.0%	0 0.0%	1 12.5%	0 0.0%	0 0.0%	0 0.0%	3 12.5%	0 ---	0 ---	0 0.0%	0 ---	0 0.0%	0 0.0%	3 4.3%	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.

InterCommunity Health Network CCO

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	
					A	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	2,007	92	254	179	10	80	0	33	30	28	19	25	45	67	17	8	8	1	1	24	0	0	43	0	6	11	70	7	
Number missing or multiple answer	9	1	4	0	1	0	0	0	1	0	0	0	1	0	0	1	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	1,998 99.6%	91 98.9%	250 98.4%	179 100.0%	9 90.0%	80 100.0%	0 ---	33 100.0%	29 96.7%	28 100.0%	19 100.0%	25 100.0%	44 97.8%	67 100.0%	17 100.0%	7 87.5%	8 100.0%	1 100.0%	1 100.0%	24 100.0%	0 ---	0 ---	43 100.0%	0 ---	6 100.0%	10 90.9%	70 100.0%	7 100.0%	
Never	65 3.3%	3 3.3%	3 1.2%	3 1.7%	1 11.1%	2 2.5%	0 ---	2 6.1%	1 3.4%	0 0.0%	0 0.0%	1 4.0%	2 4.5%	2 3.0%	1 5.9%	0 0.0%	0 0.0%	0 0.0%	1 4.2%	2 8.3%	0 ---	0 ---	0 0.0%	0 ---	0 0.0%	1 10.0%	2 2.9%	0 0.0%	
Sometimes	52 2.6%	2 2.2%	12 4.8%	3 1.7%	0 0.0%	2 2.5%	0 ---	1 3.0%	0 0.0%	1 3.6%	0 0.0%	1 4.0%	1 2.3%	0 0.0%	2 11.8%	0 0.0%	1 12.5%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 ---	1 2.3%	0 ---	0 0.0%	0 0.0%	1 1.4%	1 14.3%	
Usually	255 12.8%	9 9.9%	35 14.0%	28 15.6%	0 0.0%	9 11.3%	0 ---	5 15.2%	1 3.4%	3 10.7%	6 31.6%	0 0.0%	3 6.8%	6 9.0%	2 11.8%	1 14.3%	1 12.5%	0 0.0%	0 0.0%	5 20.8%	0 ---	0 ---	3 7.0%	0 ---	0 0.0%	2 20.0%	7 10.0%	0 0.0%	
Always	1,626 81.4%	77 84.6%	200 80.0%	145 81.0%	8 88.9%	67 83.8%	0 ---	25 75.8%	27 93.1%	24 85.7%	13 68.4%	23 92.0%	38 86.4%	59 88.1%	12 70.6%	6 85.7%	6 75.0%	1 100.0%	0 0.0%	17 70.8%	0 ---	0 ---	39 90.7%	0 ---	6 100.0%	7 70.0%	60 85.7%	6 85.7%	
Significantly different from column:*																													
Usually or Always	1,881 94.1%	86 94.5%	235 94.0%	173 96.6%	8 88.9%	76 95.0%	0 ---	30 90.9%	28 96.6%	27 96.4%	19 100.0%	23 92.0%	41 93.2%	65 97.0%	14 82.4%	7 100.0%	7 87.5%	1 100.0%	0 0.0%	22 91.7%	0 ---	0 ---	42 97.7%	0 ---	6 100.0%	9 90.0%	67 95.7%	6 85.7%	
Significantly different from column:*																													

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

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

InterCommunity Health Network CCO

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	
					A	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	2,007	92	254	179	10	80	0	33	30	28	19	25	45	67	17	8	8	1	1	24	0	0	43	0	6	11	70	7	
Number missing or multiple answer	14	1	3	0	1	0	0	0	1	0	0	0	1	0	0	1	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	1,993 99.3%	91 98.9%	251 98.8%	179 100.0%	9 90.0%	80 100.0%	0 ---	33 100.0%	29 96.7%	28 100.0%	19 100.0%	25 100.0%	44 97.8%	67 100.0%	17 100.0%	7 87.5%	8 100.0%	1 100.0%	1 100.0%	24 100.0%	0 ---	0 ---	43 100.0%	0 ---	6 100.0%	10 90.9%	70 100.0%	7 100.0%	
Never	26 1.3%	2 2.2%	0 0.0%	1 0.6%	0 0.0%	2 2.5%	0 ---	1 3.0%	1 3.4%	0 0.0%	0 0.0%	1 4.0%	1 2.3%	1 1.5%	1 5.9%	0 0.0%	0 0.0%	0 0.0%	1 4.2%	1 4.2%	0 ---	0 ---	0 0.0%	0 ---	0 0.0%	0 0.0%	2 2.9%	0 0.0%	
Sometimes	49 2.5%	0 0.0%	9 3.6%	6 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 0.0%	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	279 14.0%	13 14.3%	43 17.1%	27 15.1%	1 11.1%	12 15.0%	0 ---	5 15.2%	3 10.3%	5 17.9%	5 26.3%	1 4.0%	6 13.6%	8 11.9%	5 29.4%	0 0.0%	2 25.0%	0 0.0%	0 0.0%	4 16.7%	0 ---	0 ---	6 14.0%	0 ---	0 0.0%	1 10.0%	10 14.3%	2 28.6%	
Always	1,639 82.2%	76 83.5%	199 79.3%	145 81.0%	8 88.9%	66 82.5%	0 ---	27 81.8%	25 86.2%	23 82.1%	14 73.7%	23 92.0%	37 84.1%	58 86.6%	11 64.7%	7 100.0%	6 75.0%	1 100.0%	0 0.0%	19 79.2%	0 ---	0 ---	37 86.0%	0 ---	6 100.0%	9 90.0%	58 82.9%	5 71.4%	
Significantly different from column:*																													
Usually or Always	1,918 96.2%	89 97.8%	242 96.4%	172 96.1%	9 100.0%	78 97.5%	0 ---	32 97.0%	28 96.6%	28 100.0%	19 100.0%	24 96.0%	43 97.7%	66 98.5%	16 94.1%	7 100.0%	8 100.0%	1 100.0%	0 0.0%	23 95.8%	0 ---	0 ---	43 100.0%	0 ---	6 100.0%	10 100.0%	68 97.1%	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.

InterCommunity Health Network CCO

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
					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	92	254	179	10	80	0	33	30	28	19	25	45	67	17	8	8	1	1	24	0	0	43	0	6	11	70	7
Number missing or multiple answer	7	1	1	0	1	0	0	0	1	0	0	0	1	0	0	1	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	2,000 99.7%	91 98.9%	253 99.6%	179 100.0%	9 90.0%	80 100.0%	0 ---	33 100.0%	29 96.7%	28 100.0%	19 100.0%	25 100.0%	44 97.8%	67 100.0%	17 100.0%	7 87.5%	8 100.0%	1 100.0%	1 100.0%	24 100.0%	0 ---	0 ---	43 100.0%	0 ---	6 100.0%	10 90.9%	70 100.0%	7 100.0%
Never	19 1.0%	1 1.1%	1 0.4%	2 1.1%	0 0.0%	1 1.3%	0 ---	0 0.0%	1 3.4%	0 0.0%	0 0.0%	1 4.0%	0 0.0%	0 0.0%	1 5.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 4.2%	0 ---	0 ---	0 0.0%	0 ---	0 0.0%	0 0.0%	1 1.4%	0 0.0%
Sometimes	36 1.8%	0 0.0%	8 3.2%	5 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 0.0%	0 ---	0 ---	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Usually	198 9.9%	7 7.7%	30 11.9%	23 12.8%	2 22.2%	5 6.3%	0 ---	3 9.1%	1 3.4%	3 10.7%	2 10.5%	1 4.0%	3 6.8%	4 6.0%	3 17.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 4.2%	0 ---	0 ---	5 11.6%	0 ---	1 16.7%	2 20.0%	4 5.7%	1 14.3%
Always	1,747 87.4%	83 91.2%	214 84.6%	149 83.2%	7 77.8%	74 92.5%	0 ---	30 90.9%	27 93.1%	25 89.3%	17 89.5%	23 92.0%	41 93.2%	63 94.0%	13 76.5%	7 100.0%	8 100.0%	1 100.0%	1 100.0%	22 91.7%	0 ---	0 ---	38 88.4%	0 ---	5 83.3%	8 80.0%	65 92.9%	6 85.7%
Significantly different from column:*																												
Usually or Always	1,945 97.3%	90 98.9%	244 96.4%	172 96.1%	9 100.0%	79 98.8%	0 ---	33 100.0%	28 96.6%	28 100.0%	19 100.0%	24 96.0%	44 100.0%	67 100.0%	16 94.1%	7 100.0%	8 100.0%	1 100.0%	1 100.0%	23 95.8%	0 ---	0 ---	43 100.0%	0 ---	6 100.0%	10 100.0%	69 98.6%	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.

InterCommunity Health Network CCO

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	92	254	179	10	80	0	33	30	28	19	25	45	67	17	8	8	1	1	24	0	0	43	0	6	11	70	7
Number missing or multiple answer	13	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
Number no experience	NA	NA	NA	NA	NA	NA	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%	92 100.0%	251 98.8%	179 100.0%	10 100.0%	80 100.0%	0 ---	33 100.0%	30 100.0%	28 100.0%	19 100.0%	25 100.0%	45 100.0%	67 100.0%	17 100.0%	8 100.0%	8 100.0%	1 100.0%	1 100.0%	24 100.0%	0 ---	0 ---	43 100.0%	0 ---	6 100.0%	11 100.0%	70 100.0%	7 100.0%
Yes	1,349 67.7%	61 66.3%	188 74.9%	111 62.0%	5 50.0%	55 68.8%	0 ---	10 30.3%	25 83.3%	25 89.3%	12 63.2%	19 76.0%	28 62.2%	39 58.2%	16 94.1%	6 75.0%	8 100.0%	0 0.0%	0 0.0%	16 66.7%	0 ---	0 ---	26 60.5%	0 ---	5 83.3%	8 72.7%	46 65.7%	5 71.4%
No	645 32.3%	31 33.7%	63 25.1%	68 38.0%	5 50.0%	25 31.3%	0 ---	23 69.7%	5 16.7%	3 10.7%	7 36.8%	6 24.0%	17 37.8%	28 41.8%	1 5.9%	2 25.0%	0 0.0%	1 100.0%	1 100.0%	8 33.3%	0 ---	0 ---	17 39.5%	0 ---	1 16.7%	3 27.3%	24 34.3%	2 28.6%
Significantly different from column:*								I,J	H	H				O	N													

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

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

InterCommunity Health Network CCO

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	61	188	111	5	55	0	10	25	25	12	19	28	39	16	6	8	0	0	16	0	0	26	0	5	8	46	5
Number missing or multiple answer	13	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	1,336 99.0%	61 100.0%	184 97.9%	111 100.0%	5 100.0%	55 100.0%	0 ---	10 100.0%	25 100.0%	25 100.0%	12 100.0%	19 100.0%	28 100.0%	39 100.0%	16 100.0%	6 100.0%	8 100.0%	0 ---	0 ---	16 100.0%	0 ---	0 ---	26 100.0%	0 ---	5 100.0%	8 100.0%	46 100.0%	5 100.0%
Never	11 0.8%	1 1.6%	1 0.5%	0 0.0%	0 0.0%	1 1.8%	0 ---	1 10.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 3.6%	1 2.6%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 ---	1 6.3%	0 ---	0 ---	0 0.0%	0 ---	0 0.0%	0 0.0%	1 2.2%	0 0.0%
Sometimes	53 4.0%	2 3.3%	7 3.8%	9 8.1%	0 0.0%	2 3.6%	0 ---	1 10.0%	1 4.0%	0 0.0%	0 0.0%	0 0.0%	2 7.1%	1 2.6%	1 6.3%	0 0.0%	0 0.0%	0 ---	0 ---	0 0.0%	0 ---	0 ---	1 3.8%	0 ---	0 0.0%	1 12.5%	1 2.2%	0 0.0%
Usually	258 19.3%	11 18.0%	43 23.4%	24 21.6%	0 0.0%	11 20.0%	0 ---	4 40.0%	2 8.0%	5 20.0%	4 33.3%	2 10.5%	5 17.9%	5 12.8%	5 31.3%	1 16.7%	1 12.5%	0 ---	0 ---	5 31.3%	0 ---	0 ---	4 15.4%	0 ---	0 0.0%	2 25.0%	6 13.0%	2 40.0%
Always	1,014 75.9%	47 77.0%	133 72.3%	78 70.3%	5 100.0%	41 74.5%	0 ---	4 40.0%	22 88.0%	20 80.0%	8 66.7%	17 89.5%	20 71.4%	32 82.1%	10 62.5%	5 83.3%	7 87.5%	0 ---	0 ---	10 62.5%	0 ---	0 ---	21 80.8%	0 ---	5 100.0%	5 62.5%	38 82.6%	3 60.0%
Significantly different from column:*																												
Usually or Always	1,272 95.2%	58 95.1%	176 95.7%	102 91.9%	5 100.0%	52 94.5%	0 ---	8 80.0%	24 96.0%	25 100.0%	12 100.0%	19 100.0%	25 89.3%	37 94.9%	15 93.8%	6 100.0%	8 100.0%	0 ---	0 ---	15 93.8%	0 ---	0 ---	25 96.2%	0 ---	5 100.0%	7 87.5%	44 95.7%	5 100.0%
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.

InterCommunity Health Network CCO

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	
					A	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	2,007	92	254	179	10	80	0	33	30	28	19	25	45	67	17	8	8	1	1	24	0	0	43	0	6	11	70	7	
Number missing or multiple answer	21	2	3	2	0	2	0	1	1	0	0	1	1	2	0	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	1,986 99.0%	90 97.8%	251 98.8%	177 98.9%	10 100.0%	78 97.5%	0 ---	32 97.0%	29 96.7%	28 100.0%	19 100.0%	24 96.0%	44 97.8%	65 97.0%	17 100.0%	8 100.0%	8 100.0%	1 100.0%	1 100.0%	24 100.0%	0 ---	0 ---	41 95.3%	0 ---	6 100.0%	11 100.0%	68 97.1%	7 100.0%	
Never	47 2.4%	1 1.1%	8 3.2%	2 1.1%	0 0.0%	1 1.3%	0 ---	0 0.0%	1 3.4%	0 0.0%	1 5.3%	0 0.0%	0 0.0%	0 0.0%	1 5.9%	0 0.0%	0 0.0%	0 0.0%	1 4.2%	0 ---	0 ---	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Sometimes	138 6.9%	7 7.8%	10 4.0%	13 7.3%	1 10.0%	6 7.7%	0 ---	5 15.6%	0 0.0%	2 7.1%	1 5.3%	1 4.2%	5 11.4%	6 9.2%	1 5.9%	0 0.0%	0 0.0%	0 0.0%	3 12.5%	0 ---	0 ---	4 9.8%	0 ---	0 0.0%	1 9.1%	5 7.4%	1 14.3%		
Usually	387 19.5%	9 10.0%	59 23.5%	39 22.0%	0 0.0%	9 11.5%	0 ---	3 9.4%	2 6.9%	4 14.3%	4 21.1%	1 4.2%	4 9.1%	6 9.2%	3 17.6%	0 0.0%	2 25.0%	0 0.0%	1 100.0%	2 8.3%	0 ---	0 ---	4 9.8%	0 ---	0 0.0%	1 9.1%	7 10.3%	1 14.3%	
Always	1,414 71.2%	73 81.1%	174 69.3%	123 69.5%	9 90.0%	62 79.5%	0 ---	24 75.0%	26 89.7%	22 78.6%	13 68.4%	22 91.7%	35 79.5%	53 81.5%	12 70.6%	8 100.0%	6 75.0%	1 100.0%	0 0.0%	18 75.0%	0 ---	0 ---	33 80.5%	0 ---	6 100.0%	9 81.8%	56 82.4%	5 71.4%	
Significantly different from column:*		A,C,D																											
Usually or Always	1,801 90.7%	82 91.1%	233 92.8%	162 91.5%	9 90.0%	71 91.0%	0 ---	27 84.4%	28 96.6%	26 92.9%	17 89.5%	23 95.8%	39 88.6%	59 90.8%	15 88.2%	8 100.0%	8 100.0%	1 100.0%	1 100.0%	20 83.3%	0 ---	0 ---	37 90.2%	0 ---	6 100.0%	10 90.9%	63 92.6%	6 85.7%	
Significantly different from column:*																													

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

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



**InterCommunity Health Network CCO**

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	92	254	179	10	80	0	33	30	28	19	25	45	67	17	8	8	1	1	24	0	0	43	0	6	11	70	7
Number missing or multiple answer	16	2	0	1	1	1	0	0	1	1	0	1	1	0	0	2	1	0	0	0	0	0	0	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	1,991 99.2%	90 97.8%	254 100.0%	178 99.4%	9 90.0%	79 98.8%	0 ---	33 100.0%	29 96.7%	27 96.4%	19 100.0%	24 96.0%	44 97.8%	67 100.0%	17 100.0%	6 75.0%	7 87.5%	1 100.0%	1 100.0%	24 100.0%	0 ---	0 ---	43 100.0%	0 ---	6 100.0%	9 81.8%	70 100.0%	7 100.0%
Yes	1,749 87.8%	82 91.1%	223 87.8%	167 93.8%	6 66.7%	74 93.7%	0 ---	31 93.9%	27 93.1%	23 85.2%	18 94.7%	21 87.5%	40 90.9%	61 91.0%	15 88.2%	6 100.0%	7 100.0%	1 100.0%	1 100.0%	20 83.3%	0 ---	0 ---	40 93.0%	0 ---	6 100.0%	8 88.9%	65 92.9%	7 100.0%
No	242 12.2%	8 8.9%	31 12.2%	11 6.2%	3 33.3%	5 6.3%	0 ---	2 6.1%	2 6.9%	4 14.8%	1 5.3%	3 12.5%	4 9.1%	6 9.0%	2 11.8%	0 0.0%	0 0.0%	0 0.0%	4 16.7%	0 ---	0 ---	3 7.0%	0 ---	0 0.0%	1 11.1%	5 7.1%	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.

InterCommunity Health Network CCO

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
A	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	92	254	179	10	80	0	33	30	28	19	25	45	67	17	8	8	1	1	24	0	0	43	0	6	11	70	7
Number missing or multiple answer	8	1	2	1	1	0	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
Usable responses	1,999 99.6%	91 98.9%	252 99.2%	178 99.4%	9 90.0%	80 100.0%	0 ---	33 100.0%	29 96.7%	28 100.0%	19 100.0%	25 100.0%	44 97.8%	66 98.5%	17 100.0%	8 100.0%	8 100.0%	1 100.0%	1 100.0%	24 100.0%	0 ---	0 ---	43 100.0%	0 ---	5 83.3%	11 100.0%	69 98.6%	7 100.0%
Yes	715 35.8%	30 33.0%	109 43.3%	96 53.9%	2 22.2%	26 32.5%	0 ---	7 21.2%	8 27.6%	14 50.0%	4 21.1%	10 40.0%	14 31.8%	16 24.2%	11 64.7%	3 37.5%	2 25.0%	0 0.0%	1 100.0%	11 45.8%	0 ---	0 ---	11 25.6%	0 ---	1 20.0%	1 9.1%	23 33.3%	5 71.4%
No	1,284 64.2%	61 67.0%	143 56.7%	82 46.1%	7 77.8%	54 67.5%	0 ---	26 78.8%	21 72.4%	14 50.0%	15 78.9%	15 60.0%	30 68.2%	50 75.8%	6 35.3%	5 62.5%	6 75.0%	1 100.0%	0 0.0%	13 54.2%	0 ---	0 ---	32 74.4%	0 ---	4 80.0%	10 90.9%	46 66.7%	2 28.6%
Significantly different from column:*		D						J	H					O	N													

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

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

InterCommunity Health Network CCO

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	Y	Z	AA
Number in sample	715	30	109	96	2	26	0	7	8	14	4	10	14	16	11	3	2	0	1	11	0	0	11	0	0	1	0	1	1	23	5
Number missing or multiple answer	15	1	3	2	0	1	0	1	0	0	0	0	1	1	0	0	0	0	1	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	NA	NA	
Usable responses	700	29	106	94	2	25	0	6	8	14	4	10	13	15	11	3	2	0	0	11	0	0	11	0	0	1	1	22	5		
	97.9%	96.7%	97.2%	97.9%	100.0%	96.2%	---	85.7%	100.0%	100.0%	100.0%	100.0%	92.9%	93.8%	100.0%	100.0%	100.0%	---	0.0%	100.0%	---	---	100.0%	---	100.0%	---	100.0%	100.0%	95.7%	100.0%	
Never	29	2	3	4	1	1	0	0	0	2	1	0	1	2	0	0	0	0	0	1	0	0	1	0	0	0	0	1	1	1	
	4.1%	6.9%	2.8%	4.3%	50.0%	4.0%	---	0.0%	0.0%	14.3%	25.0%	0.0%	7.7%	13.3%	0.0%	0.0%	0.0%	---	---	9.1%	---	---	9.1%	---	---	0.0%	0.0%	4.5%	20.0%		
Sometimes	62	4	13	10	0	4	0	1	1	2	0	2	2	2	2	0	0	0	0	1	0	0	2	0	0	0	0	3	1		
	8.9%	13.8%	12.3%	10.6%	0.0%	16.0%	---	16.7%	12.5%	14.3%	0.0%	20.0%	15.4%	13.3%	18.2%	0.0%	0.0%	---	---	9.1%	---	---	18.2%	---	0.0%	0.0%	13.6%	20.0%			
Usually	192	6	31	31	0	6	0	3	2	1	1	1	4	4	1	1	0	0	0	2	0	0	2	0	0	0	6	0			
	27.4%	20.7%	29.2%	33.0%	0.0%	24.0%	---	50.0%	25.0%	7.1%	25.0%	10.0%	30.8%	26.7%	9.1%	33.3%	0.0%	---	---	18.2%	---	---	18.2%	---	0.0%	0.0%	27.3%	0.0%			
Always	417	17	59	49	1	14	0	2	5	9	2	7	6	7	8	2	2	0	0	7	0	0	6	0	1	1	12	3			
	59.6%	58.6%	55.7%	52.1%	50.0%	56.0%	---	33.3%	62.5%	64.3%	50.0%	70.0%	46.2%	46.7%	72.7%	66.7%	100.0%	---	---	63.6%	---	---	54.5%	---	100.0%	100.0%	54.5%	60.0%			
Significantly different from column:*																															
Usually or Always	609	23	90	80	1	20	0	5	7	10	3	8	10	11	9	3	2	0	0	9	0	0	8	0	1	1	18	3			
	87.0%	79.3%	84.9%	85.1%	50.0%	80.0%	---	83.3%	87.5%	71.4%	75.0%	80.0%	76.9%	73.3%	81.8%	100.0%	100.0%	---	---	81.8%	---	---	72.7%	---	100.0%	100.0%	81.8%	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.

InterCommunity Health Network CCO

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	
					E	F	G	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	188	356	258	23	161	0	54	74	57	44	45	91	143	32	10	10	3	3	54	0	0	78	1	10	83	82	12	
Number missing or multiple answer	87	4	4	6	1	3	0	1	2	1	0	1	2	0	1	0	0	0	1	0	0	1	0	0	4	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	3,311 97.4%	184 97.9%	352 98.9%	252 97.7%	22 95.7%	158 98.1%	0	53 98.1%	72 97.3%	56 98.2%	44 100.0%	44 97.8%	89 97.8%	141 98.6%	32 100.0%	9 90.0%	10 100.0%	3 100.0%	3 98.1%	53 98.1%	0	0	77 98.7%	1	10	79 95.2%	82 100.0%	12 100.0%	
0 Worst personal doctor possible	5 0.2%	0 0.0%	3 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%	0 0.0%	
1	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%	
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	14 0.4%	0 0.0%	1 0.3%	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%	
4	18 0.5%	2 1.1%	3 0.9%	2 0.8%	0 0.0%	2 1.3%	0	1 1.9%	1 1.4%	0 0.0%	0 0.0%	1 2.3%	1 1.1%	1 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%	2 2.6%	0 0.0%	0 0.0%	2 2.5%	0 0.0%	0 0.0%	
5	87 2.6%	2 1.1%	2 0.6%	4 1.6%	1 4.5%	1 0.6%	0	1 1.9%	1 1.4%	0 0.0%	0 0.0%	2 2.2%	2 1.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.9%	0 0.0%	0 0.0%	1 1.3%	0 0.0%	0 0.0%	1 1.3%	1 1.2%	0 0.0%	
6	56 1.7%	1 0.5%	10 2.8%	4 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%	1 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%	1 1.3%	0 0.0%	0 0.0%	
7	183 5.5%	5 2.7%	17 4.8%	10 4.0%	0 0.0%	5 3.2%	0	2 3.8%	3 4.2%	0 0.0%	0 0.0%	0 0.0%	5 5.6%	3 2.1%	2 6.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	4 5.2%	0 0.0%	1 10.0%	4 5.1%	0 0.0%	0 0.0%		
8	492 14.9%	30 16.3%	53 15.1%	40 15.9%	3 13.6%	26 16.5%	0	11 20.8%	11 15.3%	7 12.5%	7 15.9%	6 13.6%	16 18.0%	22 15.6%	5 15.6%	2 22.2%	0 0.0%	1 33.3%	1 33.3%	11 20.8%	0 0.0%	0 0.0%	11 14.3%	0 0.0%	1 10.0%	13 16.5%	12 14.6%	1 8.3%	
9	595 18.0%	32 17.4%	76 21.6%	57 22.6%	4 18.2%	28 17.7%	0	6 11.3%	11 15.3%	15 26.8%	7 15.9%	5 11.4%	19 21.3%	23 16.3%	7 21.9%	2 22.2%	3 30.0%	0 0.0%	0 0.0%	6 11.3%	0 0.0%	0 0.0%	18 23.4%	0 0.0%	1 10.0%	17 21.5%	10 12.2%	4 33.3%	
10 Best personal doctor possible	1,855 56.0%	112 60.9%	187 53.1%	134 53.2%	14 63.6%	96 60.8%	0	32 60.4%	45 62.5%	34 60.7%	30 68.2%	32 72.7%	46 51.7%	89 63.1%	18 56.3%	5 55.6%	7 70.0%	2 66.7%	2 66.7%	35 66.0%	0 0.0%	0 0.0%	41 53.2%	1 100.0%	7 70.0%	41 51.9%	59 72.0%	7 58.3%	

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

InterCommunity Health Network CCO

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
					E	F	G	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	188	356	258	23	161	0	54	74	57	44	45	91	143	32	10	10	3	3	54	0	0	78	1	10	83	82	12
Number missing or multiple answer	87	4	4	6	1	3	0	1	2	1	0	1	2	2	0	1	0	0	0	1	0	0	1	0	0	4	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	3,311 97.4%	184 97.9%	352 98.9%	252 97.7%	22 95.7%	158 98.1%	0 ---	53 98.1%	72 97.3%	56 98.2%	44 100.0%	44 97.8%	89 97.8%	141 98.6%	32 100.0%	9 90.0%	10 100.0%	3 100.0%	3 100.0%	53 98.1%	0 ---	0 ---	77 98.7%	1 ---	10 100.0%	79 95.2%	82 100.0%	12 100.0%
0 to 4	43 1.3%	2 1.1%	7 2.0%	3 1.2%	0 0.0%	2 1.3%	0 ---	1 1.9%	1 1.4%	0 0.0%	0 0.0%	1 2.3%	1 1.1%	1 0.7%	0 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%	0 0.0%	2 2.5%	0 0.0%	0 0.0%
5	87 2.6%	2 1.1%	2 0.6%	4 1.6%	1 4.5%	1 0.6%	0 ---	1 1.9%	1 1.4%	0 0.0%	0 0.0%	0 0.0%	2 2.2%	2 1.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.9%	0 ---	0 ---	1 1.3%	0 0.0%	0 0.0%	1 1.3%	1 1.2%	0 0.0%
6 or 7	239 7.2%	6 3.3%	27 7.7%	14 5.6%	0 0.0%	5 3.2%	0 ---	2 3.8%	3 4.2%	0 0.0%	0 0.0%	0 0.0%	5 5.6%	4 2.8%	2 6.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 ---	4 5.2%	0 0.0%	1 10.0%	5 6.3%	0 0.0%	0 0.0%
8 to 10	2,942 88.9%	174 94.6%	316 89.8%	231 91.7%	21 95.5%	150 94.9%	0 ---	49 92.5%	67 93.1%	56 100.0%	44 100.0%	43 97.7%	81 91.0%	134 95.0%	30 93.8%	9 100.0%	10 100.0%	3 100.0%	3 100.0%	52 98.1%	0 ---	0 ---	70 90.9%	1 100.0%	9 90.0%	71 89.9%	81 98.8%	12 100.0%
Significantly different from column:*		A																										
0 to 6	186 5.6%	5 2.7%	19 5.4%	11 4.4%	1 4.5%	3 1.9%	0 ---	2 3.8%	2 2.8%	0 0.0%	0 0.0%	1 2.3%	3 3.4%	4 2.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.9%	0 ---	0 ---	3 3.9%	0 0.0%	0 0.0%	4 5.1%	1 1.2%	0 0.0%
7 to 8	675 20.4%	35 19.0%	70 19.9%	50 19.8%	3 13.6%	31 19.6%	0 ---	13 24.5%	14 19.4%	7 12.5%	7 15.9%	6 13.6%	21 23.6%	25 17.7%	7 21.9%	2 22.2%	0 0.0%	1 33.3%	1 33.3%	11 20.8%	0 ---	0 ---	15 19.5%	0 0.0%	2 20.0%	17 21.5%	12 14.6%	1 8.3%
9 to 10	2,450 74.0%	144 78.3%	263 74.7%	191 75.8%	18 81.8%	124 78.5%	0 ---	38 71.7%	56 77.8%	49 87.5%	37 84.1%	37 84.1%	65 73.0%	112 79.4%	25 78.1%	7 77.8%	10 100.0%	2 66.7%	2 66.7%	41 77.4%	0 ---	0 ---	59 76.6%	1 100.0%	8 80.0%	58 73.4%	69 84.1%	11 91.7%
Significantly different from column:*							J		H																			

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

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

**InterCommunity Health Network CCO**

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	<b>188</b>	356	107	23	161	0	54	74	57	44	45	91	143	32	10	10	3	3	54	0	0	78	1	10	83	82	12
Number missing or multiple answer	55	<b>3</b>	3	3	0	3	0	1	1	1	1	1	1	2	1	0	0	0	0	1	0	0	0	0	1	2	1	0
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	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	<b>185</b>	353	104	23	158	0	53	73	56	43	44	90	141	31	10	10	3	3	53	0	0	78	1	9	81	81	12
	98.4%	<b>98.4%</b>	99.2%	97.2%	100.0%	98.1%	---	98.1%	98.6%	98.2%	97.7%	97.8%	98.9%	98.6%	96.9%	100.0%	100.0%	100.0%	100.0%	98.1%	---	---	100.0%	---	90.0%	97.6%	98.8%	100.0%
Yes	859	<b>42</b>	101	53	3	38	0	3	15	24	6	8	27	25	11	5	3	0	0	7	0	0	22	0	2	8	23	8
	25.7%	<b>22.7%</b>	28.6%	51.0%	13.0%	24.1%	---	5.7%	20.5%	42.9%	14.0%	18.2%	30.0%	17.7%	35.5%	50.0%	30.0%	0.0%	0.0%	13.2%	---	---	28.2%	0.0%	22.2%	9.9%	28.4%	66.7%
No	2,484	<b>143</b>	252	51	20	120	0	50	58	32	37	36	63	116	20	5	7	3	3	46	0	0	56	1	7	73	58	4
	74.3%	<b>77.3%</b>	71.4%	49.0%	87.0%	75.9%	---	94.3%	79.5%	57.1%	86.0%	81.8%	70.0%	82.3%	64.5%	50.0%	70.0%	100.0%	100.0%	86.8%	---	---	71.8%	100.0%	77.8%	90.1%	71.6%	33.3%
Significantly different from column:*		<b>D</b>						I,J	H,J	H,I	M		K	O	N					W			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.

**InterCommunity Health Network CCO**

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	42	101	53	3	38	0	3	15	24	6	8	27	25	11	5	3	0	0	7	0	0	22	0	2	8	23	8
Number missing or multiple answer	23	1	4	0	0	1	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	1	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	836	41	97	53	3	37	0	3	14	24	6	8	26	25	10	5	3	0	7	0	0	21	0	2	8	23	7	
	97.3%	97.6%	96.0%	100.0%	100.0%	97.4%	---	100.0%	93.3%	100.0%	100.0%	100.0%	96.3%	100.0%	90.9%	100.0%	100.0%	---	---	100.0%	---	---	95.5%	---	100.0%	100.0%	100.0%	87.5%
Yes	771	37	92	46	2	34	0	3	11	23	6	8	22	24	8	5	3	0	6	0	0	18	0	2	6	22	6	
	92.2%	90.2%	94.8%	86.8%	66.7%	91.9%	---	100.0%	78.6%	95.8%	100.0%	100.0%	84.6%	96.0%	80.0%	100.0%	100.0%	---	---	85.7%	---	---	85.7%	---	100.0%	75.0%	95.7%	85.7%
No	65	4	5	7	1	3	0	0	3	1	0	0	4	1	2	0	0	0	1	0	0	3	0	0	2	1	1	
	7.8%	9.8%	5.2%	13.2%	33.3%	8.1%	---	0.0%	21.4%	4.2%	0.0%	0.0%	15.4%	4.0%	20.0%	0.0%	0.0%	---	---	14.3%	---	---	14.3%	---	0.0%	25.0%	4.3%	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.

**InterCommunity Health Network CCO**

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	42	101	53	3	38	0	3	15	24	6	8	27	25	11	5	3	0	0	7	0	0	22	0	2	8	23	8
Number missing or multiple answer	24	1	3	0	0	1	0	0	0	1	0	0	1	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	835	41	98	53	3	37	0	3	15	23	6	8	26	25	10	5	3	0	7	0	0	22	0	2	8	23	7	
	97.2%	97.6%	97.0%	100.0%	100.0%	97.4%	---	100.0%	100.0%	95.8%	100.0%	100.0%	96.3%	100.0%	90.9%	100.0%	100.0%	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	87.5%
Yes	739	35	89	42	3	31	0	3	10	22	6	7	21	23	7	5	3	0	5	0	0	18	0	2	6	20	6	
	88.5%	85.4%	90.8%	79.2%	100.0%	83.8%	---	100.0%	66.7%	95.7%	100.0%	87.5%	80.8%	92.0%	70.0%	100.0%	100.0%	---	---	71.4%	---	---	81.8%	---	100.0%	75.0%	87.0%	85.7%
No	96	6	9	11	0	6	0	0	5	1	0	1	5	2	3	0	0	0	2	0	0	4	0	0	2	3	1	
	11.5%	14.6%	9.2%	20.8%	0.0%	16.2%	---	0.0%	33.3%	4.3%	0.0%	12.5%	19.2%	8.0%	30.0%	0.0%	0.0%	---	---	28.6%	---	---	18.2%	---	0.0%	25.0%	13.0%	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.



**InterCommunity Health Network CCO**

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	212	394	310	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13
Number missing or multiple answer	17	1	2	3	1	0	0	0	1	0	1	0	0	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	3,953 99.6%	211 99.5%	392 99.5%	307 99.0%	30 96.8%	175 100.0%	1 100.0%	59 100.0%	87 98.9%	61 100.0%	51 98.1%	49 100.0%	101 100.0%	162 99.4%	35 100.0%	10 100.0%	11 100.0%	5 100.0%	3 100.0%	61 100.0%	0 ---	0 ---	85 98.8%	1 ---	14 100.0%	98 99.0%	87 100.0%	13 100.0%
Yes	633 16.0%	35 16.6%	81 20.7%	59 19.2%	3 10.0%	29 16.6%	0 0.0%	4 6.8%	10 11.5%	19 31.1%	2 3.9%	7 14.3%	22 21.8%	18 11.1%	11 31.4%	5 50.0%	2 18.2%	0 0.0%	1 33.3%	7 11.5%	0 ---	0 ---	17 20.0%	0 0.0%	1 7.1%	8 8.2%	16 18.4%	6 46.2%
No	3,320 84.0%	176 83.4%	311 79.3%	248 80.8%	27 90.0%	146 83.4%	1 100.0%	55 93.2%	77 88.5%	42 68.9%	49 96.1%	42 85.7%	79 78.2%	144 88.9%	24 68.6%	5 50.0%	9 81.8%	5 100.0%	2 66.7%	54 88.5%	0 ---	0 ---	68 80.0%	1 100.0%	13 92.9%	90 91.8%	71 81.6%	7 53.8%
Significantly different from column:*								J	J	H,I	M		K	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.

InterCommunity Health Network CCO

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	
					A	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	633	35	81	59	3	29	0	4	10	19	2	7	22	18	11	5	2	0	1	7	0	0	17	0	1	8	16	6	
Number missing or multiple answer	3	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	630	35	80	58	3	29	0	4	10	19	2	7	22	18	11	5	2	0	1	7	0	0	17	0	1	8	16	6	
	99.5%	100.0%	98.8%	98.3%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	
Never	33	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
	5.2%	0.0%	7.5%	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%	---	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	
Sometimes	126	7	12	9	0	7	0	0	2	5	1	2	4	3	3	1	2	0	1	0	0	3	0	0	1	4	1		
	20.0%	20.0%	15.0%	15.5%	0.0%	24.1%	---	0.0%	20.0%	26.3%	50.0%	28.6%	18.2%	16.7%	27.3%	20.0%	100.0%	---	0.0%	14.3%	---	---	17.6%	---	0.0%	12.5%	25.0%	16.7%	
Usually	170	8	22	15	0	8	0	1	5	2	1	3	4	3	3	2	0	0	2	0	0	5	0	0	2	4	1		
	27.0%	22.9%	27.5%	25.9%	0.0%	27.6%	---	25.0%	50.0%	10.5%	50.0%	42.9%	18.2%	16.7%	27.3%	40.0%	0.0%	---	0.0%	28.6%	---	---	29.4%	---	0.0%	25.0%	25.0%	16.7%	
Always	301	20	40	31	3	14	0	3	3	12	0	2	14	12	5	2	0	0	4	0	0	9	0	1	5	8	4		
	47.8%	57.1%	50.0%	53.4%	100.0%	48.3%	---	75.0%	30.0%	63.2%	0.0%	28.6%	63.6%	66.7%	45.5%	40.0%	0.0%	---	100.0%	57.1%	---	---	52.9%	---	100.0%	62.5%	50.0%	66.7%	
Significantly different from column:*																													
Usually or Always	471	28	62	46	3	22	0	4	8	14	1	5	18	15	8	4	0	0	1	6	0	0	14	0	1	7	12	5	
	74.8%	80.0%	77.5%	79.3%	100.0%	75.9%	---	100.0%	80.0%	73.7%	50.0%	71.4%	81.8%	83.3%	72.7%	80.0%	0.0%	---	100.0%	85.7%	---	---	82.4%	---	100.0%	87.5%	75.0%	83.3%	
Significantly different from column:*																													

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

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

InterCommunity Health Network CCO

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	Y
Number in sample	633	35	81	59	3	29	0	4	10	19	2	7	22	18	11	5	2	0	1	7	0	0	17	0	1	8	16	6	
Number missing or multiple answer	8	1	1	1	0	1	0	0	1	0	0	1	0	1	0	0	0	0	1	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	625 98.7%	34 97.1%	80 98.8%	58 98.3%	3 100.0%	28 96.6%	---	4 100.0%	9 90.0%	19 100.0%	2 100.0%	6 85.7%	22 100.0%	17 94.4%	11 100.0%	5 100.0%	2 100.0%	0 ---	1 100.0%	6 85.7%	0 ---	0 ---	17 100.0%	0 ---	1 100.0%	8 100.0%	15 93.8%	6 100.0%	
None	55 8.8%	2 5.9%	6 7.5%	4 6.9%	0 0.0%	2 7.1%	---	0 0.0%	1 11.1%	1 5.3%	1 50.0%	0 0.0%	1 4.5%	2 11.8%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 ---	0 ---	2 11.8%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
1 specialist	359 57.4%	23 67.6%	46 57.5%	34 58.6%	1 33.3%	20 71.4%	---	3 75.0%	7 77.8%	11 57.9%	0 0.0%	5 83.3%	16 72.7%	11 64.7%	7 63.6%	4 80.0%	1 50.0%	0 ---	0 0.0%	5 83.3%	0 ---	0 ---	11 64.7%	0 ---	1 100.0%	5 62.5%	12 80.0%	3 50.0%	
2	129 20.6%	5 14.7%	20 25.0%	16 27.6%	2 66.7%	2 7.1%	---	0 0.0%	0 0.0%	5 26.3%	0 0.0%	1 16.7%	2 9.1%	1 5.9%	3 27.3%	1 20.0%	1 50.0%	0 ---	1 100.0%	0 0.0%	0 ---	0 ---	1 5.9%	0 ---	0 0.0%	1 12.5%	2 13.3%	2 33.3%	
3	47 7.5%	2 5.9%	3 3.8%	2 3.4%	0 0.0%	2 7.1%	---	0 0.0%	0 0.0%	2 10.5%	1 50.0%	0 0.0%	1 4.5%	2 11.8%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	1 16.7%	0 ---	0 ---	1 5.9%	0 ---	0 0.0%	1 12.5%	1 6.7%	0 0.0%	
4	16 2.6%	1 2.9%	2 2.5%	2 3.4%	0 0.0%	1 3.6%	---	0 0.0%	1 11.1%	0 0.0%	0 0.0%	0 0.0%	1 4.5%	0 0.0%	1 9.1%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 ---	0 ---	1 5.9%	0 ---	0 0.0%	1 12.5%	0 0.0%	0 0.0%	
5 or more specialists	19 3.0%	1 2.9%	3 3.8%	0 0.0%	0 0.0%	1 3.6%	---	1 25.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 4.5%	1 5.9%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 ---	0 ---	1 5.9%	0 ---	0 0.0%	0 0.0%	0 0.0%	1 16.7%	
3 or more specialists	82 13.1%	4 11.8%	8 10.0%	4 6.9%	0 0.0%	4 14.3%	---	1 25.0%	1 11.1%	2 10.5%	1 50.0%	0 0.0%	3 13.6%	3 17.6%	1 9.1%	0 0.0%	0 0.0%	0 ---	0 0.0%	1 16.7%	0 ---	0 ---	3 17.6%	0 ---	0 0.0%	2 25.0%	1 6.7%	1 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.

InterCommunity Health Network CCO

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	Y
Number in sample	570	32	74	54	3	26	0	4	8	18	1	6	21	15	11	5	2	0	1	6	0	0	15	0	1	8	15	6	
Number missing or multiple answer	6	1	0	3	0	1	0	0	1	0	0	0	1	0	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	NA
Usable responses	564 98.9%	31 96.9%	74 100.0%	51 94.4%	3 100.0%	25 96.2%	0 ---	4 100.0%	7 87.5%	18 100.0%	1 100.0%	6 100.0%	20 95.2%	15 100.0%	10 90.9%	5 100.0%	2 100.0%	0 ---	1 100.0%	6 100.0%	0 ---	0 ---	14 93.3%	0 ---	1 100.0%	7 87.5%	15 100.0%	6 100.0%	
0 Worst specialist possible	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 ---	0 ---	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
1	2 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 ---	0 ---	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2	1 0.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 ---	0 ---	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
3	7 1.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 ---	0 ---	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
4	4 0.7%	1 3.2%	1 1.4%	0 0.0%	0 0.0%	1 4.0%	0 ---	0 0.0%	0 0.0%	1 5.6%	0 0.0%	0 0.0%	1 5.0%	1 6.7%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 ---	0 ---	1 7.1%	0 ---	0 0.0%	0 0.0%	1 6.7%	0 0.0%	
5	18 3.2%	1 3.2%	2 2.7%	1 2.0%	0 0.0%	1 4.0%	0 ---	0 0.0%	0 0.0%	1 5.6%	0 0.0%	0 0.0%	1 5.0%	0 0.0%	1 10.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 ---	0 ---	1 7.1%	0 ---	0 0.0%	0 0.0%	1 6.7%	0 0.0%	
6	13 2.3%	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 0.0%	0 ---	0 ---	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
7	41 7.3%	2 6.5%	10 13.5%	7 13.7%	1 33.3%	1 4.0%	0 ---	0 0.0%	0 0.0%	2 11.1%	0 0.0%	2 33.3%	0 0.0%	0 0.0%	2 20.0%	0 0.0%	1 50.0%	0 ---	0 0.0%	0 0.0%	0 ---	0 ---	0 0.0%	0 ---	1 100.0%	0 0.0%	1 6.7%	1 16.7%	
8	92 16.3%	6 19.4%	13 17.6%	9 17.6%	0 0.0%	6 24.0%	0 ---	1 25.0%	2 28.6%	3 16.7%	0 0.0%	1 16.7%	5 25.0%	1 6.7%	4 40.0%	1 20.0%	0 0.0%	0 ---	0 0.0%	1 16.7%	0 ---	0 ---	4 28.6%	0 ---	0 0.0%	1 14.3%	3 20.0%	0 0.0%	
9	124 22.0%	5 16.1%	18 24.3%	9 17.6%	1 33.3%	3 12.0%	0 ---	0 0.0%	1 14.3%	3 16.7%	0 0.0%	1 16.7%	3 15.0%	5 33.3%	0 0.0%	0 0.0%	0 0.0%	0 ---	1 100.0%	1 16.7%	0 ---	0 ---	3 21.4%	0 ---	0 0.0%	1 14.3%	3 20.0%	1 16.7%	
10 Best specialist possible	262 46.5%	16 51.6%	30 40.5%	24 47.1%	1 33.3%	13 52.0%	0 ---	3 75.0%	4 57.1%	8 44.4%	1 100.0%	2 33.3%	10 50.0%	8 53.3%	3 30.0%	4 80.0%	1 50.0%	0 ---	0 0.0%	4 66.7%	0 ---	0 ---	5 35.7%	0 ---	0 0.0%	5 71.4%	6 40.0%	4 66.7%	

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

InterCommunity Health Network CCO

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	Y
Number in sample	570	32	74	54	3	26	0	4	8	18	1	6	21	15	11	5	2	0	1	6	0	0	15	0	1	8	15	6	
Number missing or multiple answer	6	1	0	3	0	1	0	0	1	0	0	0	1	0	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	NA
Usable responses	564 98.9%	31 96.9%	74 100.0%	51 94.4%	3 100.0%	25 96.2%	0 ---	4 100.0%	7 87.5%	18 100.0%	1 100.0%	6 100.0%	20 95.2%	15 100.0%	10 90.9%	5 100.0%	2 100.0%	0 ---	1 100.0%	6 100.0%	0 ---	0 ---	14 93.3%	0 ---	1 100.0%	7 87.5%	15 100.0%	6 100.0%	
0 to 4	14 2.5%	1 3.2%	1 1.4%	0 0.0%	0 0.0%	1 4.0%	0 ---	0 0.0%	0 0.0%	1 5.6%	0 0.0%	0 0.0%	1 5.0%	1 6.7%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 ---	0 ---	1 7.1%	0 ---	0 0.0%	0 0.0%	1 6.7%	0 0.0%	
5	18 3.2%	1 3.2%	2 2.7%	1 2.0%	0 0.0%	1 4.0%	0 ---	0 0.0%	0 0.0%	1 5.6%	0 0.0%	0 0.0%	1 5.0%	0 0.0%	1 10.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 ---	0 ---	1 7.1%	0 ---	0 0.0%	0 0.0%	1 6.7%	0 0.0%	
6 or 7	54 9.6%	2 6.5%	10 13.5%	8 15.7%	1 33.3%	1 4.0%	0 ---	0 0.0%	0 0.0%	2 11.1%	0 0.0%	2 33.3%	0 0.0%	0 0.0%	2 20.0%	0 0.0%	1 50.0%	0 ---	0 0.0%	0 0.0%	0 ---	0 ---	0 0.0%	0 ---	1 100.0%	0 0.0%	1 6.7%	1 16.7%	
8 to 10	478 84.8%	27 87.1%	61 82.4%	42 82.4%	2 66.7%	22 88.0%	0 ---	4 100.0%	7 100.0%	14 77.8%	1 100.0%	4 66.7%	18 90.0%	14 93.3%	7 70.0%	5 100.0%	1 50.0%	0 ---	1 100.0%	6 100.0%	0 ---	0 ---	12 85.7%	0 ---	0 0.0%	7 100.0%	12 80.0%	5 83.3%	
Significantly different from column:*																													
0 to 6	45 8.0%	2 6.5%	3 4.1%	2 3.9%	0 0.0%	2 8.0%	0 ---	0 0.0%	0 0.0%	2 11.1%	0 0.0%	0 0.0%	2 10.0%	1 6.7%	1 10.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 ---	0 ---	2 14.3%	0 ---	0 0.0%	0 0.0%	2 13.3%	0 0.0%	
7 to 8	133 23.6%	8 25.8%	23 31.1%	16 31.4%	1 33.3%	7 28.0%	0 ---	1 25.0%	2 28.6%	5 27.8%	0 0.0%	3 50.0%	5 25.0%	1 6.7%	6 60.0%	1 20.0%	1 50.0%	0 ---	0 0.0%	1 16.7%	0 ---	0 ---	4 28.6%	0 ---	1 100.0%	1 14.3%	4 26.7%	1 16.7%	
9 to 10	386 68.4%	21 67.7%	48 64.9%	33 64.7%	2 66.7%	16 64.0%	0 ---	3 75.0%	5 71.4%	11 61.1%	1 100.0%	3 50.0%	13 65.0%	13 86.7%	3 30.0%	4 80.0%	1 50.0%	0 ---	1 100.0%	5 83.3%	0 ---	0 ---	8 57.1%	0 ---	0 0.0%	6 85.7%	9 60.0%	5 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.

**InterCommunity Health Network CCO**

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	<b>212</b>	394	310	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13
Number missing or multiple answer	62	<b>0</b>	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
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	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	<b>212</b>	391	303	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13
	98.4%	<b>100.0%</b>	99.2%	97.7%	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	761	<b>40</b>	87	81	6	32	1	9	13	17	8	14	14	32	4	2	3	0	1	12	0	0	16	0	2	17	17	4
	19.5%	<b>18.9%</b>	22.3%	26.7%	19.4%	18.3%	100.0%	15.3%	14.8%	27.9%	15.4%	28.6%	13.9%	19.6%	11.4%	20.0%	27.3%	0.0%	33.3%	19.7%	---	---	18.6%	0.0%	14.3%	17.2%	19.5%	30.8%
No	3,147	<b>172</b>	304	222	25	143	0	50	75	44	44	35	87	131	31	8	8	5	2	49	0	0	70	1	12	82	70	9
	80.5%	<b>81.1%</b>	77.7%	73.3%	80.6%	81.7%	0.0%	84.7%	85.2%	72.1%	84.6%	71.4%	86.1%	80.4%	88.6%	80.0%	72.7%	100.0%	66.7%	80.3%	---	---	81.4%	100.0%	85.7%	82.8%	80.5%	69.2%
Significantly different from column:*		<b>D</b>							J	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.

InterCommunity Health Network CCO

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
Number in sample	761	40	87	81	6	32	1	9	13	17	8	14	14	32	4	2	3	0	1	12	0	0	16	0	2	17	17	4
Number missing or multiple answer	12	1	2	2	0	1	0	0	0	1	0	1	0	0	1	0	1	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	749	39	85	79	6	31	1	9	13	16	8	13	14	32	3	2	2	0	1	12	0	0	16	0	2	17	17	3
	98.4%	97.5%	97.7%	97.5%	100.0%	96.9%	100.0%	100.0%	100.0%	94.1%	100.0%	92.9%	100.0%	100.0%	75.0%	100.0%	66.7%	---	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	75.0%
Never	33	2	3	3	0	1	1	0	2	0	0	2	0	2	0	0	0	0	0	1	0	0	1	0	0	2	0	0
	4.4%	5.1%	3.5%	3.8%	0.0%	3.2%	100.0%	0.0%	15.4%	0.0%	0.0%	15.4%	0.0%	6.3%	0.0%	0.0%	0.0%	---	0.0%	8.3%	---	---	6.3%	---	0.0%	11.8%	0.0%	0.0%
Sometimes	101	7	9	14	2	5	0	2	4	1	2	5	0	7	0	0	1	0	0	2	0	0	2	0	0	2	4	0
	13.5%	17.9%	10.6%	17.7%	33.3%	16.1%	0.0%	22.2%	30.8%	6.3%	25.0%	38.5%	0.0%	21.9%	0.0%	0.0%	50.0%	---	0.0%	16.7%	---	---	12.5%	---	0.0%	11.8%	23.5%	0.0%
Usually	194	9	25	27	1	8	0	2	2	5	1	3	5	8	1	0	0	0	1	3	0	0	5	0	0	4	4	1
	25.9%	23.1%	29.4%	34.2%	16.7%	25.8%	0.0%	22.2%	15.4%	31.3%	12.5%	23.1%	35.7%	25.0%	33.3%	0.0%	0.0%	---	100.0%	25.0%	---	---	31.3%	---	0.0%	23.5%	23.5%	33.3%
Always	421	21	48	35	3	17	0	5	5	10	5	3	9	15	2	2	1	0	0	6	0	0	8	0	2	9	9	2
	56.2%	53.8%	56.5%	44.3%	50.0%	54.8%	0.0%	55.6%	38.5%	62.5%	62.5%	23.1%	64.3%	46.9%	66.7%	100.0%	50.0%	---	0.0%	50.0%	---	---	50.0%	---	100.0%	52.9%	52.9%	66.7%
Significantly different from column:*												M	L															
Usually or Always	615	30	73	62	4	25	0	7	7	15	6	6	14	23	3	2	1	0	1	9	0	0	13	0	2	13	13	3
	82.1%	76.9%	85.9%	78.5%	66.7%	80.6%	0.0%	77.8%	53.8%	93.8%	75.0%	46.2%	100.0%	71.9%	100.0%	100.0%	50.0%	---	100.0%	75.0%	---	---	81.3%	---	100.0%	76.5%	76.5%	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.

InterCommunity Health Network CCO

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
					E	F	G	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	40	87	81	6	32	1	9	13	17	8	14	14	32	4	2	3	0	1	12	0	0	16	0	2	17	17	4
Number missing or multiple answer	16	1	2	1	0	1	0	0	0	1	0	1	0	0	1	0	1	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	745	39	85	80	6	31	1	9	13	16	8	13	14	32	3	2	2	0	1	12	0	0	16	0	2	17	17	3
	97.9%	97.5%	97.7%	98.8%	100.0%	96.9%	100.0%	100.0%	100.0%	94.1%	100.0%	92.9%	100.0%	100.0%	75.0%	100.0%	66.7%	---	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	75.0%
Never	19	3	3	2	0	2	1	0	3	0	0	3	0	3	0	0	0	0	2	0	0	1	0	0	2	0	0	
	2.6%	7.7%	3.5%	2.5%	0.0%	6.5%	100.0%	0.0%	23.1%	0.0%	0.0%	23.1%	0.0%	9.4%	0.0%	0.0%	0.0%	---	0.0%	16.7%	---	---	6.3%	---	0.0%	11.8%	0.0%	0.0%
Sometimes	29	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	
	3.9%	0.0%	2.4%	8.8%	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%
Usually	129	7	16	14	1	6	0	0	2	5	1	2	4	6	1	0	0	0	3	0	0	4	0	0	2	4	1	
	17.3%	17.9%	18.8%	17.5%	16.7%	19.4%	0.0%	0.0%	15.4%	31.3%	12.5%	15.4%	28.6%	18.8%	33.3%	0.0%	0.0%	---	0.0%	25.0%	---	---	25.0%	---	0.0%	11.8%	23.5%	33.3%
Always	568	29	64	57	5	23	0	9	8	11	7	8	10	23	2	2	2	0	7	0	0	11	0	2	13	13	2	
	76.2%	74.4%	75.3%	71.3%	83.3%	74.2%	0.0%	100.0%	61.5%	68.8%	87.5%	61.5%	71.4%	71.9%	66.7%	100.0%	100.0%	---	100.0%	58.3%	---	---	68.8%	---	100.0%	76.5%	76.5%	66.7%
Significantly different from column:*																												
Usually or Always	697	36	80	71	6	29	0	9	10	16	8	10	14	29	3	2	2	0	10	0	0	15	0	2	15	17	3	
	93.6%	92.3%	94.1%	88.8%	100.0%	93.5%	0.0%	100.0%	76.9%	100.0%	100.0%	76.9%	100.0%	90.6%	100.0%	100.0%	100.0%	---	100.0%	83.3%	---	---	93.8%	---	100.0%	88.2%	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.



**InterCommunity Health Network CCO**

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
A	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	<b>212</b>	394	310	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13
Number missing or multiple answer	125	<b>12</b>	8	9	2	9	0	1	2	8	3	2	5	5	3	3	2	0	1	2	0	0	3	0	1	6	3	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	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	<b>200</b>	386	301	29	166	1	58	86	53	49	47	96	158	32	7	9	5	2	59	0	0	83	1	13	93	84	12
	96.9%	<b>94.3%</b>	98.0%	97.1%	93.5%	94.9%	100.0%	98.3%	97.7%	86.9%	94.2%	95.9%	95.0%	96.9%	91.4%	70.0%	81.8%	100.0%	66.7%	96.7%	---	---	96.5%	---	92.9%	93.9%	96.6%	92.3%
Yes	1,015	<b>49</b>	122	100	8	39	1	18	23	8	11	16	20	43	4	1	1	0	0	17	0	0	18	0	2	24	20	1
	26.4%	<b>24.5%</b>	31.6%	33.2%	27.6%	23.5%	100.0%	31.0%	26.7%	15.1%	22.4%	34.0%	20.8%	27.2%	12.5%	14.3%	11.1%	0.0%	0.0%	28.8%	---	---	21.7%	0.0%	15.4%	25.8%	23.8%	8.3%
No	2,830	<b>151</b>	264	201	21	127	0	40	63	45	38	31	76	115	28	6	8	5	2	42	0	0	65	1	11	69	64	11
	73.6%	<b>75.5%</b>	68.4%	66.8%	72.4%	76.5%	0.0%	69.0%	73.3%	84.9%	77.6%	66.0%	79.2%	72.8%	87.5%	85.7%	88.9%	100.0%	100.0%	71.2%	---	---	78.3%	100.0%	84.6%	74.2%	76.2%	91.7%
Significantly different from column:*		<b>D</b>						J	H																			

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

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

InterCommunity Health Network CCO

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
					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	3,845	200	386	301	29	166	1	58	86	53	49	47	96	158	32	7	9	5	2	59	0	0	83	1	13	93	84	12
Number missing or multiple answer	30	1	5	0	0	1	0	1	0	0	0	1	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	3,815 99.2%	199 99.5%	381 98.7%	301 100.0%	29 100.0%	165 99.4%	1 100.0%	57 98.3%	86 100.0%	53 100.0%	49 100.0%	46 97.9%	96 100.0%	157 99.4%	32 100.0%	7 100.0%	9 100.0%	5 100.0%	2 98.3%	58 ---	0 ---	0 100.0%	83 ---	1 ---	13 100.0%	93 100.0%	83 98.8%	12 100.0%
Never	49 1.3%	2 1.0%	5 1.3%	3 1.0%	0 0.0%	2 1.2%	0 0.0%	1 1.8%	0 0.0%	1 1.9%	1 2.0%	0 0.0%	1 1.0%	2 1.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.7%	0 ---	0 ---	1 1.2%	0 0.0%	0 0.0%	2 2.2%	0 0.0%	0 0.0%
Sometimes	168 4.4%	6 3.0%	23 6.0%	11 3.7%	1 3.4%	4 2.4%	1 100.0%	3 5.3%	3 3.5%	0 0.0%	2 4.1%	3 6.5%	1 1.0%	6 3.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 ---	2 2.4%	0 0.0%	1 7.7%	4 4.3%	2 2.4%	0 0.0%
Usually	315 8.3%	15 7.5%	42 11.0%	37 12.3%	3 10.3%	12 7.3%	0 0.0%	5 8.8%	7 8.1%	3 5.7%	4 8.2%	3 6.5%	8 8.3%	15 9.6%	0 0.0%	0 0.0%	1 11.1%	0 0.0%	0 0.0%	4 6.9%	0 ---	0 ---	8 9.6%	0 0.0%	1 7.7%	6 6.5%	7 8.4%	1 8.3%
Always	3,283 86.1%	176 88.4%	311 81.6%	250 83.1%	25 86.2%	147 89.1%	0 0.0%	48 84.2%	76 88.4%	49 92.5%	42 85.7%	40 87.0%	86 89.6%	134 85.4%	32 100.0%	7 100.0%	8 88.9%	5 100.0%	2 100.0%	53 91.4%	0 ---	0 ---	72 86.7%	1 100.0%	11 84.6%	81 87.1%	74 89.2%	11 91.7%
Significantly different from column:*		C																										
Usually or Always	3,598 94.3%	191 96.0%	353 92.7%	287 95.3%	28 96.6%	159 96.4%	0 0.0%	53 93.0%	83 96.5%	52 98.1%	46 93.9%	43 93.5%	94 97.9%	149 94.9%	32 100.0%	7 100.0%	9 100.0%	5 100.0%	2 100.0%	57 98.3%	0 ---	0 ---	80 96.4%	1 100.0%	12 92.3%	87 93.5%	81 97.6%	12 100.0%
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 NCQA as "Always" in question 43, and are used in calculating the Customer Service composite score.

InterCommunity Health Network CCO

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	
					E	F	G	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	212	394	310	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13	
Number missing or multiple answer	98	3	5	9	0	2	0	2	0	0	0	0	2	2	0	0	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	3,872 97.5%	209 98.6%	389 98.7%	301 97.1%	31 100.0%	173 98.9%	1 100.0%	57 96.6%	88 100.0%	61 100.0%	52 100.0%	49 100.0%	99 98.0%	161 98.8%	35 100.0%	10 100.0%	11 100.0%	5 100.0%	3 100.0%	61 100.0%	0 ---	0 ---	84 97.7%	1 ---	14 100.0%	97 98.0%	86 98.9%	13 100.0%	
0 Worst health plan possible	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 0.0%	0 0.0%	0 0.0%	0 0.0%
1	6 0.2%	0 0.0%	0 0.0%	1 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 0.0%
2	6 0.2%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	1 1.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.0%	1 0.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.6%	0 ---	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.2%	0 0.0%
3	22 0.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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	28 0.7%	2 1.0%	6 1.5%	1 0.3%	0 0.0%	2 1.2%	0 0.0%	0 0.0%	1 1.1%	1 1.6%	0 0.0%	0 0.0%	2 2.0%	1 0.6%	0 0.0%	1 10.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.2%	1 100.0%	0 0.0%	1 1.0%	0 0.0%	1 0.0%	0 0.0%	1 7.7%
5	171 4.4%	6 2.9%	15 3.9%	6 2.0%	0 0.0%	5 2.9%	1 100.0%	2 3.5%	1 1.1%	3 4.9%	0 0.0%	2 4.1%	4 4.0%	4 2.5%	2 5.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	6 7.1%	0 0.0%	0 0.0%	2 2.1%	4 4.7%	0 0.0%		
6	137 3.5%	3 1.4%	10 2.6%	10 3.3%	1 3.2%	2 1.2%	0 0.0%	0 0.0%	1 1.1%	2 3.3%	0 0.0%	1 2.0%	2 2.0%	2 1.2%	1 2.9%	0 0.0%	0 0.0%	0 0.0%	1 1.6%	0 ---	0 ---	2 2.4%	0 0.0%	0 0.0%	1 1.0%	0 0.0%	0 7.7%		
7	329 8.5%	19 9.1%	37 9.5%	28 9.3%	4 12.9%	14 8.1%	0 0.0%	6 10.5%	9 10.2%	3 4.9%	2 3.8%	0 0.0%	16 16.2%	14 8.7%	3 8.6%	2 20.0%	0 0.0%	1 20.0%	0 0.0%	0 0.0%	0 0.0%	10 11.9%	0 0.0%	4 28.6%	9 9.3%	6 7.0%	2 15.4%		
8	710 18.3%	32 15.3%	66 17.0%	59 19.6%	5 16.1%	27 15.6%	0 0.0%	9 15.8%	15 17.0%	8 13.1%	6 11.5%	5 10.2%	21 21.2%	25 15.5%	5 14.3%	1 10.0%	3 27.3%	2 40.0%	1 33.3%	5 8.2%	0 ---	0 ---	18 21.4%	0 0.0%	1 7.1%	15 15.5%	13 15.1%	2 15.4%	
9	662 17.1%	36 17.2%	78 20.1%	63 20.9%	7 22.6%	28 16.2%	0 0.0%	13 22.8%	11 12.5%	11 18.0%	15 28.8%	7 14.3%	12 12.1%	28 17.4%	6 17.1%	1 10.0%	3 27.3%	1 20.0%	2 66.7%	14 23.0%	0 ---	0 ---	9 10.7%	0 0.0%	0 0.0%	20 20.6%	12 14.0%	3 23.1%	
10 Best health plan possible	1,790 46.2%	110 52.6%	177 45.5%	133 44.2%	14 45.2%	94 54.3%	0 0.0%	26 45.6%	50 56.8%	33 54.1%	29 55.8%	34 69.4%	41 41.4%	86 53.4%	18 51.4%	5 50.0%	5 45.5%	1 20.0%	0 0.0%	40 65.6%	0 ---	0 ---	38 45.2%	0 0.0%	9 64.3%	49 50.5%	50 58.1%	4 30.8%	

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

InterCommunity Health Network CCO

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	212	394	310	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13
Number missing or multiple answer	98	3	5	9	0	2	0	2	0	0	0	0	2	2	0	0	0	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	3,872 97.5%	209 98.6%	389 98.7%	301 97.1%	31 100.0%	173 98.9%	1 100.0%	57 96.6%	88 100.0%	61 100.0%	52 100.0%	49 100.0%	99 98.0%	161 98.8%	35 100.0%	10 100.0%	11 100.0%	5 100.0%	3 100.0%	61 100.0%	0 ---	0 ---	84 97.7%	1 ---	14 100.0%	97 98.0%	86 98.9%	13 100.0%
0 to 4	73 1.9%	3 1.4%	6 1.5%	2 0.7%	0 0.0%	3 1.7%	0 0.0%	1 1.8%	1 1.1%	1 1.6%	0 0.0%	0 0.0%	3 3.0%	2 1.2%	0 0.0%	1 10.0%	0 0.0%	0 0.0%	0 0.0%	1 1.6%	0 ---	0 ---	1 1.2%	1 100.0%	0 0.0%	1 1.0%	1 1.2%	1 7.7%
5	171 4.4%	6 2.9%	15 3.9%	6 2.0%	0 0.0%	5 2.9%	1 100.0%	2 3.5%	1 1.1%	3 4.9%	0 0.0%	2 4.1%	4 4.0%	4 2.5%	2 5.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 ---	6 7.1%	0 0.0%	0 0.0%	2 2.1%	4 4.7%	0 0.0%
6 or 7	466 12.0%	22 10.5%	47 12.1%	38 12.6%	5 16.1%	16 9.2%	0 0.0%	6 10.5%	10 11.4%	5 8.2%	2 3.8%	1 2.0%	18 18.2%	16 9.9%	4 11.4%	2 20.0%	0 0.0%	1 20.0%	0 0.0%	1 1.6%	0 ---	0 ---	12 14.3%	0 0.0%	4 28.6%	10 10.3%	6 7.0%	3 23.1%
8 to 10	3,162 81.7%	178 85.2%	321 82.5%	255 84.7%	26 83.9%	149 86.1%	0 0.0%	48 84.2%	76 86.4%	52 85.2%	50 96.2%	46 93.9%	74 74.7%	139 86.3%	29 82.9%	7 70.0%	11 100.0%	4 80.0%	3 100.0%	59 96.7%	0 ---	0 ---	65 77.4%	0 0.0%	10 71.4%	84 86.6%	75 87.2%	9 69.2%
Significantly different from column:*											M	M	K,L						W			T						
0 to 6	381 9.8%	12 5.7%	31 8.0%	18 6.0%	1 3.2%	10 5.8%	1 100.0%	3 5.3%	3 3.4%	6 9.8%	0 0.0%	3 6.1%	9 9.1%	8 5.0%	3 8.6%	1 10.0%	0 0.0%	0 0.0%	0 0.0%	2 3.3%	0 ---	0 ---	9 10.7%	1 100.0%	0 0.0%	4 4.1%	5 5.8%	2 15.4%
7 to 8	1,039 26.8%	51 24.4%	103 26.5%	87 28.9%	9 29.0%	41 23.7%	0 0.0%	15 26.3%	24 27.3%	11 18.0%	8 15.4%	5 10.2%	37 37.4%	39 24.2%	8 22.9%	3 30.0%	3 27.3%	3 60.0%	1 33.3%	5 8.2%	0 ---	0 ---	28 33.3%	0 0.0%	5 35.7%	24 24.7%	19 22.1%	4 30.8%
9 to 10	2,452 63.3%	146 69.9%	255 65.6%	196 65.1%	21 67.7%	122 70.5%	0 0.0%	39 68.4%	61 69.3%	44 72.1%	44 84.6%	41 83.7%	53 53.5%	114 70.8%	24 68.6%	6 60.0%	8 72.7%	2 40.0%	2 66.7%	54 88.5%	0 ---	0 ---	47 56.0%	0 0.0%	9 64.3%	69 71.1%	62 72.1%	7 53.8%
Significantly different from column:*											M	M	K,L						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.

**InterCommunity Health Network CCO**

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
					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	212	394	123	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13
Number missing or multiple answer	36	2	2	1	0	1	0	1	0	0	0	1	0	1	0	0	0	0	0	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	3,934	210	392	122	31	174	1	58	88	61	52	48	101	162	35	10	11	5	3	61	0	0	86	1	14	98	86	13
	99.1%	99.1%	99.5%	99.2%	100.0%	99.4%	100.0%	98.3%	100.0%	100.0%	100.0%	98.0%	100.0%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	99.0%	98.9%	100.0%
Yes	1,115	58	154	65	8	49	0	8	17	33	7	12	35	38	12	8	3	0	2	11	0	0	28	0	3	14	30	10
	28.3%	27.6%	39.3%	53.3%	25.8%	28.2%	0.0%	13.8%	19.3%	54.1%	13.5%	25.0%	34.7%	23.5%	34.3%	80.0%	27.3%	0.0%	66.7%	18.0%	---	---	32.6%	0.0%	21.4%	14.3%	34.9%	76.9%
No	2,819	152	238	57	23	125	1	50	71	28	45	36	66	124	23	2	8	5	1	50	0	0	58	1	11	84	56	3
	71.7%	72.4%	60.7%	46.7%	74.2%	71.8%	100.0%	86.2%	80.7%	45.9%	86.5%	75.0%	65.3%	76.5%	65.7%	20.0%	72.7%	100.0%	33.3%	82.0%	---	---	67.4%	100.0%	78.6%	85.7%	65.1%	23.1%
Significantly different from column:*		C,D						J	J	H,I	M		K						W			T			AA	AB,Z	AA	

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

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

InterCommunity Health Network CCO

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	58	154	65	8	49	0	8	17	33	7	12	35	38	12	8	3	0	2	11	0	0	28	0	3	14	30	10
Number missing or multiple answer	5	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,110	58	153	63	8	49	0	8	17	33	7	12	35	38	12	8	3	0	2	11	0	0	28	0	3	14	30	10
	99.6%	100.0%	99.4%	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%
Never	27	4	1	0	0	4	0	2	1	1	0	0	4	2	2	0	0	0	0	0	0	0	4	0	0	1	2	1
	2.4%	6.9%	0.7%	0.0%	0.0%	8.2%	---	25.0%	5.9%	3.0%	0.0%	0.0%	11.4%	5.3%	16.7%	0.0%	0.0%	---	0.0%	0.0%	---	---	14.3%	---	0.0%	7.1%	6.7%	10.0%
Sometimes	83	5	11	2	1	4	0	1	0	4	1	0	3	2	1	2	0	0	1	0	0	3	0	0	2	2	1	
	7.5%	8.6%	7.2%	3.2%	12.5%	8.2%	---	12.5%	0.0%	12.1%	14.3%	0.0%	8.6%	5.3%	8.3%	25.0%	0.0%	---	0.0%	9.1%	---	---	10.7%	---	0.0%	14.3%	6.7%	10.0%
Usually	237	12	32	17	2	10	0	1	6	5	1	0	11	8	3	1	0	0	3	0	0	6	0	1	3	7	1	
	21.4%	20.7%	20.9%	27.0%	25.0%	20.4%	---	12.5%	35.3%	15.2%	14.3%	0.0%	31.4%	21.1%	25.0%	12.5%	0.0%	---	0.0%	27.3%	---	---	21.4%	---	33.3%	21.4%	23.3%	10.0%
Always	763	37	109	44	5	31	0	4	10	23	5	12	17	26	6	5	3	0	2	7	0	0	15	0	2	8	19	7
	68.7%	63.8%	71.2%	69.8%	62.5%	63.3%	---	50.0%	58.8%	69.7%	71.4%	100.0%	48.6%	68.4%	50.0%	62.5%	100.0%	---	100.0%	63.6%	---	---	53.6%	---	66.7%	57.1%	63.3%	70.0%
Significantly different from column:*																												
Usually or Always	1,000	49	141	61	7	41	0	5	16	28	6	12	28	34	9	6	3	0	2	10	0	0	21	0	3	11	26	8
	90.1%	84.5%	92.2%	96.8%	87.5%	83.7%	---	62.5%	94.1%	84.8%	85.7%	100.0%	80.0%	89.5%	75.0%	75.0%	100.0%	---	100.0%	90.9%	---	---	75.0%	---	100.0%	78.6%	86.7%	80.0%
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.

**InterCommunity Health Network CCO**

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
A	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	58	154	65	8	49	0	8	17	33	7	12	35	38	12	8	3	0	2	11	0	0	28	0	3	14	30	10
Number missing or multiple answer	24	3	3	2	0	3	0	0	0	3	1	1	1	1	1	1	1	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
Usable responses	1,091 97.8%	55 94.8%	151 98.1%	63 96.9%	8 100.0%	46 93.9%	0 ---	8 100.0%	17 100.0%	30 90.9%	6 85.7%	11 91.7%	34 97.1%	37 97.4%	11 91.7%	7 87.5%	2 66.7%	0 ---	2 100.0%	11 100.0%	0 ---	0 ---	27 96.4%	0 ---	3 100.0%	13 92.9%	30 100.0%	9 90.0%
Yes	691 63.3%	36 65.5%	93 61.6%	47 74.6%	5 62.5%	30 65.2%	0 ---	5 62.5%	9 52.9%	22 73.3%	4 66.7%	8 72.7%	20 58.8%	22 59.5%	8 72.7%	6 85.7%	1 50.0%	0 ---	1 50.0%	8 72.7%	0 ---	0 ---	18 66.7%	0 ---	2 66.7%	8 61.5%	22 73.3%	6 66.7%
No	400 36.7%	19 34.5%	58 38.4%	16 25.4%	3 37.5%	16 34.8%	0 ---	3 37.5%	8 47.1%	8 26.7%	2 33.3%	3 27.3%	14 41.2%	15 40.5%	3 27.3%	1 14.3%	1 50.0%	0 ---	1 50.0%	3 27.3%	0 ---	0 ---	9 33.3%	0 ---	1 33.3%	5 38.5%	8 26.7%	3 33.3%
Significantly different from column:*																												

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

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

InterCommunity Health Network CCO

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	212	394	310	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13
Number missing or multiple answer	87	2	8	6	0	1	0	0	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	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	3,883	210	386	304	31	174	1	59	87	61	51	49	101	163	34	10	11	5	3	61	0	0	86	1	14	97	87	13
	97.8%	99.1%	98.0%	98.1%	100.0%	99.4%	100.0%	100.0%	98.9%	100.0%	98.1%	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	98.0%	100.0%	100.0%
Yes	2,922	167	294	242	24	140	0	33	76	56	44	40	76	127	29	10	9	3	2	50	0	0	64	1	12	73	71	12
	75.3%	79.5%	76.2%	79.6%	77.4%	80.5%	0.0%	55.9%	87.4%	91.8%	86.3%	81.6%	75.2%	77.9%	85.3%	100.0%	81.8%	60.0%	66.7%	82.0%	---	---	74.4%	100.0%	85.7%	75.3%	81.6%	92.3%
No	961	43	92	62	7	34	1	26	11	5	7	9	25	36	5	0	2	2	1	11	0	0	22	0	2	24	16	1
	24.7%	20.5%	23.8%	20.4%	22.6%	19.5%	100.0%	44.1%	12.6%	8.2%	13.7%	18.4%	24.8%	22.1%	14.7%	0.0%	18.2%	40.0%	33.3%	18.0%	---	---	25.6%	0.0%	14.3%	24.7%	18.4%	7.7%
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.



InterCommunity Health Network CCO

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
Number in sample	3,970	212	394	310	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13
Number missing or multiple answer	76	1	7	7	0	0	0	0	0	0	0	0	0	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
Usable responses	3,894	211	387	303	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	98	87	13
	98.1%	99.5%	98.2%	97.7%	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%	99.0%	100.0%	100.0%
Yes	1,934	109	231	194	15	90	1	19	50	38	29	27	47	77	21	9	6	1	1	34	0	0	43	1	5	48	44	10
	49.7%	51.7%	59.7%	64.0%	48.4%	51.4%	100.0%	32.2%	56.8%	62.3%	55.8%	55.1%	46.5%	47.2%	60.0%	90.0%	54.5%	20.0%	33.3%	55.7%	---	---	50.0%	100.0%	35.7%	49.0%	50.6%	76.9%
No	1,960	102	156	109	16	85	0	40	38	23	23	22	54	86	14	1	5	4	2	27	0	0	43	0	9	50	43	3
	50.3%	48.3%	40.3%	36.0%	51.6%	48.6%	0.0%	67.8%	43.2%	37.7%	44.2%	44.9%	53.5%	52.8%	40.0%	10.0%	45.5%	80.0%	66.7%	44.3%	---	---	50.0%	0.0%	64.3%	51.0%	49.4%	23.1%
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.

InterCommunity Health Network CCO

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
					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	1,934	109	231	194	15	90	1	19	50	38	29	27	47	77	21	9	6	1	1	34	0	0	43	1	5	48	44	10
Number missing or multiple answer	32	4	4	3	1	3	0	0	2	2	3	0	1	3	1	0	0	0	0	1	0	0	0	0	1	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	1,902	105	227	191	14	87	1	19	48	36	26	27	46	74	20	9	6	1	1	33	0	0	43	1	4	46	43	9
	98.3%	96.3%	98.3%	98.5%	93.3%	96.7%	100.0%	100.0%	96.0%	94.7%	89.7%	100.0%	97.9%	96.1%	95.2%	100.0%	100.0%	100.0%	100.0%	97.1%	---	---	100.0%	---	80.0%	95.8%	97.7%	90.0%
Never	33	3	2	6	0	2	1	1	1	1	0	1	2	3	0	0	0	0	0	0	0	0	3	0	0	2	1	0
	1.7%	2.9%	0.9%	3.1%	0.0%	2.3%	100.0%	5.3%	2.1%	2.8%	0.0%	3.7%	4.3%	4.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.0%	0.0%	0.0%	4.3%	2.3%	0.0%
Sometimes	107	2	21	18	0	2	0	0	0	2	1	1	0	1	1	0	0	0	0	1	0	0	1	0	0	1	0	0
	5.6%	1.9%	9.3%	9.4%	0.0%	2.3%	0.0%	0.0%	0.0%	5.6%	3.8%	3.7%	0.0%	1.4%	5.0%	0.0%	0.0%	0.0%	3.0%	---	---	2.3%	0.0%	0.0%	2.2%	0.0%	0.0%	
Usually	322	16	30	34	2	14	0	4	6	6	6	6	4	10	5	1	1	0	0	10	0	0	4	0	0	5	9	2
	16.9%	15.2%	13.2%	17.8%	14.3%	16.1%	0.0%	21.1%	12.5%	16.7%	23.1%	22.2%	8.7%	13.5%	25.0%	11.1%	16.7%	0.0%	0.0%	30.3%	---	---	9.3%	0.0%	0.0%	10.9%	20.9%	22.2%
Always	1,440	84	174	133	12	69	0	14	41	27	19	19	40	60	14	8	5	1	1	22	0	0	35	1	4	38	33	7
	75.7%	80.0%	76.7%	69.6%	85.7%	79.3%	0.0%	73.7%	85.4%	75.0%	73.1%	70.4%	87.0%	81.1%	70.0%	88.9%	83.3%	100.0%	100.0%	66.7%	---	---	81.4%	100.0%	100.0%	82.6%	76.7%	77.8%
Significantly different from column:*																												
Usually or Always	1,762	100	204	167	14	83	0	18	47	33	25	25	44	70	19	9	6	1	1	32	0	0	39	1	4	43	42	9
	92.6%	95.2%	89.9%	87.4%	100.0%	95.4%	0.0%	94.7%	97.9%	91.7%	96.2%	92.6%	95.7%	94.6%	95.0%	100.0%	100.0%	100.0%	100.0%	97.0%	---	---	90.7%	100.0%	100.0%	93.5%	97.7%	100.0%
Significantly different from column:*		D																										

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

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InterCommunity Health Network CCO

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	
					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	212	394	310	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13	
Number missing or multiple answer	209	8	16	15	0	6	0	2	3	1	0	2	2	4	1	0	0	0	0	1	0	0	5	0	0	3	4	1	
Number no experience	2950	157	284	236	25	132	0	50	63	44	39	37	79	122	26	8	6	2	3	50	0	0	59	1	12	74	65	9	
Usable responses	811	47	94	59	6	37	1	7	22	16	13	10	20	37	8	2	5	3	0	10	0	0	22	0	2	22	18	3	
	20.4%	22.2%	23.9%	19.0%	19.4%	21.1%	100.0%	11.9%	25.0%	26.2%	25.0%	20.4%	19.8%	22.7%	22.9%	20.0%	45.5%	60.0%	0.0%	16.4%	---	---	25.6%	---	14.3%	22.2%	20.7%	23.1%	
Never	372	20	38	21	3	15	1	5	11	4	4	4	10	18	2	0	2	2	0	5	0	0	10	0	0	12	7	0	
	45.9%	42.6%	40.4%	35.6%	50.0%	40.5%	100.0%	71.4%	50.0%	25.0%	30.8%	40.0%	50.0%	48.6%	25.0%	0.0%	40.0%	66.7%	---	50.0%	---	---	45.5%	---	0.0%	54.5%	38.9%	0.0%	
Sometimes	115	3	12	10	0	3	0	0	2	1	1	1	1	2	1	0	0	0	0	1	0	0	2	0	0	0	2	0	
	14.2%	6.4%	12.8%	16.9%	0.0%	8.1%	0.0%	0.0%	9.1%	6.3%	7.7%	10.0%	5.0%	5.4%	12.5%	0.0%	0.0%	0.0%	---	10.0%	---	---	9.1%	---	0.0%	0.0%	11.1%	0.0%	
Usually	136	8	21	12	3	5	0	0	1	7	5	1	2	5	3	0	2	0	0	3	0	0	2	0	1	2	5	1	
	16.8%	17.0%	22.3%	20.3%	50.0%	13.5%	0.0%	0.0%	4.5%	43.8%	38.5%	10.0%	10.0%	13.5%	37.5%	0.0%	40.0%	0.0%	---	30.0%	---	---	9.1%	---	50.0%	9.1%	27.8%	33.3%	
Always	188	16	23	16	0	14	0	2	8	4	3	4	7	12	2	2	1	1	0	1	0	0	8	0	1	8	4	2	
	23.2%	34.0%	24.5%	27.1%	0.0%	37.8%	0.0%	28.6%	36.4%	25.0%	23.1%	40.0%	35.0%	32.4%	25.0%	100.0%	20.0%	33.3%	---	10.0%	---	---	36.4%	---	50.0%	36.4%	22.2%	66.7%	
Significantly different from column:*																													
Usually or Always	324	24	44	28	3	19	0	2	9	11	8	5	9	17	5	2	3	1	0	4	0	0	10	0	2	10	9	3	
	40.0%	51.1%	46.8%	47.5%	50.0%	51.4%	0.0%	28.6%	40.9%	68.8%	61.5%	50.0%	45.0%	45.9%	62.5%	100.0%	60.0%	33.3%	---	40.0%	---	---	45.5%	---	100.0%	45.5%	50.0%	100.0%	
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.

InterCommunity Health Network CCO

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	212	394	310	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13
Number missing or multiple answer	304	12	37	22	1	9	0	6	3	1	1	1	8	9	0	0	0	0	1	0	0	7	0	0	5	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	3,666 92.3%	200 94.3%	357 90.6%	288 92.9%	30 96.8%	166 94.9%	1 100.0%	53 89.8%	85 96.6%	60 98.4%	51 98.1%	48 98.0%	93 92.1%	154 94.5%	35 100.0%	10 100.0%	11 100.0%	5 100.0%	2 66.7%	61 100.0%	0 ---	0 ---	79 91.9%	1 ---	14 100.0%	94 94.9%	80 92.0%	13 100.0%
0 Extremely Difficult	152 4.1%	7 3.5%	14 3.9%	11 3.8%	1 3.3%	5 3.0%	1 100.0%	0 0.0%	2 2.4%	5 8.3%	2 3.9%	1 2.1%	4 4.3%	6 3.9%	1 2.9%	0 0.0%	1 9.1%	1 20.0%	0 0.0%	2 3.3%	0 ---	0 ---	2 2.5%	0 0.0%	0 0.0%	6 6.4%	1 1.3%	0 0.0%
1	71 1.9%	5 2.5%	5 1.4%	7 2.4%	2 6.7%	3 1.8%	0 0.0%	1 1.9%	3 3.5%	1 1.7%	0 0.0%	1 2.1%	4 4.3%	3 1.9%	2 5.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.6%	0 ---	0 ---	3 3.8%	0 0.0%	0 0.0%	4 4.3%	1 1.3%	0 0.0%
2	69 1.9%	2 1.0%	6 1.7%	4 1.4%	0 0.0%	2 1.2%	0 0.0%	1 1.9%	0 0.0%	1 1.7%	1 2.0%	0 0.0%	1 1.1%	2 1.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.6%	0 ---	0 ---	1 1.3%	0 0.0%	0 0.0%	0 0.0%	2 2.5%	0 0.0%
3	93 2.5%	2 1.0%	11 3.1%	11 3.8%	0 0.0%	2 1.2%	0 0.0%	0 0.0%	0 0.0%	2 3.3%	0 0.0%	0 0.0%	2 2.2%	1 0.6%	1 2.9%	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%	0 0.0%	1 1.3%	0 0.0%
4	89 2.4%	3 1.5%	8 2.2%	9 3.1%	0 0.0%	3 1.8%	0 0.0%	1 1.9%	1 1.2%	1 1.7%	0 0.0%	1 2.1%	2 2.2%	3 1.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.6%	0 ---	0 ---	2 2.5%	0 0.0%	0 0.0%	0 0.0%	2 2.5%	0 0.0%
5	321 8.8%	15 7.5%	26 7.3%	23 8.0%	1 3.3%	14 8.4%	0 0.0%	8 15.1%	3 3.5%	4 6.7%	1 2.0%	3 6.3%	11 11.8%	14 9.1%	1 2.9%	0 0.0%	1 20.0%	0 0.0%	0 0.0%	3 4.9%	0 ---	0 ---	10 12.7%	0 0.0%	0 0.0%	6 6.4%	8 10.0%	0 0.0%
6	161 4.4%	8 4.0%	19 5.3%	14 4.9%	1 3.3%	7 4.2%	0 0.0%	4 7.5%	3 3.5%	1 1.7%	3 5.9%	2 4.2%	3 3.2%	8 5.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 4.9%	0 ---	0 ---	4 5.1%	0 0.0%	0 0.0%	4 4.3%	3 3.8%	0 0.0%	
7	264 7.2%	12 6.0%	30 8.4%	16 5.6%	3 10.0%	9 5.4%	0 0.0%	1 1.9%	8 9.4%	3 5.0%	3 5.9%	5 10.4%	4 4.3%	7 4.5%	4 11.4%	1 10.0%	2 18.2%	0 0.0%	0 0.0%	6 9.8%	0 ---	0 ---	2 2.5%	0 0.0%	2 14.3%	3 3.2%	5 6.3%	2 15.4%
8	494 13.5%	32 16.0%	41 11.5%	36 12.5%	2 6.7%	30 18.1%	0 0.0%	6 11.3%	17 20.0%	9 15.0%	10 19.6%	5 10.4%	16 17.2%	20 13.0%	9 25.7%	3 30.0%	1 9.1%	0 0.0%	1 50.0%	12 19.7%	0 ---	0 ---	14 17.7%	0 0.0%	2 14.3%	16 17.0%	11 13.8%	3 23.1%
9	460 12.5%	27 13.5%	46 12.9%	38 13.2%	6 20.0%	20 12.0%	0 0.0%	6 11.3%	12 14.1%	8 13.3%	6 11.8%	6 12.5%	14 15.1%	23 14.9%	4 11.4%	0 0.0%	1 9.1%	3 60.0%	1 50.0%	7 11.5%	0 ---	0 ---	9 11.4%	1 100.0%	1 7.1%	11 11.7%	12 15.0%	3 23.1%
10 Extremely Easy	1,492 40.7%	87 43.5%	151 42.3%	119 41.3%	14 46.7%	71 42.8%	0 0.0%	25 47.2%	36 42.4%	25 41.7%	25 49.0%	24 50.0%	32 34.4%	67 43.5%	13 37.1%	6 60.0%	6 54.5%	0 0.0%	0 0.0%	25 41.0%	0 ---	0 ---	30 38.0%	0 0.0%	9 64.3%	44 46.8%	34 42.5%	5 38.5%

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

InterCommunity Health Network CCO

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	212	394	310	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13
Number missing or multiple answer	304	12	37	22	1	9	0	6	3	1	1	1	8	9	0	0	0	0	1	0	0	7	0	0	5	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	3,666 92.3%	200 94.3%	357 90.6%	288 92.9%	30 96.8%	166 94.9%	1 100.0%	53 89.8%	85 96.6%	60 98.4%	51 98.1%	48 98.0%	93 92.1%	154 94.5%	35 100.0%	10 100.0%	11 100.0%	5 100.0%	2 100.0%	61 100.0%	0 ---	0 ---	79 91.9%	1 ---	14 100.0%	94 94.9%	80 92.0%	13 100.0%
0 to 4	474 12.9%	19 9.5%	44 12.3%	42 14.6%	3 10.0%	15 9.0%	1 100.0%	3 5.7%	6 7.1%	10 16.7%	3 5.9%	3 6.3%	13 14.0%	15 9.7%	4 11.4%	0 0.0%	1 9.1%	1 20.0%	0 0.0%	5 8.2%	0 ---	0 ---	10 12.7%	0 0.0%	0 0.0%	10 10.6%	7 8.8%	0 0.0%
5	321 8.8%	15 7.5%	26 7.3%	23 8.0%	1 3.3%	14 8.4%	0 0.0%	8 15.1%	3 3.5%	4 6.7%	1 2.0%	3 6.3%	11 11.8%	14 9.1%	1 2.9%	0 0.0%	0 0.0%	1 20.0%	0 0.0%	3 4.9%	0 ---	0 ---	10 12.7%	0 0.0%	0 0.0%	6 6.4%	8 10.0%	0 0.0%
6 or 7	425 11.6%	20 10.0%	49 13.7%	30 10.4%	4 13.3%	16 9.6%	0 0.0%	5 9.4%	11 12.9%	4 6.7%	6 11.8%	7 14.6%	7 7.5%	15 9.7%	4 11.4%	1 10.0%	2 18.2%	0 0.0%	0 0.0%	9 14.8%	0 ---	0 ---	6 7.6%	0 0.0%	2 14.3%	7 7.4%	8 10.0%	2 15.4%
8 to 10	2,446 66.7%	146 73.0%	238 66.7%	193 67.0%	22 73.3%	121 72.9%	0 0.0%	37 69.8%	65 76.5%	42 70.0%	41 80.4%	35 72.9%	62 66.7%	110 71.4%	26 74.3%	9 90.0%	8 72.7%	3 60.0%	2 100.0%	44 72.1%	0 ---	0 ---	53 67.1%	1 100.0%	12 85.7%	71 75.5%	57 71.3%	11 84.6%
Significantly different from column:*																												
0 to 6	956 26.1%	42 21.0%	89 24.9%	79 27.4%	5 16.7%	36 21.7%	1 100.0%	15 28.3%	12 14.1%	15 25.0%	7 13.7%	8 16.7%	27 29.0%	37 24.0%	5 14.3%	0 0.0%	1 9.1%	2 40.0%	0 0.0%	11 18.0%	0 ---	0 ---	24 30.4%	0 0.0%	0 0.0%	20 21.3%	18 22.5%	0 0.0%
7 to 8	758 20.7%	44 22.0%	71 19.9%	52 18.1%	5 16.7%	39 23.5%	0 0.0%	7 13.2%	25 29.4%	12 20.0%	13 25.5%	10 20.8%	20 21.5%	27 17.5%	13 37.1%	4 40.0%	3 27.3%	0 0.0%	1 50.0%	18 29.5%	0 ---	0 ---	16 20.3%	0 0.0%	4 28.6%	19 20.2%	16 20.0%	5 38.5%
9 to 10	1,952 53.2%	114 57.0%	197 55.2%	157 54.5%	20 66.7%	91 54.8%	0 0.0%	31 58.5%	48 56.5%	33 55.0%	31 60.8%	30 62.5%	46 49.5%	90 58.4%	17 48.6%	6 60.0%	7 63.6%	3 60.0%	1 50.0%	32 52.5%	0 ---	0 ---	39 49.4%	1 100.0%	10 71.4%	55 58.5%	46 57.5%	8 61.5%
Significantly different from column:*																												

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

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

InterCommunity Health Network CCO

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	
					A	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	212	394	310	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13	
Number missing or multiple answer	91	4	9	4	0	2	0	0	1	1	0	0	1	0	0	0	0	0	0	1	0	0	1	0	0	3	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	3,879	208	385	306	31	173	1	59	87	60	52	49	100	163	35	10	11	5	3	60	0	0	85	1	14	96	86	13	
	97.7%	98.1%	97.7%	98.7%	100.0%	98.9%	100.0%	100.0%	98.9%	98.4%	100.0%	100.0%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	---	---	98.8%	---	100.0%	97.0%	98.9%	100.0%	
Poor	17	2	2	0	0	2	0	0	1	1	0	1	1	0	0	2	0	0	0	0	0	0	1	0	0	0	1	1	
	0.4%	1.0%	0.5%	0.0%	0.0%	1.2%	0.0%	0.0%	1.1%	1.7%	0.0%	2.0%	1.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	---	---	1.2%	0.0%	0.0%	0.0%	1.2%	7.7%	
Fair	142	8	20	12	3	5	0	2	2	4	3	2	2	0	0	8	1	0	0	3	0	0	2	0	0	4	2	1	
	3.7%	3.8%	5.2%	3.9%	9.7%	2.9%	0.0%	3.4%	2.3%	6.7%	5.8%	4.1%	2.0%	0.0%	0.0%	80.0%	9.1%	0.0%	0.0%	5.0%	---	---	2.4%	0.0%	0.0%	4.2%	2.3%	7.7%	
Good	654	35	73	55	3	31	0	4	17	14	10	9	15	0	35	0	2	0	0	15	0	0	9	0	3	14	13	4	
	16.9%	16.8%	19.0%	18.0%	9.7%	17.9%	0.0%	6.8%	19.5%	23.3%	19.2%	18.4%	15.0%	0.0%	100.0%	0.0%	18.2%	0.0%	0.0%	25.0%	---	---	10.6%	0.0%	21.4%	14.6%	15.1%	30.8%	
Very Good	1,328	69	148	113	11	56	1	12	30	26	21	16	31	69	0	0	4	1	1	20	0	0	28	1	4	31	30	4	
	34.2%	33.2%	38.4%	36.9%	35.5%	32.4%	100.0%	20.3%	34.5%	43.3%	40.4%	32.7%	31.0%	42.3%	0.0%	0.0%	36.4%	20.0%	33.3%	33.3%	---	---	32.9%	100.0%	28.6%	32.3%	34.9%	30.8%	
Excellent	1,738	94	142	126	14	79	0	41	37	15	18	21	51	94	0	0	4	4	2	22	0	0	45	0	7	47	40	3	
	44.8%	45.2%	36.9%	41.2%	45.2%	45.7%	0.0%	69.5%	42.5%	25.0%	34.6%	42.9%	51.0%	57.7%	0.0%	0.0%	36.4%	80.0%	66.7%	36.7%	---	---	52.9%	0.0%	50.0%	49.0%	46.5%	23.1%	
Significantly different from column:*		C						I,J	H,J	H,I				O	N														
Excellent, Very Good, or Good	3,720	198	363	294	28	166	1	57	84	55	49	46	97	163	35	0	10	5	3	57	0	0	82	1	14	92	83	11	
	95.9%	95.2%	94.3%	96.1%	90.3%	96.0%	100.0%	96.6%	96.6%	91.7%	94.2%	93.9%	97.0%	100.0%	100.0%	0.0%	90.9%	100.0%	100.0%	95.0%	---	---	96.5%	100.0%	100.0%	95.8%	96.5%	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.

InterCommunity Health Network CCO

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	
					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	212	394	310	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13	
Number missing or multiple answer	101	3	11	6	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	1	2	0		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	3,869	209	383	304	31	175	1	59	88	61	52	49	101	162	35	10	11	5	3	61	0	0	85	1	14	98	85	13	
	97.5%	98.6%	97.2%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	98.8%	---	100.0%	99.0%	97.7%	100.0%	
Poor	90	3	9	9	0	3	0	0	2	1	0	1	2	1	2	0	0	0	0	1	0	0	2	0	0	1	2	0	
	2.3%	1.4%	2.3%	3.0%	0.0%	1.7%	0.0%	0.0%	2.3%	1.6%	0.0%	2.0%	2.0%	0.6%	5.7%	0.0%	0.0%	0.0%	0.0%	1.6%	---	---	2.4%	0.0%	0.0%	1.0%	2.4%	0.0%	
Fair	343	24	26	30	3	21	0	4	9	11	5	5	11	11	7	5	3	0	0	7	0	0	8	0	1	10	8	5	
	8.9%	11.5%	6.8%	9.9%	9.7%	12.0%	0.0%	6.8%	10.2%	18.0%	9.6%	10.2%	10.9%	6.8%	20.0%	50.0%	27.3%	0.0%	0.0%	11.5%	---	---	9.4%	0.0%	7.1%	10.2%	9.4%	38.5%	
Good	879	46	98	54	5	38	1	3	21	21	14	12	18	24	18	4	3	0	0	14	0	0	19	1	2	17	20	3	
	22.7%	22.0%	25.6%	17.8%	16.1%	21.7%	100.0%	5.1%	23.9%	34.4%	26.9%	24.5%	17.8%	14.8%	51.4%	40.0%	27.3%	0.0%	0.0%	23.0%	---	---	22.4%	100.0%	14.3%	17.3%	23.5%	23.1%	
Very Good	1,114	57	113	93	10	47	0	15	23	19	18	11	28	51	5	1	1	2	2	19	0	0	20	0	5	26	24	4	
	28.8%	27.3%	29.5%	30.6%	32.3%	26.9%	0.0%	25.4%	26.1%	31.1%	34.6%	22.4%	27.7%	31.5%	14.3%	10.0%	9.1%	40.0%	66.7%	31.1%	---	---	23.5%	0.0%	35.7%	26.5%	28.2%	30.8%	
Excellent	1,443	79	137	118	13	66	0	37	33	9	15	20	42	75	3	0	4	3	1	20	0	0	36	0	6	44	31	1	
	37.3%	37.8%	35.8%	38.8%	41.9%	37.7%	0.0%	62.7%	37.5%	14.8%	28.8%	40.8%	41.6%	46.3%	8.6%	0.0%	36.4%	60.0%	33.3%	32.8%	---	---	42.4%	0.0%	42.9%	44.9%	36.5%	7.7%	
Significantly different from column:*								I,J	H,J	H,I				O	N											AB		Z	
Excellent, Very Good, or Good	3,436	182	348	265	28	151	1	55	77	49	47	43	88	150	26	5	8	5	3	53	0	0	75	1	13	87	75	8	
	88.8%	87.1%	90.9%	87.2%	90.3%	86.3%	100.0%	93.2%	87.5%	80.3%	90.4%	87.8%	87.1%	92.6%	74.3%	50.0%	72.7%	100.0%	100.0%	86.9%	---	---	88.2%	100.0%	92.9%	88.8%	88.2%	61.5%	
Significantly different from column:*								J	H																				

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

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

InterCommunity Health Network CCO

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	212	394	123	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13
Number missing or multiple answer	97	3	9	0	0	0	0	0	0	0	0	0	0	1	0	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	3,873 97.6%	209 98.6%	385 97.7%	123 100.0%	31 100.0%	175 100.0%	1 100.0%	59 100.0%	88 100.0%	61 100.0%	52 100.0%	49 100.0%	101 100.0%	162 99.4%	35 100.0%	10 100.0%	11 100.0%	5 100.0%	3 100.0%	61 100.0%	0 ---	0 ---	85 98.8%	1 ---	14 100.0%	98 99.0%	85 97.7%	13 100.0%
Yes	743 19.2%	45 21.5%	89 23.1%	52 42.3%	5 16.1%	40 22.9%	0 0.0%	6 10.2%	13 14.8%	26 42.6%	8 15.4%	9 18.4%	26 25.7%	30 18.5%	9 25.7%	6 60.0%	3 27.3%	0 0.0%	1 33.3%	8 13.1%	0 ---	0 ---	22 25.9%	0 0.0%	2 14.3%	13 13.3%	21 24.7%	8 61.5%
No	3,130 80.8%	164 78.5%	296 76.9%	71 57.7%	26 83.9%	135 77.1%	1 100.0%	53 89.8%	75 85.2%	35 57.4%	44 84.6%	40 81.6%	75 74.3%	132 81.5%	26 74.3%	4 40.0%	8 72.7%	5 100.0%	2 66.7%	53 86.9%	0 ---	0 ---	63 74.1%	1 100.0%	12 85.7%	85 86.7%	64 75.3%	5 38.5%
Significantly different from column:*		D						J	J	H,I															AA	Z		

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

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



InterCommunity Health Network CCO

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	45	89	52	5	40	0	6	13	26	8	9	26	30	9	6	3	0	1	8	0	0	22	0	2	13	21	8	
Number missing or multiple answer	9	2	0	0	1	1	0	0	0	2	1	0	0	1	0	1	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	734	43	89	52	4	39	0	6	13	24	7	9	26	29	9	5	3	0	1	7	0	0	22	0	2	12	20	8	
	98.8%	95.6%	100.0%	100.0%	80.0%	97.5%	---	100.0%	100.0%	92.3%	87.5%	100.0%	100.0%	96.7%	100.0%	83.3%	100.0%	---	100.0%	87.5%	---	---	100.0%	---	100.0%	92.3%	95.2%	100.0%	
Yes	624	37	76	46	3	34	0	4	11	22	4	8	24	24	9	4	3	0	1	5	0	0	19	0	2	9	17	8	
	85.0%	86.0%	85.4%	88.5%	75.0%	87.2%	---	66.7%	84.6%	91.7%	57.1%	88.9%	92.3%	82.8%	100.0%	80.0%	100.0%	---	100.0%	71.4%	---	---	86.4%	---	100.0%	75.0%	85.0%	100.0%	
No	110	6	13	6	1	5	0	2	2	2	3	1	2	5	0	1	0	0	2	0	0	3	0	0	3	3	0		
	15.0%	14.0%	14.6%	11.5%	25.0%	12.8%	---	33.3%	15.4%	8.3%	42.9%	11.1%	7.7%	17.2%	0.0%	20.0%	0.0%	---	0.0%	28.6%	---	---	13.6%	---	0.0%	25.0%	15.0%	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.

InterCommunity Health Network CCO

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
A	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	624	37	76	46	3	34	0	4	11	22	4	8	24	24	9	4	3	0	1	5	0	0	19	0	2	9	17	8
Number missing or multiple answer	10	2	1	0	0	2	0	0	0	2	1	0	1	1	1	0	0	0	0	0	0	0	0	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
Usable responses	614	35	75	46	3	32	0	4	11	20	3	8	23	23	8	4	3	0	1	5	0	0	19	0	2	8	17	7
	98.4%	94.6%	98.7%	100.0%	100.0%	94.1%	---	100.0%	100.0%	90.9%	75.0%	100.0%	95.8%	95.8%	88.9%	100.0%	100.0%	---	100.0%	100.0%	---	---	100.0%	---	100.0%	88.9%	100.0%	87.5%
Yes	577	32	69	43	3	29	0	4	10	18	2	8	21	20	8	4	3	0	1	4	0	0	17	0	2	8	15	7
	94.0%	91.4%	92.0%	93.5%	100.0%	90.6%	---	100.0%	90.9%	90.0%	66.7%	100.0%	91.3%	87.0%	100.0%	100.0%	100.0%	---	100.0%	80.0%	---	---	89.5%	---	100.0%	100.0%	88.2%	100.0%
No	37	3	6	3	0	3	0	0	1	2	1	0	2	3	0	0	0	0	1	0	0	2	0	0	0	2	2	0
	6.0%	8.6%	8.0%	6.5%	0.0%	9.4%	---	0.0%	9.1%	10.0%	33.3%	0.0%	8.7%	13.0%	0.0%	0.0%	0.0%	---	0.0%	20.0%	---	---	10.5%	---	0.0%	0.0%	11.8%	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.

**InterCommunity Health Network CCO**

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	<b>212</b>	394	123	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13
Number missing or multiple answer	125	<b>4</b>	10	3	0	1	0	0	0	1	0	0	1	1	1	0	0	0	0	0	0	0	1	0	0	1	2	1
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	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	<b>208</b>	384	120	31	174	1	59	88	60	52	49	100	162	34	10	11	5	3	61	0	0	85	1	14	98	85	12
	96.9%	<b>98.1%</b>	97.5%	97.6%	100.0%	99.4%	100.0%	100.0%	100.0%	98.4%	100.0%	100.0%	99.0%	99.4%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	98.8%	---	100.0%	99.0%	97.7%	92.3%
Yes	682	<b>37</b>	76	49	2	34	0	9	16	11	6	7	22	22	10	5	2	0	0	7	0	0	18	0	2	13	15	8
	17.7%	<b>17.8%</b>	19.8%	40.8%	6.5%	19.5%	0.0%	15.3%	18.2%	18.3%	11.5%	14.3%	22.0%	13.6%	29.4%	50.0%	18.2%	0.0%	0.0%	11.5%	---	---	21.2%	0.0%	14.3%	13.3%	17.6%	66.7%
No	3,163	<b>171</b>	308	71	29	140	1	50	72	49	46	42	78	140	24	5	9	5	3	54	0	0	67	1	12	85	70	4
	82.3%	<b>82.2%</b>	80.2%	59.2%	93.5%	80.5%	100.0%	84.7%	81.8%	81.7%	88.5%	85.7%	78.0%	86.4%	70.6%	50.0%	81.8%	100.0%	100.0%	88.5%	---	---	78.8%	100.0%	85.7%	86.7%	82.4%	33.3%
Significantly different from column:*		<b>D</b>												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.

InterCommunity Health Network CCO

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
A	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	682	37	76	49	2	34	0	9	16	11	6	7	22	22	10	5	2	0	0	7	0	0	18	0	2	13	15	8
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	37	76	49	2	34	0	9	16	11	6	7	22	22	10	5	2	0	0	7	0	0	18	0	2	13	15	8
	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	32	70	45	1	31	0	8	14	10	5	6	21	19	9	4	2	0	0	6	0	0	18	0	1	9	14	8
	86.6%	86.5%	92.1%	91.8%	50.0%	91.2%	---	88.9%	87.5%	90.9%	83.3%	85.7%	95.5%	86.4%	90.0%	80.0%	100.0%	---	---	85.7%	---	---	100.0%	---	50.0%	69.2%	93.3%	100.0%
No	90	5	6	4	1	3	0	1	2	1	1	1	1	3	1	1	0	0	0	1	0	0	0	0	1	4	1	0
	13.4%	13.5%	7.9%	8.2%	50.0%	8.8%	---	11.1%	12.5%	9.1%	16.7%	14.3%	4.5%	13.6%	10.0%	20.0%	0.0%	---	---	14.3%	---	---	0.0%	---	50.0%	30.8%	6.7%	0.0%
Significantly different from column:*																												

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

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

InterCommunity Health Network CCO

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	32	70	45	1	31	0	8	14	10	5	6	21	19	9	4	2	0	0	6	0	0	18	0	1	9	14	8
Number missing or multiple answer	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
Number no experience	NA	NA	NA	NA	NA	NA	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	32	70	44	1	31	0	8	14	10	5	6	21	19	9	4	2	0	0	6	0	0	18	0	1	9	14	8
	98.8%	100.0%	100.0%	97.8%	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%
Yes	549	29	69	43	1	28	0	7	13	9	3	6	20	16	9	4	2	0	0	4	0	0	17	0	1	8	13	7
	95.3%	90.6%	98.6%	97.7%	100.0%	90.3%	---	87.5%	92.9%	90.0%	60.0%	100.0%	95.2%	84.2%	100.0%	100.0%	100.0%	---	---	66.7%	---	---	94.4%	---	100.0%	88.9%	92.9%	87.5%
No	27	3	1	1	0	3	0	1	1	1	2	0	1	3	0	0	0	0	0	2	0	0	1	0	0	1	1	1
	4.7%	9.4%	1.4%	2.3%	0.0%	9.7%	---	12.5%	7.1%	10.0%	40.0%	0.0%	4.8%	15.8%	0.0%	0.0%	0.0%	---	---	33.3%	---	---	5.6%	---	0.0%	11.1%	7.1%	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.

InterCommunity Health Network CCO

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	212	394	123	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13
Number missing or multiple answer	119	5	10	2	0	2	0	0	2	0	2	0	0	3	0	0	0	0	0	1	0	0	1	0	0	2	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,851 97.0%	207 97.6%	384 97.5%	121 98.4%	31 100.0%	173 98.9%	1 100.0%	59 100.0%	86 97.7%	61 100.0%	50 96.2%	49 100.0%	101 100.0%	160 98.2%	35 100.0%	10 100.0%	11 100.0%	5 100.0%	3 100.0%	60 98.4%	0 ---	0 ---	85 98.8%	1 ---	14 100.0%	97 98.0%	84 96.6%	13 100.0%
Yes	542 14.1%	24 11.6%	55 14.3%	37 30.6%	1 3.2%	22 12.7%	0 0.0%	5 8.5%	13 15.1%	6 9.8%	6 12.0%	4 8.2%	13 12.9%	12 7.5%	7 20.0%	5 50.0%	1 9.1%	0 0.0%	1 33.3%	5 8.3%	0 ---	0 ---	11 12.9%	0 0.0%	3 21.4%	8 8.2%	11 13.1%	4 30.8%
No	3,309 85.9%	183 88.4%	329 85.7%	84 69.4%	30 96.8%	151 87.3%	1 100.0%	54 91.5%	73 84.9%	55 90.2%	44 88.0%	45 91.8%	88 87.1%	148 92.5%	28 80.0%	5 50.0%	10 90.9%	5 100.0%	2 66.7%	55 91.7%	0 ---	0 ---	74 87.1%	1 100.0%	11 78.6%	89 91.8%	73 86.9%	9 69.2%
Significantly different from column:*		D																										

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

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

**InterCommunity Health Network CCO**

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	24	55	37	1	22	0	5	13	6	6	4	13	12	7	5	1	0	1	5	0	0	11	0	3	8	11	4
Number missing or multiple answer	10	2	2	0	0	2	0	1	1	0	1	0	1	1	0	1	0	0	1	1	0	0	0	0	0	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	532	22	53	37	1	20	0	4	12	6	5	4	12	11	7	4	1	0	0	4	0	0	11	0	3	8	9	4
	98.2%	91.7%	96.4%	100.0%	100.0%	90.9%	---	80.0%	92.3%	100.0%	83.3%	100.0%	92.3%	91.7%	100.0%	80.0%	100.0%	---	0.0%	80.0%	---	---	100.0%	---	100.0%	100.0%	81.8%	100.0%
Yes	394	17	44	34	0	16	0	3	8	6	2	3	11	7	6	4	1	0	0	3	0	0	9	0	1	4	8	4
	74.1%	77.3%	83.0%	91.9%	0.0%	80.0%	---	75.0%	66.7%	100.0%	40.0%	75.0%	91.7%	63.6%	85.7%	100.0%	100.0%	---	---	75.0%	---	---	81.8%	---	33.3%	50.0%	88.9%	100.0%
No	138	5	9	3	1	4	0	1	4	0	3	1	1	4	1	0	0	0	1	0	0	2	0	2	4	1	0	
	25.9%	22.7%	17.0%	8.1%	100.0%	20.0%	---	25.0%	33.3%	0.0%	60.0%	25.0%	8.3%	36.4%	14.3%	0.0%	0.0%	---	---	25.0%	---	---	18.2%	---	66.7%	50.0%	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.

InterCommunity Health Network CCO

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	44	34	0	16	0	3	8	6	2	3	11	7	6	4	1	0	0	3	0	0	9	0	1	4	8	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	387	17	44	34	0	16	0	3	8	6	2	3	11	7	6	4	1	0	0	3	0	0	9	0	1	4	8	4
	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%
Yes	377	16	44	32	0	15	0	2	8	6	2	2	11	6	6	4	1	0	0	3	0	0	9	0	0	4	7	4
	97.4%	94.1%	100.0%	94.1%	---	93.8%	---	66.7%	100.0%	100.0%	100.0%	66.7%	100.0%	85.7%	100.0%	100.0%	100.0%	---	---	100.0%	---	---	100.0%	---	0.0%	100.0%	87.5%	100.0%
No	10	1	0	2	0	1	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0
	2.6%	5.9%	0.0%	5.9%	---	6.3%	---	33.3%	0.0%	0.0%	0.0%	33.3%	0.0%	14.3%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	0.0%	---	100.0%	0.0%	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.



InterCommunity Health Network CCO

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	212	394	123	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13
Number missing or multiple answer	111	4	8	2	1	0	0	0	0	1	0	1	0	1	1	0	0	0	0	1	0	0	1	0	0	2	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,859	208	386	121	30	175	1	59	88	60	52	48	101	162	34	10	11	5	3	60	0	0	85	1	14	97	85	13
	97.2%	98.1%	98.0%	98.4%	96.8%	100.0%	100.0%	100.0%	100.0%	98.4%	100.0%	98.0%	100.0%	99.4%	97.1%	100.0%	100.0%	100.0%	100.0%	98.4%	---	---	98.8%	---	100.0%	98.0%	97.7%	100.0%
Yes	493	29	57	26	3	26	0	5	18	6	8	5	15	16	9	4	2	0	1	8	0	0	9	0	3	12	12	4
	12.8%	13.9%	14.8%	21.5%	10.0%	14.9%	0.0%	8.5%	20.5%	10.0%	15.4%	10.4%	14.9%	9.9%	26.5%	40.0%	18.2%	0.0%	33.3%	13.3%	---	---	10.6%	0.0%	21.4%	12.4%	14.1%	30.8%
No	3,366	179	329	95	27	149	1	54	70	54	44	43	86	146	25	6	9	5	2	52	0	0	76	1	11	85	73	9
	87.2%	86.1%	85.2%	78.5%	90.0%	85.1%	100.0%	91.5%	79.5%	90.0%	84.6%	89.6%	85.1%	90.1%	73.5%	60.0%	81.8%	100.0%	66.7%	86.7%	---	---	89.4%	100.0%	78.6%	87.6%	85.9%	69.2%
Significantly different from column:*																												

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

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

InterCommunity Health Network CCO

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	
					A	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	493	29	57	26	3	26	0	5	18	6	8	5	15	16	9	4	2	0	1	8	0	0	9	0	3	12	12	4	
Number missing or multiple answer	9	2	3	0	0	2	0	1	1	0	1	0	1	1	0	1	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	NA
Usable responses	484	27	54	26	3	24	0	4	17	6	7	5	14	15	9	3	2	0	1	6	0	0	9	0	3	11	11	4	
	98.2%	93.1%	94.7%	100.0%	100.0%	92.3%	---	80.0%	94.4%	100.0%	87.5%	100.0%	93.3%	93.8%	100.0%	75.0%	100.0%	---	100.0%	75.0%	---	---	100.0%	---	100.0%	91.7%	91.7%	100.0%	
Yes	347	16	40	20	2	14	0	1	10	5	1	3	11	5	8	3	2	0	0	1	0	0	7	0	2	6	6	3	
	71.7%	59.3%	74.1%	76.9%	66.7%	58.3%	---	25.0%	58.8%	83.3%	14.3%	60.0%	78.6%	33.3%	88.9%	100.0%	100.0%	---	0.0%	16.7%	---	---	77.8%	---	66.7%	54.5%	54.5%	75.0%	
No	137	11	14	6	1	10	0	3	7	1	6	2	3	10	1	0	0	0	1	5	0	0	2	0	1	5	5	1	
	28.3%	40.7%	25.9%	23.1%	33.3%	41.7%	---	75.0%	41.2%	16.7%	85.7%	40.0%	21.4%	66.7%	11.1%	0.0%	0.0%	---	100.0%	83.3%	---	---	22.2%	---	33.3%	45.5%	45.5%	25.0%	
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.

InterCommunity Health Network CCO

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	16	40	20	2	14	0	1	10	5	1	3	11	5	8	3	2	0	0	1	0	0	7	0	2	6	6	3
Number missing or multiple answer	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
Number no experience	NA	NA	NA	NA	NA	NA	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	16	40	19	2	14	0	1	10	5	1	3	11	5	8	3	2	0	0	1	0	0	7	0	2	6	6	3
	98.0%	100.0%	100.0%	95.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	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	15	36	18	1	14	0	1	10	4	1	3	11	5	8	2	2	0	0	1	0	0	7	0	2	5	6	3
	93.5%	93.8%	90.0%	94.7%	50.0%	100.0%	---	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%	---	---	100.0%	---	---	100.0%	---	100.0%	83.3%	100.0%	100.0%
No	22	1	4	1	1	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0
	6.5%	6.3%	10.0%	5.3%	50.0%	0.0%	---	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	---	---	0.0%	---	---	0.0%	---	0.0%	16.7%	0.0%	0.0%
Significantly different from column:*																												

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

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

InterCommunity Health Network CCO

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
A	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	212	394	123	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13
Number missing or multiple answer	120	6	11	4	1	2	0	0	1	2	1	0	1	2	1	1	0	0	0	0	0	2	0	0	2	2	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	3,850 97.0%	206 97.2%	383 97.2%	119 96.7%	30 96.8%	173 98.9%	1 100.0%	59 100.0%	87 98.9%	59 96.7%	51 98.1%	49 100.0%	100 99.0%	161 98.8%	34 97.1%	9 90.0%	11 100.0%	5 100.0%	3 100.0%	61 100.0%	0 ---	0 ---	84 97.7%	1 ---	14 100.0%	97 98.0%	85 97.7%	12 92.3%
Yes	715 18.6%	36 17.5%	77 20.1%	48 40.3%	4 13.3%	31 17.9%	0 0.0%	5 8.5%	14 16.1%	17 28.8%	4 7.8%	6 12.2%	24 24.0%	21 13.0%	13 38.2%	2 22.2%	3 27.3%	0 0.0%	1 33.3%	4 6.6%	0 ---	0 ---	20 23.8%	0 0.0%	2 14.3%	10 10.3%	17 20.0%	8 66.7%
No	3,135 81.4%	170 82.5%	306 79.9%	71 59.7%	26 86.7%	142 82.1%	1 100.0%	54 91.5%	73 83.9%	42 71.2%	47 92.2%	43 87.8%	76 76.0%	140 87.0%	21 61.8%	7 77.8%	8 72.7%	5 100.0%	2 66.7%	57 93.4%	0 ---	0 ---	64 76.2%	1 100.0%	12 85.7%	87 89.7%	68 80.0%	4 33.3%
Significantly different from column:*		D						J		H	M		K	O	N				W			T						

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

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

InterCommunity Health Network CCO

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	36	77	48	4	31	0	5	14	17	4	6	24	21	13	2	3	0	1	4	0	0	20	0	2	10	17	8
Number missing or multiple answer	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
Number no experience	NA	NA	NA	NA	NA	NA	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	36	75	46	4	31	0	5	14	17	4	6	24	21	13	2	3	0	1	4	0	0	20	0	2	10	17	8
	96.1%	100.0%	97.4%	95.8%	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%
Yes	632	33	71	43	4	28	0	4	13	16	3	6	22	19	12	2	3	0	1	3	0	0	19	0	2	9	16	7
	92.0%	91.7%	94.7%	93.5%	100.0%	90.3%	---	80.0%	92.9%	94.1%	75.0%	100.0%	91.7%	90.5%	92.3%	100.0%	100.0%	---	100.0%	75.0%	---	---	95.0%	---	100.0%	90.0%	94.1%	87.5%
No	55	3	4	3	0	3	0	1	1	1	1	0	2	2	1	0	0	0	1	0	0	1	0	0	1	1	1	
	8.0%	8.3%	5.3%	6.5%	0.0%	9.7%	---	20.0%	7.1%	5.9%	25.0%	0.0%	8.3%	9.5%	7.7%	0.0%	0.0%	---	0.0%	25.0%	---	---	5.0%	---	0.0%	10.0%	5.9%	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.

InterCommunity Health Network CCO

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	212	394	310	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13	
Number missing or multiple answer	132	4	8	7	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	1	0	0	2	2	0		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	3,838	208	386	303	31	175	1	59	88	61	52	49	101	161	35	10	11	5	3	61	0	0	85	1	14	97	85	13	
	96.7%	98.1%	98.0%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	98.8%	---	100.0%	98.0%	97.7%	100.0%	
Less than 1 year old	82	1	3	0	0	1	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0	
	2.1%	0.5%	0.8%	0.0%	0.0%	0.6%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	1.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	1.2%	0.0%	0.0%	0.0%	1.2%	0.0%	
1 year old	190	11	17	16	1	10	0	11	0	0	2	4	5	10	0	1	1	0	1	3	0	0	6	0	0	3	8	0	
	5.0%	5.3%	4.4%	5.3%	3.2%	5.7%	0.0%	18.6%	0.0%	0.0%	3.8%	8.2%	5.0%	6.2%	0.0%	10.0%	9.1%	0.0%	33.3%	4.9%	---	---	7.1%	0.0%	0.0%	3.1%	9.4%	0.0%	
2 years old	186	10	18	19	3	7	0	10	0	0	2	3	5	10	0	0	0	0	0	3	0	0	4	0	0	4	4	1	
	4.8%	4.8%	4.7%	6.3%	9.7%	4.0%	0.0%	16.9%	0.0%	0.0%	3.8%	6.1%	5.0%	6.2%	0.0%	0.0%	0.0%	0.0%	4.9%	---	---	4.7%	0.0%	0.0%	4.1%	4.7%	7.7%		
3 years old	180	11	20	17	1	10	0	11	0	0	2	3	6	10	1	0	0	1	0	1	0	0	8	0	0	6	5	0	
	4.7%	5.3%	5.2%	5.6%	3.2%	5.7%	0.0%	18.6%	0.0%	0.0%	3.8%	6.1%	5.9%	6.2%	2.9%	0.0%	0.0%	20.0%	0.0%	1.6%	---	---	9.4%	0.0%	0.0%	6.2%	5.9%	0.0%	
4 to 6 years old	616	33	65	49	1	32	0	26	7	0	9	6	17	26	5	1	1	1	0	11	0	0	13	0	4	16	14	1	
	16.1%	15.9%	16.8%	16.2%	3.2%	18.3%	0.0%	44.1%	8.0%	0.0%	17.3%	12.2%	16.8%	16.1%	14.3%	10.0%	9.1%	20.0%	0.0%	18.0%	---	---	15.3%	0.0%	28.6%	16.5%	16.5%	7.7%	
7 to 9 years old	651	43	73	52	5	38	0	0	43	0	6	12	23	35	7	1	2	1	0	7	0	0	20	1	4	20	17	2	
	17.0%	20.7%	18.9%	17.2%	16.1%	21.7%	0.0%	0.0%	48.9%	0.0%	11.5%	24.5%	22.8%	21.7%	20.0%	10.0%	18.2%	20.0%	0.0%	11.5%	---	---	23.5%	100.0%	28.6%	20.6%	20.0%	15.4%	
10 to 13 years old	899	38	81	73	5	32	1	0	38	0	15	7	16	28	8	2	1	1	0	15	0	0	11	0	4	23	11	1	
	23.4%	18.3%	21.0%	24.1%	16.1%	18.3%	100.0%	0.0%	43.2%	0.0%	28.8%	14.3%	15.8%	17.4%	22.9%	20.0%	9.1%	20.0%	0.0%	24.6%	---	---	12.9%	0.0%	28.6%	23.7%	12.9%	7.7%	
14 to 18 years old	1,034	61	109	77	15	45	0	0	0	61	16	14	28	41	14	5	6	1	2	21	0	0	22	0	2	25	25	8	
	26.9%	29.3%	28.2%	25.4%	48.4%	25.7%	0.0%	0.0%	0.0%	100.0%	30.8%	28.6%	27.7%	25.5%	40.0%	50.0%	54.5%	20.0%	66.7%	34.4%	---	---	25.9%	0.0%	14.3%	25.8%	29.4%	61.5%	
3 years old or younger	638	33	58	52	5	28	0	33	0	0	6	10	17	31	1	1	1	1	7	0	0	19	0	0	13	18	1		
	16.6%	15.9%	15.0%	17.2%	16.1%	16.0%	0.0%	55.9%	0.0%	0.0%	11.5%	20.4%	16.8%	19.3%	2.9%	10.0%	9.1%	20.0%	33.3%	11.5%	---	---	22.4%	0.0%	0.0%	13.4%	21.2%	7.7%	
Significantly different from column:*								I,J	H	H				O	N														

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

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

InterCommunity Health Network CCO

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	212	394	310	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13
Number missing or multiple answer	140	6	10	6	0	2	0	0	1	1	1	0	1	2	1	1	0	0	0	1	0	0	2	0	0	2	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,830 96.5%	206 97.2%	384 97.5%	304 98.1%	31 100.0%	173 98.9%	1 100.0%	59 100.0%	87 98.9%	60 98.4%	51 98.1%	49 100.0%	100 99.0%	161 98.8%	34 97.1%	9 90.0%	11 100.0%	5 100.0%	3 100.0%	60 98.4%	0 ---	0 ---	84 97.7%	1 ---	14 100.0%	97 98.0%	85 97.7%	13 100.0%
Male	2,047 53.4%	112 54.4%	200 52.1%	162 53.3%	21 67.7%	90 52.0%	0 0.0%	30 50.8%	47 54.0%	35 58.3%	31 60.8%	26 53.1%	54 54.0%	90 55.9%	16 47.1%	5 55.6%	6 54.5%	4 80.0%	2 66.7%	32 53.3%	0 ---	0 ---	48 57.1%	0 0.0%	8 57.1%	51 52.6%	46 54.1%	8 61.5%
Female	1,783 46.6%	94 45.6%	184 47.9%	142 46.7%	10 32.3%	83 48.0%	1 100.0%	29 49.2%	40 46.0%	25 41.7%	20 39.2%	23 46.9%	46 46.0%	71 44.1%	18 52.9%	4 44.4%	5 45.5%	1 20.0%	1 33.3%	28 46.7%	0 ---	0 ---	36 42.9%	1 100.0%	6 42.9%	46 47.4%	39 45.9%	5 38.5%
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.

InterCommunity Health Network CCO

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	212	394	---	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13	
Number missing or multiple answer	184	5	12	---	1	0	0	0	1	0	1	0	0	3	0	0	0	0	0	1	0	0	1	0	0	3	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	3,786 95.4%	207 97.6%	382 97.0%	---	30 96.8%	175 100.0%	1 100.0%	59 100.0%	87 98.9%	61 100.0%	51 98.1%	49 100.0%	101 100.0%	160 98.2%	35 100.0%	10 100.0%	11 100.0%	5 100.0%	3 100.0%	60 98.4%	0 ---	0 ---	85 98.8%	1 ---	14 100.0%	96 97.0%	85 97.7%	13 100.0%	
Male	2,017 53.3%	109 52.7%	198 51.8%	---	20 66.7%	88 50.3%	0 0.0%	29 49.2%	45 51.7%	35 57.4%	30 58.8%	26 53.1%	52 51.5%	87 54.4%	16 45.7%	5 50.0%	6 54.5%	4 80.0%	2 66.7%	31 51.7%	0 ---	0 ---	46 54.1%	0 0.0%	8 57.1%	50 52.1%	44 51.8%	8 61.5%	
Female	1,726 45.6%	96 46.4%	183 47.9%	---	10 33.3%	85 48.6%	1 100.0%	29 49.2%	41 47.1%	26 42.6%	21 41.2%	23 46.9%	47 46.5%	71 44.4%	19 54.3%	5 50.0%	5 45.5%	1 20.0%	1 33.3%	29 48.3%	0 ---	0 ---	37 43.5%	1 100.0%	6 42.9%	46 47.9%	39 45.9%	5 38.5%	
Transgender	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%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	2 1.0%	1 0.3%	---	0 0.0%	2 1.1%	0 0.0%	1 1.7%	1 1.1%	0 0.0%	0 0.0%	0 0.0%	2 2.0%	2 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%	2 2.4%	0 0.0%	0 0.0%	0 0.0%	2 2.4%	0 0.0%	
Transgender, Non-binary, genderqueer, or other	43 1.1%	2 1.0%	1 0.3%	---	0 0.0%	2 1.1%	0 0.0%	1 1.7%	1 1.1%	0 0.0%	0 0.0%	0 0.0%	2 2.0%	2 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%	2 2.4%	0 0.0%	0 0.0%	0 0.0%	2 2.4%	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.



InterCommunity Health Network CCO

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	212	394	310	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13	
Number missing or multiple answer	154	8	14	6	1	2	0	1	1	2	2	0	1	4	2	0	0	0	2	0	0	2	0	0	2	5	0		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	3,816 96.1%	204 96.2%	380 96.4%	304 98.1%	30 96.8%	173 98.9%	1 100.0%	58 98.3%	87 98.9%	59 96.7%	50 96.2%	49 100.0%	100 99.0%	159 97.5%	33 94.3%	10 100.0%	11 100.0%	5 100.0%	3 100.0%	59 96.7%	0 ---	0 ---	84 97.7%	1 ---	14 100.0%	97 98.0%	82 94.3%	13 100.0%	
Under 18	152 4.0%	11 5.4%	15 3.9%	8 2.6%	2 6.7%	9 5.2%	0 0.0%	2 3.4%	4 4.6%	5 8.5%	2 4.0%	2 4.1%	5 5.0%	10 6.3%	1 3.0%	0 0.0%	1 9.1%	0 0.0%	1 33.3%	3 5.1%	0 ---	0 ---	4 4.8%	0 0.0%	0 0.0%	7 7.2%	2 2.4%	1 7.7%	
18 to 24	132 3.5%	9 4.4%	8 2.1%	8 2.6%	1 3.3%	8 4.6%	0 0.0%	8 13.8%	0 0.0%	1 1.7%	3 6.0%	2 4.1%	4 4.0%	8 5.0%	0 0.0%	1 10.0%	0 0.0%	1 20.0%	0 0.0%	3 5.1%	0 ---	0 ---	4 4.8%	0 0.0%	1 7.1%	3 3.1%	5 6.1%	1 7.7%	
25 to 34	931 24.4%	51 25.0%	106 27.9%	87 28.6%	3 10.0%	48 27.7%	0 0.0%	30 51.7%	18 20.7%	3 5.1%	9 18.0%	16 32.7%	26 26.0%	42 26.4%	7 21.2%	1 10.0%	0 0.0%	0 0.0%	0 0.0%	16 27.1%	0 ---	0 ---	26 31.0%	0 0.0%	2 14.3%	22 22.7%	21 25.6%	3 23.1%	
35 to 44	1,511 39.6%	78 38.2%	151 39.7%	111 36.5%	7 23.3%	71 41.0%	0 0.0%	15 25.9%	43 49.4%	20 33.9%	18 36.0%	19 38.8%	40 40.0%	58 36.5%	15 45.5%	5 50.0%	7 63.6%	2 40.0%	1 33.3%	20 33.9%	0 ---	0 ---	28 33.3%	1 100.0%	6 42.9%	34 35.1%	36 43.9%	5 38.5%	
45 to 54	718 18.8%	38 18.6%	62 16.3%	53 17.4%	11 36.7%	26 15.0%	1 100.0%	2 3.4%	15 17.2%	21 35.6%	15 30.0%	4 8.2%	17 17.0%	29 18.2%	7 21.2%	1 10.0%	1 9.1%	1 20.0%	0 0.0%	16 27.1%	0 ---	0 ---	13 15.5%	0 0.0%	3 21.4%	23 23.7%	13 15.9%	0 0.0%	
55 to 64	222 5.8%	13 6.4%	23 6.1%	23 7.6%	5 16.7%	8 4.6%	0 0.0%	1 1.7%	5 5.7%	7 11.9%	1 2.0%	5 10.2%	7 7.0%	9 5.7%	2 6.1%	2 20.0%	1 9.1%	1 20.0%	1 33.3%	0 0.0%	0 0.0%	0 0.0%	9 10.7%	0 0.0%	1 7.1%	6 6.2%	4 4.9%	2 15.4%	
65 to 74	117 3.1%	4 2.0%	10 2.6%	9 3.0%	1 3.3%	3 1.7%	0 0.0%	0 0.0%	2 2.3%	2 3.4%	2 4.0%	1 2.0%	1 1.0%	3 1.9%	1 3.0%	0 0.0%	1 9.1%	0 0.0%	0 0.0%	1 1.7%	0 ---	0 ---	0 0.0%	0 0.0%	1 7.1%	2 2.1%	1 1.2%	1 7.7%	
75 or older	33 0.9%	0 0.0%	5 1.3%	5 1.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
35 or older	2,601 68.2%	133 65.2%	251 66.1%	201 66.1%	24 80.0%	108 62.4%	1 100.0%	18 31.0%	65 74.7%	50 84.7%	36 72.0%	29 59.2%	65 65.0%	99 62.3%	25 75.8%	8 80.0%	10 90.9%	4 80.0%	2 66.7%	37 62.7%	0 ---	0 ---	50 59.5%	1 100.0%	11 78.6%	65 67.0%	54 65.9%	8 61.5%	
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.

InterCommunity Health Network CCO

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	212	394	---	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13	
Number missing or multiple answer	170	5	20	---	0	0	0	0	0	1	0	0	0	2	1	0	0	0	0	0	0	0	1	0	0	2	3	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	3,800	207	374	---	31	175	1	59	88	60	52	49	101	161	34	10	11	5	3	61	0	0	85	1	14	97	84	13	
	95.7%	97.6%	94.9%	---	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	100.0%	100.0%	100.0%	98.8%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	98.8%	---	100.0%	98.0%	96.6%	100.0%	
Male	631	31	56	---	31	0	0	5	11	15	8	7	15	25	3	3	1	2	2	7	0	0	10	0	4	19	7	3	
	16.6%	15.0%	15.0%	---	100.0%	0.0%	0.0%	8.5%	12.5%	25.0%	15.4%	14.3%	14.9%	15.5%	8.8%	30.0%	9.1%	40.0%	66.7%	11.5%	---	---	11.8%	0.0%	28.6%	19.6%	8.3%	23.1%	
Female	3,151	175	316	---	0	175	0	54	76	45	44	41	86	135	31	7	10	3	1	54	0	0	74	1	10	77	77	10	
	82.9%	84.5%	84.5%	---	0.0%	100.0%	0.0%	91.5%	86.4%	75.0%	84.6%	83.7%	85.1%	83.9%	91.2%	70.0%	90.9%	60.0%	33.3%	88.5%	---	---	87.1%	100.0%	71.4%	79.4%	91.7%	76.9%	
Transgender	2	0	1	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	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%
Non-binary, genderqueer, or other	16	1	1	---	0	0	1	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	1	0	0	
	0.4%	0.5%	0.3%	---	0.0%	0.0%	100.0%	0.0%	1.1%	0.0%	0.0%	2.0%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	1.2%	0.0%	0.0%	1.0%	0.0%	0.0%	
Transgender, Non-binary, genderqueer, or other	18	1	2	---	0	0	1	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	1	0	0	
	0.5%	0.5%	0.5%	---	0.0%	0.0%	100.0%	0.0%	1.1%	0.0%	0.0%	2.0%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	1.2%	0.0%	0.0%	1.0%	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.

**InterCommunity Health Network CCO**

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
A	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	212	394	310	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13
Number missing or multiple answer	208	10	23	7	1	4	0	1	2	3	0	0	0	5	1	1	1	0	0	1	0	0	3	0	0	6	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	3,762	202	371	303	30	171	1	58	86	58	52	49	101	158	34	9	10	5	3	60	0	0	83	1	14	93	83	13
	94.8%	95.3%	94.2%	97.7%	96.8%	97.7%	100.0%	98.3%	97.7%	95.1%	100.0%	100.0%	100.0%	96.9%	97.1%	90.0%	90.9%	100.0%	100.0%	98.4%	---	---	96.5%	---	100.0%	93.9%	95.4%	100.0%
8th grade or less	357	33	37	23	6	27	0	4	18	11	33	0	0	22	8	3	3	0	0	23	0	0	2	0	1	16	12	0
	9.5%	16.3%	10.0%	7.6%	20.0%	15.8%	0.0%	6.9%	20.9%	19.0%	63.5%	0.0%	0.0%	13.9%	23.5%	33.3%	30.0%	0.0%	0.0%	38.3%	---	---	2.4%	0.0%	7.1%	17.2%	14.5%	0.0%
Some high school, but did not graduate	385	19	38	27	2	17	0	9	5	5	19	0	0	17	2	0	1	1	0	10	0	0	2	0	1	12	7	0
	10.2%	9.4%	10.2%	8.9%	6.7%	9.9%	0.0%	15.5%	5.8%	8.6%	36.5%	0.0%	0.0%	10.8%	5.9%	0.0%	10.0%	20.0%	0.0%	16.7%	---	---	2.4%	0.0%	7.1%	12.9%	8.4%	0.0%
High school graduate or GED	1,045	49	97	82	7	41	1	14	21	14	0	49	0	37	9	3	5	0	1	19	0	0	12	0	5	21	22	4
	27.8%	24.3%	26.1%	27.1%	23.3%	24.0%	100.0%	24.1%	24.4%	24.1%	0.0%	100.0%	0.0%	23.4%	26.5%	33.3%	50.0%	0.0%	33.3%	31.7%	---	---	14.5%	0.0%	35.7%	22.6%	26.5%	30.8%
Some college or 2-year degree	1,312	72	133	92	11	61	0	22	32	18	0	0	72	58	11	2	1	3	1	6	0	0	47	1	6	34	27	6
	34.9%	35.6%	35.8%	30.4%	36.7%	35.7%	0.0%	37.9%	37.2%	31.0%	0.0%	0.0%	71.3%	36.7%	32.4%	22.2%	10.0%	60.0%	33.3%	10.0%	---	---	56.6%	100.0%	42.9%	36.6%	32.5%	46.2%
4-year college graduate	410	20	43	52	3	17	0	6	8	6	0	0	20	16	3	1	0	0	1	2	0	0	12	0	1	8	8	3
	10.9%	9.9%	11.6%	17.2%	10.0%	9.9%	0.0%	10.3%	9.3%	10.3%	0.0%	0.0%	19.8%	10.1%	8.8%	11.1%	0.0%	0.0%	33.3%	3.3%	---	---	14.5%	0.0%	7.1%	8.6%	9.6%	23.1%
More than 4-year college degree	253	9	23	27	1	8	0	3	2	4	0	0	9	8	1	0	0	1	0	0	0	0	8	0	0	2	7	0
	6.7%	4.5%	6.2%	8.9%	3.3%	4.7%	0.0%	5.2%	2.3%	6.9%	0.0%	0.0%	8.9%	5.1%	2.9%	0.0%	0.0%	20.0%	0.0%	0.0%	---	---	9.6%	0.0%	0.0%	2.2%	8.4%	0.0%
4-year college graduate or more	663	29	66	79	4	25	0	9	10	10	0	0	29	24	4	1	0	1	1	2	0	0	20	0	1	10	15	3
	17.6%	14.4%	17.8%	26.1%	13.3%	14.6%	0.0%	15.5%	11.6%	17.2%	0.0%	0.0%	28.7%	15.2%	11.8%	11.1%	0.0%	20.0%	33.3%	3.3%	---	---	24.1%	0.0%	7.1%	10.8%	18.1%	23.1%
Significantly different from column:*		D									M	M	K,L							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.

InterCommunity Health Network CCO

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	
					E	F	G	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	212	394	310	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13	
Number missing or multiple answer	210	7	26	9	0	2	0	0	2	1	0	0	2	3	1	0	0	0	0	0	0	3	0	0	3	4	0		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	3,760 94.7%	205 96.7%	368 93.4%	301 97.1%	31 100.0%	173 98.9%	1 100.0%	59 100.0%	86 97.7%	60 98.4%	52 100.0%	49 100.0%	99 98.0%	160 98.2%	34 97.1%	10 100.0%	11 100.0%	5 100.0%	3 100.0%	61 100.0%	0 ---	0 ---	83 96.5%	1 ---	14 100.0%	96 97.0%	83 95.4%	13 100.0%	
Mother or father	3,461 92.0%	189 92.2%	338 91.8%	274 91.0%	28 90.3%	160 92.5%	1 100.0%	57 96.6%	79 91.9%	53 88.3%	47 90.4%	45 91.8%	93 93.9%	148 92.5%	32 94.1%	9 90.0%	9 81.8%	5 100.0%	2 66.7%	58 95.1%	0 ---	0 ---	78 94.0%	1 100.0%	12 85.7%	84 87.5%	81 97.6%	12 92.3%	
Grandparent	170 4.5%	8 3.9%	15 4.1%	14 4.7%	1 3.2%	7 4.0%	0 0.0%	2 3.4%	5 5.8%	1 1.7%	2 3.8%	2 4.1%	4 4.0%	6 3.8%	2 5.9%	0 0.0%	1 9.1%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 ---	4 4.8%	0 0.0%	2 14.3%	5 5.2%	1 1.2%	1 7.7%	
Aunt or uncle	21 0.6%	2 1.0%	1 0.3%	0 0.0%	0 0.0%	2 1.2%	0 0.0%	0 0.0%	0 0.0%	2 3.3%	1 1.9%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 3.3%	0 ---	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 2.1%	0 0.0%	0 0.0%	
Older brother or sister	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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 0.2%	0 0.0%	1 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%	
Legal guardian	73 1.9%	4 2.0%	9 2.4%	11 3.7%	1 3.2%	3 1.7%	0 0.0%	0 0.0%	2 2.3%	2 3.3%	2 3.8%	1 2.0%	1 1.0%	3 1.9%	0 0.0%	1 10.0%	1 9.1%	0 0.0%	0 0.0%	1 1.6%	0 ---	0 ---	0 0.0%	0 0.0%	0 0.0%	3 3.1%	1 1.2%	0 0.0%	
Someone else	18 0.5%	2 1.0%	4 1.1%	2 0.7%	1 3.2%	1 0.6%	0 0.0%	0 0.0%	0 0.0%	2 3.3%	0 0.0%	1 2.0%	1 1.0%	2 1.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 33.3%	0 0.0%	0 ---	0 ---	1 1.2%	0 0.0%	0 0.0%	2 2.1%	0 0.0%	0 0.0%	

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

InterCommunity Health Network CCO

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	212	394	---	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13	
Number missing or multiple answer	217	8	26	---	1	3	0	2	1	2	0	1	2	3	2	0	1	0	0	2	0	0	1	0	0	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	NA
Usable responses	3,753 94.5%	204 96.2%	368 93.4%	---	30 96.8%	172 98.3%	1 100.0%	57 96.6%	87 98.9%	59 96.7%	52 100.0%	48 98.0%	99 98.0%	160 98.2%	33 94.3%	10 100.0%	10 90.9%	5 100.0%	3 100.0%	59 96.7%	0 ---	0 ---	85 98.8%	1 ---	14 100.0%	95 96.0%	83 95.4%	13 100.0%	
Very well	2,715 72.3%	143 70.1%	267 72.6%	---	20 66.7%	121 70.3%	1 100.0%	30 52.6%	65 74.7%	47 79.7%	23 44.2%	34 70.8%	83 83.8%	117 73.1%	19 57.6%	6 60.0%	7 70.0%	1 20.0%	1 33.3%	29 49.2%	0 ---	0 ---	73 85.9%	1 100.0%	11 78.6%	66 69.5%	57 68.7%	11 84.6%	
Well	665 17.7%	41 20.1%	67 18.2%	---	8 26.7%	33 19.2%	0 0.0%	13 22.8%	20 23.0%	8 13.6%	19 36.5%	10 20.8%	12 12.1%	30 18.8%	11 33.3%	0 0.0%	1 10.0%	3 60.0%	2 66.7%	19 32.2%	0 ---	0 ---	8 9.4%	0 0.0%	3 21.4%	21 22.1%	15 18.1%	1 7.7%	
Not well	221 5.9%	13 6.4%	19 5.2%	---	1 3.3%	12 7.0%	0 0.0%	10 17.5%	2 2.3%	1 1.7%	8 15.4%	3 6.3%	1 1.0%	9 5.6%	3 9.1%	1 10.0%	2 20.0%	1 20.0%	0 0.0%	8 13.6%	0 ---	0 ---	1 1.2%	0 0.0%	0 0.0%	5 5.3%	8 9.6%	0 0.0%	
Not at all	152 4.1%	7 3.4%	15 4.1%	---	1 3.3%	6 3.5%	0 0.0%	4 7.0%	0 0.0%	3 5.1%	2 3.8%	1 2.1%	3 3.0%	4 2.5%	0 0.0%	3 30.0%	0 0.0%	0 0.0%	3 5.1%	0 ---	0 ---	3 3.5%	0 0.0%	0 0.0%	3 3.2%	3 3.6%	1 7.7%		
Very well or Well	3,380 90.1%	184 90.2%	334 90.8%	---	28 93.3%	154 89.5%	1 100.0%	43 75.4%	85 97.7%	55 93.2%	42 80.8%	44 91.7%	95 96.0%	147 91.9%	30 90.9%	6 60.0%	8 80.0%	4 80.0%	3 100.0%	48 81.4%	0 ---	0 ---	81 95.3%	1 100.0%	14 100.0%	87 91.6%	72 86.7%	12 92.3%	
Significantly different from column:*								I,J	H	H									W			T							

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

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

InterCommunity Health Network CCO

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
					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	212	394	---	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13
Number missing or multiple answer	267	7	35	---	1	2	0	0	3	1	0	1	2	2	3	0	0	0	0	2	0	0	0	0	1	4	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,703 93.3%	205 96.7%	359 91.1%	---	30 96.8%	173 98.9%	1 100.0%	59 100.0%	85 96.6%	60 98.4%	52 100.0%	48 98.0%	99 98.0%	161 98.8%	32 91.4%	10 100.0%	11 100.0%	5 100.0%	3 100.0%	59 96.7%	0 ---	0 ---	86 100.0%	1 ---	13 92.9%	95 96.0%	84 96.6%	13 100.0%
English	2,731 73.8%	144 70.2%	278 77.4%	---	23 76.7%	119 68.8%	1 100.0%	41 69.5%	62 72.9%	40 66.7%	20 38.5%	31 64.6%	90 90.9%	119 73.9%	18 56.3%	6 60.0%	5 45.5%	5 100.0%	3 100.0%	14 23.7%	0 ---	0 ---	82 95.3%	1 100.0%	12 92.3%	64 67.4%	61 72.6%	11 84.6%
Spanish	736 19.9%	52 25.4%	69 19.2%	---	7 23.3%	45 26.0%	0 0.0%	14 23.7%	21 24.7%	17 28.3%	30 57.7%	15 31.3%	4 4.0%	36 22.4%	12 37.5%	3 30.0%	6 54.5%	0 0.0%	0 0.0%	40 67.8%	0 ---	0 ---	0 0.0%	0 0.0%	1 7.7%	29 30.5%	19 22.6%	1 7.7%
Other	215 5.8%	8 3.9%	12 3.3%	---	0 0.0%	8 4.6%	0 0.0%	3 5.1%	2 2.4%	3 5.0%	2 3.8%	2 4.2%	4 4.0%	5 3.1%	2 6.3%	1 10.0%	0 0.0%	0 0.0%	0 0.0%	5 8.5%	0 ---	0 ---	3 3.5%	0 0.0%	0 0.0%	2 2.1%	3 3.6%	1 7.7%

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

InterCommunity Health Network CCO

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
					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	212	394	---	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13
Number missing or multiple answer	192	8	26	---	1	3	0	2	1	2	1	1	2	2	2	2	1	0	0	2	0	0	1	0	0	4	3	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,778	204	368	---	30	172	1	57	87	59	51	48	99	161	33	8	10	5	3	59	0	0	85	1	14	95	84	12
	95.2%	96.2%	93.4%	---	96.8%	98.3%	100.0%	96.6%	98.9%	96.7%	98.1%	98.0%	98.0%	98.8%	94.3%	80.0%	90.9%	100.0%	100.0%	96.7%	---	---	98.8%	---	100.0%	96.0%	96.6%	92.3%
Yes	215	11	21	---	0	11	0	8	1	2	5	2	2	7	2	1	1	0	0	7	0	0	2	0	0	7	4	0
	5.7%	5.4%	5.7%	---	0.0%	6.4%	0.0%	14.0%	1.1%	3.4%	9.8%	4.2%	2.0%	4.3%	6.1%	12.5%	10.0%	0.0%	0.0%	11.9%	---	---	2.4%	0.0%	0.0%	7.4%	4.8%	0.0%
No	3,563	193	347	---	30	161	1	49	86	57	46	46	97	154	31	7	9	5	3	52	0	0	83	1	14	88	80	12
	94.3%	94.6%	94.3%	---	100.0%	93.6%	100.0%	86.0%	98.9%	96.6%	90.2%	95.8%	98.0%	95.7%	93.9%	87.5%	90.0%	100.0%	100.0%	88.1%	---	---	97.6%	100.0%	100.0%	92.6%	95.2%	100.0%
Significantly different from column:*																												

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

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

InterCommunity Health Network CCO

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	212	394	---	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13
Number missing or multiple answer	173	7	21	---	0	3	0	0	2	2	2	0	1	2	3	0	0	0	2	0	0	0	0	0	4	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	3,797 95.6%	205 96.7%	373 94.7%	---	31 100.0%	172 98.3%	1 100.0%	59 100.0%	86 97.7%	59 96.7%	50 96.2%	49 100.0%	100 99.0%	161 98.8%	32 91.4%	10 100.0%	11 100.0%	5 100.0%	3 100.0%	59 96.7%	0 ---	0 ---	86 100.0%	1 ---	14 100.0%	95 96.0%	85 97.7%	13 100.0%
Yes	39 1.0%	3 1.5%	3 0.8%	---	0 0.0%	3 1.7%	0 0.0%	2 3.4%	0 0.0%	1 1.7%	1 2.0%	0 0.0%	2 2.0%	1 0.6%	0 0.0%	2 20.0%	0 0.0%	0 0.0%	0 0.0%	1 1.7%	0 ---	0 ---	2 2.3%	0 0.0%	0 0.0%	2 2.1%	0 0.0%	1 7.7%
No	3,758 99.0%	202 98.5%	370 99.2%	---	31 100.0%	169 98.3%	1 100.0%	57 96.6%	86 100.0%	58 98.3%	49 98.0%	49 100.0%	98 98.0%	160 99.4%	32 100.0%	8 80.0%	11 100.0%	5 100.0%	3 100.0%	58 98.3%	0 ---	0 ---	84 97.7%	1 100.0%	14 100.0%	93 97.9%	85 100.0%	12 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.



InterCommunity Health Network CCO

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	212	394	---	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13
Number missing or multiple answer	644	33	24	---	3	26	0	5	14	11	13	8	6	24	7	0	3	1	0	16	0	0	4	0	1	18	14	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,326	179	370	---	28	149	1	54	74	50	39	41	95	139	28	10	8	4	3	45	0	0	82	1	13	81	73	13
	83.8%	84.4%	93.9%	---	90.3%	85.1%	100.0%	91.5%	84.1%	82.0%	75.0%	83.7%	94.1%	85.3%	80.0%	100.0%	72.7%	80.0%	100.0%	73.8%	---	---	95.3%	---	92.9%	81.8%	83.9%	100.0%
Yes	48	7	4	---	1	6	0	1	3	3	2	0	5	3	2	2	1	0	0	2	0	0	3	0	0	2	2	3
	1.4%	3.9%	1.1%	---	3.6%	4.0%	0.0%	1.9%	4.1%	6.0%	5.1%	0.0%	5.3%	2.2%	7.1%	20.0%	12.5%	0.0%	0.0%	4.4%	---	---	3.7%	0.0%	0.0%	2.5%	2.7%	23.1%
No	3,278	172	366	---	27	143	1	53	71	47	37	41	90	136	26	8	7	4	3	43	0	0	79	1	13	79	71	10
	98.6%	96.1%	98.9%	---	96.4%	96.0%	100.0%	98.1%	95.9%	94.0%	94.9%	100.0%	94.7%	97.8%	92.9%	80.0%	87.5%	100.0%	100.0%	95.6%	---	---	96.3%	100.0%	100.0%	97.5%	97.3%	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.

InterCommunity Health Network CCO

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
					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	212	394	---	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13
Number missing or multiple answer	410	24	17	---	3	17	0	4	11	6	10	7	2	14	7	0	4	1	0	13	0	0	1	0	0	15	9	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,560 89.7%	188 88.7%	377 95.7%	---	28 90.3%	158 90.3%	1 100.0%	55 93.2%	77 87.5%	55 90.2%	42 80.8%	42 85.7%	99 98.0%	149 91.4%	28 80.0%	10 100.0%	7 63.6%	4 80.0%	3 100.0%	48 78.7%	0 ---	0 ---	85 98.8%	1 ---	14 100.0%	84 84.8%	78 89.7%	13 100.0%
Yes	45 1.3%	4 2.1%	6 1.6%	---	0 0.0%	4 2.5%	0 0.0%	1 1.8%	1 1.3%	2 3.6%	0 0.0%	0 0.0%	4 4.0%	1 0.7%	1 3.6%	2 20.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 ---	4 4.7%	0 0.0%	0 0.0%	2 2.4%	0 0.0%	1 7.7%
No	3,515 98.7%	184 97.9%	371 98.4%	---	28 100.0%	154 97.5%	1 100.0%	54 98.2%	76 98.7%	53 96.4%	42 100.0%	42 100.0%	95 96.0%	148 99.3%	27 96.4%	8 80.0%	7 100.0%	4 100.0%	3 100.0%	48 100.0%	0 ---	0 ---	81 95.3%	1 100.0%	14 100.0%	82 97.6%	78 100.0%	12 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.

InterCommunity Health Network CCO

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
					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	212	394	---	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13
Number missing or multiple answer	185	8	16	---	2	2	0	2	1	2	2	1	1	4	2	0	1	1	0	2	0	0	0	0	0	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	3,785	204	378	---	29	173	1	57	87	59	50	48	100	159	33	10	10	4	3	59	0	0	86	1	14	95	83	13
	95.3%	96.2%	95.9%	---	93.5%	98.9%	100.0%	96.6%	98.9%	96.7%	96.2%	98.0%	99.0%	97.5%	94.3%	100.0%	90.9%	80.0%	100.0%	96.7%	---	---	100.0%	---	100.0%	96.0%	95.4%	100.0%
Yes	73	3	10	---	0	3	0	2	1	0	1	1	1	2	1	0	1	0	0	0	0	0	1	0	1	1	2	0
	1.9%	1.5%	2.6%	---	0.0%	1.7%	0.0%	3.5%	1.1%	0.0%	2.0%	2.1%	1.0%	1.3%	3.0%	0.0%	10.0%	0.0%	0.0%	0.0%	---	---	1.2%	0.0%	7.1%	1.1%	2.4%	0.0%
No	3,712	201	368	---	29	170	1	55	86	59	49	47	99	157	32	10	9	4	3	59	0	0	85	1	13	94	81	13
	98.1%	98.5%	97.4%	---	100.0%	98.3%	100.0%	96.5%	98.9%	100.0%	98.0%	97.9%	99.0%	98.7%	97.0%	100.0%	90.0%	100.0%	100.0%	100.0%	---	---	98.8%	100.0%	92.9%	98.9%	97.6%	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.

InterCommunity Health Network CCO

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	212	394	---	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13	
Number missing or multiple answer	177	8	20	---	2	2	0	0	2	3	2	0	1	3	2	1	0	0	0	3	0	0	0	0	0	5	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	3,793 95.5%	204 96.2%	374 94.9%	---	29 93.5%	173 98.9%	1 100.0%	59 100.0%	86 97.7%	58 95.1%	50 96.2%	49 100.0%	100 99.0%	160 98.2%	33 94.3%	9 90.0%	11 100.0%	5 100.0%	3 100.0%	58 95.1%	0 ---	0 ---	86 100.0%	1 ---	14 100.0%	94 94.9%	84 96.6%	13 100.0%	
Yes	428 11.3%	21 10.3%	56 15.0%	---	2 6.9%	19 11.0%	0 0.0%	2 3.4%	9 10.5%	10 17.2%	1 2.0%	5 10.2%	15 15.0%	9 5.6%	8 24.2%	4 44.4%	1 9.1%	0 0.0%	0 0.0%	2 3.4%	0 ---	0 ---	11 12.8%	0 0.0%	3 21.4%	4 4.3%	11 13.1%	5 38.5%	
No	3,365 88.7%	183 89.7%	318 85.0%	---	27 93.1%	154 89.0%	1 100.0%	57 96.6%	77 89.5%	48 82.8%	49 98.0%	44 89.8%	85 85.0%	151 94.4%	25 75.8%	5 55.6%	10 90.9%	5 100.0%	3 100.0%	56 96.6%	0 ---	0 ---	75 87.2%	1 100.0%	11 78.6%	90 95.7%	73 86.9%	8 61.5%	
Significantly different from column:*								J		H	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.

**InterCommunity Health Network CCO**

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
A	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	3,030	164	309	---	26	136	1	15	88	61	44	38	77	121	33	8	9	3	2	51	0	0	61	1	14	79	62	11
Number missing or multiple answer	151	8	24	---	2	5	0	0	5	3	2	1	3	6	2	0	0	1	0	3	0	0	3	0	0	6	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	2,879	156	285	---	24	131	1	15	83	58	42	37	74	115	31	8	9	2	2	48	0	0	58	1	14	73	60	11
	95.0%	95.1%	92.2%	---	92.3%	96.3%	100.0%	100.0%	94.3%	95.1%	95.5%	97.4%	96.1%	95.0%	93.9%	100.0%	100.0%	66.7%	100.0%	94.1%	---	---	95.1%	---	100.0%	92.4%	96.8%	100.0%
Yes	54	3	11	---	1	2	0	0	0	3	0	1	1	0	1	2	0	0	0	0	0	0	1	0	1	1	0	2
	1.9%	1.9%	3.9%	---	4.2%	1.5%	0.0%	0.0%	0.0%	5.2%	0.0%	2.7%	1.4%	0.0%	3.2%	25.0%	0.0%	0.0%	0.0%	0.0%	---	---	1.7%	0.0%	7.1%	1.4%	0.0%	18.2%
No	2,825	153	274	---	23	129	1	15	83	55	42	36	73	115	30	6	9	2	2	48	0	0	57	1	13	72	60	9
	98.1%	98.1%	96.1%	---	95.8%	98.5%	100.0%	100.0%	100.0%	94.8%	100.0%	97.3%	98.6%	100.0%	96.8%	75.0%	100.0%	100.0%	100.0%	100.0%	---	---	98.3%	100.0%	92.9%	98.6%	100.0%	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.

InterCommunity Health Network CCO

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	
					A	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	3,030	164	309	---	26	136	1	15	88	61	44	38	77	121	33	8	9	3	2	51	0	0	61	1	14	79	62	11	
Number missing or multiple answer	160	8	25	---	2	5	0	0	5	3	2	1	3	6	2	0	0	1	0	3	0	0	3	0	0	6	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	2,870 94.7%	156 95.1%	284 91.9%	---	24 92.3%	131 96.3%	1 100.0%	15 100.0%	83 94.3%	58 95.1%	42 95.5%	37 97.4%	74 96.1%	115 95.0%	31 93.9%	8 100.0%	9 100.0%	2 66.7%	2 100.0%	48 94.1%	0 ---	0 ---	58 95.1%	1 ---	14 100.0%	73 92.4%	60 96.8%	11 100.0%	
Yes	112 3.9%	4 2.6%	12 4.2%	---	1 4.2%	3 2.3%	0 0.0%	0 0.0%	2 2.4%	2 3.4%	1 2.4%	0 0.0%	2 2.7%	1 0.9%	1 3.2%	2 25.0%	0 0.0%	0 0.0%	0 0.0%	1 2.1%	0 ---	0 ---	1 1.7%	0 0.0%	0 0.0%	1 1.4%	2 3.3%	1 9.1%	
No	2,758 96.1%	152 97.4%	272 95.8%	---	23 95.8%	128 97.7%	1 100.0%	15 100.0%	81 97.6%	56 96.6%	41 97.6%	37 100.0%	72 97.3%	114 99.1%	30 96.8%	6 75.0%	9 100.0%	2 100.0%	2 100.0%	47 97.9%	0 ---	0 ---	57 98.3%	1 100.0%	14 100.0%	72 98.6%	58 96.7%	10 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.

InterCommunity Health Network CCO

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	164	309	---	26	136	1	15	88	61	44	38	77	121	33	8	9	3	2	51	0	0	61	1	14	79	62	11	
Number missing or multiple answer	172	10	26	---	2	7	0	0	7	3	3	1	4	7	3	0	0	1	0	3	0	0	5	0	0	6	2	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,858	154	283	---	24	129	1	15	81	58	41	37	73	114	30	8	9	2	2	48	0	0	56	1	14	73	60	10	
	94.3%	93.9%	91.6%	---	92.3%	94.9%	100.0%	100.0%	92.0%	95.1%	93.2%	97.4%	94.8%	94.2%	90.9%	100.0%	100.0%	66.7%	100.0%	94.1%	---	---	91.8%	---	100.0%	92.4%	96.8%	90.9%	
Yes	535	25	59	---	1	23	1	4	12	9	4	5	15	15	7	3	1	0	0	6	0	0	10	0	2	9	13	3	
	18.7%	16.2%	20.8%	---	4.2%	17.8%	100.0%	26.7%	14.8%	15.5%	9.8%	13.5%	20.5%	13.2%	23.3%	37.5%	11.1%	0.0%	0.0%	12.5%	---	---	17.9%	0.0%	14.3%	12.3%	21.7%	30.0%	
No	2,323	129	224	---	23	106	0	11	69	49	37	32	58	99	23	5	8	2	2	42	0	0	46	1	12	64	47	7	
	81.3%	83.8%	79.2%	---	95.8%	82.2%	0.0%	73.3%	85.2%	84.5%	90.2%	86.5%	79.5%	86.8%	76.7%	62.5%	88.9%	100.0%	100.0%	87.5%	---	---	82.1%	100.0%	85.7%	87.7%	78.3%	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.

InterCommunity Health Network CCO

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
A	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	765	43	80	---	10	32	0	0	0	43	11	11	19	28	11	3	3	0	1	17	0	0	17	0	1	17	19	4
Number missing or multiple answer	92	5	8	---	1	3	0	0	0	5	2	1	1	4	1	0	0	0	2	0	0	1	0	0	4	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	673	38	72	---	9	29	0	0	0	38	9	10	18	24	10	3	3	0	1	15	0	0	16	0	1	13	18	4
	88.0%	88.4%	90.0%	---	90.0%	90.6%	---	---	---	88.4%	81.8%	90.9%	94.7%	85.7%	90.9%	100.0%	100.0%	---	100.0%	88.2%	---	---	94.1%	---	100.0%	76.5%	94.7%	100.0%
Yes	91	2	16	---	1	1	0	0	0	2	1	0	1	1	0	1	0	0	1	0	0	1	0	0	1	0	1	
	13.5%	5.3%	22.2%	---	11.1%	3.4%	---	---	---	5.3%	11.1%	0.0%	5.6%	4.2%	0.0%	33.3%	0.0%	---	0.0%	6.7%	---	---	6.3%	---	0.0%	7.7%	0.0%	25.0%
No	582	36	56	---	8	28	0	0	0	36	8	10	17	23	10	2	3	0	1	14	0	0	15	0	1	12	18	3
	86.5%	94.7%	77.8%	---	88.9%	96.6%	---	---	---	94.7%	88.9%	100.0%	94.4%	95.8%	100.0%	66.7%	100.0%	---	100.0%	93.3%	---	---	93.8%	---	100.0%	92.3%	100.0%	75.0%
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.



InterCommunity Health Network CCO

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	
					A	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	212	---	---	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13	
Number missing or multiple answer	766	31	---	---	5	22	0	6	15	7	8	7	11	20	6	3	0	0	0	0	0	0	0	0	0	17	9	4	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,204 80.7%	181 85.4%	---	---	26 83.9%	153 87.4%	1 100.0%	53 89.8%	73 83.0%	54 88.5%	44 84.6%	42 85.7%	90 89.1%	143 87.7%	29 82.9%	7 70.0%	11 100.0%	5 100.0%	3 100.0%	61 100.0%	0 ---	0 ---	86 100.0%	1 ---	14 100.0%	82 82.8%	78 89.7%	9 69.2%	
American Indian or Alaska Native	392 12.2%	23 12.7%	---	---	5 19.2%	18 11.8%	0 0.0%	5 9.4%	9 12.3%	9 16.7%	5 11.4%	8 19.0%	9 10.0%	16 11.2%	5 17.2%	2 28.6%	11 100.0%	0 0.0%	0 0.0%	1 1.6%	0 ---	0 ---	4 4.7%	0 0.0%	7 50.0%	8 9.8%	12 15.4%	1 11.1%	
Asian	314 9.8%	6 3.3%	---	---	2 7.7%	4 2.6%	0 0.0%	3 5.7%	2 2.7%	1 1.9%	1 2.3%	0 0.0%	5 5.6%	6 4.2%	0 0.0%	0 0.0%	0 0.0%	5 100.0%	0 0.0%	0 0.0%	0 ---	0 ---	0 0.0%	0 0.0%	1 7.1%	4 4.9%	2 2.6%	0 0.0%	
Black or African American	206 6.4%	5 2.8%	---	---	2 7.7%	3 2.0%	0 0.0%	1 1.9%	1 1.4%	3 5.6%	0 0.0%	2 4.8%	3 3.3%	4 2.8%	1 3.4%	0 0.0%	0 0.0%	0 0.0%	3 100.0%	0 0.0%	0 ---	0 ---	0 0.0%	0 0.0%	2 14.3%	1 1.2%	1 1.3%	2 22.2%	
Hispanic or Latino/a	1,259 39.3%	77 42.5%	---	---	10 38.5%	67 43.8%	0 0.0%	20 37.7%	32 43.8%	25 46.3%	39 88.6%	25 59.5%	11 12.2%	54 37.8%	19 65.5%	3 42.9%	8 72.7%	0 0.0%	0 0.0%	61 100.0%	0 ---	0 ---	1 1.2%	0 0.0%	7 50.0%	36 43.9%	33 42.3%	2 22.2%	
Middle Eastern/Northern African	31 1.0%	1 0.6%	---	---	0 0.0%	1 0.7%	0 0.0%	0 0.0%	0 0.0%	1 1.9%	0 0.0%	0 0.0%	1 1.1%	1 0.7%	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%	0 0.0%	1 1.3%	0 0.0%	
Native Hawaiian or Pacific Islander	47 1.5%	3 1.7%	---	---	1 3.8%	2 1.3%	0 0.0%	2 3.8%	0 0.0%	1 1.9%	1 2.3%	1 2.4%	1 1.1%	1 0.7%	2 6.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 ---	2 2.3%	0 0.0%	1 7.1%	1 1.2%	2 2.6%	0 0.0%	
White	1,762 55.0%	106 58.6%	---	---	14 53.8%	90 58.8%	1 100.0%	35 66.0%	45 61.6%	25 46.3%	6 13.6%	20 47.6%	77 85.6%	89 62.2%	12 41.4%	4 57.1%	2 18.2%	0 0.0%	0 0.0%	6 9.8%	0 ---	0 ---	86 100.0%	0 0.0%	12 85.7%	48 58.5%	46 59.0%	6 66.7%	
Other	177 5.5%	8 4.4%	---	---	0 0.0%	8 5.2%	0 0.0%	3 5.7%	4 5.5%	1 1.9%	0 0.0%	3 7.1%	5 5.6%	8 5.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.6%	0 ---	0 ---	3 3.5%	1 100.0%	3 21.4%	5 6.1%	2 2.6%	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%.

InterCommunity Health Network CCO

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
					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	212	---	---	31	175	1	59	88	61	52	49	101	163	35	10	11	5	3	61	0	0	86	1	14	99	87	13
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	31	---	---	5	22	0	6	15	7	8	7	11	20	6	3	0	0	0	0	0	0	0	0	0	17	9	4
Usable responses	3,204 80.7%	181 85.4%	---	---	26 83.9%	153 87.4%	1 100.0%	53 89.8%	73 83.0%	54 88.5%	44 84.6%	42 85.7%	90 89.1%	143 87.7%	29 82.9%	7 70.0%	11 100.0%	5 100.0%	3 100.0%	61 100.0%	0 ---	0 ---	86 100.0%	1 ---	14 100.0%	82 82.8%	78 89.7%	9 69.2%
American Indian or Alaska Native	181 5.6%	11 6.1%	---	---	1 3.8%	10 6.5%	0 0.0%	2 3.8%	3 4.1%	6 11.1%	4 9.1%	5 11.9%	1 1.1%	8 5.6%	2 6.9%	1 14.3%	11 100.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 ---	0 0.0%	0 0.0%	0 0.0%	4 4.9%	6 7.7%	1 11.1%
Asian	226 7.1%	5 2.8%	---	---	2 7.7%	3 2.0%	0 0.0%	2 3.8%	2 2.7%	1 1.9%	1 2.3%	0 0.0%	4 4.4%	5 3.5%	0 0.0%	0 0.0%	0 0.0%	5 100.0%	0 0.0%	0 0.0%	0 ---	0 ---	0 0.0%	0 0.0%	0 0.0%	3 3.7%	2 2.6%	0 0.0%
Black or African American	116 3.6%	3 1.7%	---	---	2 7.7%	1 0.7%	0 0.0%	1 1.9%	0 0.0%	2 3.7%	0 0.0%	1 2.4%	2 2.2%	3 2.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 100.0%	0 0.0%	0 ---	0 ---	0 0.0%	0 0.0%	0 0.0%	1 1.2%	1 1.3%	1 11.1%
Hispanic or Latino/a	970 30.3%	61 33.7%	---	---	7 26.9%	54 35.3%	0 0.0%	16 30.2%	24 32.9%	21 38.9%	33 75.0%	19 45.2%	8 8.9%	42 29.4%	15 51.7%	3 42.9%	0 0.0%	0 0.0%	0 0.0%	61 100.0%	0 ---	0 ---	0 0.0%	0 0.0%	0 0.0%	30 36.6%	25 32.1%	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%
Native Hawaiian or Pacific Islander	20 0.6%	0 0.0%	---	---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
White	1,295 40.4%	86 47.5%	---	---	10 38.5%	74 48.4%	1 100.0%	28 52.8%	35 47.9%	22 40.7%	4 9.1%	12 28.6%	67 74.4%	73 51.0%	9 31.0%	3 42.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 ---	86 100.0%	0 0.0%	0 0.0%	37 45.1%	38 48.7%	6 66.7%
Other	65 2.0%	1 0.6%	---	---	0 0.0%	1 0.7%	0 0.0%	0 0.0%	1 1.4%	0 0.0%	0 0.0%	0 0.0%	1 1.1%	1 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%	1 100.0%	0 0.0%	1 1.2%	0 0.0%	0 0.0%
Multiracial	320 10.0%	14 7.7%	---	---	4 15.4%	10 6.5%	0 0.0%	4 7.5%	8 11.0%	2 3.7%	2 4.5%	5 11.9%	7 7.8%	11 7.7%	3 10.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 ---	0 0.0%	0 0.0%	14 100.0%	6 7.3%	6 7.7%	1 11.1%
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.

## InterCommunity Health Network CCO

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
<b>Ratings</b>				
Rating of Personal Doctor	86.86%	<b>92.73%</b>	86.36%	87.50%
Rating of Specialist	81.96%	<b>82.22%</b>	80.00%	80.95%
Rating of All Health Care	81.77%	<b>82.72%</b>	79.82%	86.54%
Rating of Health Plan	73.74%	<b>74.79%</b>	82.93%	79.10%
<b>Composites</b>				
Getting Needed Care	81.22%	<b>85.26%</b>	81.60%	82.15%
Getting Care Quickly	88.78%	<b>86.53%</b>	91.28%	89.33%
How Well Doctors Communicate	94.92%	<b>97.61%</b>	96.06%	93.75%
Customer Service	87.69%	<b>90.00%</b>	90.53%	73.53%
<b>Additional Content Areas</b>				
Coordination of Care	82.39%	<b>86.11%</b>	82.00%	82.76%
<b>Children with Chronic Conditions Composites</b>				
Access to Prescription Medicine	89.51%	<b>90.70%</b>	89.53%	98.00%
Access to Specialized Services	68.21%	<b>62.60%</b>	63.83%	80.20%
Getting Needed Information	90.91%	<b>89.02%</b>	92.66%	94.23%
Personal Doctor or Nurse Who Knows Child	89.62%	<b>89.51%</b>	91.01%	87.58%
Coordination of Care w/CCC (Q16 & Q27)	75.90%	<b>82.69%</b>	77.04%	78.13%

\* 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).

**InterCommunity Health Network CCO**

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
Number in sample	2,281	<b>120</b>	124	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28
Number missing or multiple answer	49	<b>6</b>	0	2	1	5	0	1	2	3	1	1	4	3	0	0	0	0	0	0	0	3	0	2	2	0	3	
Number no experience	NA	<b>NA</b>	NA	NA	NA	NA	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	<b>114</b>	124	65	15	96	1	15	46	53	12	21	78	64	34	16	8	3	3	9	1	0	61	2	7	31	54	25
	97.9%	<b>95.0%</b>	100.0%	97.0%	93.8%	95.0%	100.0%	93.8%	95.8%	94.6%	92.3%	95.5%	95.1%	95.5%	91.9%	100.0%	100.0%	100.0%	100.0%	100.0%	---	95.3%	---	77.8%	93.9%	100.0%	89.3%	
Yes	562	<b>25</b>	60	31	1	24	0	4	9	12	1	5	19	10	7	8	4	0	0	0	0	0	14	1	1	3	9	11
	25.2%	<b>21.9%</b>	48.4%	47.7%	6.7%	25.0%	0.0%	26.7%	19.6%	22.6%	8.3%	23.8%	24.4%	15.6%	20.6%	50.0%	50.0%	0.0%	0.0%	0.0%	---	23.0%	50.0%	14.3%	9.7%	16.7%	44.0%	
No	1,670	<b>89</b>	64	34	14	72	1	11	37	41	11	16	59	54	27	8	4	3	3	9	1	0	47	1	6	28	45	14
	74.8%	<b>78.1%</b>	51.6%	52.3%	93.3%	75.0%	100.0%	73.3%	80.4%	77.4%	91.7%	76.2%	75.6%	84.4%	79.4%	50.0%	50.0%	100.0%	100.0%	100.0%	---	77.0%	50.0%	85.7%	90.3%	83.3%	56.0%	
Significantly different from column:*		<b>C,D</b>																								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.

InterCommunity Health Network CCO

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
Number in sample	562	25	60	31	1	24	0	4	9	12	1	5	19	10	7	8	4	0	0	0	0	0	14	1	1	3	9	11
Number missing or multiple answer	8	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	554	25	58	30	1	24	0	4	9	12	1	5	19	10	7	8	4	0	0	0	0	14	1	1	3	9	11	
	98.6%	100.0%	96.7%	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%
Never	6	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
	1.1%	0.0%	1.7%	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%	---	---	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	43	3	1	0	0	3	0	0	1	2	0	0	3	1	0	2	0	0	0	0	0	0	0	1	1	0	2	0
	7.8%	12.0%	1.7%	0.0%	0.0%	12.5%	---	0.0%	11.1%	16.7%	0.0%	0.0%	15.8%	10.0%	0.0%	25.0%	0.0%	---	---	---	---	0.0%	100.0%	100.0%	0.0%	22.2%	0.0%	
Usually	93	4	11	7	1	3	0	0	1	3	0	1	3	0	1	3	1	0	0	0	0	3	0	0	0	1	3	
	16.8%	16.0%	19.0%	23.3%	100.0%	12.5%	---	0.0%	11.1%	25.0%	0.0%	20.0%	15.8%	0.0%	14.3%	37.5%	25.0%	---	---	---	---	21.4%	0.0%	0.0%	0.0%	11.1%	27.3%	
Always	412	18	45	22	0	18	0	4	7	7	1	4	13	9	6	3	3	0	0	0	0	11	0	0	3	6	8	
	74.4%	72.0%	77.6%	73.3%	0.0%	75.0%	---	100.0%	77.8%	58.3%	100.0%	80.0%	68.4%	90.0%	85.7%	37.5%	75.0%	---	---	---	---	78.6%	0.0%	0.0%	100.0%	66.7%	72.7%	
Significantly different from column:*																												
Usually or Always	505	22	56	29	1	21	0	4	8	10	1	5	16	9	7	6	4	0	0	0	0	14	0	0	3	7	11	
	91.2%	88.0%	96.6%	96.7%	100.0%	87.5%	---	100.0%	88.9%	83.3%	100.0%	100.0%	84.2%	90.0%	100.0%	75.0%	100.0%	---	---	---	---	100.0%	0.0%	0.0%	100.0%	77.8%	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.

**InterCommunity Health Network CCO**

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	120	124	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28
Number missing or multiple answer	31	2	2	1	0	2	0	0	0	2	0	0	2	2	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	2,250	118	122	66	16	99	1	16	48	54	13	22	80	65	37	16	7	3	3	9	1	0	63	2	9	33	53	28
	98.6%	98.3%	98.4%	98.5%	100.0%	98.0%	100.0%	100.0%	100.0%	96.4%	100.0%	100.0%	97.6%	97.0%	100.0%	100.0%	87.5%	100.0%	100.0%	100.0%	100.0%	---	98.4%	---	100.0%	100.0%	98.1%	100.0%
Yes	1,630	88	102	51	12	73	1	11	33	44	9	14	62	46	29	13	5	3	2	6	1	0	45	1	7	10	47	27
	72.4%	74.6%	83.6%	77.3%	75.0%	73.7%	100.0%	68.8%	68.8%	81.5%	69.2%	63.6%	77.5%	70.8%	78.4%	81.3%	71.4%	100.0%	66.7%	66.7%	100.0%	---	71.4%	50.0%	77.8%	30.3%	88.7%	96.4%
No	620	30	20	15	4	26	0	5	15	10	4	8	18	19	8	3	2	0	1	3	0	0	18	1	2	23	6	1
	27.6%	25.4%	16.4%	22.7%	25.0%	26.3%	0.0%	31.3%	31.3%	18.5%	30.8%	36.4%	22.5%	29.2%	21.6%	18.8%	28.6%	0.0%	33.3%	33.3%	0.0%	---	28.6%	50.0%	22.2%	69.7%	11.3%	3.6%
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.

**InterCommunity Health Network CCO**

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
Number in sample	1,630	88	102	51	12	73	1	11	33	44	9	14	62	46	29	13	5	3	2	6	1	0	45	1	7	10	47	27
Number missing or multiple answer	27	1	2	1	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,603	87	100	50	12	72	1	11	32	44	9	14	61	45	29	13	5	3	2	6	1	0	44	1	7	10	46	27
	98.3%	98.9%	98.0%	98.0%	100.0%	98.6%	100.0%	100.0%	97.0%	100.0%	100.0%	100.0%	98.4%	97.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	97.8%	---	100.0%	100.0%	97.9%	100.0%
Never	25	1	5	2	0	1	0	1	0	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	1	0	0
	1.6%	1.1%	5.0%	4.0%	0.0%	1.4%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	1.6%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	2.3%	0.0%	0.0%	10.0%	0.0%	0.0%
Sometimes	193	12	9	7	3	9	0	1	4	7	1	1	10	6	5	1	0	1	0	2	1	0	3	0	3	0	9	1
	12.0%	13.8%	9.0%	14.0%	25.0%	12.5%	0.0%	9.1%	12.5%	15.9%	11.1%	7.1%	16.4%	13.3%	17.2%	7.7%	0.0%	33.3%	0.0%	33.3%	100.0%	---	6.8%	0.0%	42.9%	0.0%	19.6%	3.7%
Usually	398	25	36	16	2	21	1	3	9	13	3	3	17	10	11	4	3	1	2	0	0	0	13	1	0	3	12	10
	24.8%	28.7%	36.0%	32.0%	16.7%	29.2%	100.0%	27.3%	28.1%	29.5%	33.3%	21.4%	27.9%	22.2%	37.9%	30.8%	60.0%	33.3%	100.0%	0.0%	0.0%	---	29.5%	100.0%	0.0%	30.0%	26.1%	37.0%
Always	987	49	50	25	7	41	0	6	19	24	5	10	33	29	12	8	2	1	0	4	0	0	27	0	4	6	25	16
	61.6%	56.3%	50.0%	50.0%	58.3%	56.9%	0.0%	54.5%	59.4%	54.5%	55.6%	71.4%	54.1%	64.4%	41.4%	61.5%	40.0%	33.3%	0.0%	66.7%	0.0%	---	61.4%	0.0%	57.1%	60.0%	54.3%	59.3%
Significantly different from column:*																												
Usually or Always	1,385	74	86	41	9	62	1	9	28	37	8	13	50	39	23	12	5	2	2	4	0	0	40	1	4	9	37	26
	86.4%	85.1%	86.0%	82.0%	75.0%	86.1%	100.0%	81.8%	87.5%	84.1%	88.9%	92.9%	82.0%	86.7%	79.3%	92.3%	100.0%	66.7%	100.0%	66.7%	0.0%	---	90.9%	100.0%	57.1%	90.0%	80.4%	96.3%
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.

InterCommunity Health Network CCO

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	Y
Number in sample	2,281	120	124	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28	
Number missing or multiple answer	67	5	1	4	0	5	0	0	2	3	1	0	4	3	0	2	0	0	0	0	0	0	3	0	2	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	2,214	115	123	63	16	96	1	16	46	53	12	22	78	64	37	14	8	3	3	9	1	0	61	2	7	33	54	28	
	97.1%	95.8%	99.2%	94.0%	100.0%	95.0%	100.0%	100.0%	95.8%	94.6%	92.3%	100.0%	95.1%	95.5%	100.0%	87.5%	100.0%	100.0%	100.0%	100.0%	100.0%	---	95.3%	---	77.8%	100.0%	100.0%	100.0%	
None	562	33	14	10	6	25	1	8	14	11	4	10	18	20	9	4	1	0	1	5	0	0	19	0	2	33	0	0	
	25.4%	28.7%	11.4%	15.9%	37.5%	26.0%	100.0%	50.0%	30.4%	20.8%	33.3%	45.5%	23.1%	31.3%	24.3%	28.6%	12.5%	0.0%	33.3%	55.6%	0.0%	---	31.1%	0.0%	28.6%	100.0%	0.0%	0.0%	
1 time	479	17	31	10	1	16	0	3	9	5	3	2	12	11	6	0	2	1	0	1	0	0	10	0	1	0	17	0	
	21.6%	14.8%	25.2%	15.9%	6.3%	16.7%	0.0%	18.8%	19.6%	9.4%	25.0%	9.1%	15.4%	17.2%	16.2%	0.0%	25.0%	33.3%	0.0%	11.1%	0.0%	---	16.4%	0.0%	14.3%	0.0%	31.5%	0.0%	
2	399	20	23	15	3	16	0	1	7	12	2	3	13	12	8	0	2	0	1	2	1	0	8	0	1	0	20	0	
	18.0%	17.4%	18.7%	23.8%	18.8%	16.7%	0.0%	6.3%	15.2%	22.6%	16.7%	13.6%	16.7%	18.8%	21.6%	0.0%	25.0%	0.0%	33.3%	22.2%	100.0%	---	13.1%	0.0%	14.3%	0.0%	37.0%	0.0%	
3	265	11	17	11	3	8	0	0	5	6	1	1	9	6	1	4	0	1	0	1	0	0	5	1	0	0	11	0	
	12.0%	9.6%	13.8%	17.5%	18.8%	8.3%	0.0%	0.0%	10.9%	11.3%	8.3%	4.5%	11.5%	9.4%	2.7%	28.6%	0.0%	33.3%	0.0%	11.1%	0.0%	---	8.2%	50.0%	0.0%	0.0%	20.4%	0.0%	
4	141	6	14	9	1	5	0	1	1	4	0	0	6	5	1	0	0	0	0	0	0	0	4	0	1	0	6	0	
	6.4%	5.2%	11.4%	14.3%	6.3%	5.2%	0.0%	6.3%	2.2%	7.5%	0.0%	0.0%	7.7%	7.8%	2.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	6.6%	0.0%	14.3%	0.0%	11.1%	0.0%	
5 to 9	206	14	15	7	1	13	0	1	5	8	2	3	9	3	8	3	0	0	1	0	0	0	8	1	2	0	0	14	
	9.3%	12.2%	12.2%	11.1%	6.3%	13.5%	0.0%	6.3%	10.9%	15.1%	16.7%	13.6%	11.5%	4.7%	21.6%	21.4%	0.0%	0.0%	33.3%	0.0%	0.0%	---	13.1%	50.0%	28.6%	0.0%	0.0%	50.0%	
10 or more times	162	14	9	1	1	13	0	2	5	7	0	3	11	7	4	3	3	1	0	0	0	0	7	0	0	0	0	14	
	7.3%	12.2%	7.3%	1.6%	6.3%	13.5%	0.0%	12.5%	10.9%	13.2%	0.0%	13.6%	14.1%	10.9%	10.8%	21.4%	37.5%	33.3%	0.0%	0.0%	0.0%	---	11.5%	0.0%	0.0%	0.0%	0.0%	50.0%	
5 or more times	368	28	24	8	2	26	0	3	10	15	2	6	20	10	12	6	3	1	1	0	0	0	15	1	2	0	0	28	
	16.6%	24.3%	19.5%	12.7%	12.5%	27.1%	0.0%	18.8%	21.7%	28.3%	16.7%	27.3%	25.6%	15.6%	32.4%	42.9%	37.5%	33.3%	33.3%	0.0%	0.0%	---	24.6%	50.0%	28.6%	0.0%	0.0%	100.0%	
Significantly different from column:*		A												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.



**InterCommunity Health Network CCO**

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	82	109	53	10	71	0	8	32	42	8	12	60	44	28	10	7	3	2	4	1	0	42	2	5	0	54	28
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	1,639	82	109	52	10	71	0	8	32	42	8	12	60	44	28	10	7	3	2	4	1	0	42	2	5	0	54	28
	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%	
Never	23	2	1	1	0	2	0	0	1	1	2	0	0	0	2	0	0	1	0	0	0	0	1	0	0	0	1	1
	1.4%	2.4%	0.9%	1.9%	0.0%	2.8%	---	0.0%	3.1%	2.4%	25.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	33.3%	0.0%	0.0%	---	2.4%	0.0%	0.0%	---	1.9%	3.6%	
Sometimes	126	7	7	2	1	6	0	1	3	3	1	0	6	4	3	0	1	0	0	0	0	0	5	0	0	6	1	
	7.7%	8.5%	6.4%	3.8%	10.0%	8.5%	---	12.5%	9.4%	7.1%	12.5%	0.0%	10.0%	9.1%	10.7%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	---	11.9%	0.0%	0.0%	---	11.1%	3.6%
Usually	323	14	31	15	1	13	0	1	7	6	2	3	9	5	7	2	3	0	1	1	1	0	4	1	0	10	4	
	19.7%	17.1%	28.4%	28.8%	10.0%	18.3%	---	12.5%	21.9%	14.3%	25.0%	25.0%	15.0%	11.4%	25.0%	20.0%	42.9%	0.0%	50.0%	25.0%	100.0%	---	9.5%	50.0%	0.0%	---	18.5%	14.3%
Always	1,167	59	70	34	8	50	0	6	21	32	3	9	45	35	16	8	3	2	1	3	0	0	32	1	5	37	22	
	71.2%	72.0%	64.2%	65.4%	80.0%	70.4%	---	75.0%	65.6%	76.2%	37.5%	75.0%	75.0%	79.5%	57.1%	80.0%	42.9%	66.7%	50.0%	75.0%	0.0%	---	76.2%	50.0%	100.0%	---	68.5%	78.6%
Significantly different from column:*														O	N													
Usually or Always	1,490	73	101	49	9	63	0	7	28	38	5	12	54	40	23	10	6	2	2	4	1	0	36	2	5	0	47	26
	90.9%	89.0%	92.7%	94.2%	90.0%	88.7%	---	87.5%	87.5%	90.5%	62.5%	100.0%	90.0%	90.9%	82.1%	100.0%	85.7%	66.7%	100.0%	100.0%	100.0%	---	85.7%	100.0%	100.0%	---	87.0%	92.9%
Significantly different from column:*																												

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

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

InterCommunity Health Network CCO

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	82	109	53	10	71	0	8	32	42	8	12	60	44	28	10	7	3	2	4	1	0	42	2	5	0	54	28	
Number missing or multiple answer	17	1	0	1	0	1	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,635	81	109	52	10	70	0	8	31	42	8	12	59	44	27	10	7	3	2	4	1	0	41	2	5	0	54	27	
	99.0%	98.8%	100.0%	98.1%	100.0%	98.6%	---	100.0%	96.9%	100.0%	100.0%	100.0%	98.3%	100.0%	96.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	97.6%	---	100.0%	---	100.0%	96.4%	
0 Worst health care possible	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%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	
	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	0.0%	
2	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	
	0.4%	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%	
3	11	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	
	0.7%	0.0%	0.9%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	0.0%	
4	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	
	0.4%	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%	
5	39	2	6	1	0	2	0	0	0	2	1	0	1	1	1	0	1	0	0	0	0	0	1	0	0	0	2	0	
	2.4%	2.5%	5.5%	1.9%	0.0%	2.9%	---	0.0%	0.0%	4.8%	12.5%	0.0%	1.7%	2.3%	3.7%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	---	2.4%	0.0%	0.0%	---	3.7%	0.0%	
6	76	2	2	1	0	2	0	1	1	0	0	0	2	0	1	1	0	0	0	0	0	0	2	0	0	0	1	1	
	4.6%	2.5%	1.8%	1.9%	0.0%	2.9%	---	12.5%	3.2%	0.0%	0.0%	0.0%	3.4%	0.0%	3.7%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	4.9%	0.0%	0.0%	---	1.9%	3.7%	
7	157	10	13	4	2	8	0	1	3	6	1	1	8	4	6	0	1	0	1	0	1	0	3	0	0	0	5	5	
	9.6%	12.3%	11.9%	7.7%	20.0%	11.4%	---	12.5%	9.7%	14.3%	12.5%	8.3%	13.6%	9.1%	22.2%	0.0%	14.3%	0.0%	50.0%	0.0%	100.0%	---	7.3%	0.0%	0.0%	---	9.3%	18.5%	
8	347	17	29	14	2	15	0	3	6	8	1	2	14	8	6	3	1	0	1	1	0	0	11	0	0	0	11	6	
	21.2%	21.0%	26.6%	26.9%	20.0%	21.4%	---	37.5%	19.4%	19.0%	12.5%	16.7%	23.7%	18.2%	22.2%	30.0%	14.3%	0.0%	50.0%	25.0%	0.0%	---	26.8%	0.0%	0.0%	---	20.4%	22.2%	
9	342	15	29	11	1	14	0	0	6	9	2	1	12	8	6	1	3	2	0	0	0	0	8	1	0	0	10	5	
	20.9%	18.5%	26.6%	21.2%	10.0%	20.0%	---	0.0%	19.4%	21.4%	25.0%	8.3%	20.3%	18.2%	22.2%	10.0%	42.9%	66.7%	0.0%	0.0%	0.0%	---	19.5%	50.0%	0.0%	---	18.5%	18.5%	
10 Best health care possible	648	35	29	20	5	29	0	3	15	17	3	8	22	23	7	5	1	1	0	3	0	0	16	1	5	0	25	10	
	39.6%	43.2%	26.6%	38.5%	50.0%	41.4%	---	37.5%	48.4%	40.5%	37.5%	66.7%	37.3%	52.3%	25.9%	50.0%	14.3%	33.3%	0.0%	75.0%	0.0%	---	39.0%	50.0%	100.0%	---	46.3%	37.0%	

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

InterCommunity Health Network CCO

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Question 9

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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	82	109	53	10	71	0	8	32	42	8	12	60	44	28	10	7	3	2	4	1	0	42	2	5	0	54	28	
Number missing or multiple answer	17	1	0	1	0	1	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,635	81	109	52	10	70	0	8	31	42	8	12	59	44	27	10	7	3	2	4	1	0	41	2	5	0	54	27	
	99.0%	98.8%	100.0%	98.1%	100.0%	98.6%	---	100.0%	96.9%	100.0%	100.0%	100.0%	98.3%	100.0%	96.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	97.6%	---	100.0%	---	100.0%	96.4%	
0 to 4	26	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
	1.6%	0.0%	0.9%	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%	
5	39	2	6	1	0	2	0	0	0	2	1	0	1	1	1	1	1	0	0	0	0	0	1	0	0	0	2	0	
	2.4%	2.5%	5.5%	1.9%	0.0%	2.9%	---	0.0%	0.0%	4.8%	12.5%	0.0%	1.7%	2.3%	3.7%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	---	2.4%	0.0%	0.0%	---	3.7%	0.0%	
6 or 7	233	12	15	5	2	10	0	2	4	6	1	1	10	4	7	1	1	0	1	0	1	0	5	0	0	0	6	6	
	14.3%	14.8%	13.8%	9.6%	20.0%	14.3%	---	25.0%	12.9%	14.3%	12.5%	8.3%	16.9%	9.1%	25.9%	10.0%	14.3%	0.0%	50.0%	0.0%	100.0%	---	12.2%	0.0%	0.0%	---	11.1%	22.2%	
8 to 10	1,337	67	87	45	8	58	0	6	27	34	6	11	48	39	19	9	5	3	1	4	0	35	2	5	0	46	21		
	81.8%	82.7%	79.8%	86.5%	80.0%	82.9%	---	75.0%	87.1%	81.0%	75.0%	91.7%	81.4%	88.6%	70.4%	90.0%	71.4%	100.0%	50.0%	100.0%	0.0%	---	85.4%	100.0%	100.0%	---	85.2%	77.8%	
Significantly different from column:*																													
0 to 6	141	4	9	3	0	4	0	1	1	2	1	0	3	1	2	1	1	0	0	0	0	0	3	0	0	0	3	1	
	8.6%	4.9%	8.3%	5.8%	0.0%	5.7%	---	12.5%	3.2%	4.8%	12.5%	0.0%	5.1%	2.3%	7.4%	10.0%	14.3%	0.0%	0.0%	0.0%	0.0%	---	7.3%	0.0%	0.0%	---	5.6%	3.7%	
7 to 8	504	27	42	18	4	23	0	4	9	14	2	3	22	12	12	3	2	0	2	1	1	0	14	0	0	0	16	11	
	30.8%	33.3%	38.5%	34.6%	40.0%	32.9%	---	50.0%	29.0%	33.3%	25.0%	25.0%	37.3%	27.3%	44.4%	30.0%	28.6%	0.0%	100.0%	25.0%	100.0%	---	34.1%	0.0%	0.0%	---	29.6%	40.7%	
9 to 10	990	50	58	31	6	43	0	3	21	26	5	9	34	31	13	6	4	3	0	3	0	24	2	5	0	35	15		
	60.6%	61.7%	53.2%	59.6%	60.0%	61.4%	---	37.5%	67.7%	61.9%	62.5%	75.0%	57.6%	70.5%	48.1%	60.0%	57.1%	100.0%	0.0%	75.0%	0.0%	---	58.5%	100.0%	100.0%	---	64.8%	55.6%	
Significantly different from column:*																													

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

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

InterCommunity Health Network CCO

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	82	109	53	10	71	0	8	32	42	8	12	60	44	28	10	7	3	2	4	1	0	42	2	5	0	54	28	
Number missing or multiple answer	10	1	1	1	0	1	0	0	0	1	1	0	0	0	1	0	1	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	1,642	81	108	52	10	70	0	8	32	41	7	12	60	44	27	10	6	3	2	4	1	0	42	2	5	0	53	28	
	99.4%	98.8%	99.1%	98.1%	100.0%	98.6%	---	100.0%	100.0%	97.6%	87.5%	100.0%	100.0%	100.0%	96.4%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	---	98.1%	100.0%	
Never	19	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	0
	1.2%	0.0%	2.8%	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%	
Sometimes	191	9	12	3	1	8	0	1	5	3	2	1	6	2	5	2	0	1	1	0	0	0	4	1	0	0	5	4	
	11.6%	11.1%	11.1%	5.8%	10.0%	11.4%	---	12.5%	15.6%	7.3%	28.6%	8.3%	10.0%	4.5%	18.5%	20.0%	0.0%	33.3%	50.0%	0.0%	0.0%	---	9.5%	50.0%	0.0%	---	9.4%	14.3%	
Usually	523	29	40	19	2	27	0	3	10	16	2	3	24	13	12	4	3	2	0	1	1	0	15	1	0	0	18	11	
	31.9%	35.8%	37.0%	36.5%	20.0%	38.6%	---	37.5%	31.3%	39.0%	28.6%	25.0%	40.0%	29.5%	44.4%	40.0%	50.0%	66.7%	0.0%	25.0%	100.0%	---	35.7%	50.0%	0.0%	---	34.0%	39.3%	
Always	909	43	53	28	7	35	0	4	17	22	3	8	30	29	10	4	3	0	1	3	0	0	23	0	5	0	30	13	
	55.4%	53.1%	49.1%	53.8%	70.0%	50.0%	---	50.0%	53.1%	53.7%	42.9%	66.7%	50.0%	65.9%	37.0%	40.0%	50.0%	0.0%	50.0%	75.0%	0.0%	---	54.8%	0.0%	100.0%	---	56.6%	46.4%	
Significantly different from column:*														O	N														
Usually or Always	1,432	72	93	47	9	62	0	7	27	38	5	11	54	42	22	8	6	2	1	4	1	0	38	1	5	0	48	24	
	87.2%	88.9%	86.1%	90.4%	90.0%	88.6%	---	87.5%	84.4%	92.7%	71.4%	91.7%	90.0%	95.5%	81.5%	80.0%	100.0%	66.7%	50.0%	100.0%	100.0%	---	90.5%	50.0%	100.0%	---	90.6%	85.7%	
Significantly different from column:*																													

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

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

InterCommunity Health Network CCO

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	120	124	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28
Number missing or multiple answer	19	1	2	0	0	0	1	0	0	1	0	1	0	0	1	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	2,262	119	122	67	16	101	0	16	48	55	13	21	82	67	37	15	8	3	3	9	1	0	64	2	9	32	54	28
	99.2%	99.2%	98.4%	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%	98.2%	100.0%	95.5%	100.0%	100.0%	100.0%	93.8%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	97.0%	100.0%	100.0%
Yes	1,887	102	106	54	14	86	0	8	46	48	11	18	70	57	33	12	7	3	3	7	1	0	55	2	6	26	49	23
	83.4%	85.7%	86.9%	80.6%	87.5%	85.1%	---	50.0%	95.8%	87.3%	84.6%	85.7%	85.4%	85.1%	89.2%	80.0%	87.5%	100.0%	100.0%	77.8%	100.0%	---	85.9%	100.0%	66.7%	81.3%	90.7%	82.1%
No	375	17	16	13	2	15	0	8	2	7	2	3	12	10	4	3	1	0	0	2	0	0	9	0	3	6	5	5
	16.6%	14.3%	13.1%	19.4%	12.5%	14.9%	---	50.0%	4.2%	12.7%	15.4%	14.3%	14.6%	14.9%	10.8%	20.0%	12.5%	0.0%	0.0%	22.2%	0.0%	---	14.1%	0.0%	33.3%	18.8%	9.3%	17.9%
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.

**InterCommunity Health Network CCO**

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	102	106	54	14	86	0	8	46	48	11	18	70	57	33	12	7	3	3	7	1	0	55	2	6	26	49	23
Number missing or multiple answer	38	2	1	1	1	1	0	0	2	0	0	1	1	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	1,849	100	105	53	13	85	0	8	44	48	11	17	69	55	33	12	7	3	3	7	1	0	54	2	6	25	48	23
	98.0%	98.0%	99.1%	98.1%	92.9%	98.8%	---	100.0%	95.7%	100.0%	100.0%	94.4%	98.6%	96.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	98.2%	---	100.0%	96.2%	98.0%	100.0%
Yes	258	11	23	15	0	11	0	0	9	2	3	3	5	6	3	2	1	0	1	1	0	0	4	0	0	0	5	5
	14.0%	11.0%	21.9%	28.3%	0.0%	12.9%	---	0.0%	20.5%	4.2%	27.3%	17.6%	7.2%	10.9%	9.1%	16.7%	14.3%	0.0%	33.3%	14.3%	0.0%	---	7.4%	0.0%	0.0%	0.0%	10.4%	21.7%
No	1,591	89	82	38	13	74	0	8	35	46	8	14	64	49	30	10	6	3	2	6	1	0	50	2	6	25	43	18
	86.0%	89.0%	78.1%	71.7%	100.0%	87.1%	---	100.0%	79.5%	95.8%	72.7%	82.4%	92.8%	89.1%	90.9%	83.3%	85.7%	100.0%	66.7%	85.7%	100.0%	---	92.6%	100.0%	100.0%	100.0%	89.6%	78.3%
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.

**InterCommunity Health Network CCO**

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	11	23	15	0	11	0	0	9	2	3	3	5	6	3	2	1	0	1	1	0	0	4	0	0	0	5	5
Number missing or multiple answer	4	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	254	11	22	15	0	11	0	0	9	2	3	3	5	6	3	2	1	0	1	1	0	0	4	0	0	0	5	5
	98.4%	100.0%	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%
Yes	236	11	21	15	0	11	0	0	9	2	3	3	5	6	3	2	1	0	1	1	0	0	4	0	0	0	5	5
	92.9%	100.0%	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%
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
	7.1%	0.0%	4.5%	0.0%	---	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	---	0.0%	---	---	---	0.0%	0.0%
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.

**InterCommunity Health Network CCO**

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	120	124	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28
Number missing or multiple answer	9	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	2,272	120	123	66	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28
	99.6%	100.0%	99.2%	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	188	11	12	5	1	10	0	3	5	3	0	2	9	4	3	4	1	0	0	0	0	0	7	1	0	0	5	6
	8.3%	9.2%	9.8%	7.6%	6.3%	9.9%	0.0%	18.8%	10.4%	5.4%	0.0%	9.1%	11.0%	6.0%	8.1%	25.0%	12.5%	0.0%	0.0%	0.0%	0.0%	---	10.9%	50.0%	0.0%	0.0%	9.3%	21.4%
No	2,084	109	111	61	15	91	1	13	43	53	13	20	73	63	34	12	7	3	3	9	1	0	57	1	9	33	49	22
	91.7%	90.8%	90.2%	92.4%	93.8%	90.1%	100.0%	81.3%	89.6%	94.6%	100.0%	90.9%	89.0%	94.0%	91.9%	75.0%	87.5%	100.0%	100.0%	100.0%	100.0%	---	89.1%	50.0%	100.0%	100.0%	90.7%	78.6%
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.



InterCommunity Health Network CCO

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	Y
Number in sample	188	11	12	5	1	10	0	3	5	3	0	2	9	4	3	4	1	0	0	0	0	0	7	1	0	0	0	5	6
Number missing or multiple answer	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	184	11	12	5	1	10	0	3	5	3	0	2	9	4	3	4	1	0	0	0	0	7	1	0	0	0	5	6	
	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%	
Never	21	2	1	0	0	2	0	1	1	0	0	0	2	0	1	1	0	0	0	0	0	2	0	0	0	0	1	1	
	11.4%	18.2%	8.3%	0.0%	0.0%	20.0%	---	33.3%	20.0%	0.0%	---	0.0%	22.2%	0.0%	33.3%	25.0%	0.0%	---	---	---	---	28.6%	0.0%	---	---	---	20.0%	16.7%	
Sometimes	42	3	4	1	0	3	0	0	0	3	0	1	2	1	1	1	1	0	0	0	0	2	0	0	0	0	1	2	
	22.8%	27.3%	33.3%	20.0%	0.0%	30.0%	---	0.0%	0.0%	100.0%	---	50.0%	22.2%	25.0%	33.3%	25.0%	100.0%	---	---	---	---	28.6%	0.0%	---	---	---	20.0%	33.3%	
Usually	45	0	4	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	24.5%	0.0%	33.3%	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%	
Always	76	6	3	3	1	5	0	2	4	0	0	1	5	3	1	2	0	0	0	0	0	3	1	0	0	3	3		
	41.3%	54.5%	25.0%	60.0%	100.0%	50.0%	---	66.7%	80.0%	0.0%	---	50.0%	55.6%	75.0%	33.3%	50.0%	0.0%	---	---	---	---	42.9%	100.0%	---	---	---	60.0%	50.0%	
Significantly different from column:*																													
Usually or Always	121	6	7	4	1	5	0	2	4	0	0	1	5	3	1	2	0	0	0	0	0	3	1	0	0	3	3		
	65.8%	54.5%	58.3%	80.0%	100.0%	50.0%	---	66.7%	80.0%	0.0%	---	50.0%	55.6%	75.0%	33.3%	50.0%	0.0%	---	---	---	---	42.9%	100.0%	---	---	---	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.

**InterCommunity Health Network CCO**

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	11	12	5	1	10	0	3	5	3	0	2	9	4	3	4	1	0	0	0	0	0	7	1	0	0	5	6
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	11	12	5	1	10	0	3	5	3	0	2	9	4	3	4	1	0	0	0	0	7	1	0	0	5	6	
	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%	
Yes	144	8	11	2	1	7	0	2	4	2	0	2	6	3	1	4	1	0	0	0	0	4	1	0	0	3	5	
	77.4%	72.7%	91.7%	40.0%	100.0%	70.0%	---	66.7%	80.0%	66.7%	---	100.0%	66.7%	75.0%	33.3%	100.0%	100.0%	---	---	---	---	57.1%	100.0%	---	---	60.0%	83.3%	
No	42	3	1	3	0	3	0	1	1	1	0	0	3	1	2	0	0	0	0	0	0	3	0	0	0	2	1	
	22.6%	27.3%	8.3%	60.0%	0.0%	30.0%	---	33.3%	20.0%	33.3%	---	0.0%	33.3%	25.0%	66.7%	0.0%	0.0%	---	---	---	---	42.9%	0.0%	---	---	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.

**InterCommunity Health Network CCO**

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	Y
Number in sample	2,281	120	124	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28	
Number missing or multiple answer	14	3	3	1	0	3	0	0	2	1	0	0	3	2	1	0	0	0	0	1	0	0	0	0	1	2	0	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,267	117	121	66	16	98	1	16	46	55	13	22	79	65	36	16	8	3	3	8	1	0	64	2	8	31	54	27	
	99.4%	97.5%	97.6%	98.5%	100.0%	97.0%	100.0%	100.0%	95.8%	98.2%	100.0%	100.0%	96.3%	97.0%	97.3%	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%	---	100.0%	---	88.9%	93.9%	100.0%	96.4%	
Yes	638	29	31	10	3	25	0	3	16	10	3	7	18	13	12	4	4	2	1	2	0	0	12	1	2	5	13	10	
	28.1%	24.8%	25.6%	15.2%	18.8%	25.5%	0.0%	18.8%	34.8%	18.2%	23.1%	31.8%	22.8%	20.0%	33.3%	25.0%	50.0%	66.7%	33.3%	25.0%	0.0%	---	18.8%	50.0%	25.0%	16.1%	24.1%	37.0%	
No	1,629	88	90	56	13	73	1	13	30	45	10	15	61	52	24	12	4	1	2	6	1	0	52	1	6	26	41	17	
	71.9%	75.2%	74.4%	84.8%	81.3%	74.5%	100.0%	81.3%	65.2%	81.8%	76.9%	68.2%	77.2%	80.0%	66.7%	75.0%	50.0%	33.3%	66.7%	75.0%	100.0%	---	81.3%	50.0%	75.0%	83.9%	75.9%	63.0%	
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.

InterCommunity Health Network CCO

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
Number in sample	638	29	31	10	3	25	0	3	16	10	3	7	18	13	12	4	4	2	1	2	0	0	12	1	2	5	13	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	630	29	30	10	3	25	0	3	16	10	3	7	18	13	12	4	4	2	1	2	0	0	12	1	2	5	13	10
	98.7%	100.0%	96.8%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%
Never	79	5	3	0	0	5	0	0	5	0	1	0	4	1	3	1	0	1	0	0	0	0	2	1	1	1	3	0
	12.5%	17.2%	10.0%	0.0%	0.0%	20.0%	---	0.0%	31.3%	0.0%	33.3%	0.0%	22.2%	7.7%	25.0%	25.0%	0.0%	50.0%	0.0%	0.0%	---	---	16.7%	100.0%	50.0%	20.0%	23.1%	0.0%
Sometimes	118	6	6	1	1	5	0	0	3	3	0	3	3	2	4	0	2	0	1	1	0	0	1	0	0	0	3	3
	18.7%	20.7%	20.0%	10.0%	33.3%	20.0%	---	0.0%	18.8%	30.0%	0.0%	42.9%	16.7%	15.4%	33.3%	0.0%	50.0%	0.0%	100.0%	50.0%	---	---	8.3%	0.0%	0.0%	0.0%	23.1%	30.0%
Usually	156	8	6	5	0	8	0	1	4	3	1	0	7	4	3	1	1	0	0	0	0	0	7	0	0	2	2	4
	24.8%	27.6%	20.0%	50.0%	0.0%	32.0%	---	33.3%	25.0%	30.0%	33.3%	0.0%	38.9%	30.8%	25.0%	25.0%	25.0%	0.0%	0.0%	0.0%	---	---	58.3%	0.0%	0.0%	40.0%	15.4%	40.0%
Always	277	10	15	4	2	7	0	2	4	4	1	4	4	6	2	2	1	1	0	1	0	0	2	0	1	2	5	3
	44.0%	34.5%	50.0%	40.0%	66.7%	28.0%	---	66.7%	25.0%	40.0%	33.3%	57.1%	22.2%	46.2%	16.7%	50.0%	25.0%	50.0%	0.0%	50.0%	---	---	16.7%	0.0%	50.0%	40.0%	38.5%	30.0%
Significantly different from column:*																												
Usually or Always	433	18	21	9	2	15	0	3	8	7	2	4	11	10	5	3	2	1	0	1	0	0	9	0	1	4	7	7
	68.7%	62.1%	70.0%	90.0%	66.7%	60.0%	---	100.0%	50.0%	70.0%	66.7%	57.1%	61.1%	76.9%	41.7%	75.0%	50.0%	50.0%	0.0%	50.0%	---	---	75.0%	0.0%	50.0%	80.0%	53.8%	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.

**InterCommunity Health Network CCO**

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
Number in sample	638	29	31	10	3	25	0	3	16	10	3	7	18	13	12	4	4	2	1	2	0	0	12	1	2	5	13	10
Number missing or multiple answer	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	627	29	31	10	3	25	0	3	16	10	3	7	18	13	12	4	4	2	1	2	0	0	12	1	2	5	13	10
	98.3%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	441	16	22	7	2	13	0	2	8	6	2	7	6	7	7	2	3	2	1	1	0	0	4	0	1	2	6	8
	70.3%	55.2%	71.0%	70.0%	66.7%	52.0%	---	66.7%	50.0%	60.0%	66.7%	100.0%	33.3%	53.8%	58.3%	50.0%	75.0%	100.0%	100.0%	50.0%	---	---	33.3%	0.0%	50.0%	40.0%	46.2%	80.0%
No	186	13	9	3	1	12	0	1	8	4	1	0	12	6	5	2	1	0	0	1	0	0	8	1	1	3	7	2
	29.7%	44.8%	29.0%	30.0%	33.3%	48.0%	---	33.3%	50.0%	40.0%	33.3%	0.0%	66.7%	46.2%	41.7%	50.0%	25.0%	0.0%	0.0%	50.0%	---	---	66.7%	100.0%	50.0%	60.0%	53.8%	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.

**InterCommunity Health Network CCO**

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
Number in sample	2,281	120	124	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28
Number missing or multiple answer	14	1	1	3	0	1	0	0	0	1	0	0	1	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	2,267	119	123	64	16	100	1	16	48	55	13	22	81	66	37	16	8	3	3	8	1	0	64	2	9	32	54	28
	99.4%	99.2%	99.2%	95.5%	100.0%	99.0%	100.0%	100.0%	100.0%	98.2%	100.0%	100.0%	98.8%	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%	---	100.0%	---	100.0%	97.0%	100.0%	100.0%
Yes	1,155	60	58	34	6	53	0	7	23	30	3	7	48	34	18	8	3	1	1	3	0	0	37	2	4	8	25	24
	50.9%	50.4%	47.2%	53.1%	37.5%	53.0%	0.0%	43.8%	47.9%	54.5%	23.1%	31.8%	59.3%	51.5%	48.6%	50.0%	37.5%	33.3%	33.3%	37.5%	0.0%	---	57.8%	100.0%	44.4%	25.0%	46.3%	85.7%
No	1,112	59	65	30	10	47	1	9	25	25	10	15	33	32	19	8	5	2	2	5	1	0	27	0	5	24	29	4
	49.1%	49.6%	52.8%	46.9%	62.5%	47.0%	100.0%	56.3%	52.1%	45.5%	76.9%	68.2%	40.7%	48.5%	51.4%	50.0%	62.5%	66.7%	66.7%	62.5%	100.0%	---	42.2%	0.0%	55.6%	75.0%	53.7%	14.3%
Significantly different from column:*											M	M	K,L													AA,AB	AB,Z	AA,Z

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

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

**InterCommunity Health Network CCO**

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	Y
Number in sample	1,155	60	58	34	6	53	0	7	23	30	3	7	48	34	18	8	3	1	1	3	0	0	37	2	4	8	25	24	
Number missing or multiple answer	13	1	1	0	0	1	0	1	0	0	0	0	1	0	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	NA
Usable responses	1,142	59	57	34	6	52	0	6	23	30	3	7	47	34	17	8	3	1	1	3	0	0	36	2	4	7	25	24	
	98.9%	98.3%	98.3%	100.0%	100.0%	98.1%	---	85.7%	100.0%	100.0%	100.0%	100.0%	97.9%	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	97.3%	---	100.0%	87.5%	100.0%	100.0%	
Never	151	6	9	3	0	6	0	1	4	1	0	1	5	2	3	1	1	0	0	0	0	0	2	1	0	1	3	2	
	13.2%	10.2%	15.8%	8.8%	0.0%	11.5%	---	16.7%	17.4%	3.3%	0.0%	14.3%	10.6%	5.9%	17.6%	12.5%	33.3%	0.0%	0.0%	0.0%	---	---	5.6%	50.0%	0.0%	14.3%	12.0%	8.3%	
Sometimes	190	11	12	7	2	8	0	2	3	6	0	1	9	7	3	1	1	0	1	1	0	0	7	0	0	1	5	5	
	16.6%	18.6%	21.1%	20.6%	33.3%	15.4%	---	33.3%	13.0%	20.0%	0.0%	14.3%	19.1%	20.6%	17.6%	12.5%	33.3%	0.0%	100.0%	33.3%	---	---	19.4%	0.0%	0.0%	14.3%	20.0%	20.8%	
Usually	289	14	15	12	0	14	0	1	8	5	1	2	11	5	6	3	1	1	0	0	0	0	8	1	1	0	4	10	
	25.3%	23.7%	26.3%	35.3%	0.0%	26.9%	---	16.7%	34.8%	16.7%	33.3%	28.6%	23.4%	14.7%	35.3%	37.5%	33.3%	100.0%	0.0%	0.0%	---	---	22.2%	50.0%	25.0%	0.0%	16.0%	41.7%	
Always	512	28	21	12	4	24	0	2	8	18	2	3	22	20	5	3	0	0	0	2	0	0	19	0	3	5	13	7	
	44.8%	47.5%	36.8%	35.3%	66.7%	46.2%	---	33.3%	34.8%	60.0%	66.7%	42.9%	46.8%	58.8%	29.4%	37.5%	0.0%	0.0%	0.0%	66.7%	---	---	52.8%	0.0%	75.0%	71.4%	52.0%	29.2%	
Significantly different from column:*											O	N																	
Usually or Always	801	42	36	24	4	38	0	3	16	23	3	5	33	25	11	6	1	1	0	2	0	0	27	1	4	5	17	17	
	70.1%	71.2%	63.2%	70.6%	66.7%	73.1%	---	50.0%	69.6%	76.7%	100.0%	71.4%	70.2%	73.5%	64.7%	75.0%	33.3%	100.0%	0.0%	66.7%	---	---	75.0%	50.0%	100.0%	71.4%	68.0%	70.8%	
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.

**InterCommunity Health Network CCO**

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	60	58	34	6	53	0	7	23	30	3	7	48	34	18	8	3	1	1	3	0	0	37	2	4	8	25	24	
Number missing or multiple answer	15	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,140	60	58	33	6	53	0	7	23	30	3	7	48	34	18	8	3	1	1	3	0	0	37	2	4	8	25	24	
	98.7%	100.0%	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%	100.0%	100.0%	
Yes	606	36	33	20	2	34	0	4	12	20	3	6	26	20	11	5	1	1	1	1	0	0	23	1	4	1	15	18	
	53.2%	60.0%	56.9%	60.6%	33.3%	64.2%	---	57.1%	52.2%	66.7%	100.0%	85.7%	54.2%	58.8%	61.1%	62.5%	33.3%	100.0%	100.0%	33.3%	---	---	62.2%	50.0%	100.0%	12.5%	60.0%	75.0%	
No	534	24	25	13	4	19	0	3	11	10	0	1	22	14	7	3	2	0	0	2	0	0	14	1	0	7	10	6	
	46.8%	40.0%	43.1%	39.4%	66.7%	35.8%	---	42.9%	47.8%	33.3%	0.0%	14.3%	45.8%	41.2%	38.9%	37.5%	66.7%	0.0%	0.0%	66.7%	---	---	37.8%	50.0%	0.0%	87.5%	40.0%	25.0%	
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.



**InterCommunity Health Network CCO**

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	Y
Number in sample	2,281	120	124	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28	
Number missing or multiple answer	21	3	3	0	0	3	0	0	2	1	0	0	3	2	1	0	0	0	0	1	0	0	0	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	NA
Usable responses	2,260	117	121	67	16	98	1	16	46	55	13	22	79	65	36	16	8	3	3	8	1	0	64	2	9	31	53	28	
	99.1%	97.5%	97.6%	100.0%	100.0%	97.0%	100.0%	100.0%	95.8%	98.2%	100.0%	100.0%	96.3%	97.0%	97.3%	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%	---	100.0%	---	100.0%	93.9%	98.1%	100.0%	
Yes	1,050	52	60	34	4	47	0	5	17	30	2	6	43	25	17	10	4	2	1	2	0	0	31	1	2	4	25	21	
	46.5%	44.4%	49.6%	50.7%	25.0%	48.0%	0.0%	31.3%	37.0%	54.5%	15.4%	27.3%	54.4%	38.5%	47.2%	62.5%	50.0%	66.7%	33.3%	25.0%	0.0%	---	48.4%	50.0%	22.2%	12.9%	47.2%	75.0%	
No	1,210	65	61	33	12	51	1	11	29	25	11	16	36	40	19	6	4	1	2	6	1	0	33	1	7	27	28	7	
	53.5%	55.6%	50.4%	49.3%	75.0%	52.0%	100.0%	68.8%	63.0%	45.5%	84.6%	72.7%	45.6%	61.5%	52.8%	37.5%	50.0%	33.3%	66.7%	75.0%	100.0%	---	51.6%	50.0%	77.8%	87.1%	52.8%	25.0%	
Significantly different from column:*											M	M	K,L													AA,AB	AB,Z	AA,Z	

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

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

InterCommunity Health Network CCO

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
Number in sample	1,050	52	60	34	4	47	0	5	17	30	2	6	43	25	17	10	4	2	1	2	0	0	31	1	2	4	25	21
Number missing or multiple answer	14	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,036	52	58	32	4	47	0	5	17	30	2	6	43	25	17	10	4	2	1	2	0	0	31	1	2	4	25	21
	98.7%	100.0%	96.7%	94.1%	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%
Yes	610	34	34	18	2	32	0	4	12	18	2	6	26	14	13	7	3	2	1	2	0	0	19	1	1	1	15	17
	58.9%	65.4%	58.6%	56.3%	50.0%	68.1%	---	80.0%	70.6%	60.0%	100.0%	100.0%	60.5%	56.0%	76.5%	70.0%	75.0%	100.0%	100.0%	---	---	61.3%	100.0%	50.0%	25.0%	60.0%	81.0%	
No	426	18	24	14	2	15	0	1	5	12	0	0	17	11	4	3	1	0	0	0	0	0	12	0	1	3	10	4
	41.1%	34.6%	41.4%	43.8%	50.0%	31.9%	---	20.0%	29.4%	40.0%	0.0%	0.0%	39.5%	44.0%	23.5%	30.0%	25.0%	0.0%	0.0%	0.0%	---	---	38.7%	0.0%	50.0%	75.0%	40.0%	19.0%
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.

**InterCommunity Health Network CCO**

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	Y
Number in sample	2,281	120	124	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28	
Number missing or multiple answer	18	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	2,263	120	122	65	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28	
	99.2%	100.0%	98.4%	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%	100.0%	100.0%	100.0%	
Yes	2,130	112	112	57	13	96	1	11	45	56	11	19	79	62	34	16	7	2	3	9	1	0	58	2	9	28	52	27	
	94.1%	93.3%	91.8%	87.7%	81.3%	95.0%	100.0%	68.8%	93.8%	100.0%	84.6%	86.4%	96.3%	92.5%	91.9%	100.0%	87.5%	66.7%	100.0%	100.0%	100.0%	---	90.6%	100.0%	100.0%	84.8%	96.3%	96.4%	
No	133	8	10	8	3	5	0	5	3	0	2	3	3	5	3	0	1	1	0	0	0	0	6	0	0	5	2	1	
	5.9%	6.7%	8.2%	12.3%	18.8%	5.0%	0.0%	31.3%	6.3%	0.0%	15.4%	13.6%	3.7%	7.5%	8.1%	0.0%	12.5%	33.3%	0.0%	0.0%	0.0%	---	9.4%	0.0%	0.0%	15.2%	3.7%	3.6%	
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.

InterCommunity Health Network CCO

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	112	112	57	13	96	1	11	45	56	11	19	79	62	34	16	7	2	3	9	1	0	58	2	9	28	52	27	
Number missing or multiple answer	43	4	2	4	0	4	0	0	0	4	0	0	4	3	0	1	0	0	0	0	0	4	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	2,087	108	110	53	13	92	1	11	45	52	11	19	75	59	34	15	7	2	3	9	1	0	54	2	9	27	51	27	
	98.0%	96.4%	98.2%	93.0%	100.0%	95.8%	100.0%	100.0%	100.0%	92.9%	100.0%	100.0%	94.9%	95.2%	100.0%	93.8%	100.0%	100.0%	100.0%	100.0%	100.0%	---	93.1%	---	100.0%	96.4%	98.1%	100.0%	
None	539	34	21	9	3	31	0	2	18	14	4	6	24	20	10	4	1	0	2	4	0	0	17	1	3	21	9	3	
	25.8%	31.5%	19.1%	17.0%	23.1%	33.7%	0.0%	18.2%	40.0%	26.9%	36.4%	31.6%	32.0%	33.9%	29.4%	26.7%	14.3%	0.0%	66.7%	44.4%	0.0%	---	31.5%	50.0%	33.3%	77.8%	17.6%	11.1%	
1 time	726	31	37	17	4	26	0	6	13	12	1	4	25	21	9	1	1	1	0	1	0	0	20	0	1	4	23	4	
	34.8%	28.7%	33.6%	32.1%	30.8%	28.3%	0.0%	54.5%	28.9%	23.1%	9.1%	21.1%	33.3%	35.6%	26.5%	6.7%	14.3%	50.0%	0.0%	11.1%	0.0%	---	37.0%	0.0%	11.1%	14.8%	45.1%	14.8%	
2	406	18	25	14	5	12	1	1	6	11	4	3	10	10	5	3	2	0	0	3	1	0	7	0	2	2	12	3	
	19.5%	16.7%	22.7%	26.4%	38.5%	13.0%	100.0%	9.1%	13.3%	21.2%	36.4%	15.8%	13.3%	16.9%	14.7%	20.0%	28.6%	0.0%	0.0%	33.3%	100.0%	---	13.0%	0.0%	22.2%	7.4%	23.5%	11.1%	
3	215	7	16	8	1	5	0	0	3	4	1	2	3	3	2	2	0	0	0	1	0	0	2	0	1	0	5	2	
	10.3%	6.5%	14.5%	15.1%	7.7%	5.4%	0.0%	0.0%	6.7%	7.7%	9.1%	10.5%	4.0%	5.1%	5.9%	13.3%	0.0%	0.0%	0.0%	11.1%	0.0%	---	3.7%	0.0%	11.1%	0.0%	9.8%	7.4%	
4	96	8	6	3	0	8	0	1	3	4	0	2	6	3	4	1	1	0	1	0	0	0	5	0	0	0	2	6	
	4.6%	7.4%	5.5%	5.7%	0.0%	8.7%	0.0%	9.1%	6.7%	7.7%	0.0%	10.5%	8.0%	5.1%	11.8%	6.7%	14.3%	0.0%	33.3%	0.0%	0.0%	---	9.3%	0.0%	0.0%	0.0%	3.9%	22.2%	
5 to 9	83	7	2	2	0	7	0	1	0	6	1	1	5	1	3	3	1	1	0	0	0	0	2	1	2	0	0	6	
	4.0%	6.5%	1.8%	3.8%	0.0%	7.6%	0.0%	9.1%	0.0%	11.5%	9.1%	5.3%	6.7%	1.7%	8.8%	20.0%	14.3%	50.0%	0.0%	0.0%	0.0%	---	3.7%	50.0%	22.2%	0.0%	0.0%	22.2%	
10 or more times	22	3	3	0	0	3	0	0	2	1	0	1	2	1	1	1	1	1	0	0	0	0	1	0	0	0	0	3	
	1.1%	2.8%	2.7%	0.0%	0.0%	3.3%	0.0%	0.0%	4.4%	1.9%	0.0%	5.3%	2.7%	1.7%	2.9%	6.7%	14.3%	0.0%	0.0%	0.0%	0.0%	---	1.9%	0.0%	0.0%	0.0%	0.0%	11.1%	
2 or more times	822	43	52	27	6	35	1	3	14	26	6	9	26	18	15	10	5	1	1	4	1	0	17	1	5	2	19	20	
	39.4%	39.8%	47.3%	50.9%	46.2%	38.0%	100.0%	27.3%	31.1%	50.0%	54.5%	47.4%	34.7%	30.5%	44.1%	66.7%	71.4%	50.0%	33.3%	44.4%	100.0%	---	31.5%	50.0%	55.6%	7.4%	37.3%	74.1%	
Significantly different from column:*														P		N											AA,AB	AB,Z	AA,Z

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

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

InterCommunity Health Network CCO

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
Number in sample	1,548	74	89	44	10	61	1	9	27	38	7	13	51	39	24	11	6	2	1	5	1	0	37	1	6	6	42	24
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	1,542	74	89	44	10	61	1	9	27	38	7	13	51	39	24	11	6	2	1	5	1	0	37	1	6	6	42	24
	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%	100.0%
Never	1,441	69	81	42	10	56	1	8	26	35	6	10	50	36	23	10	5	2	1	2	1	0	37	1	6	5	39	23
	93.5%	93.2%	91.0%	95.5%	100.0%	91.8%	100.0%	88.9%	96.3%	92.1%	85.7%	76.9%	98.0%	92.3%	95.8%	90.9%	83.3%	100.0%	100.0%	40.0%	100.0%	---	100.0%	100.0%	100.0%	83.3%	92.9%	95.8%
Sometimes	56	3	3	2	0	3	0	1	1	1	1	2	0	1	1	1	1	0	0	1	0	0	0	0	0	0	1	1
	3.6%	4.1%	3.4%	4.5%	0.0%	4.9%	0.0%	11.1%	3.7%	2.6%	14.3%	15.4%	0.0%	2.6%	4.2%	9.1%	16.7%	0.0%	0.0%	20.0%	0.0%	---	0.0%	0.0%	0.0%	16.7%	2.4%	4.2%
Usually	17	1	1	0	0	1	0	0	0	1	0	1	0	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0
	1.1%	1.4%	1.1%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	2.6%	0.0%	7.7%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%
Always	28	1	4	0	0	1	0	0	0	1	0	0	1	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0
	1.8%	1.4%	4.5%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	2.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%
Significantly different from column:*																												
Usually or Always	45	2	5	0	0	2	0	0	0	2	0	1	1	2	0	0	0	0	0	2	0	0	0	0	0	0	2	0
	2.9%	2.7%	5.6%	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	5.3%	0.0%	7.7%	2.0%	5.1%	0.0%	0.0%	0.0%	0.0%	40.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	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.

InterCommunity Health Network CCO

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	74	89	44	10	61	1	9	27	38	7	13	51	39	24	11	6	2	1	5	1	0	37	1	6	6	42	24	
Number missing or multiple answer	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	
Number no experience	NA	NA	NA	NA	NA	NA	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	74	88	44	10	61	1	9	27	38	7	13	51	39	24	11	6	2	1	5	1	0	37	1	6	6	42	24	
	99.8%	100.0%	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	
Never	30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	42	2	3	0	0	2	0	1	0	1	0	1	1	0	2	0	1	0	0	0	0	0	1	0	0	0	1	1	
	2.7%	2.7%	3.4%	0.0%	0.0%	3.3%	0.0%	11.1%	0.0%	2.6%	0.0%	7.7%	2.0%	0.0%	8.3%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	---	2.7%	0.0%	0.0%	0.0%	2.4%	4.2%	
Usually	220	7	14	7	1	6	0	2	3	2	1	1	5	4	3	0	2	0	0	1	0	2	0	0	1	4	2		
	14.2%	9.5%	15.9%	15.9%	10.0%	9.8%	0.0%	22.2%	11.1%	5.3%	14.3%	7.7%	9.8%	10.3%	12.5%	0.0%	33.3%	0.0%	0.0%	0.0%	100.0%	---	5.4%	0.0%	0.0%	16.7%	9.5%	8.3%	
Always	1,253	65	71	37	9	53	1	6	24	35	6	11	45	35	19	11	3	2	1	5	0	34	1	6	5	37	21		
	81.1%	87.8%	80.7%	84.1%	90.0%	86.9%	100.0%	66.7%	88.9%	92.1%	85.7%	84.6%	88.2%	89.7%	79.2%	100.0%	50.0%	100.0%	100.0%	100.0%	0.0%	---	91.9%	100.0%	100.0%	83.3%	88.1%	87.5%	
Significantly different from column:*																													
Usually or Always	1,473	72	85	44	10	59	1	8	27	37	7	12	50	39	22	11	5	2	1	5	1	0	36	1	6	6	41	23	
	95.3%	97.3%	96.6%	100.0%	100.0%	96.7%	100.0%	88.9%	100.0%	97.4%	100.0%	92.3%	98.0%	100.0%	91.7%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	---	97.3%	100.0%	100.0%	100.0%	97.6%	95.8%	
Significantly different from column:*																													

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

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

InterCommunity Health Network CCO

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	Y
Number in sample	1,548	74	89	44	10	61	1	9	27	38	7	13	51	39	24	11	6	2	1	5	1	0	37	1	6	6	42	24	
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	1,540	74	89	44	10	61	1	9	27	38	7	13	51	39	24	11	6	2	1	5	1	0	37	1	6	6	42	24	
	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	
Never	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	47	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	0
	3.1%	0.0%	5.6%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Usually	257	11	19	7	2	8	0	2	4	5	1	1	7	5	6	0	3	0	0	0	1	0	4	1	0	1	5	5	
	16.7%	14.9%	21.3%	15.9%	20.0%	13.1%	0.0%	22.2%	14.8%	13.2%	14.3%	7.7%	13.7%	12.8%	25.0%	0.0%	50.0%	0.0%	0.0%	0.0%	100.0%	---	10.8%	100.0%	0.0%	16.7%	11.9%	20.8%	
Always	1,224	63	65	35	8	53	1	7	23	33	6	12	44	34	18	11	3	2	1	5	0	0	33	0	6	5	37	19	
	79.5%	85.1%	73.0%	79.5%	80.0%	86.9%	100.0%	77.8%	85.2%	86.8%	85.7%	92.3%	86.3%	87.2%	75.0%	100.0%	50.0%	100.0%	100.0%	100.0%	0.0%	---	89.2%	0.0%	100.0%	83.3%	88.1%	79.2%	
Significantly different from column:*																													
Usually or Always	1,481	74	84	42	10	61	1	9	27	38	7	13	51	39	24	11	6	2	1	5	1	0	37	1	6	6	42	24	
	96.2%	100.0%	94.4%	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%	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.

InterCommunity Health Network CCO

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	Y
Number in sample	1,548	74	89	44	10	61	1	9	27	38	7	13	51	39	24	11	6	2	1	5	1	0	37	1	6	6	42	24	
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	1,545	74	89	44	10	61	1	9	27	38	7	13	51	39	24	11	6	2	1	5	1	0	37	1	6	6	42	24	
	99.8%	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%	100.0%	100.0%	100.0%	
Never	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	39	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.5%	0.0%	3.4%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Usually	182	5	15	8	1	4	0	3	1	1	0	0	4	4	1	0	1	0	0	0	0	0	4	0	0	1	2	2	
	11.8%	6.8%	16.9%	18.2%	10.0%	6.6%	0.0%	33.3%	3.7%	2.6%	0.0%	0.0%	7.8%	10.3%	4.2%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	---	10.8%	0.0%	0.0%	16.7%	4.8%	8.3%	
Always	1,311	69	71	35	9	57	1	6	26	37	7	13	47	35	23	11	5	2	1	5	1	0	33	1	6	5	40	22	
	84.9%	93.2%	79.8%	79.5%	90.0%	93.4%	100.0%	66.7%	96.3%	97.4%	100.0%	100.0%	92.2%	89.7%	95.8%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	---	89.2%	100.0%	100.0%	83.3%	95.2%	91.7%	
Significantly different from column:*		A,C,D																											
Usually or Always	1,493	74	86	43	10	61	1	9	27	38	7	13	51	39	24	11	6	2	1	5	1	0	37	1	6	6	42	24	
	96.6%	100.0%	96.6%	97.7%	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%	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.



**InterCommunity Health Network CCO**

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	74	89	44	10	61	1	9	27	38	7	13	51	39	24	11	6	2	1	5	1	0	37	1	6	6	42	24
Number missing or multiple answer	11	1	2	0	0	1	0	0	1	0	0	0	1	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	1,537	73	87	44	10	60	1	9	26	38	7	13	50	39	23	11	6	2	1	5	1	0	37	1	6	6	42	23
	99.3%	98.6%	97.8%	100.0%	100.0%	98.4%	100.0%	100.0%	96.3%	100.0%	100.0%	100.0%	98.0%	100.0%	95.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	100.0%	95.8%
Yes	1,105	55	68	31	8	46	1	5	16	34	2	12	40	28	20	7	6	2	1	3	1	0	28	1	3	2	35	17
	71.9%	75.3%	78.2%	70.5%	80.0%	76.7%	100.0%	55.6%	61.5%	89.5%	28.6%	92.3%	80.0%	71.8%	87.0%	63.6%	100.0%	100.0%	100.0%	60.0%	100.0%	---	75.7%	100.0%	50.0%	33.3%	83.3%	73.9%
No	432	18	19	13	2	14	0	4	10	4	5	1	10	11	3	4	0	0	0	2	0	0	9	0	3	4	7	6
	28.1%	24.7%	21.8%	29.5%	20.0%	23.3%	0.0%	44.4%	38.5%	10.5%	71.4%	7.7%	20.0%	28.2%	13.0%	36.4%	0.0%	0.0%	0.0%	40.0%	0.0%	---	24.3%	0.0%	50.0%	66.7%	16.7%	26.1%
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.

InterCommunity Health Network CCO

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	55	68	31	8	46	1	5	16	34	2	12	40	28	20	7	6	2	1	3	1	0	28	1	3	2	35	17
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	1,100	55	68	31	8	46	1	5	16	34	2	12	40	28	20	7	6	2	1	3	1	0	28	1	3	2	35	17
	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	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
	0.5%	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%
Sometimes	50	5	4	3	0	5	0	2	2	1	0	3	2	3	2	0	1	0	0	0	0	0	1	0	0	1	3	1
	4.5%	9.1%	5.9%	9.7%	0.0%	10.9%	0.0%	40.0%	12.5%	2.9%	0.0%	25.0%	5.0%	10.7%	10.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	---	3.6%	0.0%	0.0%	50.0%	8.6%	5.9%
Usually	245	7	15	6	0	7	0	2	2	3	0	2	5	3	4	0	2	0	0	1	0	0	1	1	0	0	3	4
	22.3%	12.7%	22.1%	19.4%	0.0%	15.2%	0.0%	40.0%	12.5%	8.8%	0.0%	16.7%	12.5%	10.7%	20.0%	0.0%	33.3%	0.0%	0.0%	33.3%	0.0%	---	3.6%	100.0%	0.0%	0.0%	8.6%	23.5%
Always	799	43	49	22	8	34	1	1	12	30	2	7	33	22	14	7	3	2	1	2	1	0	26	0	3	1	29	12
	72.6%	78.2%	72.1%	71.0%	100.0%	73.9%	100.0%	20.0%	75.0%	88.2%	100.0%	58.3%	82.5%	78.6%	70.0%	100.0%	50.0%	100.0%	100.0%	66.7%	100.0%	---	92.9%	0.0%	100.0%	50.0%	82.9%	70.6%
Significantly different from column:*																												
Usually or Always	1,044	50	64	28	8	41	1	3	14	33	2	9	38	25	18	7	5	2	1	3	1	0	27	1	3	1	32	16
	94.9%	90.9%	94.1%	90.3%	100.0%	89.1%	100.0%	60.0%	87.5%	97.1%	100.0%	75.0%	95.0%	89.3%	90.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	---	96.4%	100.0%	100.0%	50.0%	91.4%	94.1%
Significantly different from column:*																												

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

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

InterCommunity Health Network CCO

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	74	89	44	10	61	1	9	27	38	7	13	51	39	24	11	6	2	1	5	1	0	37	1	6	6	42	24	
Number missing or multiple answer	10	1	0	0	0	1	0	1	0	0	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	NA
Usable responses	1,538	73	89	44	10	60	1	8	27	38	7	13	50	38	24	11	6	2	1	5	1	0	36	1	6	6	41	24	
	99.4%	98.6%	100.0%	100.0%	100.0%	98.4%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	98.0%	97.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	97.3%	---	100.0%	100.0%	97.6%	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	0
	1.5%	0.0%	1.1%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	107	5	2	7	1	4	0	2	1	2	0	2	3	4	1	0	0	0	0	1	0	0	3	0	0	1	3	1	
	7.0%	6.8%	2.2%	15.9%	10.0%	6.7%	0.0%	25.0%	3.7%	5.3%	0.0%	15.4%	6.0%	10.5%	4.2%	0.0%	0.0%	0.0%	20.0%	0.0%	---	8.3%	0.0%	0.0%	16.7%	7.3%	4.2%		
Usually	315	10	20	7	2	7	0	1	3	6	1	1	7	6	3	1	3	0	0	0	1	0	4	0	0	1	4	5	
	20.5%	13.7%	22.5%	15.9%	20.0%	11.7%	0.0%	12.5%	11.1%	15.8%	14.3%	7.7%	14.0%	15.8%	12.5%	9.1%	50.0%	0.0%	0.0%	0.0%	100.0%	---	11.1%	0.0%	0.0%	16.7%	9.8%	20.8%	
Always	1,093	58	66	29	7	49	1	5	23	30	6	10	40	28	20	10	3	2	1	4	0	0	29	1	6	4	34	18	
	71.1%	79.5%	74.2%	65.9%	70.0%	81.7%	100.0%	62.5%	85.2%	78.9%	85.7%	76.9%	80.0%	73.7%	83.3%	90.9%	50.0%	100.0%	100.0%	80.0%	0.0%	---	80.6%	100.0%	100.0%	66.7%	82.9%	75.0%	
Significantly different from column:*																													
Usually or Always	1,408	68	86	36	9	56	1	6	26	36	7	11	47	34	23	11	6	2	1	4	1	0	33	1	6	5	38	23	
	91.5%	93.2%	96.6%	81.8%	90.0%	93.3%	100.0%	75.0%	96.3%	94.7%	100.0%	84.6%	94.0%	89.5%	95.8%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	---	91.7%	100.0%	100.0%	83.3%	92.7%	95.8%	
Significantly different from column:*																													

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

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

**InterCommunity Health Network CCO**

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
Number in sample	1,548	74	89	44	10	61	1	9	27	38	7	13	51	39	24	11	6	2	1	5	1	0	37	1	6	6	42	24
Number missing or multiple answer	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	1,536	74	89	44	10	61	1	9	27	38	7	13	51	39	24	11	6	2	1	5	1	0	37	1	6	6	42	24
	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%	100.0%	100.0%
Yes	1,363	64	79	41	6	55	1	8	26	30	6	12	43	33	21	10	5	2	1	4	0	0	31	1	6	5	36	21
	88.7%	86.5%	88.8%	93.2%	60.0%	90.2%	100.0%	88.9%	96.3%	78.9%	85.7%	92.3%	84.3%	84.6%	87.5%	90.9%	83.3%	100.0%	100.0%	80.0%	0.0%	---	83.8%	100.0%	100.0%	83.3%	85.7%	87.5%
No	173	10	10	3	4	6	0	1	1	8	1	1	8	6	3	1	1	0	0	1	1	0	6	0	0	1	6	3
	11.3%	13.5%	11.2%	6.8%	40.0%	9.8%	0.0%	11.1%	3.7%	21.1%	14.3%	7.7%	15.7%	15.4%	12.5%	9.1%	16.7%	0.0%	0.0%	20.0%	100.0%	---	16.2%	0.0%	0.0%	16.7%	14.3%	12.5%
Significantly different from column:*																												

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

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

**InterCommunity Health Network CCO**

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	74	89	44	10	61	1	9	27	38	7	13	51	39	24	11	6	2	1	5	1	0	37	1	6	6	42	24
Number missing or multiple answer	7	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	1,541	74	88	44	10	61	1	9	27	38	7	13	51	39	24	11	6	2	1	5	1	0	37	1	6	6	42	24
	99.5%	100.0%	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	867	36	51	29	4	31	0	2	13	21	2	4	29	14	15	7	2	2	0	3	0	0	21	0	1	0	19	17
	56.3%	48.6%	58.0%	65.9%	40.0%	50.8%	0.0%	22.2%	48.1%	55.3%	28.6%	30.8%	56.9%	35.9%	62.5%	63.6%	33.3%	100.0%	0.0%	60.0%	0.0%	---	56.8%	0.0%	16.7%	0.0%	45.2%	70.8%
No	674	38	37	15	6	30	1	7	14	17	5	9	22	25	9	4	4	0	1	2	1	0	16	1	5	6	23	7
	43.7%	51.4%	42.0%	34.1%	60.0%	49.2%	100.0%	77.8%	51.9%	44.7%	71.4%	69.2%	43.1%	64.1%	37.5%	36.4%	66.7%	0.0%	100.0%	40.0%	100.0%	---	43.2%	100.0%	83.3%	100.0%	54.8%	29.2%
Significantly different from column:*														O	N												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.

InterCommunity Health Network CCO

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
Number in sample	867	36	51	29	4	31	0	2	13	21	2	4	29	14	15	7	2	2	0	3	0	0	21	0	1	0	19	17
Number missing or multiple answer	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
Number no experience	NA	NA	NA	NA	NA	NA	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	36	50	29	4	31	0	2	13	21	2	4	29	14	15	7	2	2	0	3	0	0	21	0	1	0	19	17
	97.6%	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%
Never	47	1	1	3	1	0	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1
	5.6%	2.8%	2.0%	10.3%	25.0%	0.0%	---	0.0%	0.0%	4.8%	0.0%	0.0%	3.4%	7.1%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	---	4.8%	---	0.0%	---	0.0%	5.9%
Sometimes	102	4	8	2	1	3	0	1	2	1	0	1	3	3	1	0	0	0	0	2	0	0	2	0	0	0	3	1
	12.1%	11.1%	16.0%	6.9%	25.0%	9.7%	---	50.0%	15.4%	4.8%	0.0%	25.0%	10.3%	21.4%	6.7%	0.0%	0.0%	0.0%	---	66.7%	---	---	9.5%	---	0.0%	---	15.8%	5.9%
Usually	250	12	14	8	2	10	0	0	5	7	1	1	10	5	3	4	0	2	0	0	0	0	7	0	0	0	8	4
	29.6%	33.3%	28.0%	27.6%	50.0%	32.3%	---	0.0%	38.5%	33.3%	50.0%	25.0%	34.5%	35.7%	20.0%	57.1%	0.0%	100.0%	---	0.0%	---	---	33.3%	---	0.0%	---	42.1%	23.5%
Always	447	19	27	16	0	18	0	1	6	12	1	2	15	5	11	3	2	0	0	1	0	0	11	0	1	0	8	11
	52.8%	52.8%	54.0%	55.2%	0.0%	58.1%	---	50.0%	46.2%	57.1%	50.0%	50.0%	51.7%	35.7%	73.3%	42.9%	100.0%	0.0%	---	33.3%	---	---	52.4%	---	100.0%	---	42.1%	64.7%
Significantly different from column:*														O	N													
Usually or Always	697	31	41	24	2	28	0	1	11	19	2	3	25	10	14	7	2	2	0	1	0	0	18	0	1	0	16	15
	82.4%	86.1%	82.0%	82.8%	50.0%	90.3%	---	50.0%	84.6%	90.5%	100.0%	75.0%	86.2%	71.4%	93.3%	100.0%	100.0%	100.0%	---	33.3%	---	---	85.7%	---	100.0%	---	84.2%	88.2%
Significantly different from column:*																												

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

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

InterCommunity Health Network CCO

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	112	112	57	13	96	1	11	45	56	11	19	79	62	34	16	7	2	3	9	1	0	58	2	9	28	52	27	
Number missing or multiple answer	44	2	2	1	0	2	0	0	0	2	0	0	2	2	0	0	0	0	0	0	0	0	1	0	0	0	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,086	110	110	56	13	94	1	11	45	54	11	19	77	60	34	16	7	2	3	9	1	0	57	2	9	28	50	27	
	97.9%	98.2%	98.2%	98.2%	100.0%	97.9%	100.0%	100.0%	100.0%	96.4%	100.0%	100.0%	97.5%	96.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	98.3%	---	100.0%	100.0%	96.2%	100.0%	
0 Worst personal doctor possible	3	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	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%
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
	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%
3	13	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
	0.6%	0.0%	0.9%	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%
4	14	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
	0.7%	0.0%	0.9%	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%
5	59	2	1	2	0	1	0	0	1	1	0	0	1	2	0	0	0	0	0	0	0	0	1	0	0	1	1	0	
	2.8%	1.8%	0.9%	3.6%	0.0%	1.1%	0.0%	0.0%	2.2%	1.9%	0.0%	0.0%	1.3%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	1.8%	0.0%	0.0%	3.6%	2.0%	0.0%	
6	52	2	1	3	1	1	0	0	0	2	1	0	1	0	2	0	1	0	0	0	1	0	0	0	0	0	2	0	
	2.5%	1.8%	0.9%	5.4%	7.7%	1.1%	0.0%	0.0%	0.0%	3.7%	9.1%	0.0%	1.3%	0.0%	5.9%	0.0%	14.3%	0.0%	0.0%	0.0%	100.0%	---	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	
7	126	4	9	0	0	4	0	2	2	0	0	4	2	2	0	0	1	0	0	0	0	0	2	0	1	3	0	1	
	6.0%	3.6%	8.2%	0.0%	0.0%	4.3%	0.0%	18.2%	4.4%	0.0%	0.0%	5.2%	3.3%	5.9%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	---	3.5%	0.0%	11.1%	10.7%	0.0%	3.7%	
8	293	14	17	8	0	14	0	2	6	6	1	2	11	7	5	2	0	0	0	2	0	0	10	0	0	5	5	3	
	14.0%	12.7%	15.5%	14.3%	0.0%	14.9%	0.0%	18.2%	13.3%	11.1%	9.1%	10.5%	14.3%	11.7%	14.7%	12.5%	0.0%	0.0%	0.0%	22.2%	0.0%	---	17.5%	0.0%	0.0%	17.9%	10.0%	11.1%	
9	420	25	23	10	5	20	0	2	8	15	0	4	20	13	8	4	2	0	0	0	0	0	16	0	2	7	8	8	
	20.1%	22.7%	20.9%	17.9%	38.5%	21.3%	0.0%	18.2%	17.8%	27.8%	0.0%	21.1%	26.0%	21.7%	23.5%	25.0%	28.6%	0.0%	0.0%	0.0%	0.0%	---	28.1%	0.0%	22.2%	25.0%	16.0%	29.6%	
10 Best personal doctor possible	1,099	63	55	31	7	54	1	5	28	30	9	13	40	36	17	10	3	2	3	7	0	0	28	2	6	12	34	15	
	52.7%	57.3%	50.0%	55.4%	53.8%	57.4%	100.0%	45.5%	62.2%	55.6%	81.8%	68.4%	51.9%	60.0%	50.0%	62.5%	42.9%	100.0%	100.0%	77.8%	0.0%	---	49.1%	100.0%	66.7%	42.9%	68.0%	55.6%	

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

InterCommunity Health Network CCO

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	112	112	57	13	96	1	11	45	56	11	19	79	62	34	16	7	2	3	9	1	0	58	2	9	28	52	27	
Number missing or multiple answer	44	2	2	1	0	2	0	0	0	2	0	0	2	2	0	0	0	0	0	0	0	0	1	0	0	0	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,086	110	110	56	13	94	1	11	45	54	11	19	77	60	34	16	7	2	3	9	1	0	57	2	9	28	50	27	
	97.9%	98.2%	98.2%	98.2%	100.0%	97.9%	100.0%	100.0%	100.0%	96.4%	100.0%	100.0%	97.5%	96.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	98.3%	---	100.0%	100.0%	96.2%	100.0%	
0 to 4	37	0	4	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.8%	0.0%	3.6%	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%	0.0%	0.0%	0.0%	0.0%
5	59	2	1	2	0	1	0	0	1	1	0	0	1	2	0	0	0	0	0	0	0	0	1	0	0	1	1	0	
	2.8%	1.8%	0.9%	3.6%	0.0%	1.1%	0.0%	0.0%	2.2%	1.9%	0.0%	0.0%	1.3%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	1.8%	0.0%	0.0%	3.6%	2.0%	0.0%	
6 or 7	178	6	10	3	1	5	0	2	2	2	1	0	5	2	4	0	2	0	0	0	1	0	2	0	1	3	2	1	
	8.5%	5.5%	9.1%	5.4%	7.7%	5.3%	0.0%	18.2%	4.4%	3.7%	9.1%	0.0%	6.5%	3.3%	11.8%	0.0%	28.6%	0.0%	0.0%	0.0%	100.0%	---	3.5%	0.0%	11.1%	10.7%	4.0%	3.7%	
8 to 10	1,812	102	95	49	12	88	1	9	42	51	10	19	71	56	30	16	5	2	3	9	0	0	54	2	8	24	47	26	
	86.9%	92.7%	86.4%	87.5%	92.3%	93.6%	100.0%	81.8%	93.3%	94.4%	90.9%	100.0%	92.2%	93.3%	88.2%	100.0%	71.4%	100.0%	100.0%	100.0%	0.0%	---	94.7%	100.0%	88.9%	85.7%	94.0%	96.3%	
Significantly different from column:*																													
0 to 6	148	4	6	7	1	2	0	0	1	3	1	0	2	2	2	0	1	0	0	0	1	0	1	0	0	1	3	0	
	7.1%	3.6%	5.5%	12.5%	7.7%	2.1%	0.0%	0.0%	2.2%	5.6%	9.1%	0.0%	2.6%	3.3%	5.9%	0.0%	14.3%	0.0%	0.0%	0.0%	100.0%	---	1.8%	0.0%	0.0%	3.6%	6.0%	0.0%	
7 to 8	419	18	26	8	0	18	0	4	8	6	1	2	15	9	7	2	1	0	0	2	0	0	12	0	1	8	5	4	
	20.1%	16.4%	23.6%	14.3%	0.0%	19.1%	0.0%	36.4%	17.8%	11.1%	9.1%	10.5%	19.5%	15.0%	20.6%	12.5%	14.3%	0.0%	0.0%	22.2%	0.0%	---	21.1%	0.0%	11.1%	28.6%	10.0%	14.8%	
9 to 10	1,519	88	78	41	12	74	1	7	36	45	9	17	60	49	25	14	5	2	3	7	0	0	44	2	8	19	42	23	
	72.8%	80.0%	70.9%	73.2%	92.3%	78.7%	100.0%	63.6%	80.0%	83.3%	81.8%	89.5%	77.9%	81.7%	73.5%	87.5%	71.4%	100.0%	100.0%	77.8%	0.0%	---	77.2%	100.0%	88.9%	67.9%	84.0%	85.2%	
Significantly different from column:*																													

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

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



**InterCommunity Health Network CCO**

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	Y
Number in sample	2,130	112	112	57	13	96	1	11	45	56	11	19	79	62	34	16	7	2	3	9	1	0	58	2	9	28	52	27	
Number missing or multiple answer	29	2	1	1	0	2	0	0	1	1	0	0	2	1	1	0	0	0	0	0	0	0	1	0	1	1	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,101	110	111	56	13	94	1	11	44	55	11	19	77	61	33	16	7	2	3	9	1	0	57	2	8	27	51	27	
	98.6%	98.2%	99.1%	98.2%	100.0%	97.9%	100.0%	100.0%	97.8%	98.2%	100.0%	100.0%	97.5%	98.4%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	98.3%	---	88.9%	96.4%	98.1%	100.0%	
Yes	1,627	79	85	46	6	70	1	6	33	40	6	15	56	40	25	14	5	2	2	3	0	0	43	1	7	14	37	24	
	77.4%	71.8%	76.6%	82.1%	46.2%	74.5%	100.0%	54.5%	75.0%	72.7%	54.5%	78.9%	72.7%	65.6%	75.8%	87.5%	71.4%	100.0%	66.7%	33.3%	0.0%	---	75.4%	50.0%	87.5%	51.9%	72.5%	88.9%	
No	474	31	26	10	7	24	0	5	11	15	5	4	21	21	8	2	2	0	1	6	1	0	14	1	1	13	14	3	
	22.6%	28.2%	23.4%	17.9%	53.8%	25.5%	0.0%	45.5%	25.0%	27.3%	45.5%	21.1%	27.3%	34.4%	24.2%	12.5%	28.6%	0.0%	33.3%	66.7%	100.0%	---	24.6%	50.0%	12.5%	48.1%	27.5%	11.1%	
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.

**InterCommunity Health Network CCO**

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	79	85	46	6	70	1	6	33	40	6	15	56	40	25	14	5	2	2	3	0	0	43	1	7	14	37	24
Number missing or multiple answer	43	1	3	0	0	1	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,584	78	82	46	6	69	1	6	32	40	6	15	55	40	24	14	5	2	2	3	0	0	42	1	7	14	37	23
	97.4%	98.7%	96.5%	100.0%	100.0%	98.6%	100.0%	100.0%	97.0%	100.0%	100.0%	100.0%	98.2%	100.0%	96.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	97.7%	---	100.0%	100.0%	100.0%	95.8%
Yes	1,453	73	77	41	5	65	1	5	29	39	6	15	50	38	22	13	4	2	2	2	0	0	40	0	7	13	35	21
	91.7%	93.6%	93.9%	89.1%	83.3%	94.2%	100.0%	83.3%	90.6%	97.5%	100.0%	100.0%	90.9%	95.0%	91.7%	92.9%	80.0%	100.0%	100.0%	66.7%	---	---	95.2%	0.0%	100.0%	92.9%	94.6%	91.3%
No	131	5	5	5	1	4	0	1	3	1	0	0	5	2	2	1	1	0	0	1	0	0	2	1	0	1	2	2
	8.3%	6.4%	6.1%	10.9%	16.7%	5.8%	0.0%	16.7%	9.4%	2.5%	0.0%	0.0%	9.1%	5.0%	8.3%	7.1%	20.0%	0.0%	0.0%	33.3%	---	---	4.8%	100.0%	0.0%	7.1%	5.4%	8.7%
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.

**InterCommunity Health Network CCO**

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	Y
Number in sample	1,627	79	85	46	6	70	1	6	33	40	6	15	56	40	25	14	5	2	2	3	0	0	43	1	7	14	37	24	
Number missing or multiple answer	40	1	2	0	0	1	0	0	1	0	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	1,587	78	83	46	6	69	1	6	32	40	6	14	56	40	25	13	5	2	2	3	0	0	43	1	6	13	37	24	
	97.5%	98.7%	97.6%	100.0%	100.0%	98.6%	100.0%	100.0%	97.0%	100.0%	100.0%	93.3%	100.0%	100.0%	100.0%	92.9%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	85.7%	92.9%	100.0%	100.0%	
Yes	1,403	69	75	37	5	61	1	5	27	37	5	14	48	37	21	11	4	2	2	2	0	0	38	0	6	12	33	20	
	88.4%	88.5%	90.4%	80.4%	83.3%	88.4%	100.0%	83.3%	84.4%	92.5%	83.3%	100.0%	85.7%	92.5%	84.0%	84.6%	80.0%	100.0%	100.0%	66.7%	---	---	88.4%	0.0%	100.0%	92.3%	89.2%	83.3%	
No	184	9	8	9	1	8	0	1	5	3	1	0	8	3	4	2	1	0	0	1	0	0	5	1	0	1	4	4	
	11.6%	11.5%	9.6%	19.6%	16.7%	11.6%	0.0%	16.7%	15.6%	7.5%	16.7%	0.0%	14.3%	7.5%	16.0%	15.4%	20.0%	0.0%	0.0%	33.3%	---	---	11.6%	100.0%	0.0%	7.7%	10.8%	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.

**InterCommunity Health Network CCO**

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	Y
Number in sample	2,281	120	124	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28	
Number missing or multiple answer	13	1	1	2	1	0	0	0	1	0	1	0	0	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	NA
Usable responses	2,268	119	123	65	15	101	1	16	47	56	12	22	82	66	37	16	8	3	3	9	1	0	63	2	9	32	54	28	
	99.4%	99.2%	99.2%	97.0%	93.8%	100.0%	100.0%	100.0%	97.9%	100.0%	92.3%	100.0%	100.0%	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	98.4%	---	100.0%	97.0%	100.0%	100.0%	
Yes	840	49	49	23	5	43	0	8	16	25	3	7	38	21	19	9	3	2	2	2	1	0	32	2	0	7	22	17	
	37.0%	41.2%	39.8%	35.4%	33.3%	42.6%	0.0%	50.0%	34.0%	44.6%	25.0%	31.8%	46.3%	31.8%	51.4%	56.3%	37.5%	66.7%	66.7%	22.2%	100.0%	---	50.8%	100.0%	0.0%	21.9%	40.7%	60.7%	
No	1,428	70	74	42	10	58	1	8	31	31	9	15	44	45	18	7	5	1	1	7	0	0	31	0	9	25	32	11	
	63.0%	58.8%	60.2%	64.6%	66.7%	57.4%	100.0%	50.0%	66.0%	55.4%	75.0%	68.2%	53.7%	68.2%	48.6%	43.8%	62.5%	33.3%	33.3%	77.8%	0.0%	---	49.2%	0.0%	100.0%	78.1%	59.3%	39.3%	
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.

InterCommunity Health Network CCO

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	49	49	23	5	43	0	8	16	25	3	7	38	21	19	9	3	2	2	2	1	0	32	2	0	7	22	17
Number missing or multiple answer	4	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	836	49	48	23	5	43	0	8	16	25	3	7	38	21	19	9	3	2	2	2	1	0	32	2	0	7	22	17
	99.5%	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%	
Never	44	2	5	1	1	1	0	0	2	0	0	0	2	1	0	1	0	0	0	1	0	0	1	0	0	0	1	1
	5.3%	4.1%	10.4%	4.3%	20.0%	2.3%	---	0.0%	12.5%	0.0%	0.0%	0.0%	5.3%	4.8%	0.0%	11.1%	0.0%	0.0%	50.0%	0.0%	---	3.1%	0.0%	---	0.0%	4.5%	5.9%	
Sometimes	163	7	6	5	1	6	0	0	4	3	0	2	5	2	5	0	1	0	1	0	1	0	2	1	0	0	3	4
	19.5%	14.3%	12.5%	21.7%	20.0%	14.0%	---	0.0%	25.0%	12.0%	0.0%	28.6%	13.2%	9.5%	26.3%	0.0%	33.3%	0.0%	50.0%	0.0%	100.0%	---	6.3%	50.0%	---	0.0%	13.6%	23.5%
Usually	251	19	14	8	3	16	0	5	5	9	2	4	13	7	7	5	0	2	0	1	0	0	15	0	0	5	8	5
	30.0%	38.8%	29.2%	34.8%	60.0%	37.2%	---	62.5%	31.3%	36.0%	66.7%	57.1%	34.2%	33.3%	36.8%	55.6%	0.0%	100.0%	0.0%	50.0%	0.0%	---	46.9%	0.0%	---	71.4%	36.4%	29.4%
Always	378	21	23	9	0	20	0	3	5	13	1	1	18	11	7	3	2	0	1	0	0	0	14	1	0	2	10	7
	45.2%	42.9%	47.9%	39.1%	0.0%	46.5%	---	37.5%	31.3%	52.0%	33.3%	14.3%	47.4%	52.4%	36.8%	33.3%	66.7%	0.0%	50.0%	0.0%	---	43.8%	50.0%	---	28.6%	45.5%	41.2%	
Significantly different from column:*																												
Usually or Always	629	40	37	17	3	36	0	8	10	22	3	5	31	18	14	8	2	2	1	1	0	0	29	1	0	7	18	12
	75.2%	81.6%	77.1%	73.9%	60.0%	83.7%	---	100.0%	62.5%	88.0%	100.0%	71.4%	81.6%	85.7%	73.7%	88.9%	66.7%	100.0%	50.0%	50.0%	0.0%	---	90.6%	50.0%	---	100.0%	81.8%	70.6%
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.

InterCommunity Health Network CCO

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	49	49	23	5	43	0	8	16	25	3	7	38	21	19	9	3	2	2	2	1	0	32	2	0	7	22	17
Number missing or multiple answer	13	1	1	0	0	1	0	1	0	0	0	0	1	0	0	1	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	827	48	48	23	5	42	0	7	16	25	3	7	37	21	19	8	3	2	2	2	1	0	31	2	0	7	22	16
	98.5%	98.0%	98.0%	100.0%	100.0%	97.7%	---	87.5%	100.0%	100.0%	100.0%	100.0%	97.4%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%	---	96.9%	---	---	100.0%	100.0%	94.1%
None	45	2	3	1	0	2	0	0	1	1	1	0	1	2	0	0	0	0	0	0	0	0	2	0	0	0	0	0
	5.4%	4.2%	6.3%	4.3%	0.0%	4.8%	---	0.0%	6.3%	4.0%	33.3%	0.0%	2.7%	9.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	6.5%	0.0%	---	0.0%	0.0%	0.0%
1 specialist	428	23	27	9	3	20	0	4	9	10	1	4	18	10	9	4	0	0	1	2	1	0	14	1	0	4	15	3
	51.8%	47.9%	56.3%	39.1%	60.0%	47.6%	---	57.1%	56.3%	40.0%	33.3%	57.1%	48.6%	47.6%	47.4%	50.0%	0.0%	0.0%	50.0%	100.0%	100.0%	---	45.2%	50.0%	---	57.1%	68.2%	18.8%
2	194	14	12	10	2	11	0	1	3	10	0	2	11	5	7	2	1	2	1	0	0	8	1	0	1	7	6	
	23.5%	29.2%	25.0%	43.5%	40.0%	26.2%	---	14.3%	18.8%	40.0%	0.0%	28.6%	29.7%	23.8%	36.8%	25.0%	33.3%	100.0%	50.0%	0.0%	0.0%	---	25.8%	50.0%	---	14.3%	31.8%	37.5%
3	85	3	2	2	0	3	0	1	0	2	1	0	2	2	1	0	1	0	0	0	0	0	2	0	0	1	0	2
	10.3%	6.3%	4.2%	8.7%	0.0%	7.1%	---	14.3%	0.0%	8.0%	33.3%	0.0%	5.4%	9.5%	5.3%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	---	6.5%	0.0%	---	14.3%	0.0%	12.5%
4	36	2	1	1	0	2	0	0	1	1	0	0	2	0	1	1	0	0	0	0	0	0	2	0	0	1	0	1
	4.4%	4.2%	2.1%	4.3%	0.0%	4.8%	---	0.0%	6.3%	4.0%	0.0%	0.0%	5.4%	0.0%	5.3%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	---	6.5%	0.0%	---	14.3%	0.0%	6.3%
5 or more specialists	39	4	3	0	0	4	0	1	2	1	0	1	3	2	1	1	1	0	0	0	0	0	3	0	0	0	0	4
	4.7%	8.3%	6.3%	0.0%	0.0%	9.5%	---	14.3%	12.5%	4.0%	0.0%	14.3%	8.1%	9.5%	5.3%	12.5%	33.3%	0.0%	0.0%	0.0%	0.0%	---	9.7%	0.0%	---	0.0%	0.0%	25.0%
3 or more specialists	160	9	6	3	0	9	0	2	3	4	1	1	7	4	3	2	2	0	0	0	0	0	7	0	0	2	0	7
	19.3%	18.8%	12.5%	13.0%	0.0%	21.4%	---	28.6%	18.8%	16.0%	33.3%	14.3%	18.9%	19.0%	15.8%	25.0%	66.7%	0.0%	0.0%	0.0%	0.0%	---	22.6%	0.0%	---	28.6%	0.0%	43.8%
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.

InterCommunity Health Network CCO

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	46	45	22	5	40	0	7	15	24	2	7	36	19	19	8	3	2	2	2	1	0	29	2	0	7	22	16	
Number missing or multiple answer	6	1	0	1	0	1	0	0	1	0	0	0	1	0	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	776	45	45	21	5	39	0	7	14	24	2	7	35	19	18	8	3	2	2	2	1	0	28	2	0	6	22	16	
	99.2%	97.8%	100.0%	95.5%	100.0%	97.5%	---	100.0%	93.3%	100.0%	100.0%	100.0%	97.2%	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	96.6%	---	---	85.7%	100.0%	100.0%	
0 Worst specialist possible	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
	0.5%	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%	
1	3	1	0	0	0	1	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1
	0.4%	2.2%	0.0%	0.0%	0.0%	2.6%	---	0.0%	0.0%	4.2%	0.0%	0.0%	2.9%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	---	3.6%	0.0%	---	0.0%	0.0%	6.3%	
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
	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%	
3	10	2	0	0	0	2	0	0	2	0	0	1	1	0	1	1	0	0	1	0	0	0	1	0	0	0	0	2	
	1.3%	4.4%	0.0%	0.0%	0.0%	5.1%	---	0.0%	14.3%	0.0%	0.0%	14.3%	2.9%	0.0%	5.6%	12.5%	0.0%	0.0%	50.0%	0.0%	0.0%	---	3.6%	0.0%	---	0.0%	0.0%	12.5%	
4	4	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
	0.5%	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%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	
5	32	3	1	1	2	1	0	1	1	1	0	1	2	2	1	0	0	0	0	0	1	0	2	0	0	1	1	1	
	4.1%	6.7%	2.2%	4.8%	40.0%	2.6%	---	14.3%	7.1%	4.2%	0.0%	14.3%	5.7%	10.5%	5.6%	0.0%	0.0%	0.0%	0.0%	100.0%	---	7.1%	0.0%	---	16.7%	4.5%	6.3%		
6	26	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3.4%	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%	
7	59	2	7	3	1	1	0	0	0	2	0	1	1	1	1	0	1	1	0	0	0	0	0	0	0	0	1	1	
	7.6%	4.4%	15.6%	14.3%	20.0%	2.6%	---	0.0%	0.0%	8.3%	0.0%	14.3%	2.9%	5.3%	5.6%	0.0%	33.3%	50.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	4.5%	6.3%	
8	149	8	8	6	0	8	0	3	1	4	1	1	6	1	6	1	1	0	0	0	0	0	5	1	0	2	2	3	
	19.2%	17.8%	17.8%	28.6%	0.0%	20.5%	---	42.9%	7.1%	16.7%	50.0%	14.3%	17.1%	5.3%	33.3%	12.5%	33.3%	0.0%	0.0%	0.0%	0.0%	---	17.9%	50.0%	---	33.3%	9.1%	18.8%	
9	159	11	11	3	2	9	0	1	4	6	1	2	8	7	3	1	1	0	0	2	0	0	8	0	0	1	7	3	
	20.5%	24.4%	24.4%	14.3%	40.0%	23.1%	---	14.3%	28.6%	25.0%	50.0%	28.6%	22.9%	36.8%	16.7%	12.5%	33.3%	0.0%	0.0%	100.0%	0.0%	---	28.6%	0.0%	---	16.7%	31.8%	18.8%	
10 Best specialist possible	328	18	17	8	0	17	0	2	6	10	0	1	16	8	6	4	0	1	1	0	0	0	11	1	0	2	11	5	
	42.3%	40.0%	37.8%	38.1%	0.0%	43.6%	---	28.6%	42.9%	41.7%	0.0%	14.3%	45.7%	42.1%	33.3%	50.0%	0.0%	50.0%	50.0%	0.0%	0.0%	---	39.3%	50.0%	---	33.3%	50.0%	31.3%	

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

InterCommunity Health Network CCO

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	46	45	22	5	40	0	7	15	24	2	7	36	19	19	8	3	2	2	2	1	0	29	2	0	7	22	16
Number missing or multiple answer	6	1	0	1	0	1	0	0	1	0	0	0	1	0	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	776	45	45	21	5	39	0	7	14	24	2	7	35	19	18	8	3	2	2	2	1	0	28	2	0	6	22	16
	99.2%	97.8%	100.0%	95.5%	100.0%	97.5%	---	100.0%	93.3%	100.0%	100.0%	100.0%	97.2%	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%	---	96.6%	---	---	85.7%	100.0%	100.0%	
0 to 4	23	3	1	0	0	3	0	0	2	1	0	1	2	0	1	2	0	0	1	0	0	0	2	0	0	0	0	3
	3.0%	6.7%	2.2%	0.0%	0.0%	7.7%	---	0.0%	14.3%	4.2%	0.0%	14.3%	5.7%	0.0%	5.6%	25.0%	0.0%	0.0%	50.0%	0.0%	0.0%	7.1%	0.0%	---	0.0%	0.0%	18.8%	
5	32	3	1	1	2	1	0	1	1	1	0	1	2	2	1	0	0	0	0	0	1	0	2	0	0	1	1	1
	4.1%	6.7%	2.2%	4.8%	40.0%	2.6%	---	14.3%	7.1%	4.2%	0.0%	14.3%	5.7%	10.5%	5.6%	0.0%	0.0%	0.0%	0.0%	100.0%	---	7.1%	0.0%	---	16.7%	4.5%	6.3%	
6 or 7	85	2	7	3	1	1	0	0	0	2	0	1	1	1	1	0	1	1	0	0	0	0	0	0	0	0	1	1
	11.0%	4.4%	15.6%	14.3%	20.0%	2.6%	---	0.0%	0.0%	8.3%	0.0%	14.3%	2.9%	5.3%	5.6%	0.0%	33.3%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	4.5%	6.3%
8 to 10	636	37	36	17	2	34	0	6	11	20	2	4	30	16	15	6	2	1	1	2	0	0	24	2	0	5	20	11
	82.0%	82.2%	80.0%	81.0%	40.0%	87.2%	---	85.7%	78.6%	83.3%	100.0%	57.1%	85.7%	84.2%	83.3%	75.0%	66.7%	50.0%	50.0%	100.0%	0.0%	---	85.7%	100.0%	---	83.3%	90.9%	68.8%
Significantly different from column:*																												
0 to 6	81	6	2	1	2	4	0	1	3	2	0	2	4	2	2	2	0	0	1	0	1	0	4	0	0	1	1	4
	10.4%	13.3%	4.4%	4.8%	40.0%	10.3%	---	14.3%	21.4%	8.3%	0.0%	28.6%	11.4%	10.5%	11.1%	25.0%	0.0%	0.0%	50.0%	0.0%	100.0%	---	14.3%	0.0%	---	16.7%	4.5%	25.0%
7 to 8	208	10	15	9	1	9	0	3	1	6	1	2	7	2	7	1	2	1	0	0	0	0	5	1	0	2	3	4
	26.8%	22.2%	33.3%	42.9%	20.0%	23.1%	---	42.9%	7.1%	25.0%	50.0%	28.6%	20.0%	10.5%	38.9%	12.5%	66.7%	50.0%	0.0%	0.0%	---	17.9%	50.0%	---	33.3%	13.6%	25.0%	
9 to 10	487	29	28	11	2	26	0	3	10	16	1	3	24	15	9	5	1	1	1	2	0	0	19	1	0	3	18	8
	62.8%	64.4%	62.2%	52.4%	40.0%	66.7%	---	42.9%	71.4%	66.7%	50.0%	42.9%	68.6%	78.9%	50.0%	62.5%	33.3%	50.0%	50.0%	100.0%	0.0%	---	67.9%	50.0%	---	50.0%	81.8%	50.0%
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.



**InterCommunity Health Network CCO**

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	120	124	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28
Number missing or multiple answer	27	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	2,254	120	124	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28
	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%	100.0%	100.0%	100.0%
Yes	483	27	27	17	5	22	0	1	10	16	0	5	22	18	6	3	1	0	1	3	1	0	17	0	1	5	13	8
	21.4%	22.5%	21.8%	25.4%	31.3%	21.8%	0.0%	6.3%	20.8%	28.6%	0.0%	22.7%	26.8%	26.9%	16.2%	18.8%	12.5%	0.0%	33.3%	33.3%	100.0%	---	26.6%	0.0%	11.1%	15.2%	24.1%	28.6%
No	1,771	93	97	50	11	79	1	15	38	40	13	17	60	49	31	13	7	3	2	6	0	0	47	2	8	28	41	20
	78.6%	77.5%	78.2%	74.6%	68.8%	78.2%	100.0%	93.8%	79.2%	71.4%	100.0%	77.3%	73.2%	73.1%	83.8%	81.3%	87.5%	100.0%	66.7%	66.7%	0.0%	---	73.4%	100.0%	88.9%	84.8%	75.9%	71.4%
Significantly different from column:*																												

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

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

InterCommunity Health Network CCO

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
Number in sample	483	27	27	17	5	22	0	1	10	16	0	5	22	18	6	3	1	0	1	3	1	0	17	0	1	5	13	8
Number missing or multiple answer	7	2	1	0	1	1	0	0	1	1	0	2	0	1	0	1	1	0	0	0	0	0	0	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
Usable responses	476	25	26	17	4	21	0	1	9	15	0	3	22	17	5	3	0	0	1	3	1	0	17	0	1	4	13	7
	98.6%	92.6%	96.3%	100.0%	80.0%	95.5%	---	100.0%	90.0%	93.8%	---	60.0%	100.0%	94.4%	83.3%	100.0%	0.0%	---	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	80.0%	100.0%	87.5%
Never	16	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	1	0
	3.4%	4.0%	3.8%	5.9%	0.0%	4.8%	---	0.0%	0.0%	6.7%	---	0.0%	4.5%	0.0%	20.0%	0.0%	---	---	0.0%	0.0%	0.0%	---	5.9%	---	0.0%	0.0%	7.7%	0.0%
Sometimes	73	4	2	4	1	3	0	1	1	2	0	1	3	2	0	2	0	0	0	1	0	0	3	0	0	0	2	2
	15.3%	16.0%	7.7%	23.5%	25.0%	14.3%	---	100.0%	11.1%	13.3%	---	33.3%	13.6%	11.8%	0.0%	66.7%	---	---	0.0%	33.3%	0.0%	---	17.6%	---	0.0%	0.0%	15.4%	28.6%
Usually	123	9	11	3	1	8	0	0	5	4	0	2	7	6	3	0	0	0	1	0	1	0	5	0	1	2	6	1
	25.8%	36.0%	42.3%	17.6%	25.0%	38.1%	---	0.0%	55.6%	26.7%	---	66.7%	31.8%	35.3%	60.0%	0.0%	---	---	100.0%	0.0%	100.0%	---	29.4%	---	100.0%	50.0%	46.2%	14.3%
Always	264	11	12	9	2	9	0	0	3	8	0	0	11	9	1	1	0	0	2	0	0	0	8	0	0	2	4	4
	55.5%	44.0%	46.2%	52.9%	50.0%	42.9%	---	0.0%	33.3%	53.3%	---	0.0%	50.0%	52.9%	20.0%	33.3%	---	---	0.0%	66.7%	0.0%	---	47.1%	---	0.0%	50.0%	30.8%	57.1%
Significantly different from column:*																												
Usually or Always	387	20	23	12	3	17	0	0	8	12	0	2	18	15	4	1	0	0	1	2	1	0	13	0	1	4	10	5
	81.3%	80.0%	88.5%	70.6%	75.0%	81.0%	---	0.0%	88.9%	80.0%	---	66.7%	81.8%	88.2%	80.0%	33.3%	---	---	100.0%	66.7%	100.0%	---	76.5%	---	100.0%	100.0%	76.9%	71.4%
Significantly different from column:*																												

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

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

InterCommunity Health Network CCO

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	Y
Number in sample	483	27	27	17	5	22	0	1	10	16	0	5	22	18	6	3	1	0	1	3	1	0	17	0	1	5	13	8	
Number missing or multiple answer	10	2	0	0	1	1	0	0	1	1	0	2	0	1	0	1	1	0	0	0	0	0	0	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	
Usable responses	473	25	27	17	4	21	0	1	9	15	0	3	22	17	5	3	0	0	1	3	1	0	17	0	1	4	13	7	
	97.9%	92.6%	100.0%	100.0%	80.0%	95.5%	---	100.0%	90.0%	93.8%	---	60.0%	100.0%	94.4%	83.3%	100.0%	0.0%	---	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	80.0%	100.0%	87.5%	
Never	7	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.5%	0.0%	3.7%	11.8%	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%	
Sometimes	21	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
	4.4%	0.0%	3.7%	11.8%	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%	
Usually	77	8	7	1	2	6	0	0	3	5	0	2	6	7	1	0	0	0	2	1	0	3	0	1	2	4	2		
	16.3%	32.0%	25.9%	5.9%	50.0%	28.6%	---	0.0%	33.3%	33.3%	---	66.7%	27.3%	41.2%	20.0%	0.0%	---	---	0.0%	66.7%	100.0%	---	17.6%	---	100.0%	50.0%	30.8%	28.6%	
Always	368	17	18	12	2	15	0	1	6	10	0	1	16	10	4	3	0	0	1	1	0	14	0	0	2	9	5		
	77.8%	68.0%	66.7%	70.6%	50.0%	71.4%	---	100.0%	66.7%	66.7%	---	33.3%	72.7%	58.8%	80.0%	100.0%	---	---	100.0%	33.3%	0.0%	---	82.4%	---	0.0%	50.0%	69.2%	71.4%	
Significantly different from column:*																													
Usually or Always	445	25	25	13	4	21	0	1	9	15	0	3	22	17	5	3	0	0	1	3	1	0	17	0	1	4	13	7	
	94.1%	100.0%	92.6%	76.5%	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%	
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.

**InterCommunity Health Network CCO**

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	120	124	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28
Number missing or multiple answer	50	5	2	1	0	5	0	0	1	4	0	1	4	2	2	1	1	0	0	0	0	0	2	0	1	0	1	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,231	115	122	66	16	96	1	16	47	52	13	21	78	65	35	15	7	3	3	9	1	0	62	2	8	33	53	26
	97.8%	95.8%	98.4%	98.5%	100.0%	95.0%	100.0%	100.0%	97.9%	92.9%	100.0%	95.5%	95.1%	97.0%	94.6%	93.8%	87.5%	100.0%	100.0%	100.0%	100.0%	---	96.9%	---	88.9%	100.0%	98.1%	92.9%
Yes	595	28	44	19	4	23	0	5	15	8	1	4	22	17	6	5	0	0	1	2	0	0	18	0	1	8	13	6
	26.7%	24.3%	36.1%	28.8%	25.0%	24.0%	0.0%	31.3%	31.9%	15.4%	7.7%	19.0%	28.2%	26.2%	17.1%	33.3%	0.0%	0.0%	33.3%	22.2%	0.0%	---	29.0%	0.0%	12.5%	24.2%	24.5%	23.1%
No	1,636	87	78	47	12	73	1	11	32	44	12	17	56	48	29	10	7	3	2	7	1	0	44	2	7	25	40	20
	73.3%	75.7%	63.9%	71.2%	75.0%	76.0%	100.0%	68.8%	68.1%	84.6%	92.3%	81.0%	71.8%	73.8%	82.9%	66.7%	100.0%	100.0%	66.7%	77.8%	100.0%	---	71.0%	100.0%	87.5%	75.8%	75.5%	76.9%
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.

**InterCommunity Health Network CCO**

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
Number in sample	2,231	115	122	66	16	96	1	16	47	52	13	21	78	65	35	15	7	3	3	9	1	0	62	2	8	33	53	26
Number missing or multiple answer	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
Number no experience	NA	NA	NA	NA	NA	NA	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	115	119	66	16	96	1	16	47	52	13	21	78	65	35	15	7	3	3	9	1	0	62	2	8	33	53	26
	99.0%	100.0%	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%	100.0%	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Never	28	1	2	2	0	1	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0
	1.3%	0.9%	1.7%	3.0%	0.0%	1.0%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	1.3%	1.5%	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%
Sometimes	99	2	7	1	0	2	0	1	1	0	0	1	1	1	1	0	0	0	0	0	0	0	2	0	0	2	0	0
	4.5%	1.7%	5.9%	1.5%	0.0%	2.1%	0.0%	6.3%	2.1%	0.0%	0.0%	4.8%	1.3%	1.5%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	---	3.2%	0.0%	0.0%	6.1%	0.0%	0.0%	
Usually	203	11	13	11	2	9	0	3	5	3	1	1	9	7	2	2	0	0	0	0	0	9	0	1	2	4	4	
	9.2%	9.6%	10.9%	16.7%	12.5%	9.4%	0.0%	18.8%	10.6%	5.8%	7.7%	4.8%	11.5%	10.8%	5.7%	13.3%	0.0%	0.0%	0.0%	0.0%	---	14.5%	0.0%	12.5%	6.1%	7.5%	15.4%	
Always	1,879	101	97	52	14	84	1	12	41	48	12	19	67	56	32	13	7	3	3	9	1	0	51	2	7	29	48	22
	85.1%	87.8%	81.5%	78.8%	87.5%	87.5%	100.0%	75.0%	87.2%	92.3%	92.3%	90.5%	85.9%	86.2%	91.4%	86.7%	100.0%	100.0%	100.0%	100.0%	100.0%	---	82.3%	100.0%	87.5%	87.9%	90.6%	84.6%
Significantly different from column:*																												
Usually or Always	2,082	112	110	63	16	93	1	15	46	51	13	20	76	63	34	15	7	3	3	9	1	0	60	2	8	31	52	26
	94.3%	97.4%	92.4%	95.5%	100.0%	96.9%	100.0%	93.8%	97.9%	98.1%	100.0%	95.2%	97.4%	96.9%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	96.8%	100.0%	100.0%	93.9%	98.1%	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.

\*\*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.

InterCommunity Health Network CCO

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	Y
Number in sample	2,281	120	124	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28	
Number missing or multiple answer	42	1	1	0	0	1	0	0	0	1	0	0	1	0	0	1	0	1	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	2,239	119	123	67	16	100	1	16	48	55	13	22	81	67	37	15	8	2	3	9	1	0	64	2	9	33	54	27	
	98.2%	99.2%	99.2%	100.0%	100.0%	99.0%	100.0%	100.0%	100.0%	98.2%	100.0%	100.0%	98.8%	100.0%	100.0%	93.8%	100.0%	66.7%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	100.0%	96.4%	
0 Worst health plan possible	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
	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%
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
	0.1%	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%	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
	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%
3	19	1	0	0	0	1	0	0	0	1	1	0	0	0	0	1	0	0	0	0	0	0	1	0	0	1	0	0	
	0.8%	0.8%	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	1.8%	7.7%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	---	1.6%	0.0%	0.0%	3.0%	0.0%	0.0%	
4	32	5	1	1	2	3	0	1	1	3	0	1	4	3	1	1	0	0	0	0	0	0	3	0	0	2	2	1	
	1.4%	4.2%	0.8%	1.5%	12.5%	3.0%	0.0%	6.3%	2.1%	5.5%	0.0%	4.5%	4.9%	4.5%	2.7%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	---	4.7%	0.0%	0.0%	6.1%	3.7%	3.7%	
5	119	2	5	0	0	2	0	0	1	1	0	0	2	0	1	1	0	0	0	0	0	0	2	0	0	0	1	1	
	5.3%	1.7%	4.1%	0.0%	0.0%	2.0%	0.0%	0.0%	2.1%	1.8%	0.0%	0.0%	2.5%	0.0%	2.7%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	---	3.1%	0.0%	0.0%	0.0%	1.9%	3.7%	
6	112	6	4	4	1	5	0	0	2	4	1	1	4	3	3	0	1	0	1	0	0	0	2	1	0	0	2	3	
	5.0%	5.0%	3.3%	6.0%	6.3%	5.0%	0.0%	0.0%	4.2%	7.3%	7.7%	4.5%	4.9%	4.5%	8.1%	0.0%	12.5%	0.0%	33.3%	0.0%	0.0%	---	3.1%	50.0%	0.0%	0.0%	3.7%	11.1%	
7	282	16	11	8	2	14	0	3	8	5	1	0	15	10	4	2	0	0	0	0	0	0	9	0	3	3	6	4	
	12.6%	13.4%	8.9%	11.9%	12.5%	14.0%	0.0%	18.8%	16.7%	9.1%	7.7%	0.0%	18.5%	14.9%	10.8%	13.3%	0.0%	0.0%	0.0%	0.0%	0.0%	---	14.1%	0.0%	33.3%	9.1%	11.1%	14.8%	
8	423	27	26	14	4	23	0	4	11	12	1	5	21	13	11	3	3	0	1	1	0	0	18	1	0	8	13	6	
	18.9%	22.7%	21.1%	20.9%	25.0%	23.0%	0.0%	25.0%	22.9%	21.8%	7.7%	22.7%	25.9%	19.4%	29.7%	20.0%	37.5%	0.0%	33.3%	11.1%	0.0%	---	28.1%	50.0%	0.0%	24.2%	24.1%	22.2%	
9	410	21	26	15	2	19	0	6	7	8	3	4	14	9	10	2	3	1	1	2	1	0	10	0	1	8	7	6	
	18.3%	17.6%	21.1%	22.4%	12.5%	19.0%	0.0%	37.5%	14.6%	14.5%	23.1%	18.2%	17.3%	13.4%	27.0%	13.3%	37.5%	50.0%	33.3%	22.2%	100.0%	---	15.6%	0.0%	11.1%	24.2%	13.0%	22.2%	
10 Best health plan possible	818	41	50	24	5	33	1	2	18	21	6	11	21	29	7	5	1	1	0	6	0	0	19	0	5	11	23	6	
	36.5%	34.5%	40.7%	35.8%	31.3%	33.0%	100.0%	12.5%	37.5%	38.2%	46.2%	50.0%	25.9%	43.3%	18.9%	33.3%	12.5%	50.0%	0.0%	66.7%	0.0%	---	29.7%	0.0%	55.6%	33.3%	42.6%	22.2%	

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

InterCommunity Health Network CCO

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	120	124	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28
Number missing or multiple answer	42	1	1	0	0	1	0	0	0	1	0	0	1	0	0	1	0	1	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	2,239	119	123	67	16	100	1	16	48	55	13	22	81	67	37	15	8	2	3	9	1	0	64	2	9	33	54	27
	98.2%	99.2%	99.2%	100.0%	100.0%	99.0%	100.0%	100.0%	100.0%	98.2%	100.0%	100.0%	98.8%	100.0%	100.0%	93.8%	100.0%	66.7%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	100.0%	96.4%
0 to 4	75	6	1	2	2	4	0	1	1	4	1	1	4	3	1	2	0	0	0	0	0	0	4	0	0	3	2	1
	3.3%	5.0%	0.8%	3.0%	12.5%	4.0%	0.0%	6.3%	2.1%	7.3%	7.7%	4.5%	4.9%	4.5%	2.7%	13.3%	0.0%	0.0%	0.0%	0.0%	0.0%	---	6.3%	0.0%	0.0%	9.1%	3.7%	3.7%
5	119	2	5	0	0	2	0	0	1	1	0	0	2	0	1	1	0	0	0	0	0	0	2	0	0	0	1	1
	5.3%	1.7%	4.1%	0.0%	0.0%	2.0%	0.0%	0.0%	2.1%	1.8%	0.0%	0.0%	2.5%	0.0%	2.7%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	---	3.1%	0.0%	0.0%	0.0%	1.9%	3.7%
6 or 7	394	22	15	12	3	19	0	3	10	9	2	1	19	13	7	2	1	0	1	0	0	0	11	1	3	3	8	7
	17.6%	18.5%	12.2%	17.9%	18.8%	19.0%	0.0%	18.8%	20.8%	16.4%	15.4%	4.5%	23.5%	19.4%	18.9%	13.3%	12.5%	0.0%	33.3%	0.0%	0.0%	---	17.2%	50.0%	33.3%	9.1%	14.8%	25.9%
8 to 10	1,651	89	102	53	11	75	1	12	36	41	10	20	56	51	28	10	7	2	2	9	1	0	47	1	6	27	43	18
	73.7%	74.8%	82.9%	79.1%	68.8%	75.0%	100.0%	75.0%	75.0%	74.5%	76.9%	90.9%	69.1%	76.1%	75.7%	66.7%	87.5%	100.0%	66.7%	100.0%	100.0%	---	73.4%	50.0%	66.7%	81.8%	79.6%	66.7%
Significantly different from column:*												M	L															
0 to 6	306	14	10	6	3	11	0	1	4	9	2	2	10	6	5	3	1	0	1	0	0	0	8	1	0	3	5	5
	13.7%	11.8%	8.1%	9.0%	18.8%	11.0%	0.0%	6.3%	8.3%	16.4%	15.4%	9.1%	12.3%	9.0%	13.5%	20.0%	12.5%	0.0%	33.3%	0.0%	0.0%	---	12.5%	50.0%	0.0%	9.1%	9.3%	18.5%
7 to 8	705	43	37	22	6	37	0	7	19	17	2	5	36	23	15	5	3	0	1	1	0	0	27	1	3	11	19	10
	31.5%	36.1%	30.1%	32.8%	37.5%	37.0%	0.0%	43.8%	39.6%	30.9%	15.4%	22.7%	44.4%	34.3%	40.5%	33.3%	37.5%	0.0%	33.3%	11.1%	0.0%	---	42.2%	50.0%	33.3%	33.3%	35.2%	37.0%
9 to 10	1,228	62	76	39	7	52	1	8	25	29	9	15	35	38	17	7	4	2	1	8	1	0	29	0	6	19	30	12
	54.8%	52.1%	61.8%	58.2%	43.8%	52.0%	100.0%	50.0%	52.1%	52.7%	69.2%	68.2%	43.2%	56.7%	45.9%	46.7%	50.0%	100.0%	33.3%	88.9%	100.0%	---	45.3%	0.0%	66.7%	57.6%	55.6%	44.4%
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.

**InterCommunity Health Network CCO**

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	120	124	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28	
Number missing or multiple answer	12	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	2,269	120	123	66	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28	
	99.5%	100.0%	99.2%	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	
Yes	1,447	86	87	52	8	75	1	6	32	48	7	14	62	46	27	13	6	2	3	5	1	0	46	1	6	15	41	25	
	63.8%	71.7%	70.7%	78.8%	50.0%	74.3%	100.0%	37.5%	66.7%	85.7%	53.8%	63.6%	75.6%	68.7%	73.0%	81.3%	75.0%	66.7%	100.0%	55.6%	100.0%	---	71.9%	50.0%	66.7%	45.5%	75.9%	89.3%	
No	822	34	36	14	8	26	0	10	16	8	6	8	20	21	10	3	2	1	0	4	0	0	18	1	3	18	13	3	
	36.2%	28.3%	29.3%	21.2%	50.0%	25.7%	0.0%	62.5%	33.3%	14.3%	46.2%	36.4%	24.4%	31.3%	27.0%	18.8%	25.0%	33.3%	0.0%	44.4%	0.0%	---	28.1%	50.0%	33.3%	54.5%	24.1%	10.7%	
Significantly different from column:*								I	H,J	I																	AA,AB	Z	Z

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

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



InterCommunity Health Network CCO

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	86	87	52	8	75	1	6	32	48	7	14	62	46	27	13	6	2	3	5	1	0	46	1	6	15	41	25
Number missing or multiple answer	7	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,440	86	86	50	8	75	1	6	32	48	7	14	62	46	27	13	6	2	3	5	1	0	46	1	6	15	41	25
	99.5%	100.0%	98.9%	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%
Never	41	3	1	0	0	3	0	1	1	1	0	0	3	1	2	0	0	0	0	0	0	0	3	0	0	1	1	1
	2.8%	3.5%	1.2%	0.0%	0.0%	4.0%	0.0%	16.7%	3.1%	2.1%	0.0%	0.0%	4.8%	2.2%	7.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	6.5%	0.0%	0.0%	6.7%	2.4%	4.0%
Sometimes	110	5	8	1	0	5	0	0	3	2	0	2	3	2	2	1	0	0	1	0	0	0	4	0	0	1	1	3
	7.6%	5.8%	9.3%	2.0%	0.0%	6.7%	0.0%	0.0%	9.4%	4.2%	0.0%	14.3%	4.8%	4.3%	7.4%	7.7%	0.0%	0.0%	33.3%	0.0%	0.0%	---	8.7%	0.0%	0.0%	6.7%	2.4%	12.0%
Usually	345	20	20	14	1	18	0	1	12	7	1	0	18	10	9	1	1	0	1	0	0	9	1	1	3	10	6	
	24.0%	23.3%	23.3%	28.0%	12.5%	24.0%	0.0%	16.7%	37.5%	14.6%	14.3%	0.0%	29.0%	21.7%	33.3%	7.7%	16.7%	0.0%	0.0%	20.0%	0.0%	---	19.6%	100.0%	16.7%	20.0%	24.4%	24.0%
Always	944	58	57	35	7	49	1	4	16	38	6	12	38	33	14	11	5	2	2	4	1	0	30	0	5	10	29	15
	65.6%	67.4%	66.3%	70.0%	87.5%	65.3%	100.0%	66.7%	50.0%	79.2%	85.7%	85.7%	61.3%	71.7%	51.9%	84.6%	83.3%	100.0%	66.7%	80.0%	100.0%	---	65.2%	0.0%	83.3%	66.7%	70.7%	60.0%
Significantly different from column:*									J	I																		
Usually or Always	1,289	78	77	49	8	67	1	5	28	45	7	12	56	43	23	12	6	2	2	5	1	0	39	1	6	13	39	21
	89.5%	90.7%	89.5%	98.0%	100.0%	89.3%	100.0%	83.3%	87.5%	93.8%	100.0%	85.7%	90.3%	93.5%	85.2%	92.3%	100.0%	100.0%	66.7%	100.0%	100.0%	---	84.8%	100.0%	100.0%	86.7%	95.1%	84.0%
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.

**InterCommunity Health Network CCO**

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
Number in sample	1,447	86	87	52	8	75	1	6	32	48	7	14	62	46	27	13	6	2	3	5	1	0	46	1	6	15	41	25
Number missing or multiple answer	28	2	1	1	0	2	0	0	0	2	0	1	1	0	1	1	1	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	1,419	84	86	51	8	73	1	6	32	46	7	13	61	46	26	12	5	2	3	5	1	0	45	1	6	15	41	24
	98.1%	97.7%	98.9%	98.1%	100.0%	97.3%	100.0%	100.0%	100.0%	95.8%	100.0%	92.9%	98.4%	100.0%	96.3%	92.3%	83.3%	100.0%	100.0%	100.0%	100.0%	---	97.8%	---	100.0%	100.0%	100.0%	96.0%
Yes	888	52	60	38	4	46	0	5	19	28	5	8	36	27	16	9	3	2	2	3	1	0	28	0	5	6	30	15
	62.6%	61.9%	69.8%	74.5%	50.0%	63.0%	0.0%	83.3%	59.4%	60.9%	71.4%	61.5%	59.0%	58.7%	61.5%	75.0%	60.0%	100.0%	66.7%	60.0%	100.0%	---	62.2%	0.0%	83.3%	40.0%	73.2%	62.5%
No	531	32	26	13	4	27	1	1	13	18	2	5	25	19	10	3	2	0	1	2	0	0	17	1	1	9	11	9
	37.4%	38.1%	30.2%	25.5%	50.0%	37.0%	100.0%	16.7%	40.6%	39.1%	28.6%	38.5%	41.0%	41.3%	38.5%	25.0%	40.0%	0.0%	33.3%	40.0%	0.0%	---	37.8%	100.0%	16.7%	60.0%	26.8%	37.5%
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.

**InterCommunity Health Network CCO**

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	120	124	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28
Number missing or multiple answer	20	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	2,261	120	121	66	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28
	99.1%	100.0%	97.6%	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	1,824	100	87	56	14	83	1	7	43	50	10	18	69	54	31	15	4	3	3	6	1	0	55	2	7	26	45	24
	80.7%	83.3%	71.9%	84.8%	87.5%	82.2%	100.0%	43.8%	89.6%	89.3%	76.9%	81.8%	84.1%	80.6%	83.8%	93.8%	50.0%	100.0%	100.0%	66.7%	100.0%	---	85.9%	100.0%	77.8%	78.8%	83.3%	85.7%
No	437	20	34	10	2	18	0	9	5	6	3	4	13	13	6	1	4	0	0	3	0	0	9	0	2	7	9	4
	19.3%	16.7%	28.1%	15.2%	12.5%	17.8%	0.0%	56.3%	10.4%	10.7%	23.1%	18.2%	15.9%	19.4%	16.2%	6.3%	50.0%	0.0%	0.0%	33.3%	0.0%	---	14.1%	0.0%	22.2%	21.2%	16.7%	14.3%
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.

**InterCommunity Health Network CCO**

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	Y
Number in sample	2,281	120	124	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28	
Number missing or multiple answer	19	1	0	1	1	0	0	0	1	0	0	1	0	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	2,262	119	124	66	15	101	1	16	47	56	13	21	82	66	37	16	8	3	3	9	1	0	64	2	9	32	54	28	
	99.2%	99.2%	100.0%	98.5%	93.8%	100.0%	100.0%	100.0%	97.9%	100.0%	100.0%	95.5%	100.0%	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	97.0%	100.0%	100.0%	
Yes	1,225	62	70	49	10	50	0	5	26	31	6	11	42	33	19	10	2	2	1	5	1	0	34	1	3	15	27	18	
	54.2%	52.1%	56.5%	74.2%	66.7%	49.5%	0.0%	31.3%	55.3%	55.4%	46.2%	52.4%	51.2%	50.0%	51.4%	62.5%	25.0%	66.7%	33.3%	55.6%	100.0%	---	53.1%	50.0%	33.3%	46.9%	50.0%	64.3%	
No	1,037	57	54	17	5	51	1	11	21	25	7	10	40	33	18	6	6	1	2	4	0	0	30	1	6	17	27	10	
	45.8%	47.9%	43.5%	25.8%	33.3%	50.5%	100.0%	68.8%	44.7%	44.6%	53.8%	47.6%	48.8%	50.0%	48.6%	37.5%	75.0%	33.3%	66.7%	44.4%	0.0%	---	46.9%	50.0%	66.7%	53.1%	50.0%	35.7%	
Significantly different from column:*		D																											

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

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

InterCommunity Health Network CCO

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	62	70	49	10	50	0	5	26	31	6	11	42	33	19	10	2	2	1	5	1	0	34	1	3	15	27	18
Number missing or multiple answer	11	1	0	0	0	1	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,214	61	70	49	10	49	0	5	26	30	6	11	41	33	18	10	2	2	1	5	1	0	34	1	3	15	26	18
	99.1%	98.4%	100.0%	100.0%	100.0%	98.0%	---	100.0%	100.0%	96.8%	100.0%	100.0%	97.6%	100.0%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	96.3%	100.0%
Never	28	1	0	3	0	1	0	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	0	1
	2.3%	1.6%	0.0%	6.1%	0.0%	2.0%	---	0.0%	3.8%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	2.9%	0.0%	0.0%	0.0%	0.0%	5.6%
Sometimes	69	1	5	2	1	0	0	0	0	1	0	0	1	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0
	5.7%	1.6%	7.1%	4.1%	10.0%	0.0%	---	0.0%	0.0%	3.3%	0.0%	0.0%	2.4%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	100.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%	0.0%
Usually	215	10	6	6	2	7	0	0	6	4	2	2	5	5	5	0	1	1	0	2	0	0	3	0	0	1	5	4
	17.7%	16.4%	8.6%	12.2%	20.0%	14.3%	---	0.0%	23.1%	13.3%	33.3%	18.2%	12.2%	15.2%	27.8%	0.0%	50.0%	50.0%	0.0%	40.0%	0.0%	---	8.8%	0.0%	0.0%	6.7%	19.2%	22.2%
Always	902	49	59	38	7	41	0	5	19	25	4	9	34	28	12	9	1	1	1	3	0	0	30	1	3	14	20	13
	74.3%	80.3%	84.3%	77.6%	70.0%	83.7%	---	100.0%	73.1%	83.3%	66.7%	81.8%	82.9%	84.8%	66.7%	90.0%	50.0%	50.0%	100.0%	60.0%	0.0%	---	88.2%	100.0%	100.0%	93.3%	76.9%	72.2%
Significantly different from column:*																												
Usually or Always	1,117	59	65	44	9	48	0	5	25	29	6	11	39	33	17	9	2	2	1	5	0	0	33	1	3	15	25	17
	92.0%	96.7%	92.9%	89.8%	90.0%	98.0%	---	100.0%	96.2%	96.7%	100.0%	100.0%	95.1%	100.0%	94.4%	90.0%	100.0%	100.0%	100.0%	0.0%	---	97.1%	100.0%	100.0%	100.0%	96.2%	94.4%	
Significantly different from column:*																												

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

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

InterCommunity Health Network CCO

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	120	124	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28
Number missing or multiple answer	98	5	3	1	0	5	0	1	1	3	0	1	4	1	4	0	1	0	0	0	0	3	0	0	2	1	2	
Number no experience	1693	87	92	43	12	73	1	14	32	41	10	18	57	53	22	12	5	3	2	8	0	45	2	7	27	38	18	
Usable responses	490	28	29	23	4	23	0	1	15	12	3	3	21	13	11	4	2	0	1	1	1	16	0	2	4	15	8	
	21.5%	23.3%	23.4%	34.3%	25.0%	22.8%	0.0%	6.3%	31.3%	21.4%	23.1%	13.6%	25.6%	19.4%	29.7%	25.0%	25.0%	0.0%	33.3%	11.1%	100.0%	---	25.0%	---	22.2%	12.1%	27.8%	28.6%
Never	215	11	8	5	2	8	0	0	6	5	1	0	9	6	5	0	0	0	1	0	1	5	0	1	2	8	1	
	43.9%	39.3%	27.6%	21.7%	50.0%	34.8%	---	0.0%	40.0%	41.7%	33.3%	0.0%	42.9%	46.2%	45.5%	0.0%	0.0%	---	100.0%	0.0%	100.0%	---	31.3%	---	50.0%	50.0%	53.3%	12.5%
Sometimes	61	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
	12.4%	0.0%	10.3%	17.4%	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%
Usually	86	6	9	5	1	5	0	0	2	4	1	1	4	2	3	1	2	0	0	0	0	4	0	0	0	4	2	
	17.6%	21.4%	31.0%	21.7%	25.0%	21.7%	---	0.0%	13.3%	33.3%	33.3%	33.3%	19.0%	15.4%	27.3%	25.0%	100.0%	---	0.0%	0.0%	0.0%	---	25.0%	---	0.0%	0.0%	26.7%	25.0%
Always	128	11	9	9	1	10	0	1	7	3	1	2	8	5	3	3	0	0	0	1	0	0	7	0	1	2	3	5
	26.1%	39.3%	31.0%	39.1%	25.0%	43.5%	---	100.0%	46.7%	25.0%	33.3%	66.7%	38.1%	38.5%	27.3%	75.0%	0.0%	---	0.0%	100.0%	0.0%	---	43.8%	---	50.0%	50.0%	20.0%	62.5%
Significantly different from column:*																												
Usually or Always	214	17	18	14	2	15	0	1	9	7	2	3	12	7	6	4	2	0	0	1	0	0	11	0	1	2	7	7
	43.7%	60.7%	62.1%	60.9%	50.0%	65.2%	---	100.0%	60.0%	58.3%	66.7%	100.0%	57.1%	53.8%	54.5%	100.0%	100.0%	---	0.0%	100.0%	0.0%	---	68.8%	---	50.0%	50.0%	46.7%	87.5%
Significantly different from column:*																												

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

InterCommunity Health Network CCO

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	120	124	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28	
Number missing or multiple answer	105	4	9	5	2	2	0	2	0	2	0	2	2	3	1	0	0	0	0	0	0	0	3	0	0	2	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,176	116	115	62	14	99	1	14	48	54	13	20	80	64	36	16	8	3	3	9	1	0	61	2	9	31	52	28	
	95.4%	96.7%	92.7%	92.5%	87.5%	98.0%	100.0%	87.5%	100.0%	96.4%	100.0%	90.9%	97.6%	95.5%	97.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	95.3%	---	100.0%	93.9%	96.3%	100.0%	
0 Extremely Difficult	128	5	5	4	0	5	0	0	3	2	0	0	5	3	2	0	1	0	0	1	0	0	1	0	1	2	3	0	
	5.9%	4.3%	4.3%	6.5%	0.0%	5.1%	0.0%	0.0%	6.3%	3.7%	0.0%	0.0%	6.3%	4.7%	5.6%	0.0%	12.5%	0.0%	0.0%	11.1%	0.0%	---	1.6%	0.0%	11.1%	6.5%	5.8%	0.0%	
1	54	4	2	2	0	4	0	0	2	2	1	0	3	1	3	0	0	0	0	0	0	0	0	0	0	1	0	2	2
	2.5%	3.4%	1.7%	3.2%	0.0%	4.0%	0.0%	0.0%	4.2%	3.7%	7.7%	0.0%	3.8%	1.6%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	11.1%	0.0%	3.8%	7.1%	
2	53	3	3	2	1	2	0	1	0	2	1	0	2	1	1	1	0	0	0	0	1	0	2	0	0	1	2	0	
	2.4%	2.6%	2.6%	3.2%	7.1%	2.0%	0.0%	7.1%	0.0%	3.7%	7.7%	0.0%	2.5%	1.6%	2.8%	6.3%	0.0%	0.0%	0.0%	0.0%	100.0%	---	3.3%	0.0%	0.0%	3.2%	3.8%	0.0%	
3	70	3	4	4	0	3	0	0	1	2	1	0	2	1	1	1	0	0	0	0	0	0	3	0	0	0	2	0	
	3.2%	2.6%	3.5%	6.5%	0.0%	3.0%	0.0%	0.0%	2.1%	3.7%	7.7%	0.0%	2.5%	1.6%	2.8%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	---	4.9%	0.0%	0.0%	0.0%	3.8%	0.0%	
4	71	6	4	3	0	6	0	2	1	3	0	2	4	3	3	0	3	0	1	0	0	0	2	0	0	1	3	2	
	3.3%	5.2%	3.5%	4.8%	0.0%	6.1%	0.0%	14.3%	2.1%	5.6%	0.0%	10.0%	5.0%	4.7%	8.3%	0.0%	37.5%	0.0%	33.3%	0.0%	0.0%	---	3.3%	0.0%	0.0%	3.2%	5.8%	7.1%	
5	185	8	12	3	0	8	0	0	2	6	0	0	8	4	3	1	0	0	0	0	0	0	7	1	0	1	3	4	
	8.5%	6.9%	10.4%	4.8%	0.0%	8.1%	0.0%	0.0%	4.2%	11.1%	0.0%	0.0%	10.0%	6.3%	8.3%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	---	11.5%	50.0%	0.0%	3.2%	5.8%	14.3%	
6	106	2	7	3	0	2	0	1	0	1	0	0	2	1	0	1	0	1	0	0	0	0	1	0	0	1	0	1	
	4.9%	1.7%	6.1%	4.8%	0.0%	2.0%	0.0%	7.1%	0.0%	1.9%	0.0%	0.0%	2.5%	1.6%	0.0%	6.3%	0.0%	33.3%	0.0%	0.0%	0.0%	---	1.6%	0.0%	0.0%	3.2%	0.0%	3.6%	
7	172	8	11	4	3	5	0	0	3	5	1	2	5	5	3	0	2	1	1	0	0	0	2	0	1	1	3	3	
	7.9%	6.9%	9.6%	6.5%	21.4%	5.1%	0.0%	0.0%	6.3%	9.3%	7.7%	10.0%	6.3%	7.8%	8.3%	0.0%	25.0%	33.3%	33.3%	0.0%	0.0%	---	3.3%	0.0%	11.1%	3.2%	5.8%	10.7%	
8	256	15	15	5	2	12	1	3	4	8	1	4	10	7	4	4	0	0	0	2	0	0	11	0	1	6	5	3	
	11.8%	12.9%	13.0%	8.1%	14.3%	12.1%	100.0%	21.4%	8.3%	14.8%	7.7%	20.0%	12.5%	10.9%	11.1%	25.0%	0.0%	0.0%	0.0%	22.2%	0.0%	---	18.0%	0.0%	11.1%	19.4%	9.6%	10.7%	
9	280	13	15	9	2	11	0	0	7	6	1	2	10	8	5	0	0	1	1	2	0	0	5	0	0	4	5	4	
	12.9%	11.2%	13.0%	14.5%	14.3%	11.1%	0.0%	0.0%	14.6%	11.1%	7.7%	10.0%	12.5%	12.5%	13.9%	0.0%	0.0%	33.3%	33.3%	22.2%	0.0%	---	8.2%	0.0%	0.0%	12.9%	9.6%	14.3%	
10 Extremely Easy	801	49	37	23	6	41	0	7	25	17	7	10	29	30	11	8	2	0	0	4	0	0	27	1	5	14	24	9	
	36.8%	42.2%	32.2%	37.1%	42.9%	41.4%	0.0%	50.0%	52.1%	31.5%	53.8%	50.0%	36.3%	46.9%	30.6%	50.0%	25.0%	0.0%	0.0%	44.4%	0.0%	---	44.3%	50.0%	55.6%	45.2%	46.2%	32.1%	

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

InterCommunity Health Network CCO

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	120	124	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28	
Number missing or multiple answer	105	4	9	5	2	2	0	2	0	2	0	2	2	3	1	0	0	0	0	0	0	3	0	0	2	2	0		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,176	116	115	62	14	99	1	14	48	54	13	20	80	64	36	16	8	3	3	9	1	0	61	2	9	31	52	28	
	95.4%	96.7%	92.7%	92.5%	87.5%	98.0%	100.0%	87.5%	100.0%	96.4%	100.0%	90.9%	97.6%	95.5%	97.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	95.3%	---	100.0%	93.9%	96.3%	100.0%	
0 to 4	376	21	18	15	1	20	0	3	7	11	3	2	16	9	10	2	4	0	1	1	1	0	8	0	2	4	12	4	
	17.3%	18.1%	15.7%	24.2%	7.1%	20.2%	0.0%	21.4%	14.6%	20.4%	23.1%	10.0%	20.0%	14.1%	27.8%	12.5%	50.0%	0.0%	33.3%	11.1%	100.0%	---	13.1%	0.0%	22.2%	12.9%	23.1%	14.3%	
5	185	8	12	3	0	8	0	0	2	6	0	0	8	4	3	1	0	0	0	0	0	0	7	1	0	1	3	4	
	8.5%	6.9%	10.4%	4.8%	0.0%	8.1%	0.0%	0.0%	4.2%	11.1%	0.0%	0.0%	10.0%	6.3%	8.3%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	---	11.5%	50.0%	0.0%	3.2%	5.8%	14.3%	
6 or 7	278	10	18	7	3	7	0	1	3	6	1	2	7	6	3	1	2	2	1	0	0	3	0	1	2	3	4		
	12.8%	8.6%	15.7%	11.3%	21.4%	7.1%	0.0%	7.1%	6.3%	11.1%	7.7%	10.0%	8.8%	9.4%	8.3%	6.3%	25.0%	66.7%	33.3%	0.0%	0.0%	---	4.9%	0.0%	11.1%	6.5%	5.8%	14.3%	
8 to 10	1,337	77	67	37	10	64	1	10	36	31	9	16	49	45	20	12	2	1	1	8	0	0	43	1	6	24	34	16	
	61.4%	66.4%	58.3%	59.7%	71.4%	64.6%	100.0%	71.4%	75.0%	57.4%	69.2%	80.0%	61.3%	70.3%	55.6%	75.0%	25.0%	33.3%	33.3%	88.9%	0.0%	---	70.5%	50.0%	66.7%	77.4%	65.4%	57.1%	
Significantly different from column:*																													
0 to 6	667	31	37	21	1	30	0	4	9	18	3	2	26	14	13	4	4	1	1	1	1	0	16	1	2	6	15	9	
	30.7%	26.7%	32.2%	33.9%	7.1%	30.3%	0.0%	28.6%	18.8%	33.3%	23.1%	10.0%	32.5%	21.9%	36.1%	25.0%	50.0%	33.3%	33.3%	11.1%	100.0%	---	26.2%	50.0%	22.2%	19.4%	28.8%	32.1%	
7 to 8	428	23	26	9	5	17	1	3	7	13	2	6	15	12	7	4	2	1	1	2	0	0	13	0	2	7	8	6	
	19.7%	19.8%	22.6%	14.5%	35.7%	17.2%	100.0%	21.4%	14.6%	24.1%	15.4%	30.0%	18.8%	18.8%	19.4%	25.0%	25.0%	33.3%	33.3%	22.2%	0.0%	---	21.3%	0.0%	22.2%	22.6%	15.4%	21.4%	
9 to 10	1,081	62	52	32	8	52	0	7	32	23	8	12	39	38	16	8	2	1	1	6	0	0	32	1	5	18	29	13	
	49.7%	53.4%	45.2%	51.6%	57.1%	52.5%	0.0%	50.0%	66.7%	42.6%	61.5%	60.0%	48.8%	59.4%	44.4%	50.0%	25.0%	33.3%	33.3%	66.7%	0.0%	---	52.5%	50.0%	55.6%	58.1%	55.8%	46.4%	
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.



InterCommunity Health Network CCO

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
Number in sample	2,281	120	124	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28
Number missing or multiple answer	19	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	2,262	120	122	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28
	99.2%	100.0%	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Poor	23	4	1	0	0	4	0	0	3	1	0	1	3	0	0	4	0	0	0	0	0	0	2	1	0	0	2	2
	1.0%	3.3%	0.8%	0.0%	0.0%	4.0%	0.0%	0.0%	6.3%	1.8%	0.0%	4.5%	3.7%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	3.1%	50.0%	0.0%	0.0%	3.7%	7.1%
Fair	207	12	14	7	2	9	1	2	2	8	3	3	6	0	0	12	0	1	0	1	0	0	7	0	2	4	2	4
	9.2%	10.0%	11.5%	10.4%	12.5%	8.9%	100.0%	12.5%	4.2%	14.3%	23.1%	13.6%	7.3%	0.0%	0.0%	75.0%	0.0%	33.3%	0.0%	11.1%	0.0%	---	10.9%	0.0%	22.2%	12.1%	3.7%	14.3%
Good	640	37	32	20	2	34	0	4	13	20	5	6	25	0	37	0	5	1	2	1	1	0	17	1	3	9	16	12
	28.3%	30.8%	26.2%	29.9%	12.5%	33.7%	0.0%	25.0%	27.1%	35.7%	38.5%	27.3%	30.5%	0.0%	100.0%	0.0%	62.5%	33.3%	66.7%	11.1%	100.0%	---	26.6%	50.0%	33.3%	27.3%	29.6%	42.9%
Very Good	883	40	52	27	4	35	0	3	17	20	3	7	29	40	0	0	3	1	0	4	0	0	21	0	1	11	21	6
	39.0%	33.3%	42.6%	40.3%	25.0%	34.7%	0.0%	18.8%	35.4%	35.7%	23.1%	31.8%	35.4%	59.7%	0.0%	0.0%	37.5%	33.3%	0.0%	44.4%	0.0%	---	32.8%	0.0%	11.1%	33.3%	38.9%	21.4%
Excellent	509	27	23	13	8	19	0	7	13	7	2	5	19	27	0	0	0	0	1	3	0	0	17	0	3	9	13	4
	22.5%	22.5%	18.9%	19.4%	50.0%	18.8%	0.0%	43.8%	27.1%	12.5%	15.4%	22.7%	23.2%	40.3%	0.0%	0.0%	0.0%	0.0%	33.3%	33.3%	0.0%	---	26.6%	0.0%	33.3%	27.3%	24.1%	14.3%
Significantly different from column:*														O,P	N	N												
Excellent, Very Good, or Good	2,032	104	107	60	14	88	0	14	43	47	10	18	73	67	37	0	8	2	3	8	1	0	55	1	7	29	50	22
	89.8%	86.7%	87.7%	89.6%	87.5%	87.1%	0.0%	87.5%	89.6%	83.9%	76.9%	81.8%	89.0%	100.0%	100.0%	0.0%	100.0%	66.7%	100.0%	88.9%	100.0%	---	85.9%	50.0%	77.8%	87.9%	92.6%	78.6%
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.

InterCommunity Health Network CCO

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	120	124	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28	
Number missing or multiple answer	20	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	2,261	120	122	64	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28	
	99.1%	100.0%	98.4%	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%	100.0%	100.0%	
Poor	171	5	9	4	0	5	0	0	3	2	0	1	4	0	3	2	0	0	1	0	0	0	2	1	1	0	3	1	
	7.6%	4.2%	7.4%	6.3%	0.0%	5.0%	0.0%	0.0%	6.3%	3.6%	0.0%	4.5%	4.9%	0.0%	8.1%	12.5%	0.0%	0.0%	33.3%	0.0%	0.0%	---	3.1%	50.0%	11.1%	0.0%	5.6%	3.6%	
Fair	564	36	22	21	3	32	1	4	13	19	6	6	23	14	14	8	2	1	0	3	0	0	20	1	3	10	10	16	
	24.9%	30.0%	18.0%	32.8%	18.8%	31.7%	100.0%	25.0%	27.1%	33.9%	46.2%	27.3%	28.0%	20.9%	37.8%	50.0%	25.0%	33.3%	0.0%	33.3%	0.0%	---	31.3%	50.0%	33.3%	30.3%	18.5%	57.1%	
Good	777	38	49	15	4	32	0	3	14	21	5	4	27	17	15	6	4	1	1	1	0	0	23	0	2	12	19	5	
	34.4%	31.7%	40.2%	23.4%	25.0%	31.7%	0.0%	18.8%	29.2%	37.5%	38.5%	18.2%	32.9%	25.4%	40.5%	37.5%	50.0%	33.3%	33.3%	11.1%	0.0%	---	35.9%	0.0%	22.2%	36.4%	35.2%	17.9%	
Very Good	496	28	25	13	5	23	0	4	13	11	2	7	19	24	4	0	2	0	1	3	1	0	13	0	2	5	17	5	
	21.9%	23.3%	20.5%	20.3%	31.3%	22.8%	0.0%	25.0%	27.1%	19.6%	15.4%	31.8%	23.2%	35.8%	10.8%	0.0%	25.0%	0.0%	33.3%	33.3%	100.0%	---	20.3%	0.0%	22.2%	15.2%	31.5%	17.9%	
Excellent	253	13	17	11	4	9	0	5	5	3	0	4	9	12	1	0	0	1	0	2	0	0	6	0	1	6	5	1	
	11.2%	10.8%	13.9%	17.2%	25.0%	8.9%	0.0%	31.3%	10.4%	5.4%	0.0%	18.2%	11.0%	17.9%	2.7%	0.0%	0.0%	33.3%	0.0%	22.2%	0.0%	---	9.4%	0.0%	11.1%	18.2%	9.3%	3.6%	
Significantly different from column:*																													
Excellent, Very Good, or Good	1,526	79	91	39	13	64	0	12	32	35	7	15	55	53	20	6	6	2	2	6	1	0	42	0	5	23	41	11	
	67.5%	65.8%	74.6%	60.9%	81.3%	63.4%	0.0%	75.0%	66.7%	62.5%	53.8%	68.2%	67.1%	79.1%	54.1%	37.5%	75.0%	66.7%	66.7%	66.7%	100.0%	---	65.6%	0.0%	55.6%	69.7%	75.9%	39.3%	
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.

InterCommunity Health Network CCO

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	120	124	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28
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	2,273	120	123	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28
	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%	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	1,384	84	71	46	8	74	1	5	31	48	8	12	62	45	25	14	5	2	3	5	1	0	46	2	6	16	40	24
	60.9%	70.0%	57.7%	68.7%	50.0%	73.3%	100.0%	31.3%	64.6%	85.7%	61.5%	54.5%	75.6%	67.2%	67.6%	87.5%	62.5%	66.7%	100.0%	55.6%	100.0%	---	71.9%	100.0%	66.7%	48.5%	74.1%	85.7%
No	889	36	52	21	8	27	0	11	17	8	5	10	20	22	12	2	3	1	0	4	0	0	18	0	3	17	14	4
	39.1%	30.0%	42.3%	31.3%	50.0%	26.7%	0.0%	68.8%	35.4%	14.3%	38.5%	45.5%	24.4%	32.8%	32.4%	12.5%	37.5%	33.3%	0.0%	44.4%	0.0%	---	28.1%	0.0%	33.3%	51.5%	25.9%	14.3%
Significantly different from column:*		A,C						I	H,J	I																AA,AB	Z	Z

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

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

InterCommunity Health Network CCO

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	84	71	46	8	74	1	5	31	48	8	12	62	45	25	14	5	2	3	5	1	0	46	2	6	16	40	24
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	84	71	46	8	74	1	5	31	48	8	12	62	45	25	14	5	2	3	5	1	0	46	2	6	16	40	24
	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%	100.0%
Yes	1,330	81	70	46	7	73	1	5	30	46	8	12	60	42	25	14	5	2	3	4	1	0	45	2	6	14	39	24
	96.4%	96.4%	98.6%	100.0%	87.5%	98.6%	100.0%	100.0%	96.8%	95.8%	100.0%	100.0%	96.8%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	---	97.8%	100.0%	100.0%	87.5%	97.5%	100.0%
No	49	3	1	0	1	1	0	0	1	2	0	0	2	3	0	0	0	0	0	1	0	0	1	0	0	2	1	0
	3.6%	3.6%	1.4%	0.0%	12.5%	1.4%	0.0%	0.0%	3.2%	4.2%	0.0%	0.0%	3.2%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	---	2.2%	0.0%	0.0%	12.5%	2.5%	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.

**InterCommunity Health Network CCO**

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	81	70	46	7	73	1	5	30	46	8	12	60	42	25	14	5	2	3	4	1	0	45	2	6	14	39	24
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	81	69	46	7	73	1	5	30	46	8	12	60	42	25	14	5	2	3	4	1	0	45	2	6	14	39	24
	99.4%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	1,295	79	69	43	7	71	1	5	29	45	8	12	58	40	25	14	5	2	3	4	1	0	43	2	6	14	38	24
	98.0%	97.5%	100.0%	93.5%	100.0%	97.3%	100.0%	100.0%	96.7%	97.8%	100.0%	100.0%	96.7%	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	95.6%	100.0%	100.0%	100.0%	97.4%	100.0%
No	27	2	0	3	0	2	0	0	1	1	0	0	2	2	0	0	0	0	0	0	0	0	2	0	0	0	1	0
	2.0%	2.5%	0.0%	6.5%	0.0%	2.7%	0.0%	0.0%	3.3%	2.2%	0.0%	0.0%	3.3%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	4.4%	0.0%	0.0%	0.0%	2.6%	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.

**InterCommunity Health Network CCO**

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	Y
Number in sample	2,281	120	124	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28	
Number missing or multiple answer	37	2	2	1	0	2	0	0	1	1	0	0	2	0	2	0	0	0	0	0	0	0	0	0	0	0	1	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,244	118	122	66	16	99	1	16	47	55	13	22	80	67	35	16	8	3	3	9	1	0	64	2	9	33	53	27	
	98.4%	98.3%	98.4%	98.5%	100.0%	98.0%	100.0%	100.0%	97.9%	98.2%	100.0%	100.0%	97.6%	100.0%	94.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	98.1%	96.4%	
Yes	1,426	78	72	44	8	68	1	13	34	31	9	15	53	39	25	14	5	3	2	6	1	0	41	1	7	18	35	23	
	63.5%	66.1%	59.0%	66.7%	50.0%	68.7%	100.0%	81.3%	72.3%	56.4%	69.2%	68.2%	66.3%	58.2%	71.4%	87.5%	62.5%	100.0%	66.7%	66.7%	100.0%	---	64.1%	50.0%	77.8%	54.5%	66.0%	85.2%	
No	818	40	50	22	8	31	0	3	13	24	4	7	27	28	10	2	3	0	1	3	0	0	23	1	2	15	18	4	
	36.5%	33.9%	41.0%	33.3%	50.0%	31.3%	0.0%	18.8%	27.7%	43.6%	30.8%	31.8%	33.8%	41.8%	28.6%	12.5%	37.5%	0.0%	33.3%	33.3%	0.0%	---	35.9%	50.0%	22.2%	45.5%	34.0%	14.8%	
Significantly different from column:*														P		N											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.

**InterCommunity Health Network CCO**

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	78	72	44	8	68	1	13	34	31	9	15	53	39	25	14	5	3	2	6	1	0	41	1	7	18	35	23
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	78	72	44	8	68	1	13	34	31	9	15	53	39	25	14	5	3	2	6	1	0	41	1	7	18	35	23
	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%	100.0%	100.0%
Yes	1,351	73	70	44	5	66	1	13	31	29	8	14	50	36	23	14	5	3	2	5	0	0	40	1	6	15	33	23
	95.4%	93.6%	97.2%	100.0%	62.5%	97.1%	100.0%	100.0%	91.2%	93.5%	88.9%	93.3%	94.3%	92.3%	92.0%	100.0%	100.0%	100.0%	100.0%	83.3%	0.0%	---	97.6%	100.0%	85.7%	83.3%	94.3%	100.0%
No	65	5	2	0	3	2	0	0	3	2	1	1	3	3	2	0	0	0	0	1	1	0	1	0	1	3	2	0
	4.6%	6.4%	2.8%	0.0%	37.5%	2.9%	0.0%	0.0%	8.8%	6.5%	11.1%	6.7%	5.7%	7.7%	8.0%	0.0%	0.0%	0.0%	0.0%	16.7%	100.0%	---	2.4%	0.0%	14.3%	16.7%	5.7%	0.0%
Significantly different from column:*																												

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

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

**InterCommunity Health Network CCO**

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	73	70	44	5	66	1	13	31	29	8	14	50	36	23	14	5	3	2	5	0	0	40	1	6	15	33	23
Number missing or multiple answer	10	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,341	73	70	43	5	66	1	13	31	29	8	14	50	36	23	14	5	3	2	5	0	0	40	1	6	15	33	23
	99.3%	100.0%	100.0%	97.7%	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	1,323	73	69	43	5	66	1	13	31	29	8	14	50	36	23	14	5	3	2	5	0	0	40	1	6	15	33	23
	98.7%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
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%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
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.



**InterCommunity Health Network CCO**

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	120	124	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28	
Number missing or multiple answer	32	2	1	0	1	1	0	0	2	0	0	1	1	1	0	0	0	0	0	0	0	0	0	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	
Usable responses	2,249	118	123	67	15	100	1	16	46	56	13	21	81	66	36	16	8	3	3	9	1	0	64	2	9	32	54	27	
	98.6%	98.3%	99.2%	100.0%	93.8%	99.0%	100.0%	100.0%	95.8%	100.0%	100.0%	95.5%	98.8%	98.5%	97.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	97.0%	100.0%	96.4%	
Yes	1,029	56	46	32	6	48	0	7	28	21	7	9	38	28	16	12	3	1	2	4	0	0	32	1	5	14	25	16	
	45.8%	47.5%	37.4%	47.8%	40.0%	48.0%	0.0%	43.8%	60.9%	37.5%	53.8%	42.9%	46.9%	42.4%	44.4%	75.0%	37.5%	33.3%	66.7%	44.4%	0.0%	---	50.0%	50.0%	55.6%	43.8%	46.3%	59.3%	
No	1,220	62	77	35	9	52	1	9	18	35	6	12	43	38	20	4	5	2	1	5	1	0	32	1	4	18	29	11	
	54.2%	52.5%	62.6%	52.2%	60.0%	52.0%	100.0%	56.3%	39.1%	62.5%	46.2%	57.1%	53.1%	57.6%	55.6%	25.0%	62.5%	66.7%	33.3%	55.6%	100.0%	---	50.0%	50.0%	44.4%	56.3%	53.7%	40.7%	
Significantly different from column:*									J	I				P	P	N,O													

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

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

InterCommunity Health Network CCO

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
Number in sample	1,029	56	46	32	6	48	0	7	28	21	7	9	38	28	16	12	3	1	2	4	0	0	32	1	5	14	25	16
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	1,018	56	44	32	6	48	0	7	28	21	7	9	38	28	16	12	3	1	2	4	0	0	32	1	5	14	25	16
	98.9%	100.0%	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%	100.0%	100.0%	100.0%	100.0%
Yes	967	53	44	32	5	46	0	7	25	21	6	8	37	26	15	12	3	1	2	4	0	0	30	1	4	11	25	16
	95.0%	94.6%	100.0%	100.0%	83.3%	95.8%	---	100.0%	89.3%	100.0%	85.7%	88.9%	97.4%	92.9%	93.8%	100.0%	100.0%	100.0%	100.0%	---	---	93.8%	100.0%	80.0%	78.6%	100.0%	100.0%	
No	51	3	0	0	1	2	0	0	3	0	1	1	1	2	1	0	0	0	0	0	0	0	2	0	1	3	0	0
	5.0%	5.4%	0.0%	0.0%	16.7%	4.2%	---	0.0%	10.7%	0.0%	14.3%	11.1%	2.6%	7.1%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	6.3%	0.0%	20.0%	21.4%	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.

**InterCommunity Health Network CCO**

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	Y
Number in sample	967	53	44	32	5	46	0	7	25	21	6	8	37	26	15	12	3	1	2	4	0	0	30	1	4	11	25	16	
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	53	44	32	5	46	0	7	25	21	6	8	37	26	15	12	3	1	2	4	0	0	30	1	4	11	25	16	
	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	52	44	32	5	45	0	6	25	21	6	7	37	25	15	12	3	1	2	4	0	0	30	1	3	11	24	16	
	99.4%	98.1%	100.0%	100.0%	100.0%	97.8%	---	85.7%	100.0%	100.0%	100.0%	87.5%	100.0%	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%	75.0%	100.0%	96.0%	100.0%	
No	6	1	0	0	0	1	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0
	0.6%	1.9%	0.0%	0.0%	0.0%	2.2%	---	14.3%	0.0%	0.0%	0.0%	12.5%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	25.0%	0.0%	4.0%	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.

**InterCommunity Health Network CCO**

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	120	124	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28
Number missing or multiple answer	20	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	2,261	120	124	66	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28
	99.1%	100.0%	100.0%	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	869	42	44	20	6	35	0	6	24	12	4	8	29	20	15	7	3	1	2	4	0	0	20	2	3	12	16	13
	38.4%	35.0%	35.5%	30.3%	37.5%	34.7%	0.0%	37.5%	50.0%	21.4%	30.8%	36.4%	35.4%	29.9%	40.5%	43.8%	37.5%	33.3%	66.7%	44.4%	0.0%	---	31.3%	100.0%	33.3%	36.4%	29.6%	46.4%
No	1,392	78	80	46	10	66	1	10	24	44	9	14	53	47	22	9	5	2	1	5	1	0	44	0	6	21	38	15
	61.6%	65.0%	64.5%	69.7%	62.5%	65.3%	100.0%	62.5%	50.0%	78.6%	69.2%	63.6%	64.6%	70.1%	59.5%	56.3%	62.5%	66.7%	33.3%	55.6%	100.0%	---	68.8%	0.0%	66.7%	63.6%	70.4%	53.6%
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.

**InterCommunity Health Network CCO**

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	42	44	20	6	35	0	6	24	12	4	8	29	20	15	7	3	1	2	4	0	0	20	2	3	12	16	13
Number missing or multiple answer	6	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	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	42	41	20	6	35	0	6	24	12	4	8	29	20	15	7	3	1	2	4	0	0	20	2	3	12	16	13
	99.3%	100.0%	93.2%	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	800	39	37	18	5	33	0	6	21	12	2	7	29	17	15	7	3	1	2	2	0	0	20	2	3	10	15	13
	92.7%	92.9%	90.2%	90.0%	83.3%	94.3%	---	100.0%	87.5%	100.0%	50.0%	87.5%	100.0%	85.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	---	---	100.0%	100.0%	100.0%	83.3%	93.8%	100.0%
No	63	3	4	2	1	2	0	0	3	0	2	1	0	3	0	0	0	0	0	2	0	0	0	0	0	2	1	0
	7.3%	7.1%	9.8%	10.0%	16.7%	5.7%	---	0.0%	12.5%	0.0%	50.0%	12.5%	0.0%	15.0%	0.0%	0.0%	0.0%	0.0%	50.0%	---	---	0.0%	0.0%	0.0%	16.7%	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.

InterCommunity Health Network CCO

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	Y
Number in sample	800	39	37	18	5	33	0	6	21	12	2	7	29	17	15	7	3	1	2	2	0	0	20	2	3	10	15	13	
Number missing or multiple answer	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	39	37	18	5	33	0	6	21	12	2	7	29	17	15	7	3	1	2	2	0	0	20	2	3	10	15	13	
	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	
Yes	782	39	36	18	5	33	0	6	21	12	2	7	29	17	15	7	3	1	2	2	0	0	20	2	3	10	15	13	
	98.1%	100.0%	97.3%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No	15	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
	1.9%	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:*																													

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

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

**InterCommunity Health Network CCO**

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	Y
Number in sample	2,281	120	124	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28	
Number missing or multiple answer	20	1	2	0	0	1	0	0	1	0	1	0	0	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	2,261	119	122	67	16	100	1	16	47	56	12	22	82	66	37	16	8	3	3	9	1	0	63	2	9	33	54	28	
	99.1%	99.2%	98.4%	100.0%	100.0%	99.0%	100.0%	100.0%	97.9%	100.0%	92.3%	100.0%	100.0%	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	98.4%	---	100.0%	100.0%	100.0%	100.0%	
Yes	1,515	80	72	43	9	69	0	10	31	39	7	14	56	41	29	10	7	1	3	5	0	0	43	2	7	20	33	25	
	67.0%	67.2%	59.0%	64.2%	56.3%	69.0%	0.0%	62.5%	66.0%	69.6%	58.3%	63.6%	68.3%	62.1%	78.4%	62.5%	87.5%	33.3%	100.0%	55.6%	0.0%	---	68.3%	100.0%	77.8%	60.6%	61.1%	89.3%	
No	746	39	50	24	7	31	1	6	16	17	5	8	26	25	8	6	1	2	0	4	1	0	20	0	2	13	21	3	
	33.0%	32.8%	41.0%	35.8%	43.8%	31.0%	100.0%	37.5%	34.0%	30.4%	41.7%	36.4%	31.7%	37.9%	21.6%	37.5%	12.5%	66.7%	0.0%	44.4%	100.0%	---	31.7%	0.0%	22.2%	39.4%	38.9%	10.7%	
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.

**InterCommunity Health Network CCO**

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	80	72	43	9	69	0	10	31	39	7	14	56	41	29	10	7	1	3	5	0	0	43	2	7	20	33	25
Number missing or multiple answer	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
Number no experience	NA	NA	NA	NA	NA	NA	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	80	71	43	9	69	0	10	31	39	7	14	56	41	29	10	7	1	3	5	0	0	43	2	7	20	33	25
	98.8%	100.0%	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%
Yes	1,482	79	71	43	9	68	0	10	30	39	7	14	55	40	29	10	7	1	3	5	0	0	42	2	7	20	33	24
	99.0%	98.8%	100.0%	100.0%	100.0%	98.6%	---	100.0%	96.8%	100.0%	100.0%	100.0%	98.2%	97.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	97.7%	100.0%	100.0%	100.0%	100.0%	96.0%
No	15	1	0	0	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1
	1.0%	1.3%	0.0%	0.0%	0.0%	1.4%	---	0.0%	3.2%	0.0%	0.0%	0.0%	1.8%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	2.3%	0.0%	0.0%	0.0%	0.0%	4.0%
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.



InterCommunity Health Network CCO

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
Number in sample	2,281	120	124	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28
Number missing or multiple answer	13	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	2,268	120	123	66	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28
	99.4%	100.0%	99.2%	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Less than 1 year old	11	1	0	0	1	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
	0.5%	0.8%	0.0%	0.0%	6.3%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	1.2%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	1.6%	0.0%	0.0%	0.0%	1.9%	0.0%
1 year old	33	2	3	0	1	1	0	2	0	0	1	1	0	1	0	1	0	0	0	1	0	0	1	0	0	2	0	0
	1.5%	1.7%	2.4%	0.0%	6.3%	1.0%	0.0%	12.5%	0.0%	0.0%	7.7%	4.5%	0.0%	1.5%	0.0%	6.3%	0.0%	0.0%	0.0%	11.1%	0.0%	---	1.6%	0.0%	0.0%	6.1%	0.0%	0.0%
2 years old	46	3	1	2	0	3	0	3	0	0	0	1	2	2	0	1	0	0	0	0	0	0	2	0	0	0	1	2
	2.0%	2.5%	0.8%	3.0%	0.0%	3.0%	0.0%	18.8%	0.0%	0.0%	0.0%	4.5%	2.4%	3.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	---	3.1%	0.0%	0.0%	0.0%	1.9%	7.1%
3 years old	64	3	3	1	0	3	0	3	0	0	0	1	2	1	2	0	1	0	0	0	0	0	2	0	0	2	0	1
	2.8%	2.5%	2.4%	1.5%	0.0%	3.0%	0.0%	18.8%	0.0%	0.0%	0.0%	4.5%	2.4%	1.5%	5.4%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	---	3.1%	0.0%	0.0%	6.1%	0.0%	3.6%
4 to 6 years old	272	10	19	9	2	8	0	7	3	0	0	4	6	7	3	0	1	0	1	0	0	0	5	0	1	5	4	1
	12.0%	8.3%	15.4%	13.6%	12.5%	7.9%	0.0%	43.8%	6.3%	0.0%	0.0%	18.2%	7.3%	10.4%	8.1%	0.0%	12.5%	0.0%	33.3%	0.0%	0.0%	---	7.8%	0.0%	11.1%	15.2%	7.4%	3.6%
7 to 9 years old	392	22	22	14	2	20	0	0	22	0	2	3	16	16	4	2	0	0	0	3	0	0	12	0	2	4	11	6
	17.3%	18.3%	17.9%	21.2%	12.5%	19.8%	0.0%	0.0%	45.8%	0.0%	15.4%	13.6%	19.5%	23.9%	10.8%	12.5%	0.0%	0.0%	0.0%	33.3%	0.0%	---	18.8%	0.0%	22.2%	12.1%	20.4%	21.4%
10 to 13 years old	630	23	32	13	1	21	0	0	23	0	5	2	15	12	8	3	0	1	0	1	0	0	10	1	3	9	10	3
	27.8%	19.2%	26.0%	19.7%	6.3%	20.8%	0.0%	0.0%	47.9%	0.0%	38.5%	9.1%	18.3%	17.9%	21.6%	18.8%	0.0%	33.3%	0.0%	11.1%	0.0%	---	15.6%	50.0%	33.3%	27.3%	18.5%	10.7%
14 to 18 years old	820	56	43	27	9	45	1	0	0	56	5	10	40	27	20	9	6	2	2	4	1	0	31	1	3	11	27	15
	36.2%	46.7%	35.0%	40.9%	56.3%	44.6%	100.0%	0.0%	0.0%	100.0%	38.5%	45.5%	48.8%	40.3%	54.1%	56.3%	75.0%	66.7%	66.7%	44.4%	100.0%	---	48.4%	50.0%	33.3%	33.3%	50.0%	53.6%
3 years old or younger	154	9	7	3	2	7	0	9	0	0	1	3	5	5	2	2	1	0	0	1	0	0	6	0	0	4	2	3
	6.8%	7.5%	5.7%	4.5%	12.5%	6.9%	0.0%	56.3%	0.0%	0.0%	7.7%	13.6%	6.1%	7.5%	5.4%	12.5%	12.5%	0.0%	0.0%	11.1%	0.0%	---	9.4%	0.0%	0.0%	12.1%	3.7%	10.7%
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.

InterCommunity Health Network CCO

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	120	124	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28	
Number missing or multiple answer	13	1	0	2	0	1	0	0	0	1	0	0	1	0	0	1	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	2,268	119	124	65	16	100	1	16	48	55	13	22	81	67	37	15	8	3	3	9	1	0	63	2	9	33	54	28	
	99.4%	99.2%	100.0%	97.0%	100.0%	99.0%	100.0%	100.0%	100.0%	98.2%	100.0%	100.0%	98.8%	100.0%	100.0%	93.8%	100.0%	100.0%	100.0%	100.0%	100.0%	---	98.4%	---	100.0%	100.0%	100.0%	100.0%	
Male	1,296	68	72	36	9	56	1	9	32	27	10	16	40	38	22	8	5	1	3	5	0	0	34	0	4	21	27	18	
	57.1%	57.1%	58.1%	55.4%	56.3%	56.0%	100.0%	56.3%	66.7%	49.1%	76.9%	72.7%	49.4%	56.7%	59.5%	53.3%	62.5%	33.3%	100.0%	55.6%	0.0%	---	54.0%	0.0%	44.4%	63.6%	50.0%	64.3%	
Female	972	51	52	29	7	44	0	7	16	28	3	6	41	29	15	7	3	2	0	4	1	0	29	2	5	12	27	10	
	42.9%	42.9%	41.9%	44.6%	43.8%	44.0%	0.0%	43.8%	33.3%	50.9%	23.1%	27.3%	50.6%	43.3%	40.5%	46.7%	37.5%	66.7%	0.0%	44.4%	100.0%	---	46.0%	100.0%	55.6%	36.4%	50.0%	35.7%	
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.

InterCommunity Health Network CCO

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	120	124	---	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28	
Number missing or multiple answer	28	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	2,253	120	123	---	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28	
	98.8%	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%	---	100.0%	100.0%	100.0%	100.0%	
Male	1,283	65	70	---	9	53	1	9	30	26	10	16	37	35	22	8	5	1	3	5	0	0	32	0	4	21	24	18	
	56.9%	54.2%	56.9%	---	56.3%	52.5%	100.0%	56.3%	62.5%	46.4%	76.9%	72.7%	45.1%	52.2%	59.5%	50.0%	62.5%	33.3%	100.0%	55.6%	0.0%	---	50.0%	0.0%	44.4%	63.6%	44.4%	64.3%	
Female	919	50	52	---	6	44	0	7	17	26	3	6	40	28	15	7	3	2	0	3	1	0	29	2	4	11	27	10	
	40.8%	41.7%	42.3%	---	37.5%	43.6%	0.0%	43.8%	35.4%	46.4%	23.1%	27.3%	48.8%	41.8%	40.5%	43.8%	37.5%	66.7%	0.0%	33.3%	100.0%	---	45.3%	100.0%	44.4%	33.3%	50.0%	35.7%	
Transgender	12	2	0	---	0	2	0	0	0	2	0	0	2	1	0	1	0	0	0	1	0	0	0	0	0	1	1	0	0
	0.5%	1.7%	0.0%	---	0.0%	2.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	2.4%	1.5%	0.0%	6.3%	0.0%	0.0%	0.0%	11.1%	0.0%	---	0.0%	0.0%	11.1%	3.0%	0.0%	0.0%	
Non-binary, genderqueer, or other	39	3	1	---	1	2	0	0	1	2	0	0	3	3	0	0	0	0	0	0	0	0	3	0	0	0	3	0	
	1.7%	2.5%	0.8%	---	6.3%	2.0%	0.0%	0.0%	2.1%	3.6%	0.0%	0.0%	3.7%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	4.7%	0.0%	0.0%	0.0%	5.6%	0.0%	
Transgender, Non-binary, genderqueer, or other	51	5	1	---	1	4	0	0	1	4	0	0	5	4	0	1	0	0	0	1	0	0	3	0	1	1	3	0	
	2.3%	4.2%	0.8%	---	6.3%	4.0%	0.0%	0.0%	2.1%	7.1%	0.0%	0.0%	6.1%	6.0%	0.0%	6.3%	0.0%	0.0%	0.0%	11.1%	0.0%	---	4.7%	0.0%	11.1%	3.0%	5.6%	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.

InterCommunity Health Network CCO

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
Number in sample	2,281	120	124	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28	
Number missing or multiple answer	29	1	1	1	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,252	119	123	66	16	101	1	16	48	55	13	22	82	67	36	16	8	3	3	9	1	0	64	2	9	33	53	28	
	98.7%	99.2%	99.2%	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%	98.2%	100.0%	100.0%	100.0%	100.0%	97.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	98.1%	100.0%	
Under 18	116	8	5	2	1	6	0	0	4	4	2	1	4	4	4	0	1	0	0	0	0	0	3	0	2	3	4	1	
	5.2%	6.7%	4.1%	3.0%	6.3%	5.9%	0.0%	0.0%	8.3%	7.3%	15.4%	4.5%	4.9%	6.0%	11.1%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	---	4.7%	0.0%	22.2%	9.1%	7.5%	3.6%	
18 to 24	39	5	2	2	0	5	0	4	0	1	1	1	3	4	0	1	1	0	0	1	0	0	2	0	0	0	1	2	2
	1.7%	4.2%	1.6%	3.0%	0.0%	5.0%	0.0%	25.0%	0.0%	1.8%	7.7%	4.5%	3.7%	6.0%	0.0%	6.3%	12.5%	0.0%	0.0%	11.1%	0.0%	---	3.1%	0.0%	0.0%	3.0%	3.8%	7.1%	
25 to 34	395	13	30	13	1	12	0	5	5	3	0	4	9	8	5	0	1	0	1	1	0	0	8	0	0	5	5	3	
	17.5%	10.9%	24.4%	19.7%	6.3%	11.9%	0.0%	31.3%	10.4%	5.5%	0.0%	18.2%	11.0%	11.9%	13.9%	0.0%	12.5%	0.0%	33.3%	11.1%	0.0%	---	12.5%	0.0%	0.0%	15.2%	9.4%	10.7%	
35 to 44	789	44	43	21	5	39	0	5	25	14	2	10	31	28	10	6	2	0	0	2	0	0	26	0	5	11	21	10	
	35.0%	37.0%	35.0%	31.8%	31.3%	38.6%	0.0%	31.3%	52.1%	25.5%	15.4%	45.5%	37.8%	41.8%	27.8%	37.5%	25.0%	0.0%	0.0%	22.2%	0.0%	---	40.6%	0.0%	55.6%	33.3%	39.6%	35.7%	
45 to 54	505	32	22	14	6	26	0	1	10	21	4	2	26	16	13	3	2	2	1	3	1	0	15	2	2	7	16	7	
	22.4%	26.9%	17.9%	21.2%	37.5%	25.7%	0.0%	6.3%	20.8%	38.2%	30.8%	9.1%	31.7%	23.9%	36.1%	18.8%	25.0%	66.7%	33.3%	33.3%	100.0%	---	23.4%	100.0%	22.2%	21.2%	30.2%	25.0%	
55 to 64	233	13	14	7	3	9	1	1	3	9	3	3	7	5	3	5	0	0	1	1	0	0	9	0	0	5	3	4	
	10.3%	10.9%	11.4%	10.6%	18.8%	8.9%	100.0%	6.3%	6.3%	16.4%	23.1%	13.6%	8.5%	7.5%	8.3%	31.3%	0.0%	0.0%	33.3%	11.1%	0.0%	---	14.1%	0.0%	0.0%	15.2%	5.7%	14.3%	
65 to 74	146	4	7	5	0	4	0	0	1	3	1	1	2	2	1	1	1	1	0	1	0	0	1	0	0	1	2	1	
	6.5%	3.4%	5.7%	7.6%	0.0%	4.0%	0.0%	0.0%	2.1%	5.5%	7.7%	4.5%	2.4%	3.0%	2.8%	6.3%	12.5%	33.3%	0.0%	11.1%	0.0%	---	1.6%	0.0%	0.0%	3.0%	3.8%	3.6%	
75 or older	29	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	
	1.3%	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
35 or older	1,702	93	86	49	14	78	1	7	39	47	10	16	66	51	27	15	5	3	2	7	1	0	51	2	7	24	42	22	
	75.6%	78.2%	69.9%	74.2%	87.5%	77.2%	100.0%	43.8%	81.3%	85.5%	76.9%	72.7%	80.5%	76.1%	75.0%	93.8%	62.5%	100.0%	66.7%	77.8%	100.0%	---	79.7%	100.0%	77.8%	72.7%	79.2%	78.6%	
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.

InterCommunity Health Network CCO

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	Y
Number in sample	2,281	120	124	---	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28	
Number missing or multiple answer	29	2	2	---	0	0	0	0	1	1	0	0	0	1	1	0	0	0	0	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	NA
Usable responses	2,252	118	122	---	16	101	1	16	47	55	13	22	82	66	36	16	8	3	3	9	1	0	64	2	9	32	53	28	
	98.7%	98.3%	98.4%	---	100.0%	100.0%	100.0%	100.0%	97.9%	98.2%	100.0%	100.0%	100.0%	98.5%	97.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	97.0%	98.1%	100.0%	
Male	304	16	13	---	16	0	0	3	4	9	1	4	11	12	2	2	0	1	1	1	1	0	9	0	0	6	8	2	
	13.5%	13.6%	10.7%	---	100.0%	0.0%	0.0%	18.8%	8.5%	16.4%	7.7%	18.2%	13.4%	18.2%	5.6%	12.5%	0.0%	33.3%	33.3%	11.1%	100.0%	---	14.1%	0.0%	0.0%	18.8%	15.1%	7.1%	
Female	1,937	101	107	---	0	101	0	13	43	45	12	17	71	54	34	13	8	2	2	8	0	0	55	2	9	25	45	26	
	86.0%	85.6%	87.7%	---	0.0%	100.0%	0.0%	81.3%	91.5%	81.8%	92.3%	77.3%	86.6%	81.8%	94.4%	81.3%	100.0%	66.7%	66.7%	88.9%	0.0%	---	85.9%	100.0%	100.0%	78.1%	84.9%	92.9%	
Transgender	1	1	1	---	0	0	1	0	0	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	
	0.0%	0.8%	0.8%	---	0.0%	0.0%	100.0%	0.0%	0.0%	1.8%	0.0%	4.5%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	
Non-binary, genderqueer, or other	10	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
	0.4%	0.0%	0.8%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transgender, Non-binary, genderqueer, or other	11	1	2	---	0	0	1	0	0	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	
	0.5%	0.8%	1.6%	---	0.0%	0.0%	100.0%	0.0%	0.0%	1.8%	0.0%	4.5%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	3.1%	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.

InterCommunity Health Network CCO

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	120	124	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28	
Number missing or multiple answer	46	3	1	0	0	1	0	0	2	1	0	0	0	2	1	0	0	0	0	0	0	0	1	0	0	1	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,235	117	123	67	16	100	1	16	46	55	13	22	82	65	36	16	8	3	3	9	1	0	63	2	9	32	52	28	
	98.0%	97.5%	99.2%	100.0%	100.0%	99.0%	100.0%	100.0%	95.8%	98.2%	100.0%	100.0%	100.0%	97.0%	97.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	98.4%	---	100.0%	97.0%	96.3%	100.0%	
8th grade or less	89	6	7	3	1	5	0	1	3	2	6	0	0	2	2	2	0	1	0	1	0	0	3	0	1	3	1	1	
	4.0%	5.1%	5.7%	4.5%	6.3%	5.0%	0.0%	6.3%	6.5%	3.6%	46.2%	0.0%	0.0%	3.1%	5.6%	12.5%	0.0%	33.3%	0.0%	11.1%	0.0%	---	4.8%	0.0%	11.1%	9.4%	1.9%	3.6%	
Some high school, but did not graduate	150	7	12	6	0	7	0	0	4	3	7	0	0	3	3	1	2	0	0	2	0	0	2	0	0	1	1	5	1
	6.7%	6.0%	9.8%	9.0%	0.0%	7.0%	0.0%	0.0%	8.7%	5.5%	53.8%	0.0%	0.0%	4.6%	8.3%	6.3%	25.0%	0.0%	0.0%	22.2%	0.0%	---	3.2%	0.0%	11.1%	3.1%	9.6%	3.6%	
High school graduate or GED	549	22	24	16	4	17	1	5	7	10	0	22	0	12	6	4	4	0	2	1	0	0	6	0	3	10	6	6	
	24.6%	18.8%	19.5%	23.9%	25.0%	17.0%	100.0%	31.3%	15.2%	18.2%	0.0%	100.0%	0.0%	18.5%	16.7%	25.0%	50.0%	0.0%	66.7%	11.1%	0.0%	---	9.5%	0.0%	33.3%	31.3%	11.5%	21.4%	
Some college or 2-year degree	912	59	58	22	6	53	0	8	25	26	0	0	59	37	18	4	2	0	1	2	0	0	38	1	3	14	26	16	
	40.8%	50.4%	47.2%	32.8%	37.5%	53.0%	0.0%	50.0%	54.3%	47.3%	0.0%	0.0%	72.0%	56.9%	50.0%	25.0%	25.0%	0.0%	33.3%	22.2%	0.0%	---	60.3%	50.0%	33.3%	43.8%	50.0%	57.1%	
4-year college graduate	304	10	14	13	2	8	0	1	3	6	0	0	10	4	4	2	0	1	0	2	0	0	6	0	1	3	5	1	
	13.6%	8.5%	11.4%	19.4%	12.5%	8.0%	0.0%	6.3%	6.5%	10.9%	0.0%	0.0%	12.2%	6.2%	11.1%	12.5%	0.0%	33.3%	0.0%	22.2%	0.0%	---	9.5%	0.0%	11.1%	9.4%	9.6%	3.6%	
More than 4-year college degree	231	13	8	7	3	10	0	1	4	8	0	0	13	7	3	3	0	1	0	1	1	0	8	1	0	1	9	3	
	10.3%	11.1%	6.5%	10.4%	18.8%	10.0%	0.0%	6.3%	8.7%	14.5%	0.0%	0.0%	15.9%	10.8%	8.3%	18.8%	0.0%	33.3%	0.0%	11.1%	100.0%	---	12.7%	50.0%	0.0%	3.1%	17.3%	10.7%	
4-year college graduate or more	535	23	22	20	5	18	0	2	7	14	0	0	23	11	7	5	0	2	0	3	1	0	14	1	1	4	14	4	
	23.9%	19.7%	17.9%	29.9%	31.3%	18.0%	0.0%	12.5%	15.2%	25.5%	0.0%	0.0%	28.0%	16.9%	19.4%	31.3%	0.0%	66.7%	0.0%	33.3%	100.0%	---	22.2%	50.0%	11.1%	12.5%	26.9%	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.

InterCommunity Health Network CCO

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	120	124	67	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28	
Number missing or multiple answer	109	4	7	3	0	3	0	0	1	3	1	0	2	1	2	1	0	1	0	0	0	0	2	0	0	0	2	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,172	116	117	64	16	98	1	16	47	53	12	22	80	66	35	15	8	2	3	9	1	0	62	2	9	33	52	26	
	95.2%	96.7%	94.4%	95.5%	100.0%	97.0%	100.0%	100.0%	97.9%	94.6%	92.3%	100.0%	97.6%	98.5%	94.6%	93.8%	100.0%	66.7%	100.0%	100.0%	100.0%	---	96.9%	---	100.0%	100.0%	96.3%	92.9%	
Mother or father	1,842	100	102	52	14	85	1	13	41	46	9	19	71	57	29	14	7	2	2	8	1	0	52	2	8	25	47	24	
	84.8%	86.2%	87.2%	81.3%	87.5%	86.7%	100.0%	81.3%	87.2%	86.8%	75.0%	86.4%	88.8%	86.4%	82.9%	93.3%	87.5%	100.0%	66.7%	88.9%	100.0%	---	83.9%	100.0%	88.9%	75.8%	90.4%	92.3%	
Grandparent	167	7	9	5	0	7	0	2	2	3	2	1	4	2	4	1	0	0	0	0	0	0	5	0	1	3	3	0	
	7.7%	6.0%	7.7%	7.8%	0.0%	7.1%	0.0%	12.5%	4.3%	5.7%	16.7%	4.5%	5.0%	3.0%	11.4%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	---	8.1%	0.0%	11.1%	9.1%	5.8%	0.0%	
Aunt or uncle	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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%	0.0%	0.0%	0.0%	0.0%	0.0%
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
	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%
Other relative	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Legal guardian	98	5	4	7	0	4	0	0	3	2	1	1	2	3	2	0	1	0	0	1	0	0	2	0	0	2	1	2	
	4.5%	4.3%	3.4%	10.9%	0.0%	4.1%	0.0%	0.0%	6.4%	3.8%	8.3%	4.5%	2.5%	4.5%	5.7%	0.0%	12.5%	0.0%	0.0%	11.1%	0.0%	---	3.2%	0.0%	0.0%	6.1%	1.9%	7.7%	
Someone else	33	4	2	0	2	2	0	1	1	2	0	1	3	4	0	0	0	0	1	0	0	0	3	0	0	3	1	0	
	1.5%	3.4%	1.7%	0.0%	12.5%	2.0%	0.0%	6.3%	2.1%	3.8%	0.0%	4.5%	3.8%	6.1%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	---	4.8%	0.0%	0.0%	9.1%	1.9%	0.0%	

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

InterCommunity Health Network CCO

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	120	124	---	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28	
Number missing or multiple answer	61	2	6	---	0	1	0	0	1	1	0	0	1	0	2	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	NA
Usable responses	2,220	118	118	---	16	100	1	16	47	55	13	22	81	67	35	16	8	3	3	8	1	0	64	2	9	32	53	28	
	97.3%	98.3%	95.2%	---	100.0%	99.0%	100.0%	100.0%	97.9%	98.2%	100.0%	100.0%	98.8%	100.0%	94.6%	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%	---	100.0%	---	100.0%	97.0%	98.1%	100.0%	
Very well	1,659	93	90	---	13	79	1	11	31	51	7	19	66	55	27	11	6	2	2	4	1	0	53	1	6	25	42	21	
	74.7%	78.8%	76.3%	---	81.3%	79.0%	100.0%	68.8%	66.0%	92.7%	53.8%	86.4%	81.5%	82.1%	77.1%	68.8%	75.0%	66.7%	66.7%	50.0%	100.0%	---	82.8%	50.0%	66.7%	78.1%	79.2%	75.0%	
Well	331	15	16	---	1	14	0	1	13	1	4	1	10	7	6	2	0	1	1	3	0	0	5	1	3	3	8	4	
	14.9%	12.7%	13.6%	---	6.3%	14.0%	0.0%	6.3%	27.7%	1.8%	30.8%	4.5%	12.3%	10.4%	17.1%	12.5%	0.0%	33.3%	33.3%	37.5%	0.0%	---	7.8%	50.0%	33.3%	9.4%	15.1%	14.3%	
Not well	129	5	5	---	1	3	0	2	2	1	1	2	1	3	2	0	2	0	0	0	0	0	2	0	0	3	1	1	
	5.8%	4.2%	4.2%	---	6.3%	3.0%	0.0%	12.5%	4.3%	1.8%	7.7%	9.1%	1.2%	4.5%	5.7%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	---	3.1%	0.0%	0.0%	9.4%	1.9%	3.6%	
Not at all	101	5	7	---	1	4	0	2	1	2	1	0	4	2	0	3	0	0	0	1	0	0	4	0	0	1	2	2	
	4.5%	4.2%	5.9%	---	6.3%	4.0%	0.0%	12.5%	2.1%	3.6%	7.7%	0.0%	4.9%	3.0%	0.0%	18.8%	0.0%	0.0%	12.5%	0.0%	---	6.3%	0.0%	0.0%	3.1%	3.8%	7.1%		
Very well or Well	1,990	108	106	---	14	93	1	12	44	52	11	20	76	62	33	13	6	3	3	7	1	0	58	2	9	28	50	25	
	89.6%	91.5%	89.8%	---	87.5%	93.0%	100.0%	75.0%	93.6%	94.5%	84.6%	90.9%	93.8%	92.5%	94.3%	81.3%	75.0%	100.0%	100.0%	87.5%	100.0%	---	90.6%	100.0%	100.0%	87.5%	94.3%	89.3%	
Significantly different from column:*																													

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

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



InterCommunity Health Network CCO

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	120	124	---	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28	
Number missing or multiple answer	79	2	9	---	0	1	0	0	1	1	0	0	1	0	2	0	0	0	1	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	NA
Usable responses	2,202	118	115	---	16	100	1	16	47	55	13	22	81	67	35	16	8	3	3	8	1	0	64	2	9	32	53	28	
	96.5%	98.3%	92.7%	---	100.0%	99.0%	100.0%	100.0%	97.9%	98.2%	100.0%	100.0%	98.8%	100.0%	94.6%	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%	---	100.0%	---	100.0%	97.0%	98.1%	100.0%	
English	1,937	103	104	---	13	88	1	11	43	49	11	17	73	58	33	12	6	3	3	2	1	0	58	2	8	26	47	25	
	88.0%	87.3%	90.4%	---	81.3%	88.0%	100.0%	68.8%	91.5%	89.1%	84.6%	77.3%	90.1%	86.6%	94.3%	75.0%	75.0%	100.0%	100.0%	25.0%	100.0%	---	90.6%	100.0%	88.9%	81.3%	88.7%	89.3%	
Spanish	180	9	8	---	1	8	0	2	3	4	2	4	3	5	2	2	2	0	0	6	0	0	0	0	0	1	4	4	1
	8.2%	7.6%	7.0%	---	6.3%	8.0%	0.0%	12.5%	6.4%	7.3%	15.4%	18.2%	3.7%	7.5%	5.7%	12.5%	25.0%	0.0%	0.0%	75.0%	0.0%	---	0.0%	0.0%	11.1%	12.5%	7.5%	3.6%	
Other	68	6	3	---	2	4	0	3	1	2	0	1	5	4	0	2	0	0	0	0	0	0	6	0	0	2	2	2	
	3.1%	5.1%	2.6%	---	12.5%	4.0%	0.0%	18.8%	2.1%	3.6%	0.0%	4.5%	6.2%	6.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	---	9.4%	0.0%	0.0%	6.3%	3.8%	7.1%	

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

InterCommunity Health Network CCO

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
Number in sample	2,281	120	124	---	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28
Number missing or multiple answer	46	4	7	---	0	3	0	1	1	2	1	0	2	0	2	0	0	0	2	0	0	1	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	2,235	116	117	---	16	98	1	15	47	54	12	22	80	67	35	14	8	3	3	7	1	0	63	2	9	31	53	27
	98.0%	96.7%	94.4%	---	100.0%	97.0%	100.0%	93.8%	97.9%	96.4%	92.3%	100.0%	97.6%	100.0%	94.6%	87.5%	100.0%	100.0%	100.0%	77.8%	100.0%	---	98.4%	---	100.0%	93.9%	98.1%	96.4%
Yes	105	7	5	---	1	6	0	3	3	1	0	1	6	4	2	1	1	0	0	0	0	0	4	0	0	3	3	1
	4.7%	6.0%	4.3%	---	6.3%	6.1%	0.0%	20.0%	6.4%	1.9%	0.0%	4.5%	7.5%	6.0%	5.7%	7.1%	12.5%	0.0%	0.0%	0.0%	0.0%	---	6.3%	0.0%	0.0%	9.7%	5.7%	3.7%
No	2,130	109	112	---	15	92	1	12	44	53	12	21	74	63	33	13	7	3	3	7	1	0	59	2	9	28	50	26
	95.3%	94.0%	95.7%	---	93.8%	93.9%	100.0%	80.0%	93.6%	98.1%	100.0%	95.5%	92.5%	94.0%	94.3%	92.9%	87.5%	100.0%	100.0%	100.0%	100.0%	---	93.7%	100.0%	100.0%	90.3%	94.3%	96.3%
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.

**InterCommunity Health Network CCO**

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	Y
Number in sample	2,281	120	124	---	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28	
Number missing or multiple answer	45	2	5	---	0	1	0	0	1	1	0	0	1	0	2	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	NA
Usable responses	2,236	118	119	---	16	100	1	16	47	55	13	22	81	67	35	16	8	3	3	8	1	0	64	2	9	32	53	28	
	98.0%	98.3%	96.0%	---	100.0%	99.0%	100.0%	100.0%	97.9%	98.2%	100.0%	100.0%	98.8%	100.0%	94.6%	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%	---	100.0%	---	100.0%	97.0%	98.1%	100.0%	
Yes	43	5	2	---	1	4	0	3	1	1	1	0	4	2	0	3	0	0	0	1	0	0	4	0	0	2	1	2	
	1.9%	4.2%	1.7%	---	6.3%	4.0%	0.0%	18.8%	2.1%	1.8%	7.7%	0.0%	4.9%	3.0%	0.0%	18.8%	0.0%	0.0%	12.5%	0.0%	---	6.3%	0.0%	0.0%	6.3%	1.9%	7.1%		
No	2,193	113	117	---	15	96	1	13	46	54	12	22	77	65	35	13	8	3	3	7	1	0	60	2	9	30	52	26	
	98.1%	95.8%	98.3%	---	93.8%	96.0%	100.0%	81.3%	97.9%	98.2%	92.3%	100.0%	95.1%	97.0%	100.0%	81.3%	100.0%	100.0%	87.5%	100.0%	---	93.8%	100.0%	100.0%	93.8%	98.1%	92.9%		
Significantly different from column:*																													

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

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

**InterCommunity Health Network CCO**

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	120	124	---	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28
Number missing or multiple answer	249	13	6	---	0	11	0	3	6	4	0	2	8	9	3	1	1	0	0	1	0	0	6	0	2	4	7	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,032	107	118	---	16	90	1	13	42	52	13	20	74	58	34	15	7	3	3	8	1	0	58	2	7	29	47	26
	89.1%	89.2%	95.2%	---	100.0%	89.1%	100.0%	81.3%	87.5%	92.9%	100.0%	90.9%	90.2%	86.6%	91.9%	93.8%	87.5%	100.0%	100.0%	88.9%	100.0%	---	90.6%	---	77.8%	87.9%	87.0%	92.9%
Yes	78	7	3	---	0	7	0	0	4	3	1	0	6	3	3	1	1	1	0	0	0	0	4	0	0	1	3	3
	3.8%	6.5%	2.5%	---	0.0%	7.8%	0.0%	0.0%	9.5%	5.8%	7.7%	0.0%	8.1%	5.2%	8.8%	6.7%	14.3%	33.3%	0.0%	0.0%	0.0%	---	6.9%	0.0%	0.0%	3.4%	6.4%	11.5%
No	1,954	100	115	---	16	83	1	13	38	49	12	20	68	55	31	14	6	2	3	8	1	0	54	2	7	28	44	23
	96.2%	93.5%	97.5%	---	100.0%	92.2%	100.0%	100.0%	90.5%	94.2%	92.3%	100.0%	91.9%	94.8%	91.2%	93.3%	85.7%	66.7%	100.0%	100.0%	100.0%	---	93.1%	100.0%	100.0%	96.6%	93.6%	88.5%
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.

**InterCommunity Health Network CCO**

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	Y
Number in sample	2,281	120	124	---	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28	
Number missing or multiple answer	104	3	4	---	0	2	0	0	2	1	0	0	2	1	2	0	0	0	1	0	0	1	0	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	NA
Usable responses	2,177	117	120	---	16	99	1	16	46	55	13	22	80	66	35	16	8	3	3	8	1	0	63	2	9	31	53	28	
	95.4%	97.5%	96.8%	---	100.0%	98.0%	100.0%	100.0%	95.8%	98.2%	100.0%	100.0%	97.6%	98.5%	94.6%	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%	---	98.4%	---	100.0%	93.9%	98.1%	100.0%	
Yes	73	7	5	---	1	6	0	2	2	3	0	0	7	2	2	3	0	0	0	0	0	0	6	1	0	2	1	3	
	3.4%	6.0%	4.2%	---	6.3%	6.1%	0.0%	12.5%	4.3%	5.5%	0.0%	0.0%	8.8%	3.0%	5.7%	18.8%	0.0%	0.0%	0.0%	0.0%	0.0%	---	9.5%	50.0%	0.0%	6.5%	1.9%	10.7%	
No	2,104	110	115	---	15	93	1	14	44	52	13	22	73	64	33	13	8	3	3	8	1	0	57	1	9	29	52	25	
	96.6%	94.0%	95.8%	---	93.8%	93.9%	100.0%	87.5%	95.7%	94.5%	100.0%	100.0%	91.3%	97.0%	94.3%	81.3%	100.0%	100.0%	100.0%	100.0%	100.0%	---	90.5%	50.0%	100.0%	93.5%	98.1%	89.3%	
Significantly different from column:*																													

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

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

InterCommunity Health Network CCO

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	120	124	---	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28	
Number missing or multiple answer	52	2	4	---	0	1	0	0	1	1	0	0	1	0	2	0	0	0	1	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	2,229	118	120	---	16	100	1	16	47	55	13	22	81	67	35	16	8	3	3	8	1	0	64	2	9	32	53	28	
	97.7%	98.3%	96.8%	---	100.0%	99.0%	100.0%	100.0%	97.9%	98.2%	100.0%	100.0%	98.8%	100.0%	94.6%	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%	---	100.0%	---	100.0%	97.0%	98.1%	100.0%	
Yes	82	4	8	---	0	4	0	3	1	0	0	1	3	2	1	1	1	0	0	0	0	0	2	0	1	0	2	2	
	3.7%	3.4%	6.7%	---	0.0%	4.0%	0.0%	18.8%	2.1%	0.0%	0.0%	4.5%	3.7%	3.0%	2.9%	6.3%	12.5%	0.0%	0.0%	0.0%	0.0%	---	3.1%	0.0%	11.1%	0.0%	3.8%	7.1%	
No	2,147	114	112	---	16	96	1	13	46	55	13	21	78	65	34	15	7	3	3	8	1	0	62	2	8	32	51	26	
	96.3%	96.6%	93.3%	---	100.0%	96.0%	100.0%	81.3%	97.9%	100.0%	100.0%	95.5%	96.3%	97.0%	97.1%	93.8%	87.5%	100.0%	100.0%	100.0%	100.0%	---	96.9%	100.0%	88.9%	100.0%	96.2%	92.9%	
Significantly different from column:*																													

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

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

**InterCommunity Health Network CCO**

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	120	124	---	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28	
Number missing or multiple answer	62	2	4	---	0	1	0	0	1	1	0	0	1	0	2	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	NA
Usable responses	2,219	118	120	---	16	100	1	16	47	55	13	22	81	67	35	16	8	3	3	8	1	0	64	2	9	32	53	28	
	97.3%	98.3%	96.8%	---	100.0%	99.0%	100.0%	100.0%	97.9%	98.2%	100.0%	100.0%	98.8%	100.0%	94.6%	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%	---	100.0%	---	100.0%	97.0%	98.1%	100.0%	
Yes	961	58	53	---	4	53	0	5	28	25	4	11	42	24	21	13	2	1	2	2	0	0	30	1	7	12	25	19	
	43.3%	49.2%	44.2%	---	25.0%	53.0%	0.0%	31.3%	59.6%	45.5%	30.8%	50.0%	51.9%	35.8%	60.0%	81.3%	25.0%	33.3%	66.7%	25.0%	0.0%	---	46.9%	50.0%	77.8%	37.5%	47.2%	67.9%	
No	1,258	60	67	---	12	47	1	11	19	30	9	11	39	43	14	3	6	2	1	6	1	0	34	1	2	20	28	9	
	56.7%	50.8%	55.8%	---	75.0%	47.0%	100.0%	68.8%	40.4%	54.5%	69.2%	50.0%	48.1%	64.2%	40.0%	18.8%	75.0%	66.7%	33.3%	75.0%	100.0%	---	53.1%	50.0%	22.2%	62.5%	52.8%	32.1%	
Significantly different from column:*					F	E								O,P	N	N										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.

**InterCommunity Health Network CCO**

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	110	113	---	14	93	1	6	48	56	12	19	76	61	35	14	7	3	3	8	1	0	57	2	9	28	52	25
Number missing or multiple answer	78	5	9	---	1	3	0	0	3	2	1	0	2	3	2	0	0	0	2	0	0	2	0	0	3	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	1,960	105	104	---	13	90	1	6	45	54	11	19	74	58	33	14	7	3	3	6	1	0	55	2	9	25	50	25
	96.2%	95.5%	92.0%	---	92.9%	96.8%	100.0%	100.0%	93.8%	96.4%	91.7%	100.0%	97.4%	95.1%	94.3%	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%	---	96.5%	---	100.0%	89.3%	96.2%	100.0%
Yes	109	10	11	---	1	9	0	0	4	6	1	2	7	2	3	5	1	0	0	0	0	0	6	1	1	1	4	5
	5.6%	9.5%	10.6%	---	7.7%	10.0%	0.0%	0.0%	8.9%	11.1%	9.1%	10.5%	9.5%	3.4%	9.1%	35.7%	14.3%	0.0%	0.0%	0.0%	0.0%	---	10.9%	50.0%	11.1%	4.0%	8.0%	20.0%
No	1,851	95	93	---	12	81	1	6	41	48	10	17	67	56	30	9	6	3	3	6	1	0	49	1	8	24	46	20
	94.4%	90.5%	89.4%	---	92.3%	90.0%	100.0%	100.0%	91.1%	88.9%	90.9%	89.5%	90.5%	96.6%	90.9%	64.3%	85.7%	100.0%	100.0%	100.0%	100.0%	---	89.1%	50.0%	88.9%	96.0%	92.0%	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.



**InterCommunity Health Network CCO**

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
Number in sample	2,038	110	113	---	14	93	1	6	48	56	12	19	76	61	35	14	7	3	3	8	1	0	57	2	9	28	52	25
Number missing or multiple answer	80	5	10	---	1	3	0	0	3	2	1	0	2	3	2	0	0	0	2	0	0	2	0	0	3	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	1,958	105	103	---	13	90	1	6	45	54	11	19	74	58	33	14	7	3	3	6	1	0	55	2	9	25	50	25
	96.1%	95.5%	91.2%	---	92.9%	96.8%	100.0%	100.0%	93.8%	96.4%	91.7%	100.0%	97.4%	95.1%	94.3%	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%	---	96.5%	---	100.0%	89.3%	96.2%	100.0%
Yes	270	15	11	---	1	13	0	1	10	4	2	2	10	8	3	4	2	0	0	1	0	0	6	1	2	3	7	5
	13.8%	14.3%	10.7%	---	7.7%	14.4%	0.0%	16.7%	22.2%	7.4%	18.2%	10.5%	13.5%	13.8%	9.1%	28.6%	28.6%	0.0%	16.7%	0.0%	---	10.9%	50.0%	22.2%	12.0%	14.0%	20.0%	
No	1,688	90	92	---	12	77	1	5	35	50	9	17	64	50	30	10	5	3	3	5	1	0	49	1	7	22	43	20
	86.2%	85.7%	89.3%	---	92.3%	85.6%	100.0%	83.3%	77.8%	92.6%	81.8%	89.5%	86.5%	86.2%	90.9%	71.4%	71.4%	100.0%	100.0%	83.3%	100.0%	---	89.1%	50.0%	77.8%	88.0%	86.0%	80.0%
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.

InterCommunity Health Network CCO

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	110	113	---	14	93	1	6	48	56	12	19	76	61	35	14	7	3	3	8	1	0	57	2	9	28	52	25
Number missing or multiple answer	86	7	9	---	1	5	0	0	5	2	2	0	3	4	3	0	0	0	2	0	0	4	0	0	3	2	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,952	103	104	---	13	88	1	6	43	54	10	19	73	57	32	14	7	3	3	6	1	0	53	2	9	25	50	24
	95.8%	93.6%	92.0%	---	92.9%	94.6%	100.0%	100.0%	89.6%	96.4%	83.3%	100.0%	96.1%	93.4%	91.4%	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%	---	93.0%	---	100.0%	89.3%	96.2%	96.0%
Yes	1,086	60	56	---	3	55	1	3	31	26	5	11	43	29	21	10	3	2	2	4	0	0	26	2	7	16	26	17
	55.6%	58.3%	53.8%	---	23.1%	62.5%	100.0%	50.0%	72.1%	48.1%	50.0%	57.9%	58.9%	50.9%	65.6%	71.4%	42.9%	66.7%	66.7%	66.7%	0.0%	---	49.1%	100.0%	77.8%	64.0%	52.0%	70.8%
No	866	43	48	---	10	33	0	3	12	28	5	8	30	28	11	4	4	1	1	2	1	0	27	0	2	9	24	7
	44.4%	41.7%	46.2%	---	76.9%	37.5%	0.0%	50.0%	27.9%	51.9%	50.0%	42.1%	41.1%	49.1%	34.4%	28.6%	57.1%	33.3%	33.3%	33.3%	100.0%	---	50.9%	0.0%	22.2%	36.0%	48.0%	29.2%
Significantly different from column:*					F	E			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.

InterCommunity Health Network CCO

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	Y
Number in sample	638	40	36	---	8	31	0	0	0	40	4	7	28	17	15	8	4	2	2	3	1	0	22	0	2	8	20	9	
Number missing or multiple answer	57	2	2	---	0	1	0	0	0	2	0	0	1	1	0	0	0	0	1	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	NA
Usable responses	581	38	34	---	8	30	0	0	0	38	4	7	27	16	14	8	4	2	2	2	1	0	22	0	2	7	19	9	
	91.1%	95.0%	94.4%	---	100.0%	96.8%	---	---	---	95.0%	100.0%	100.0%	96.4%	94.1%	93.3%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%	---	100.0%	---	100.0%	87.5%	95.0%	100.0%	
Yes	207	10	16	---	0	10	0	0	0	10	1	1	8	2	4	4	1	1	1	0	0	0	3	0	2	0	4	5	
	35.6%	26.3%	47.1%	---	0.0%	33.3%	---	---	---	26.3%	25.0%	14.3%	29.6%	12.5%	28.6%	50.0%	25.0%	50.0%	50.0%	0.0%	0.0%	---	13.6%	---	100.0%	0.0%	21.1%	55.6%	
No	374	28	18	---	8	20	0	0	0	28	3	6	19	14	10	4	3	1	1	2	1	0	19	0	0	7	15	4	
	64.4%	73.7%	52.9%	---	100.0%	66.7%	---	---	---	73.7%	75.0%	85.7%	70.4%	87.5%	71.4%	50.0%	75.0%	50.0%	50.0%	100.0%	100.0%	---	86.4%	---	0.0%	100.0%	78.9%	44.4%	
Significantly different from column:*																													

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

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

InterCommunity Health Network CCO

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	120	---	---	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28	
Number missing or multiple answer	435	21	---	---	3	15	1	1	14	6	0	6	13	6	2	0	0	0	0	0	0	0	0	0	0	5	11	5	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,846	99	---	---	13	86	0	15	34	50	13	16	69	54	31	14	8	3	3	9	1	0	64	2	9	28	43	23	
	80.9%	82.5%	---	---	81.3%	85.1%	0.0%	93.8%	70.8%	89.3%	100.0%	72.7%	84.1%	80.6%	83.8%	87.5%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	84.8%	79.6%	82.1%	
American Indian or Alaska Native	242	23	---	---	4	19	0	6	6	11	6	6	11	13	9	1	8	0	0	1	0	0	10	0	4	5	11	5	
	13.1%	23.2%	---	---	30.8%	22.1%	---	40.0%	17.6%	22.0%	46.2%	37.5%	15.9%	24.1%	29.0%	7.1%	100.0%	0.0%	0.0%	11.1%	0.0%	---	15.6%	0.0%	44.4%	17.9%	25.6%	21.7%	
Asian	152	5	---	---	1	4	0	1	2	2	2	1	2	2	2	1	0	3	0	0	0	0	1	0	0	1	3	1	
	8.2%	5.1%	---	---	7.7%	4.7%	---	6.7%	5.9%	4.0%	15.4%	6.3%	2.9%	3.7%	6.5%	7.1%	0.0%	100.0%	0.0%	0.0%	0.0%	---	1.6%	0.0%	11.1%	3.6%	7.0%	4.3%	
Black or African American	160	7	---	---	1	6	0	1	3	3	0	4	3	3	4	0	0	0	3	0	0	0	1	0	3	2	2	2	
	8.7%	7.1%	---	---	7.7%	7.0%	---	6.7%	8.8%	6.0%	0.0%	25.0%	4.3%	5.6%	12.9%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	---	1.6%	0.0%	33.3%	7.1%	4.7%	8.7%	
Hispanic or Latino/a	492	18	---	---	0	17	0	2	7	9	5	5	8	8	8	2	3	0	0	9	0	0	3	0	3	9	5	4	
	26.7%	18.2%	---	---	7.7%	19.8%	---	13.3%	20.6%	18.0%	38.5%	31.3%	11.6%	14.8%	25.8%	14.3%	37.5%	0.0%	0.0%	100.0%	0.0%	---	4.7%	0.0%	33.3%	32.1%	11.6%	17.4%	
Middle Eastern/Northern African	20	1	---	---	1	0	0	0	0	1	0	0	1	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	
	1.1%	1.0%	---	---	7.7%	0.0%	---	0.0%	0.0%	2.0%	0.0%	0.0%	1.4%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	---	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	
Native Hawaiian or Pacific Islander	34	1	---	---	0	1	0	1	0	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0	
	1.8%	1.0%	---	---	0.0%	1.2%	---	6.7%	0.0%	0.0%	0.0%	0.0%	1.4%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	1.6%	0.0%	0.0%	0.0%	2.3%	0.0%	
White	1,288	74	---	---	9	65	0	13	24	37	6	8	59	43	20	11	2	1	0	2	0	0	64	0	5	21	29	19	
	69.8%	74.7%	---	---	69.2%	75.6%	---	86.7%	70.6%	74.0%	46.2%	50.0%	85.5%	79.6%	64.5%	78.6%	25.0%	33.3%	0.0%	22.2%	0.0%	---	100.0%	0.0%	55.6%	75.0%	67.4%	82.6%	
Other	129	13	---	---	1	12	0	1	7	5	1	3	9	8	2	3	0	0	0	1	1	0	4	2	5	5	4	2	
	7.0%	13.1%	---	---	7.7%	14.0%	---	6.7%	20.6%	10.0%	7.7%	18.8%	13.0%	14.8%	6.5%	21.4%	0.0%	0.0%	0.0%	11.1%	100.0%	---	6.3%	100.0%	55.6%	17.9%	9.3%	8.7%	

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%.

InterCommunity Health Network CCO

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	120	---	---	16	101	1	16	48	56	13	22	82	67	37	16	8	3	3	9	1	0	64	2	9	33	54	28	
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	21	---	---	3	15	1	1	14	6	0	6	13	13	6	2	0	0	0	0	0	0	0	0	0	5	11	5	
Usable responses	1,846	99	---	---	13	86	0	15	34	50	13	16	69	54	31	14	8	3	3	9	1	0	64	2	9	28	43	23	
	80.9%	82.5%	---	---	81.3%	85.1%	0.0%	93.8%	70.8%	89.3%	100.0%	72.7%	84.1%	80.6%	83.8%	87.5%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	84.8%	79.6%	82.1%	
American Indian or Alaska Native	98	8	---	---	0	8	0	2	0	6	2	4	2	3	5	0	8	0	0	0	0	0	0	0	0	1	4	3	
	5.3%	8.1%	---	---	0.0%	9.3%	---	13.3%	0.0%	12.0%	15.4%	25.0%	2.9%	5.6%	16.1%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	3.6%	9.3%	13.0%	
Asian	79	3	---	---	1	2	0	0	1	2	1	0	2	1	1	1	0	3	0	0	0	0	0	0	0	0	2	1	
	4.3%	3.0%	---	---	7.7%	2.3%	---	0.0%	2.9%	4.0%	7.7%	0.0%	2.9%	1.9%	3.2%	7.1%	0.0%	100.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	4.7%	4.3%	
Black or African American	94	3	---	---	1	2	0	0	1	2	0	2	1	1	2	0	0	0	3	0	0	0	0	0	0	1	1	1	
	5.1%	3.0%	---	---	7.7%	2.3%	---	0.0%	2.9%	4.0%	0.0%	12.5%	1.4%	1.9%	6.5%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	3.6%	2.3%	4.3%	
Hispanic or Latino/a	303	9	---	---	1	8	0	1	4	4	3	1	5	7	1	1	0	0	0	9	0	0	0	0	0	5	4	0	
	16.4%	9.1%	---	---	7.7%	9.3%	---	6.7%	11.8%	8.0%	23.1%	6.3%	7.2%	13.0%	3.2%	7.1%	0.0%	0.0%	0.0%	100.0%	0.0%	---	0.0%	0.0%	0.0%	17.9%	9.3%	0.0%	
Middle Eastern/Northern African	6	1	---	---	1	0	0	0	0	1	0	0	1	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	
	0.3%	1.0%	---	---	7.7%	0.0%	---	0.0%	0.0%	2.0%	0.0%	0.0%	1.4%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%	100.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	
Native Hawaiian or Pacific Islander	12	0	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	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%	
White	960	64	---	---	9	55	0	11	22	31	5	6	52	38	17	9	0	0	0	0	0	0	64	0	0	19	27	15	
	52.0%	64.6%	---	---	69.2%	64.0%	---	73.3%	64.7%	62.0%	38.5%	37.5%	75.4%	70.4%	54.8%	64.3%	0.0%	0.0%	0.0%	0.0%	0.0%	---	100.0%	0.0%	0.0%	67.9%	62.8%	65.2%	
Other	38	2	---	---	0	2	0	0	1	1	0	0	2	0	1	1	0	0	0	0	0	0	0	2	0	0	1	1	
	2.1%	2.0%	---	---	0.0%	2.3%	---	0.0%	2.9%	2.0%	0.0%	0.0%	2.9%	0.0%	3.2%	7.1%	0.0%	0.0%	0.0%	0.0%	---	0.0%	100.0%	0.0%	0.0%	2.3%	4.3%		
Multiracial	256	9	---	---	0	9	0	1	5	3	2	3	4	4	3	2	0	0	0	0	0	0	0	0	9	2	3	2	
	13.9%	9.1%	---	---	0.0%	10.5%	---	6.7%	14.7%	6.0%	15.4%	18.8%	5.8%	7.4%	9.7%	14.3%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	100.0%	7.1%	7.0%	8.7%		
Significantly different from column:*																													

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