



**Oregon Health Plan Report of Results for
Fee-For-Service (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 Fee-For-Service, hereafter referred to as FFS between January 7 and April 7, 2021.

The final survey sample for FFS included 1,525 members (950 from the general population and 575 from the CCC population). During the survey fielding period, 200 general population sample members completed the survey. After final survey eligibility criteria were applied, the resulting NCQA response rate was 21.41 percent.

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

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

The measures highlighted in this section are limited to the general child Medicaid population only. CCC measure results are reported in the sections that follow. They are based on 222 completed surveys from both the general and supplemental CCC samples that met NCQA’s criteria for inclusion in the CCC measure set, based on survey responses.

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

RESULTS ON KEY SURVEY MEASURES

STATISTICALLY SIGNIFICANT IMPROVEMENTS OR DECLINES COMPARED TO 2020

Reportable Rate IMPROVED	Reportable Rate DECLINED
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	
None	Rating of Health Plan (by 10.31 points)

TOP PRIORITIES FOR QUALITY IMPROVEMENT

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

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

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

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

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 FFS 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	82.22%	79.68%	85.93%	405	251	135	85.96%
	Q36. Rating of Personal Doctor	86.62%	89.29%	91.07%	441	280	168	88.86%
	Q43. Rating of Specialist Seen Most Often	84.28%	83.52%	86.44%	159	91	59	84.75%
	Q49. Rating of Health Plan	71.54%	66.89%	71.35%	506	296	192	81.66% ▼
Getting Needed Care (% Always or Usually)	Getting Needed Care Composite	86.36%	83.70%	84.03%	286	173	99	82.68%
	Q10. Easy to get needed care	92.12%	88.45%	87.41%	406	251	135	90.60%
	Q41. Easy to see specialists	80.61%	78.95%	80.65%	165	95	62	74.76%
Getting Care Quickly (% Always or Usually)	Getting Care Quickly Composite	92.22%	90.53%	90.40%	270	162	87	88.53%
	Q4. Got urgent care as soon as needed	95.35%	90.11%	93.02%	172	91	43	92.61%
	Q6. Got routine care as soon as needed	89.10%	90.95%	87.79%	367	232	131	84.44%
How Well Doctors Communicate* (% Always or Usually)	How Well Doctors Communicate Composite	96.63%	96.17%	96.10%	364	222	122	94.58%
	Q27. Doctor explained things	96.98%	96.40%	95.90%	364	222	122	94.14%
	Q28. Doctor listened carefully	96.43%	95.95%	96.69%	364	222	121	96.24%
	Q29. Doctor showed respect	99.18%	97.29%	98.36%	364	221	122	97.25%
Customer Service (% Always or Usually)	Q32. Doctor spent enough time	93.92%	95.05%	93.44%	362	222	122	90.68%
	Customer Service Composite	86.07%	87.28%	88.00% (Low n)	112	60	25	87.83%
	Q45. Provided needed information/help	79.28%	82.76%	84.00% (Low n)	111	58	25	82.11%
Children with Chronic Conditions Measures	Q46. Treated with courtesy/respect	92.86%	91.80%	92.00% (Low n)	112	61	25	93.56%
	Q35. Coordination of Care (% Always or Usually)	84.90%	78.26%	80.60%	192	115	67	87.00%
	. Access to Prescription Medicines	77.78%	82.58%	78.85%	117	132	156	89.51% ▼
	. Access to Specialized Services	61.93%	64.08%	56.52%	54	57	74	68.21% ▼
Children with Chronic Conditions Measures	. Getting Needed Information	95.89%	94.34%	91.86%	146	159	172	90.91%
	. Personal Doctor Who Knows Child	90.26%	93.07%	90.01%	133	139	170	89.62%
	. Coordination of Care for Children With Chronic Conditions	77.14%	76.52%	73.20%	65	68	75	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 FFS, 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 FFS 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 FFS 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 FFS 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 FFS 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 FFS 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 FFS 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 FFS *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 FFS 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 FFS 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 FFS. 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 FFS 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, 200 general population sample members completed the survey. After final survey eligibility criteria were applied, the resulting NCQA response rate was 21.41 percent. Additional detail on sample member status at the end of data collection (dispositions) is provided in Exhibit 2.

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

Disposition	Total		2021 State OHP
	Number	% Initial Sample	
Initial Sample	950	100.00%	---
Disposition			
Complete and Eligible - Mail	117	12.32%	11.60%
Complete and Eligible - Phone	62	6.53%	10.44%
Complete and Eligible - Internet	21	2.21%	1.95%
Complete and Eligible - Total	200	21.05%	23.98%
Does not meet Eligible Population criteria	15	1.58%	1.05%
Incomplete (but Eligible)	23	2.42%	2.70%
Ineligible	1	0.11%	0.22%
- Language barrier	1	0.11%	0.07%
- Mentally or physically incapacitated	0	0.00%	0.00%
- Deceased	0	0.00%	0.01%
Refusal	49	5.16%	6.75%
Nonresponse after maximum attempts	662	69.68%	65.04%
Added to Do Not Call (DNC) list	0	0.00%	0.41%
Response Rate*		21.41%	24.25%

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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 FFS 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 FFS 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 FFS CHILD MEDICAID OHA CAHPS SURVEY: PATIENT EXPERIENCE MEASURES

CAHPS 5.0H Survey Measures*	2021 Rate	Difference** between 2021 Rate and...		
		2020 Rate	2019 Rate	2021 State OHP
Ratings				
Rating of Personal Doctor	91.07%	1.79%	4.45%	2.22%
Rating of Specialist Seen Most Often	86.44%	2.92%	2.16%	1.69%
Rating of All Health Care	85.93%	6.24%	3.70%	-0.03%
Rating of Health Plan	71.35%	4.46%	-0.19%	-10.31% ▼
Composite Measures				
Getting Needed Care	84.03%	0.33%	-2.34%	1.35%
Getting Care Quickly	90.40%	-0.12%	-1.82%	1.88%
How Well Doctors Communicate	96.10%	-0.07%	-0.53%	1.52%
Customer Service Low n	88.00%	0.72%	1.93%	0.17%
Additional Content Areas				
Coordination of Care	80.60%	2.34%	-4.30%	-6.40%
Children with Chronic Conditions Measures				
Access to Prescription Medicines	78.85%	-3.73%	1.07%	-10.67% ▼
Access to Specialized Services	56.52%	-7.56%	-5.41%	-11.69% ▼
Getting Needed Information	91.86%	-2.48%	-4.03%	0.95%
Personal Doctor Who Knows Child	90.01%	-3.06%	-0.25%	0.39%
Coordination of Care for Children With Chronic Conditions	73.20%	-3.32%	-3.94%	-2.70%

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

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

DETAILED PERFORMANCE CHARTS

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

TREND IN RESULTS

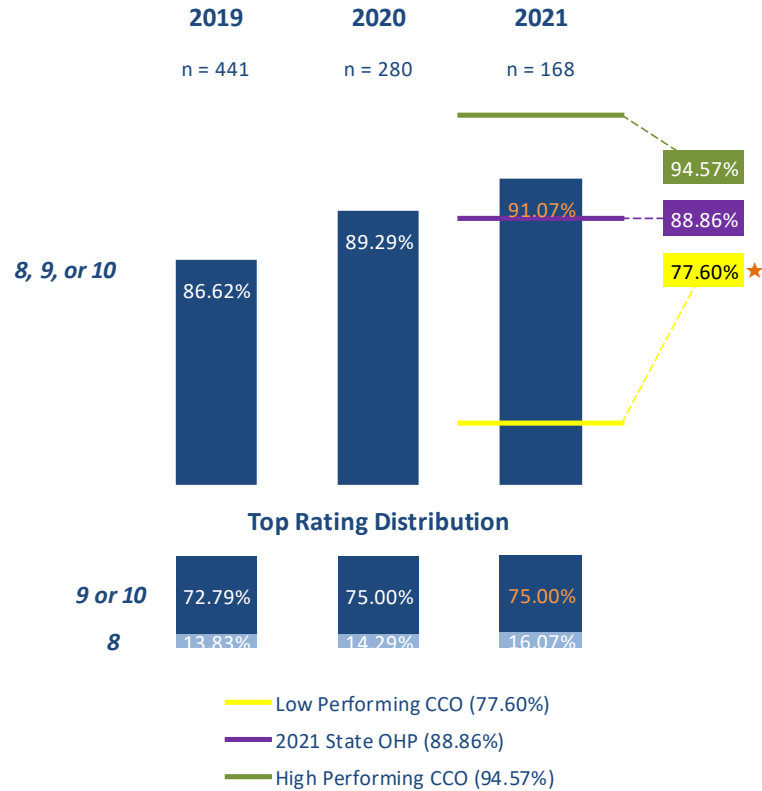
- Survey scores are trended over three consecutive years of data collection, if available. A result may not be available if the survey was not administered in a given year, if the measure is new, or if the measure is not deemed appropriate for trending. In such cases, "no data" appears in place of the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

COMPARISONS TO BENCHMARKS

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

Rating of Personal Doctor

Percent Responding 8, 9, or 10



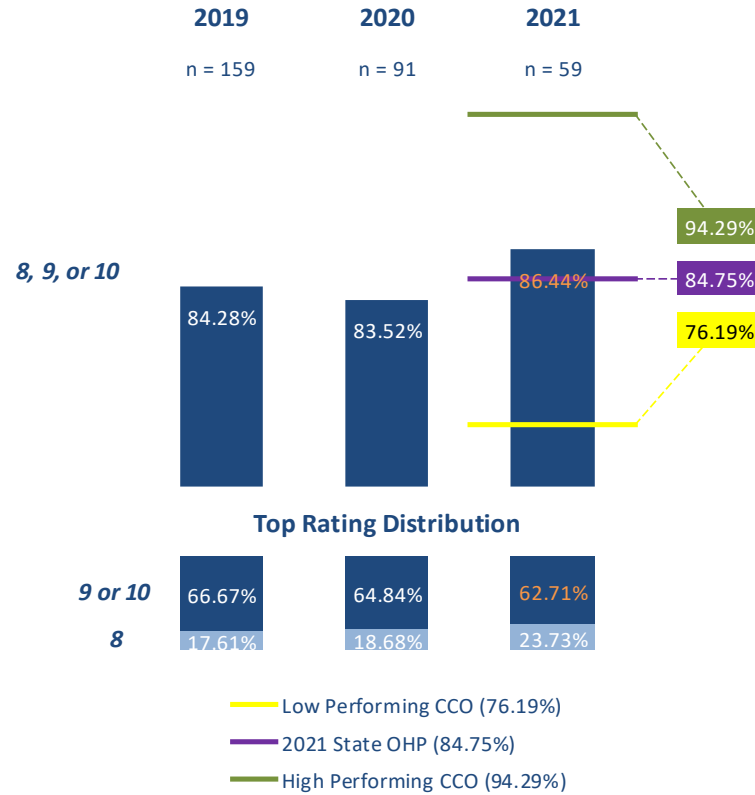
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Tests of statistical significance were conducted for the following reportable rates: (8 + 9 + 10) and (9 + 10). Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison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

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

Rating of Specialist Seen Most Often

Percent Responding 8, 9, or 10



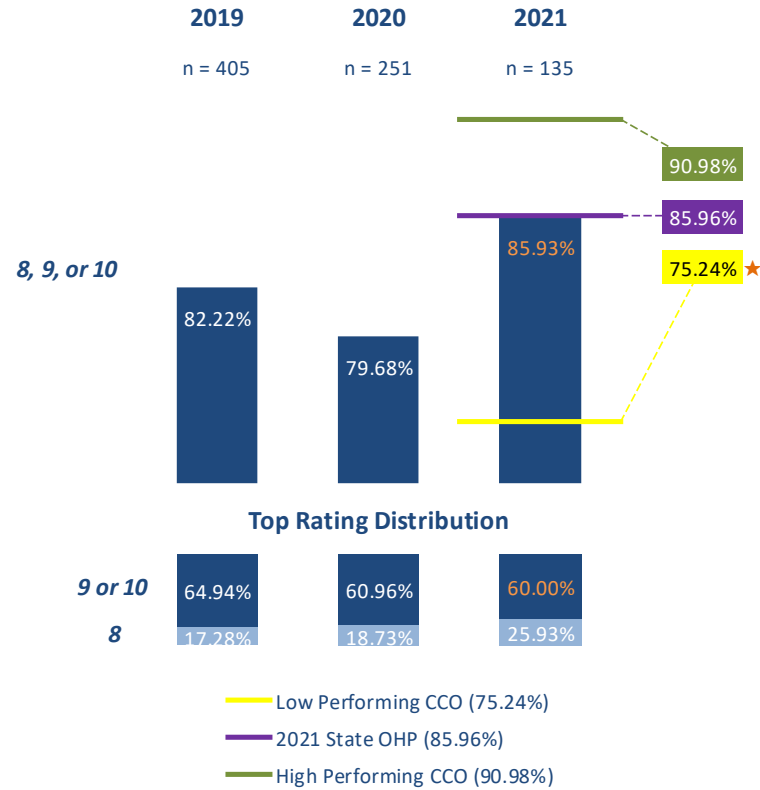
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Tests of statistical significance were conducted for the following reportable rates: (8 + 9 + 10) and (9 + 10). Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison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

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

Rating of All Health Care

Percent Responding 8, 9, or 10



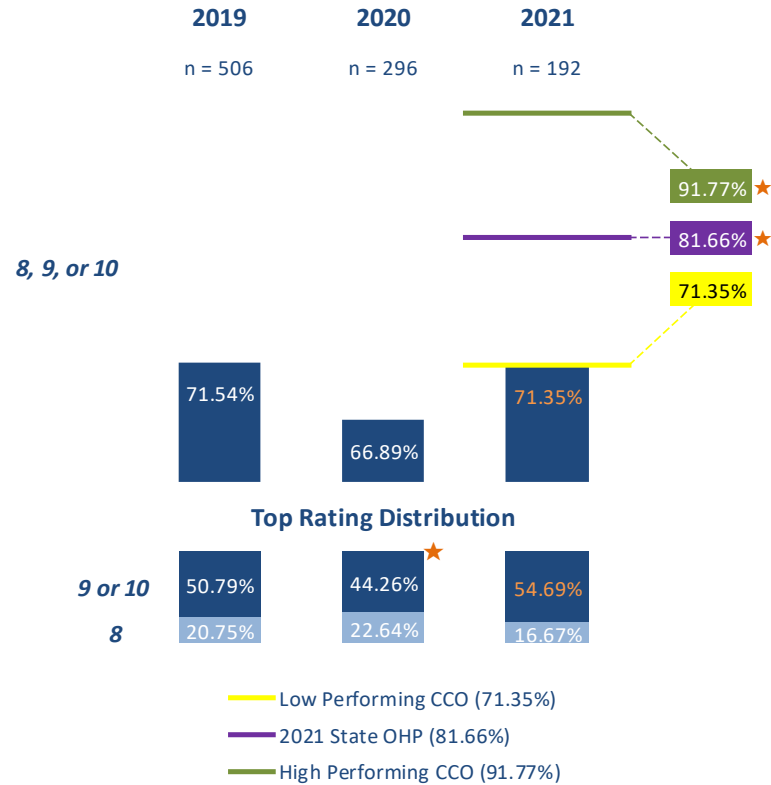
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Tests of statistical significance were conducted for the following reportable rates: (8 + 9 + 10) and (9 + 10). Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison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

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

Rating of Health Plan

Percent Responding 8, 9, or 10



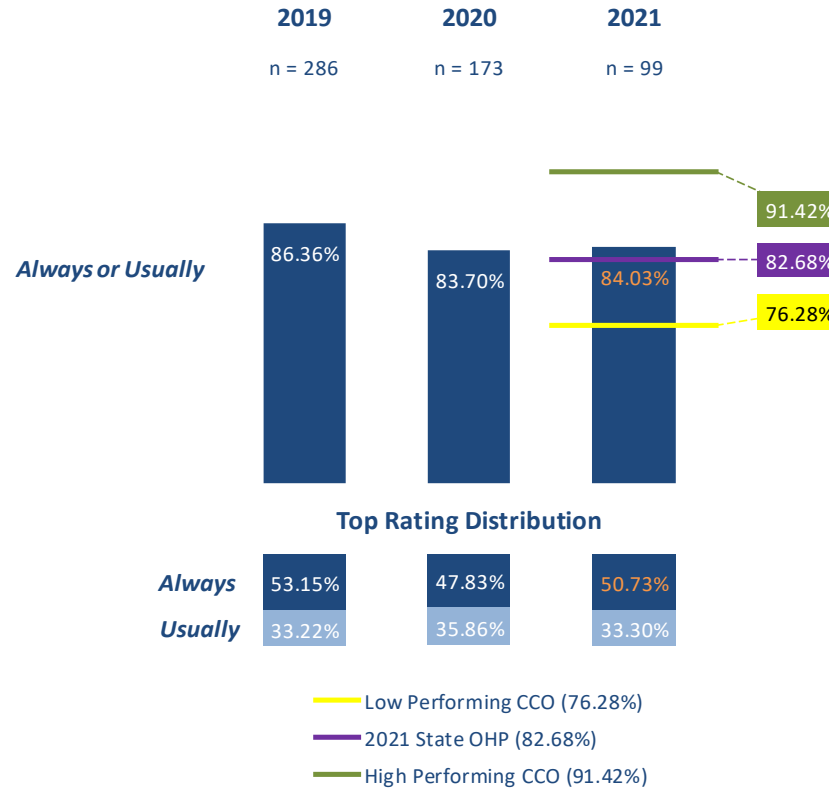
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Tests of statistical significance were conducted for the following reportable rates: (8 + 9 + 10) and (9 + 10). Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison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

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

Getting Needed Care (Composite)

Percent Responding Always or Usually



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

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

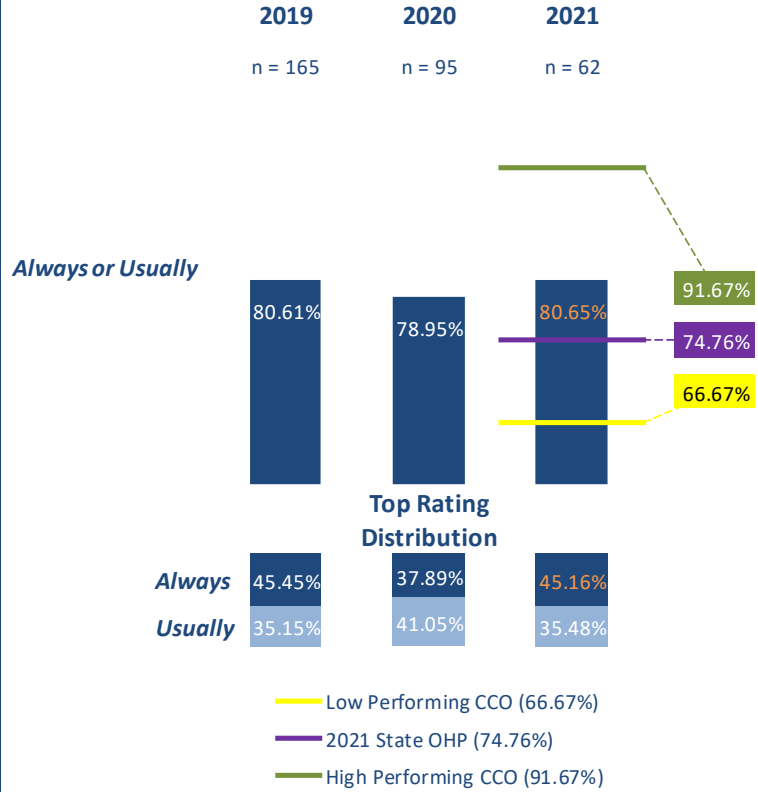
Getting Needed Care (Contributing Items)

Percent Responding Always or Usually

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



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



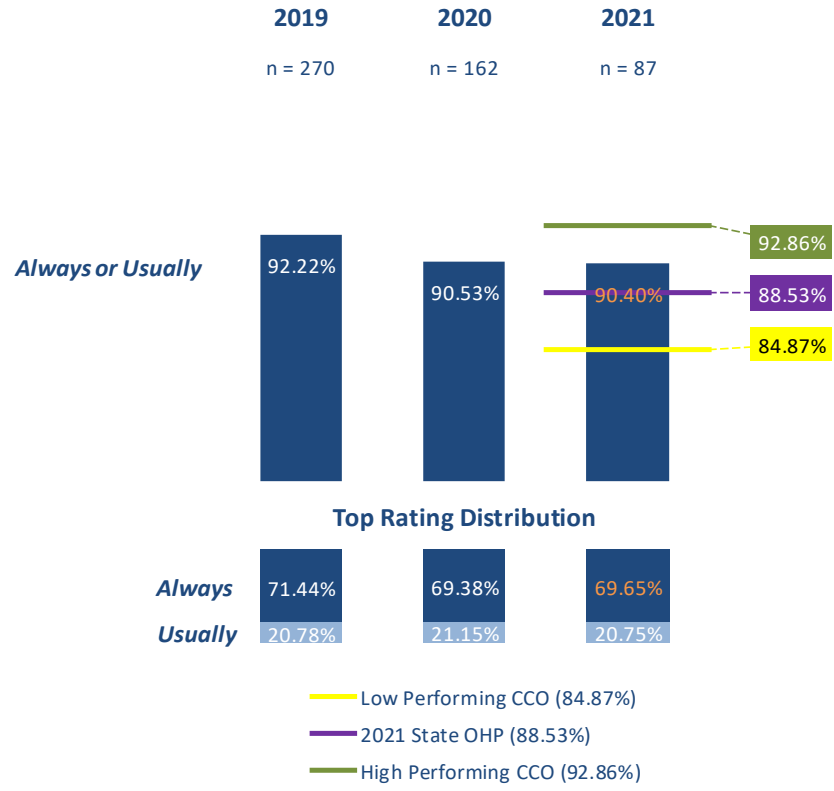
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison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



70770

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?



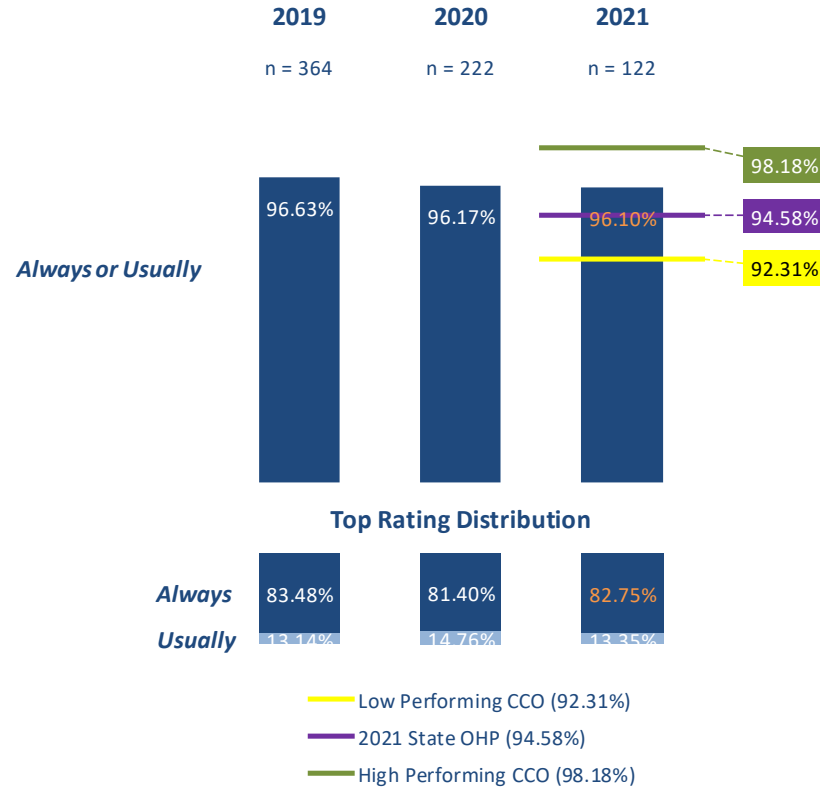
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison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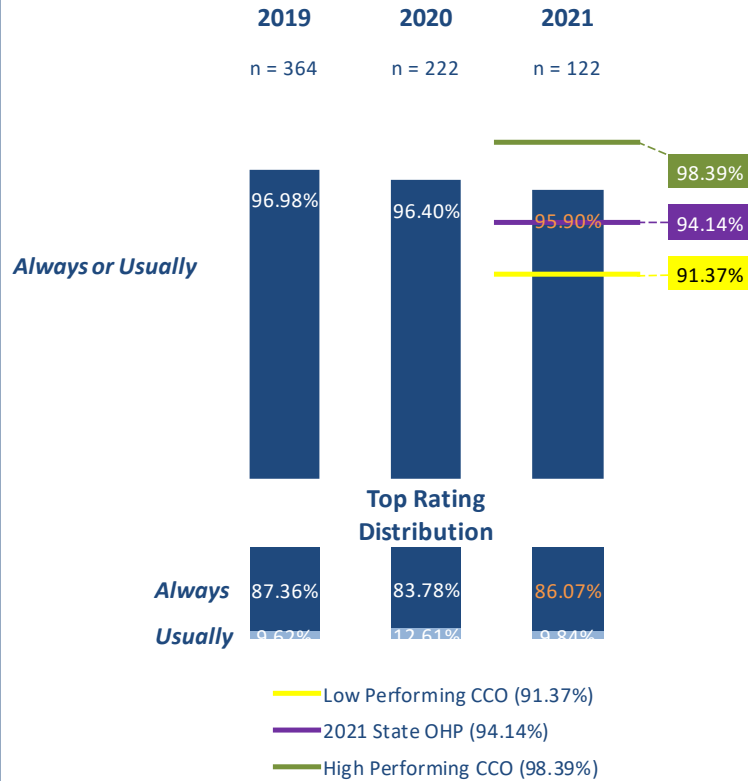
Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked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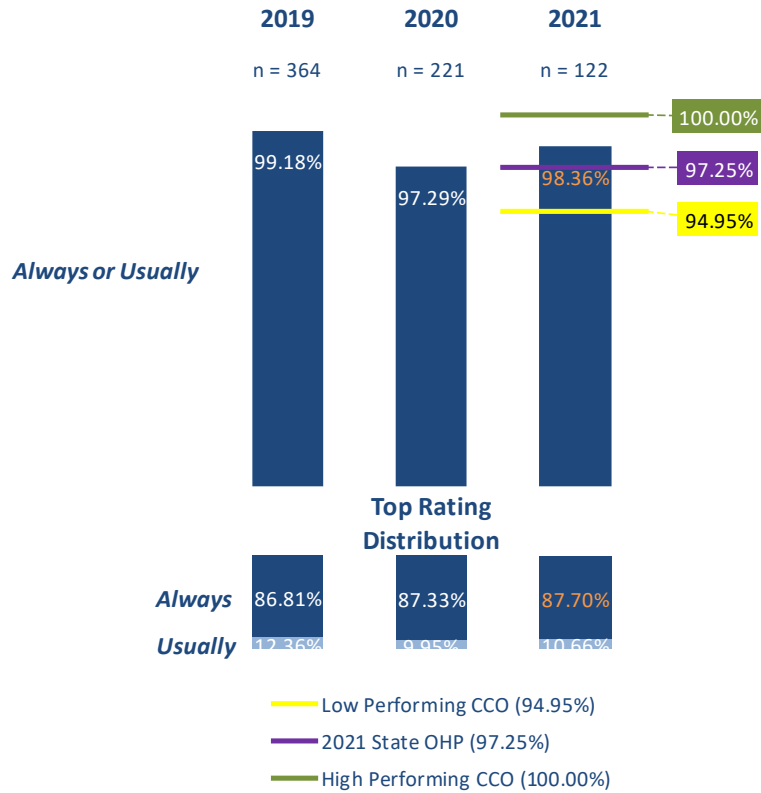
Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked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

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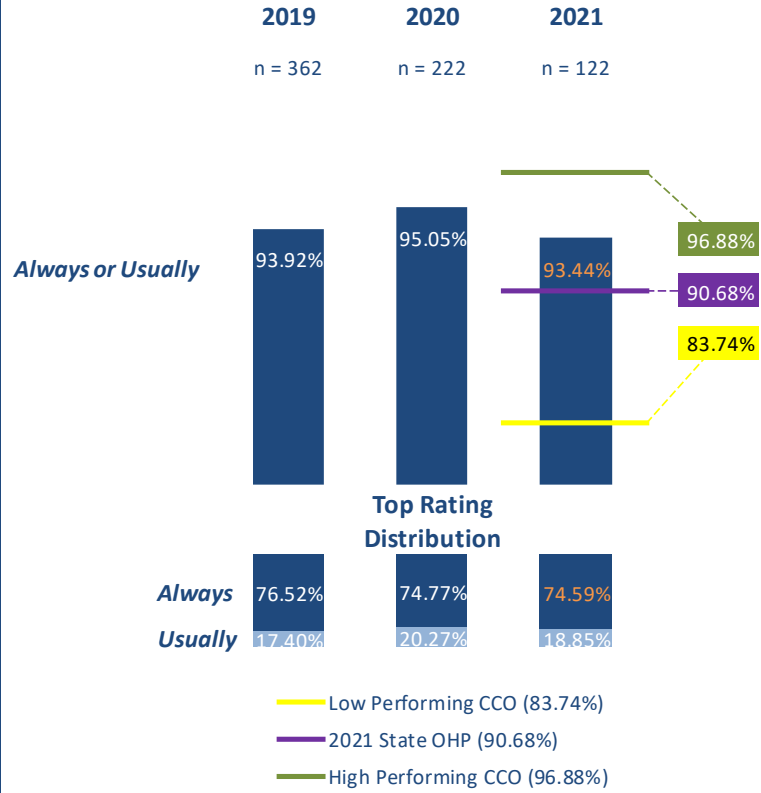
How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

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



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



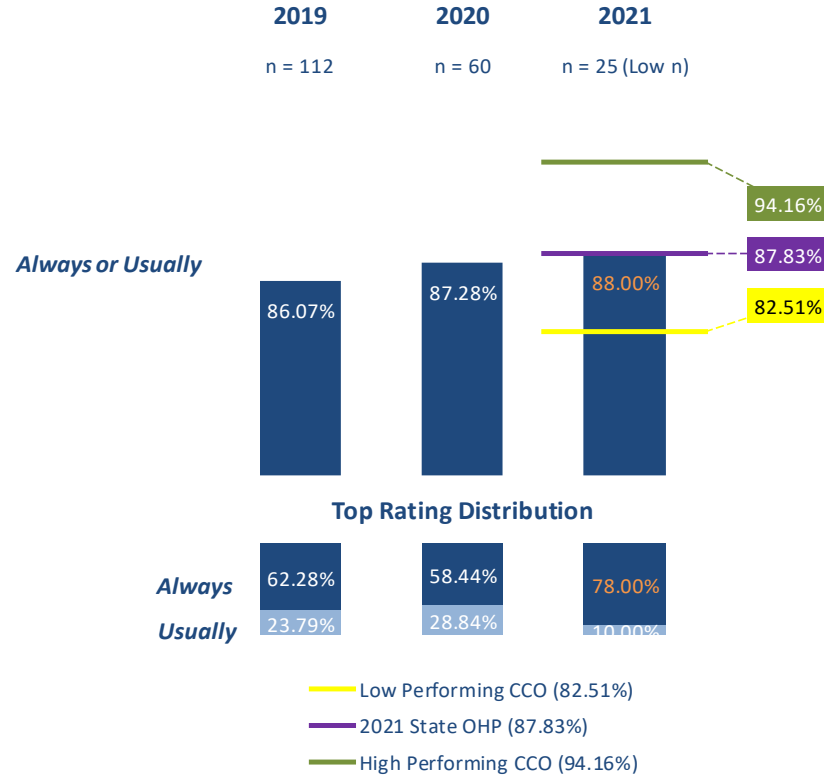
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison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

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

Customer Service (Composite)

Percent Responding Always or Usually



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

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

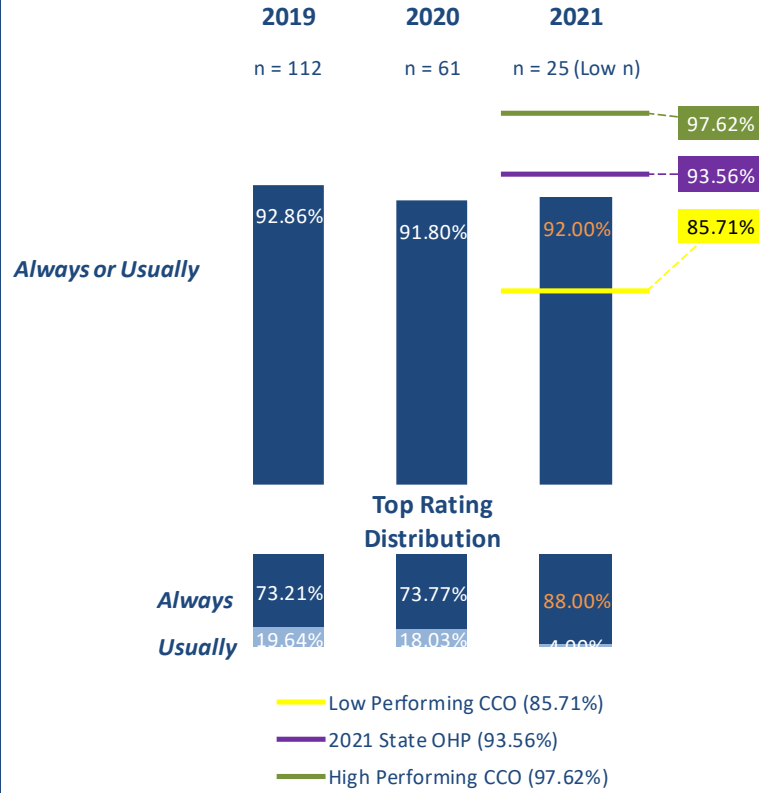
Customer Service (Contributing Items)

Percent Responding Always or Usually

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



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



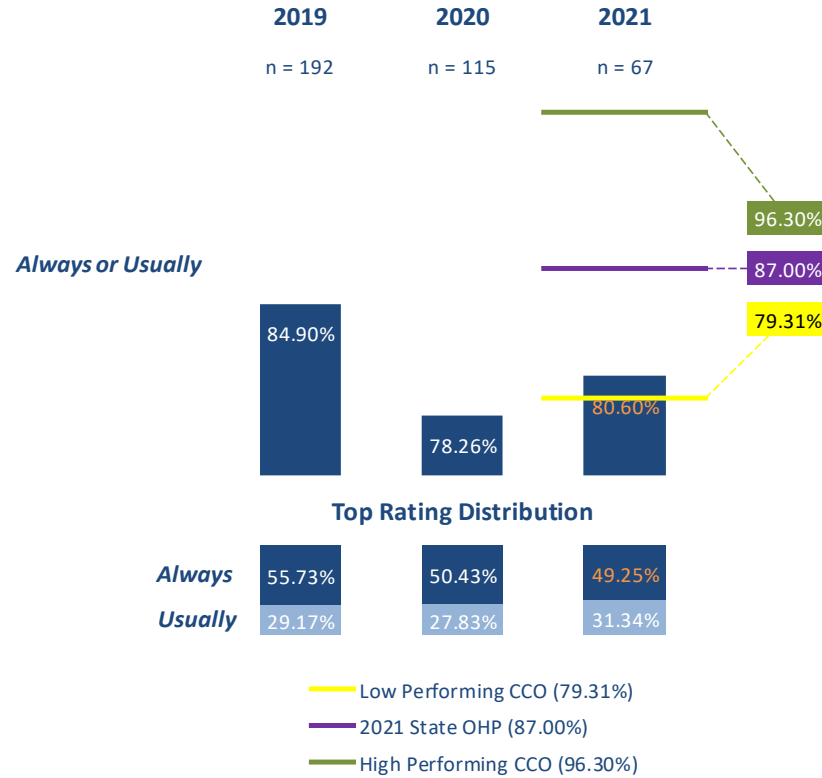
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison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

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

Coordination of Care (Single Item)

Percent Responding Always or Usually



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

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

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

Percent Responding Always or Usually

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



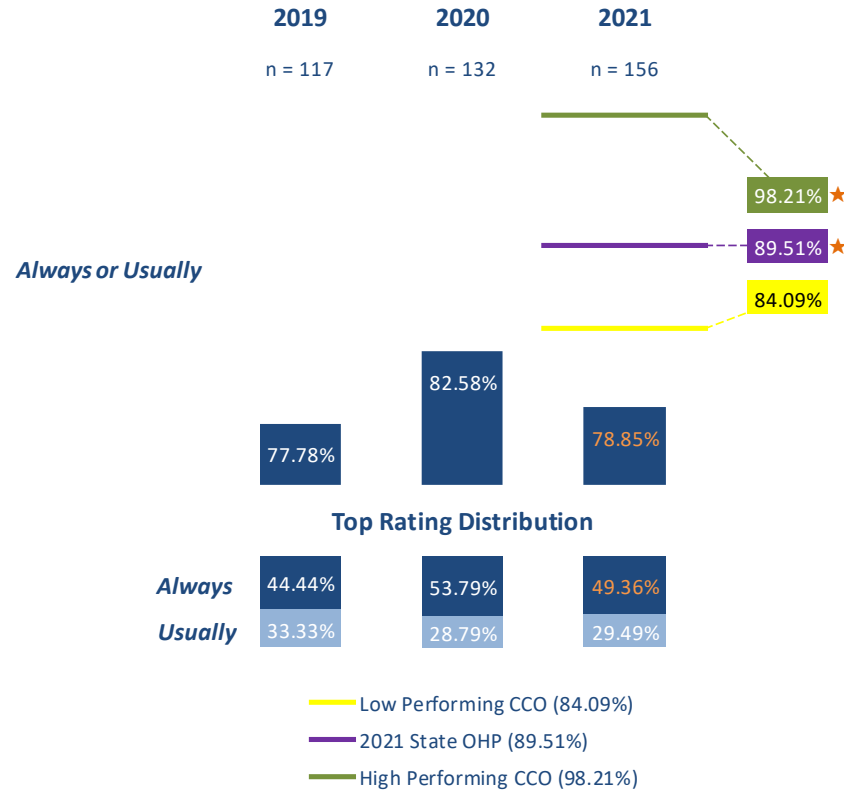
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The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place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

Access to Prescription Medicines (Single Item)

Percent Responding Always or Usually



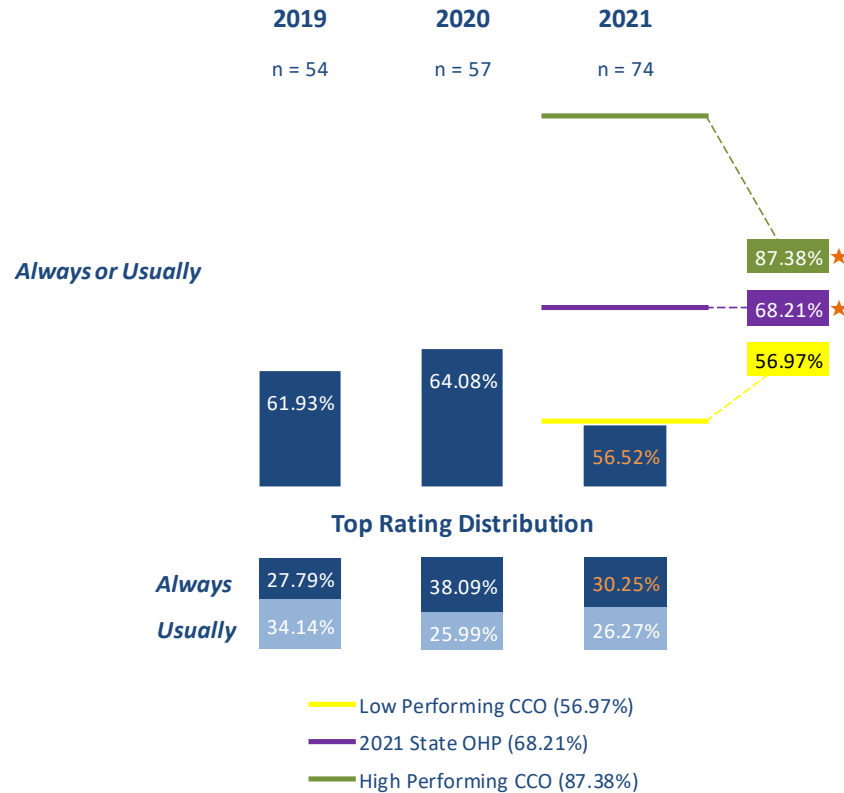
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Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and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



70770

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

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

Getting Needed Information (Single Item)

Percent Responding Always or Usually



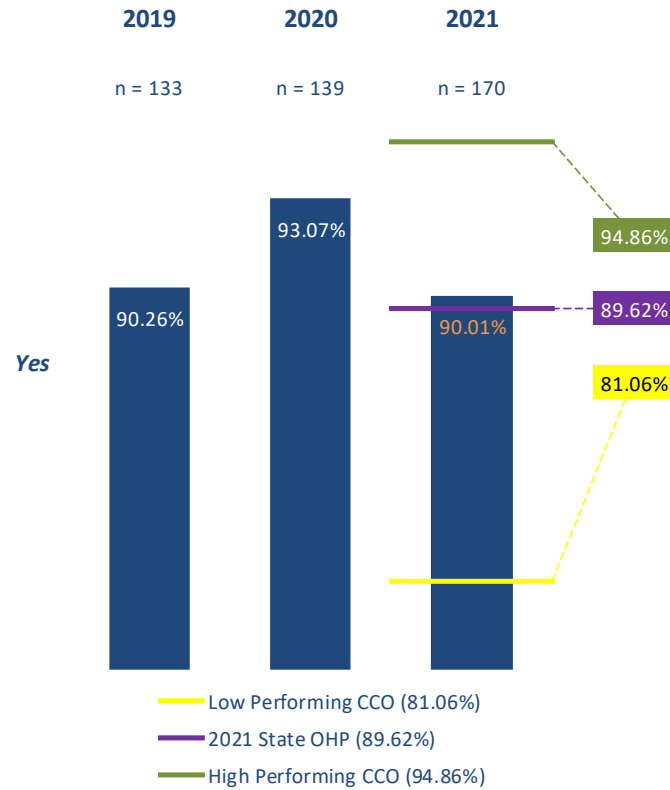
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Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and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

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

Personal Doctor Who Knows Child (Composite)

Percent Responding Yes



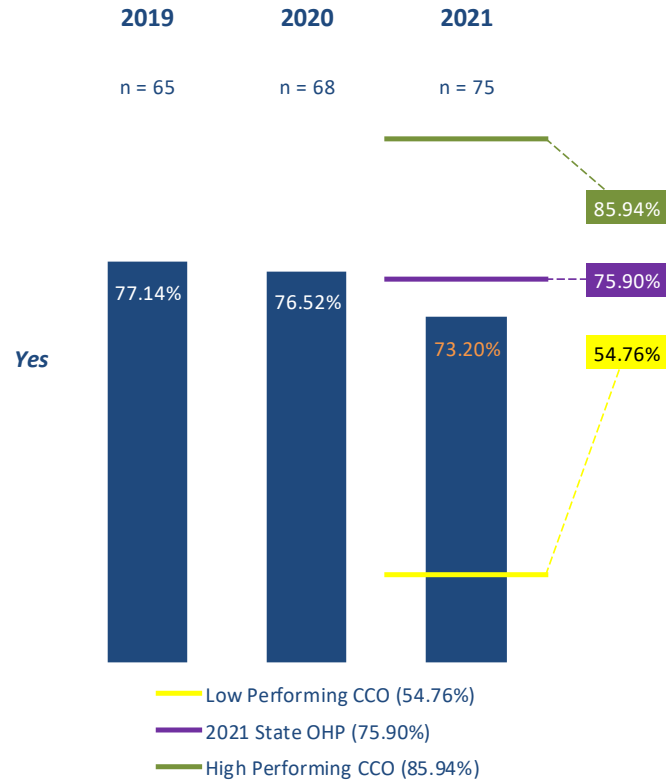
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Tests of statistical significance were conducted for the Yes rate. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

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

Coordination of Care for Children With Chronic Conditions (Composite)

Percent Responding Yes



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

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

MEMBER PROFILE AND ANALYSIS OF RATINGS BY MEMBER SEGMENT

This section of the report presents a detailed profile of the FFS 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.

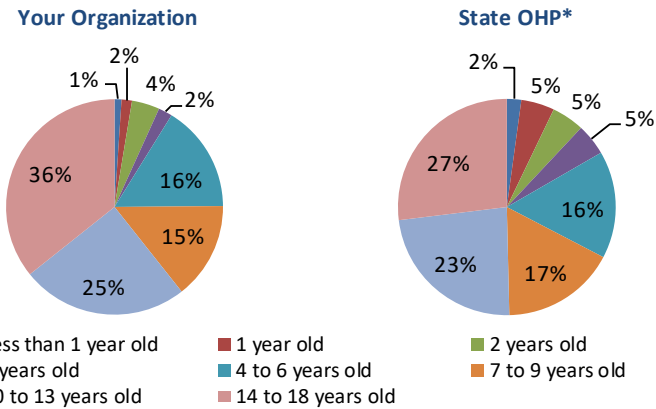
The charts on the following pages compare the FFS membership profile to the relevant state Oregon Health Plan benchmark distribution on demographic characteristics and utilization patterns. The pie chart in the upper half of each panel contrasts the distribution of the FFS membership on a given member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

HEALTH STATUS AND DEMOGRAPHICS

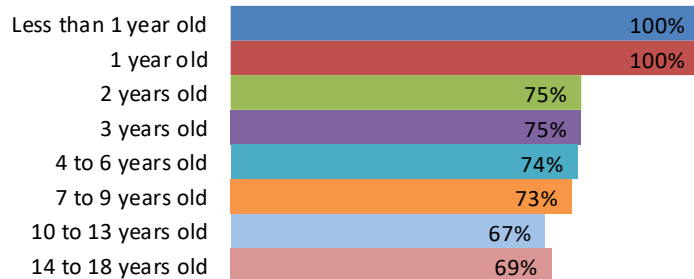
The following characteristics are profiled in this section:

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

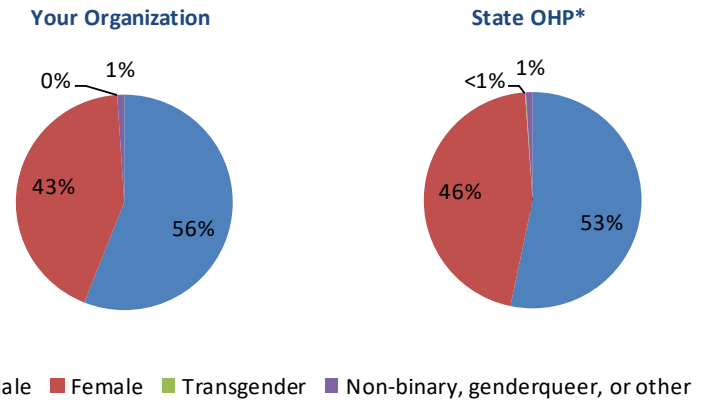
Q69. What is your child's age?



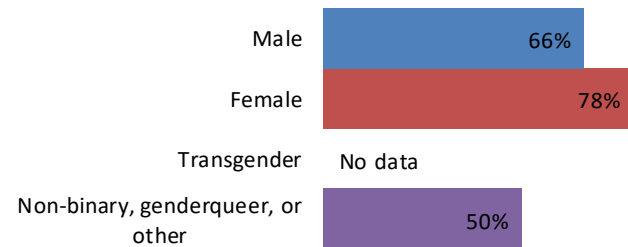
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q69**



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



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



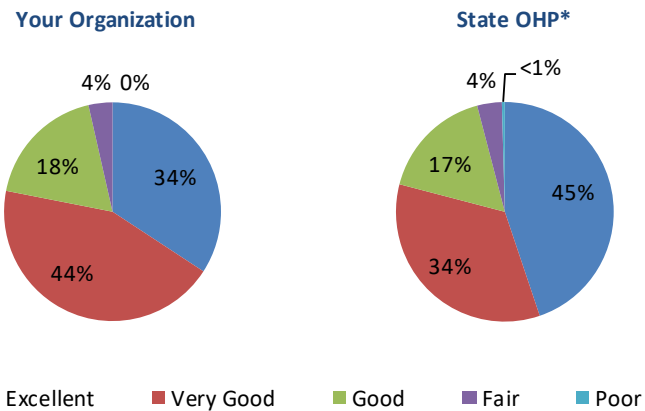
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

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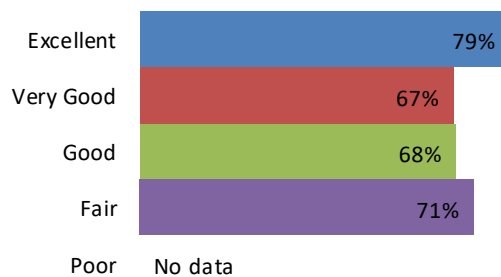
* Represents the combined distribution of responses to this question for all plans included in the 2021 State OHP.

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

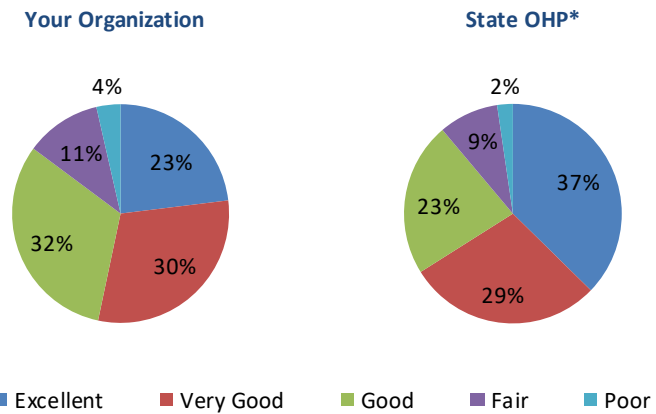
Q53. In general, how would you rate your child's overall health?



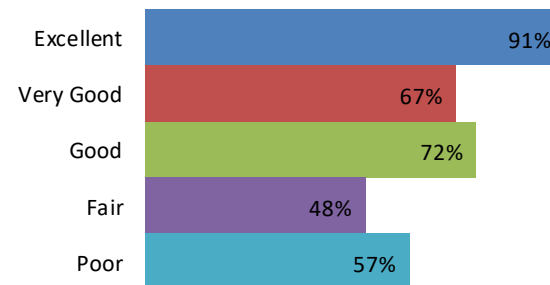
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q53**



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



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



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

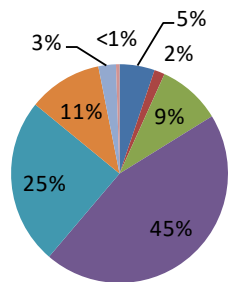
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* Represents the combined distribution of responses to this question for all plans included in the 2021 State OHP.

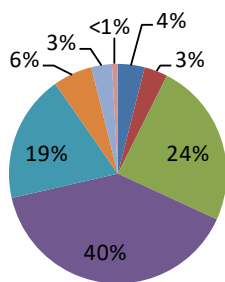
** Includes members who answered the question and provided a valid response to Q49 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q49 or if no one rated the plan as 8, 9, or 10.

Q72. What is your age?

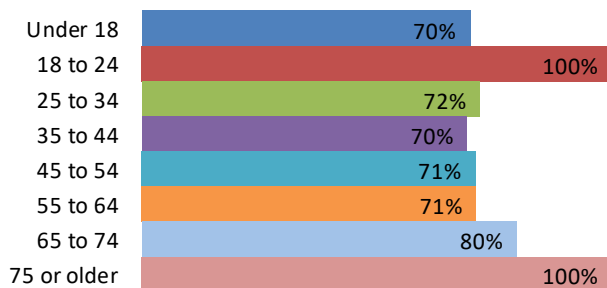
Your Organization



State OHP*

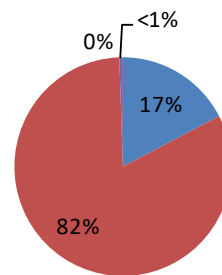


Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q72**

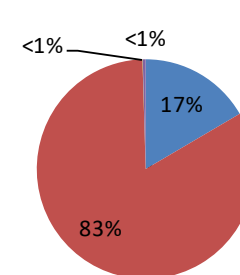


Q73. What is your current gender identity?

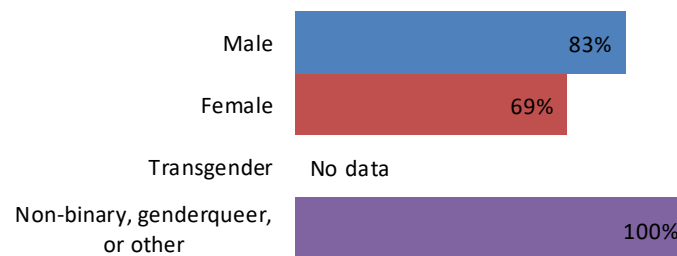
Your Organization



State OHP*



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



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

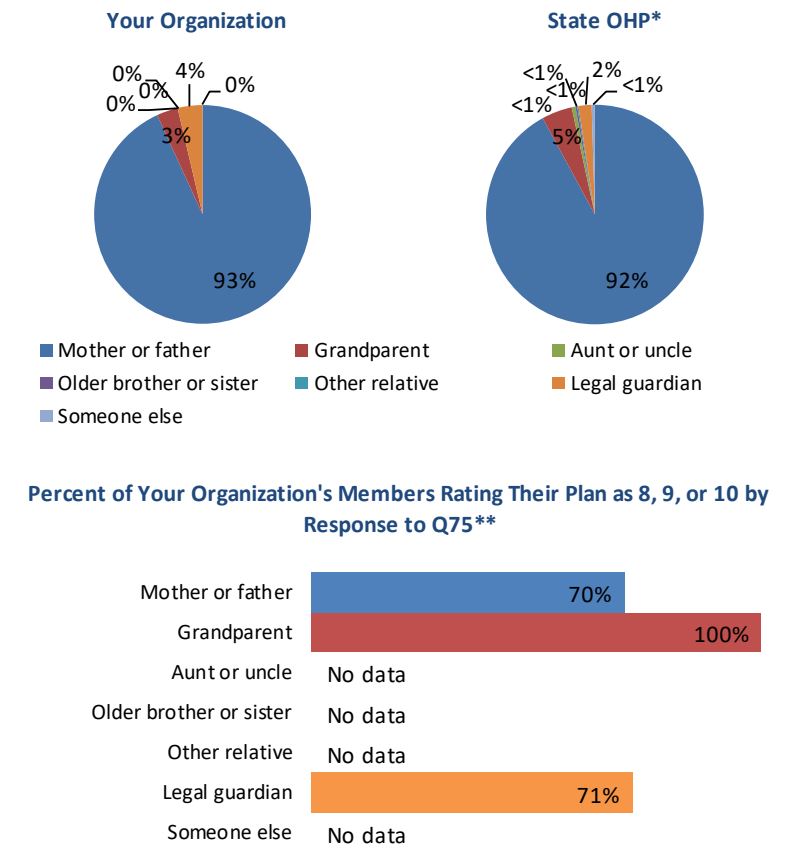
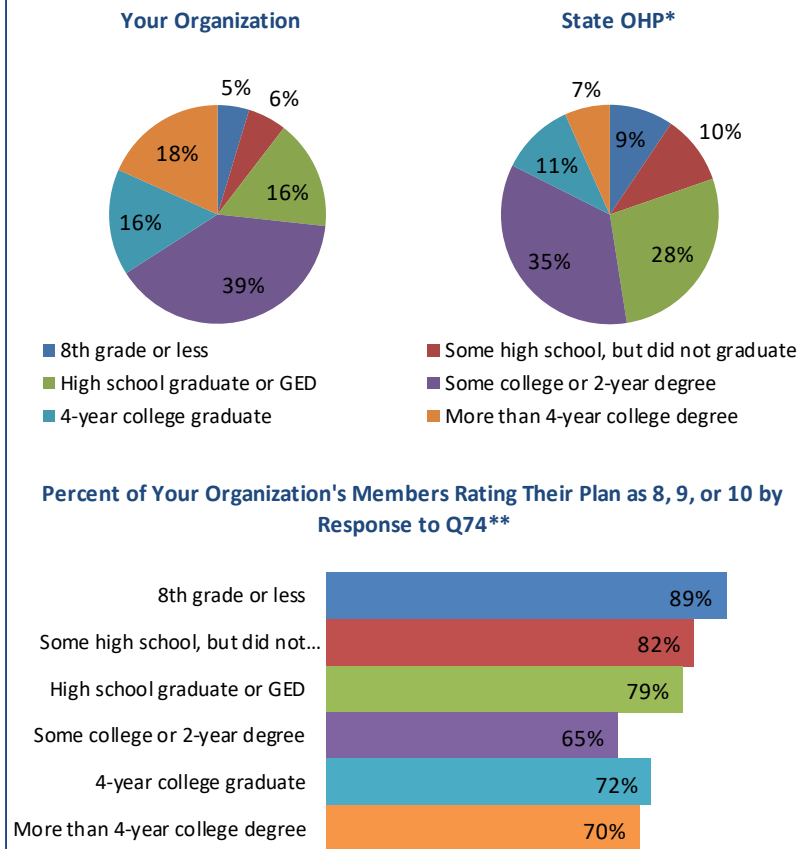
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* Represents the combined distribution of responses to this question for all plans included in the 2021 State OHP.

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

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

Q75. How are you related to the child?



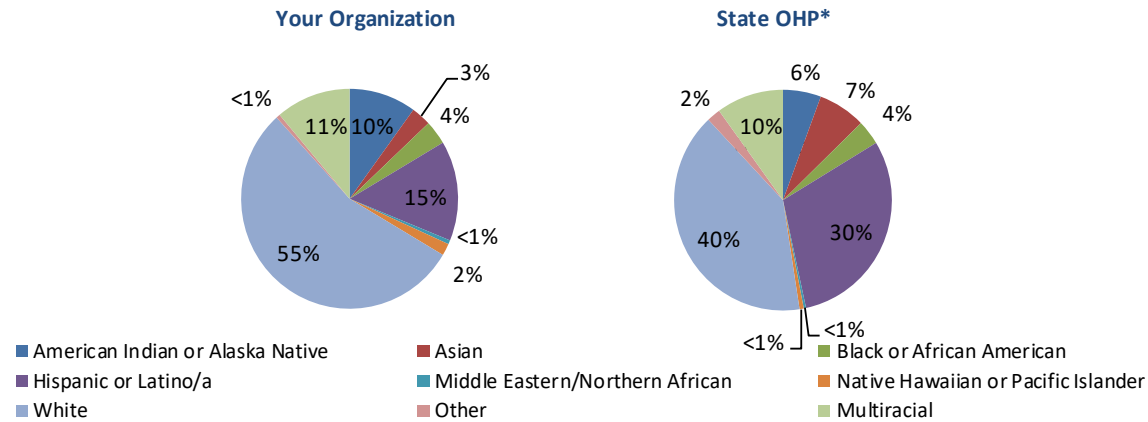
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

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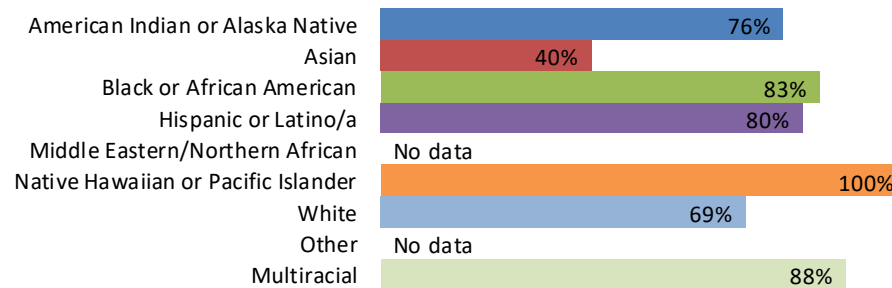
* Represents the combined distribution of responses to this question for all plans included in the 2021 State OHP.

** 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 75% No 70%</p>	<p>Your Organization State OHP*</p> <p>Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q5 (Yes/No)**</p> <p>Yes 72% No 71%</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 73% No 61%</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 64% 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 Q40 (Yes/No)**</p> <p>Yes 72% No 71%</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 69% No 83%</p>

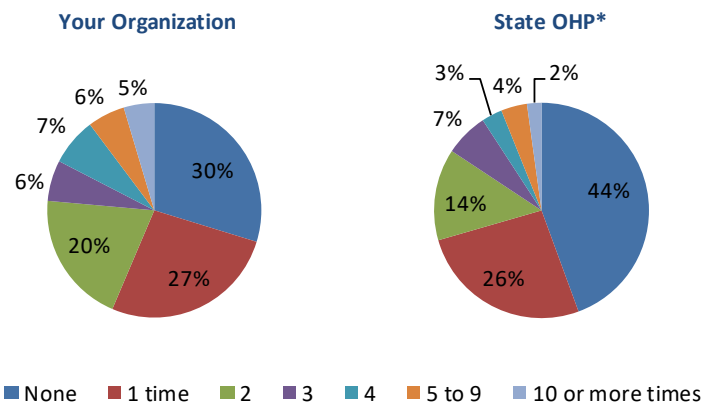
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

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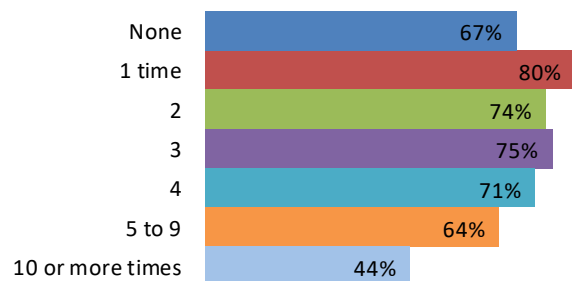
* Represents the combined distribution of responses to this question for all plans included in the 2021 State OHP.

** 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.

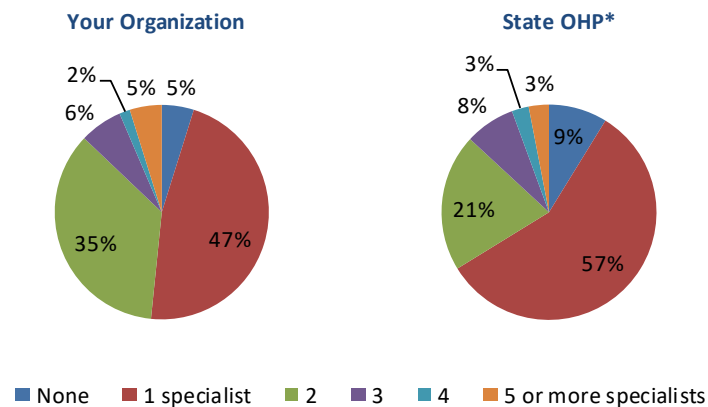
Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she get health care in person, by phone, or by video?



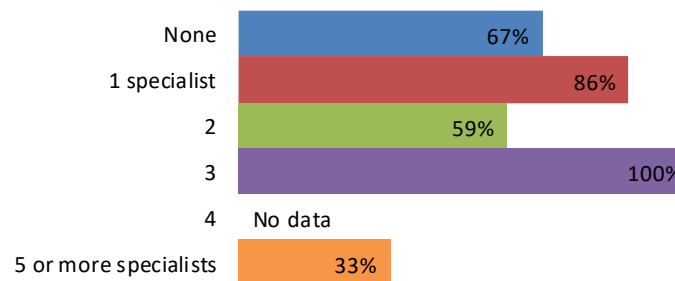
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q7**



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

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

The bar chart on the right displays the expected improvement in the overall *Rating of Health Plan* score FFS 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 FFS CHILD MEDICAID OHA CAHPS SURVEY : KEY AREAS AND PRIORITIES FOR IMPROVEMENT

Current Key Driver Performance		Room for Improvement on Key Driver	Overall Improvement Opportunity
2021 Rate		Percentage Point Difference Between Current Key Driver Score and the Best Practice Score*	Expected Percentage Point Improvement in Rating of Health Plan score (percent 9 or 10) if Key Driver Performs at Best Practice Level
Q36. Rating of Personal Doctor (percent 9 or 10)	75.00%	+6.03%  81.03%	 +2.50%
Q10. Ease of getting needed care, tests, or treatment (percent <i>Usually</i> or <i>Always</i>)	87.41%	+9.79%  97.20%	 +2.45%
Q43. Rating of Specialist Seen Most Often (percent 9 or 10)	62.71%	+14.43%  77.14%	 +1.90%
Q45. Customer service provided information or help (percent <i>Usually</i> or <i>Always</i>)	84.00%	+6.70%  90.70%	 +0.79%

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

IMPROVING MEMBER ACCESS TO CARE

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

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

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

IMPROVING HEALTH PLAN PROVIDER NETWORK

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

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

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

IMPROVING CUSTOMER SERVICE AND HEALTH PLAN-RELATED INFORMATION

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

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

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

APPENDIX

CALCULATION GUIDELINES FOR RATING AND COMPOSITE GLOBAL PROPORTIONS

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

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

COMPOSITE GLOBAL PROPORTIONS

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

Step 1

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

Step 2

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

Example:

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

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

GLOSSARY OF TERMS

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

Eligible Population

Members who are eligible to participate in the survey based on the following NCQA criteria:

- Current enrollment (as of the date the sample frame is generated). Some members may no longer be enrolled by the time they complete the survey. They become ineligible and will be excluded from survey results based on their responses to the first two questions on the survey, which confirm membership.
- Continuous enrollment (twelve months for Commercial and six months for Medicaid, with no more than one enrollment break of 45 days or less);
- Member age (18 years old or older for the Adult survey and 17 years old or younger for the Child survey as of December 31 of the measurement year);
- Primary coverage (through Medicaid or a commercial product line for Medicaid and Commercial surveys, respectively).

Global proportions

Applies to composite measures. The proportion of respondents selecting the favorable response(s) (e.g., *Usually or Always*) averaged across the questions that make up the composite.

HEDIS

The Healthcare Effectiveness Data and Information Set (HEDIS) is a set of performance measures in the managed care industry, developed and maintained by NCQA. HEDIS was designed to allow consumers to compare health plan performance to other plans and to national or regional benchmarks as well as to track year-to-year performance. HEDIS is one component of NCQA's accreditation process, although some plans submit HEDIS data without seeking accreditation. CAHPS measures are a subset of HEDIS.

Key Drivers

Key Drivers are plan attributes that have been shown to be closely related to members' overall assessment of the plan. Performance on these attributes predicts how the plan is rated overall and, viewed from the industry perspective, helps to distinguish high-rated plans from poorly performing plans.

NCQA

The National Committee for Quality Assurance (NCQA) is an independent non-profit organization that works to improve health care quality through the administration of evidence-based standards, measures, programs, and accreditation. NCQA manages voluntary accreditation programs for individual physicians, health plans, and medical groups. Health plans seek accreditation and measure performance through the administration and submission of the Healthcare Effectiveness Data and Information Set (HEDIS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey.

Question Summary Rate

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

Response Rate

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

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

Sample size

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

Statistically Significant Difference

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

Trending

Comparison of survey results over time

Usable Responses (n)

See *Denominator*

Valid Response

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

SURVEY INSTRUMENT

Survey Instructions

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

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

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

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

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

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

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

1. Our records show that your child is now in Oregon Health Plan. Is that right?
- ₁ Yes → **If Yes, Go to Question 3**
₂ No

2. What is the name of your child's health plan?
(Please print)

Your Child's Health Care in the Last 6 Months

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- ₁ Yes
₂ No

Specialized Services

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

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

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

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

- ₁ Yes
₂ No

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

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

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

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

- ₁ Yes
₂ No

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

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

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

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

- ₁ Yes
₂ No

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

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

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

- ₁ Yes
- ₂ No

Your Child's Personal Doctor

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- ₁ Yes
- ₂ No

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

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

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

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

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

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

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

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

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

- ₁ Yes
- ₂ No

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

- ₁ Yes
- ₂ No

Getting Health Care from Specialists

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

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

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

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

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

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

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

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

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

Your Child's Health Plan

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

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

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

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

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

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

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

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

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

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

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

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

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

Prescription Medicines

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

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

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

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

- ₁ Yes
₂ No

Access to Dental Care

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

- ₁ Yes
₂ No

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

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

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

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

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

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

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

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

About Your Child and You

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

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

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

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

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

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

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

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

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

- ₁ Yes
- ₂ No

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

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

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

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

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

- ₁ Yes
- ₂ No

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

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

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

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

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

- ₁ Yes
- ₂ No

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

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

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

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

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

- ₁ Yes
₂ No

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

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

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

- ₁ Yes
₂ No

69. What is your child's age?

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

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

- ₁ Male
₂ Female

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

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

72. What is your age?

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

73. What is your current gender identity?

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

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

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

75. How are you related to the child?

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

76. How well does your child speak English?

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

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

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

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

- ₁ Yes
- ₂ No

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

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

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

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

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

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

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

- ₁ Yes
- ₂ No

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

- ₁ Yes
- ₂ No

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

- ₁ Yes
- ₂ No

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

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

₁ Yes

₂ No

85. Does your child have difficulty dressing or bathing?

₁ Yes

₂ No

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

₁ Yes

₂ No

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

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

₁ Yes

₂ No

Race and Ethnicity

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

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

American Indian or Alaska Native

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

Asian

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

Black or African American

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

Hispanic or Latino/a

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

Middle Eastern/Northern African

- _W Middle Eastern
- _X Northern African

Native Hawaiian or Pacific Islander

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

White

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

Other Categories

- _{AI} Other

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

Thank You

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

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

Please do not include any other correspondence.

CROSS-TABULATIONS OF SURVEY RESPONSES

Fee-For-Service

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

Satisfaction With the Experience of Care

Survey Measures*	Global Proportions			
	2021 State OHP	Plan Rate		
		2021	2020	2019
Ratings				
Rating of Personal Doctor	88.86%	91.07%	89.29%	86.62%
Rating of Specialist	84.75%	86.44%	83.52%	84.28%
Rating of All Health Care	85.96%	85.93%	79.68%	82.22%
Rating of Health Plan	81.66%	71.35%	66.89%	71.54%
Composites				
Getting Needed Care	82.68%	84.03%	83.70%	86.36%
Getting Care Quickly	88.53%	90.40%	90.53%	92.22%
How Well Doctors Communicate	94.58%	96.10%	96.17%	96.63%
Customer Service	87.83%	88.00%	87.28%	86.07%
Additional Content Areas				
Coordination of Care	87.00%	80.60%	78.26%	84.90%
Children with Chronic Conditions Composites				
Access to Prescription Medicine	90.09%	84.09%	83.73%	79.71%
Access to Specialized Services	70.42%	64.80%	65.57%	60.84%
Getting Needed Information	90.42%	88.97%	94.42%	95.21%
Personal Doctor or Nurse Who Knows Child	89.52%	89.94%	93.19%	89.08%
Coordination of Care w/CCC (Q16 & Q27)	74.59%	67.40%	73.65%	74.78%

* 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).

Fee-For-Service

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
					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	198	305	544	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20
Number missing or multiple answer	67	2	5	7	0	2	0	0	1	1	0	1	1	2	0	0	0	0	0	0	0	0	1	0	1	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,903	196	300	537	33	154	1	31	92	68	20	30	139	151	36	7	17	5	6	25	1	3	92	1	18	58	115	20
	98.3%	99.0%	98.4%	98.7%	100.0%	98.7%	100.0%	100.0%	98.9%	98.6%	100.0%	96.8%	99.3%	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.9%	---	94.7%	100.0%	98.3%	100.0%
Yes	554	45	92	178	8	35	0	6	18	19	3	7	33	33	10	2	4	0	2	1	1	26	0	3	4	28	12	
	14.2%	23.0%	30.7%	33.1%	24.2%	22.7%	0.0%	19.4%	19.6%	27.9%	15.0%	23.3%	23.7%	21.9%	27.8%	28.6%	23.5%	0.0%	8.0%	100.0%	33.3%	28.3%	0.0%	16.7%	6.9%	24.3%	60.0%	
No	3,349	151	208	359	25	119	1	25	74	49	17	23	106	118	26	5	13	5	23	0	2	66	1	15	54	87	8	
	85.8%	77.0%	69.3%	66.9%	75.8%	77.3%	100.0%	80.6%	80.4%	72.1%	85.0%	76.7%	76.3%	78.1%	72.2%	71.4%	76.5%	100.0%	92.0%	0.0%	66.7%	71.7%	100.0%	83.3%	93.1%	75.7%	40.0%	
Significantly different from column:*		A,D																	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.

Fee-For-Service

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	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	554	45	92	178	8	35	0	6	18	19	3	7	33	33	10	2	4	0	0	2	1	1	26	0	3	4	28	12	
Number missing or multiple answer	13	2	1	6	0	2	0	0	0	2	0	0	2	1	1	0	0	0	0	0	0	0	1	0	0	0	1	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	541	43	91	172	8	33	0	6	18	17	3	7	31	32	9	2	4	0	0	2	1	1	25	0	3	4	27	11	
	97.7%	95.6%	98.9%	96.6%	100.0%	94.3%	---	100.0%	100.0%	89.5%	100.0%	100.0%	93.9%	97.0%	90.0%	100.0%	100.0%	---	---	100.0%	100.0%	100.0%	96.2%	---	100.0%	100.0%	96.4%	91.7%	
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%	1.1%	0.6%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	
Sometimes	36	3	8	7	0	3	0	0	1	2	0	0	3	2	1	0	1	0	0	0	0	0	2	0	0	1	1	1	
	6.7%	7.0%	8.8%	4.1%	0.0%	9.1%	---	0.0%	5.6%	11.8%	0.0%	0.0%	9.7%	6.3%	11.1%	0.0%	25.0%	---	---	0.0%	0.0%	0.0%	8.0%	---	0.0%	25.0%	3.7%	9.1%	
Usually	76	8	13	19	1	7	0	1	6	1	0	3	5	6	1	1	1	0	0	0	0	5	0	0	0	5	3		
	14.0%	18.6%	14.3%	11.0%	12.5%	21.2%	---	16.7%	33.3%	5.9%	0.0%	42.9%	16.1%	18.8%	11.1%	50.0%	25.0%	---	---	0.0%	0.0%	0.0%	20.0%	---	0.0%	0.0%	18.5%	27.3%	
Always	425	32	69	145	7	23	0	5	11	14	3	4	23	24	7	1	2	0	0	2	1	1	18	0	3	3	21	7	
	78.6%	74.4%	75.8%	84.3%	87.5%	69.7%	---	83.3%	61.1%	82.4%	100.0%	57.1%	74.2%	75.0%	77.8%	50.0%	50.0%	---	---	100.0%	100.0%	100.0%	72.0%	---	100.0%	75.0%	77.8%	63.6%	
Significantly different from column:*																													
Usually or Always	501	40	82	164	8	30	0	6	17	15	3	7	28	30	8	2	3	0	0	2	1	1	23	0	3	3	26	10	
	92.6%	93.0%	90.1%	95.3%	100.0%	90.9%	---	100.0%	94.4%	88.2%	100.0%	100.0%	90.3%	93.8%	88.9%	100.0%	75.0%	---	---	100.0%	100.0%	100.0%	92.0%	---	100.0%	75.0%	96.3%	90.9%	
Significantly different from column:*																													

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

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Fee-For-Service

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
A	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	198	305	544	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20
Number missing or multiple answer	62	4	4	9	0	3	0	0	2	2	0	1	2	3	1	0	0	0	0	2	0	0	0	0	0	0	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,908	194	301	535	33	153	1	31	91	67	20	30	138	150	35	7	17	5	6	23	1	3	93	1	19	58	114	20
	98.4%	98.0%	98.7%	98.3%	100.0%	98.1%	100.0%	100.0%	97.8%	97.1%	100.0%	96.8%	98.6%	98.0%	97.2%	100.0%	100.0%	100.0%	92.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	97.4%	100.0%
Yes	2,168	134	235	373	21	109	0	21	61	48	11	17	102	102	26	5	8	5	3	12	1	1	65	1	16	10	104	19
	55.5%	69.1%	78.1%	69.7%	63.6%	71.2%	0.0%	67.7%	67.0%	71.6%	55.0%	56.7%	73.9%	68.0%	74.3%	71.4%	47.1%	100.0%	50.0%	52.2%	100.0%	33.3%	69.9%	100.0%	84.2%	17.2%	91.2%	95.0%
No	1,740	60	66	162	12	44	1	10	30	19	9	13	36	48	9	2	9	0	3	11	0	2	28	0	3	48	10	1
	44.5%	30.9%	21.9%	30.3%	36.4%	28.8%	100.0%	32.3%	33.0%	28.4%	45.0%	43.3%	26.1%	32.0%	25.7%	28.6%	52.9%	0.0%	50.0%	47.8%	0.0%	66.7%	30.1%	0.0%	15.8%	82.8%	8.8%	5.0%
Significantly different from column:*		A,C															Y			Y					Q,T	AA,AB	Z	Z

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

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Fee-For-Service

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	Y
Number in sample	2,168	134	235	373	21	109	0	21	61	48	11	17	102	102	26	5	8	5	3	12	1	1	65	1	16	10	104	19	
Number missing or multiple answer	53	3	3	6	1	2	0	0	2	1	0	0	3	2	1	0	0	0	0	0	0	0	1	1	1	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	2,115	131	232	367	20	107	0	21	59	47	11	17	99	100	25	5	8	5	3	12	1	1	64	0	15	9	102	19	
	97.6%	97.8%	98.7%	98.4%	95.2%	98.2%	---	100.0%	96.7%	97.9%	100.0%	100.0%	97.1%	98.0%	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.5%	---	93.8%	90.0%	98.1%	100.0%		
Never	39	1	0	5	0	1	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	1	0	0	
	1.8%	0.8%	0.0%	1.4%	0.0%	0.9%	---	0.0%	0.0%	2.1%	0.0%	5.9%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%	---	0.0%	11.1%	0.0%	0.0%		
Sometimes	290	15	21	35	2	13	0	0	8	7	3	0	12	7	8	0	2	2	1	1	1	0	6	0	2	1	12	2	
	13.7%	11.5%	9.1%	9.5%	10.0%	12.1%	---	0.0%	13.6%	14.9%	27.3%	0.0%	12.1%	7.0%	32.0%	0.0%	25.0%	40.0%	33.3%	8.3%	100.0%	0.0%	9.4%	---	13.3%	11.1%	11.8%	10.5%	
Usually	456	30	65	112	5	25	0	6	16	8	1	4	25	21	5	4	2	1	0	2	0	17	0	4	1	20	8		
	21.6%	22.9%	28.0%	30.5%	25.0%	23.4%	---	28.6%	27.1%	17.0%	9.1%	23.5%	25.3%	21.0%	20.0%	80.0%	25.0%	20.0%	0.0%	16.7%	0.0%	0.0%	26.6%	---	26.7%	11.1%	19.6%	42.1%	
Always	1,330	85	146	215	13	68	0	15	35	31	7	12	62	71	12	1	4	2	2	9	0	1	40	0	9	6	70	9	
	62.9%	64.9%	62.9%	58.6%	65.0%	63.6%	---	71.4%	59.3%	66.0%	63.6%	70.6%	62.6%	71.0%	48.0%	20.0%	50.0%	40.0%	66.7%	75.0%	0.0%	100.0%	62.5%	---	60.0%	66.7%	68.6%	47.4%	
Significantly different from column:*														O	N														
Usually or Always	1,786	115	211	327	18	93	0	21	51	39	8	16	87	92	17	5	6	3	2	11	0	1	57	0	13	7	90	17	
	84.4%	87.8%	90.9%	89.1%	90.0%	86.9%	---	100.0%	86.4%	83.0%	72.7%	94.1%	87.9%	92.0%	68.0%	100.0%	75.0%	60.0%	66.7%	91.7%	0.0%	100.0%	89.1%	---	86.7%	77.8%	88.2%	89.5%	

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

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

Fee-For-Service

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

Question 7

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)										Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,970	198	305	544	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20	
Number missing or multiple answer	112	3	2	9	0	2	1	0	2	1	0	0	3	2	1	0	0	0	0	0	0	0	2	0	0	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	3,858 97.2%	195 98.5%	303 99.3%	535 98.3%	33 100.0%	154 98.7%	0 0.0%	31 100.0%	91 97.8%	68 98.6%	20 100.0%	31 100.0%	137 97.9%	151 98.7%	35 97.2%	7 100.0%	17 100.0%	5 100.0%	6 100.0%	25 100.0%	1 100.0%	3 100.0%	91 97.8%	1 ---	19 100.0%	58 100.0%	117 100.0%	20 100.0%	
None	1,713 44.4%	58 29.7%	49 16.2%	127 23.7%	10 30.3%	45 29.2%	0 ---	7 22.6%	30 33.0%	20 29.4%	8 40.0%	13 41.9%	35 25.5%	49 32.5%	7 20.0%	1 14.3%	9 52.9%	1 20.0%	3 50.0%	10 40.0%	0 0.0%	3 100.0%	24 26.4%	0 0.0%	3 15.8%	58 100.0%	0 0.0%	0 0.0%	
1 time	1,008 26.1%	52 26.7%	87 28.7%	145 27.1%	10 30.3%	41 26.6%	0 ---	11 35.5%	24 26.4%	17 25.0%	6 30.0%	10 32.3%	35 25.5%	43 28.5%	8 22.9%	1 14.3%	6 35.3%	2 40.0%	1 16.7%	10 40.0%	0 0.0%	0 0.0%	24 26.4%	1 100.0%	3 15.8%	0 0.0%	52 44.4%	0 0.0%	
2	531 13.8%	39 20.0%	83 27.4%	123 23.0%	4 12.1%	32 20.8%	0 ---	8 25.8%	18 19.8%	10 14.7%	3 15.0%	2 6.5%	31 22.6%	28 18.5%	9 25.7%	1 14.3%	1 5.9%	1 20.0%	2 33.3%	3 12.0%	1 100.0%	0 0.0%	13 14.3%	0 0.0%	7 36.8%	0 0.0%	39 33.3%	0 0.0%	
3	251 6.5%	12 6.2%	35 11.6%	57 10.7%	3 9.1%	9 5.8%	0 ---	2 6.5%	4 4.4%	6 8.8%	1 5.0%	2 6.5%	9 6.6%	10 6.6%	2 5.7%	0 0.0%	1 5.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	8 8.8%	0 0.0%	3 15.8%	0 0.0%	12 10.3%	0 0.0%	
4	120 3.1%	14 7.2%	25 8.3%	33 6.2%	2 6.1%	12 7.8%	0 ---	1 3.2%	5 5.5%	8 11.8%	1 5.0%	1 3.2%	12 8.8%	10 6.6%	2 5.7%	2 28.6%	0 0.0%	0 0.0%	0 0.0%	2 8.0%	0 0.0%	0 0.0%	7 7.7%	0 0.0%	1 5.3%	0 0.0%	14 12.0%	0 0.0%	
5 to 9	151 3.9%	11 5.6%	17 5.6%	37 6.9%	1 3.0%	9 5.8%	0 ---	1 3.2%	6 6.6%	3 4.4%	0 0.0%	2 6.5%	8 5.8%	4 2.6%	5 14.3%	2 28.6%	0 0.0%	1 20.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	7 7.7%	0 0.0%	1 5.3%	0 0.0%	0 0.0%	11 55.0%	
10 or more times	84 2.2%	9 4.6%	7 2.3%	13 2.4%	3 9.1%	6 3.9%	0 ---	1 3.2%	4 4.4%	4 5.9%	1 5.0%	1 3.2%	7 5.1%	7 4.6%	2 5.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	8 8.8%	0 0.0%	1 5.3%	0 0.0%	0 0.0%	9 45.0%	
5 or more times	235 6.1%	20 10.3%	24 7.9%	50 9.3%	4 12.1%	15 9.7%	0 ---	2 6.5%	10 11.0%	7 10.3%	1 5.0%	3 9.7%	15 10.9%	11 7.3%	7 20.0%	2 28.6%	0 0.0%	1 20.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	15 16.5%	0 0.0%	2 10.5%	0 0.0%	0 0.0%	20 100.0%	
Significantly different from column:*		A																								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.

Fee-For-Service

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

Question 8

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	2,145	137	254	190	23	109	0	24	61	48	12	18	102	102	28	6	8	4	3	15	1	0	67	1	16	0	117	20	
Number missing or multiple answer	27	1	3	2	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	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%	136 99.3%	251 98.8%	188 98.9%	23 100.0%	108 99.1%	0 ---	24 100.0%	60 98.4%	48 100.0%	12 100.0%	18 100.0%	101 99.0%	101 99.0%	28 100.0%	6 100.0%	8 100.0%	4 100.0%	3 100.0%	15 100.0%	1 100.0%	0 ---	66 98.5%	1 ---	16 100.0%	0 ---	116 99.1%	20 100.0%	
Never	47 2.2%	2 1.5%	5 2.0%	2 1.1%	0 0.0%	2 1.9%	0 ---	1 4.2%	1 1.7%	0 0.0%	0 0.0%	0 0.0%	2 2.0%	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 ---	2 3.0%	0 0.0%	0 0.0%	0 ---	2 1.7%	0 0.0%	
Sometimes	156 7.4%	13 9.6%	9 3.6%	7 3.7%	3 13.0%	9 8.3%	0 ---	3 12.5%	7 11.7%	3 6.3%	2 16.7%	2 11.1%	8 7.9%	7 6.9%	6 21.4%	0 0.0%	0 0.0%	1 25.0%	0 0.0%	4 26.7%	1 100.0%	0 ---	5 7.6%	0 0.0%	1 6.3%	0 ---	12 10.3%	1 5.0%	
Usually	370 17.5%	25 18.4%	68 27.1%	37 19.7%	7 30.4%	18 16.7%	0 ---	6 25.0%	8 13.3%	11 22.9%	2 16.7%	2 11.1%	21 20.8%	13 12.9%	8 28.6%	4 66.7%	0 0.0%	2 50.0%	0 0.0%	3 20.0%	0 0.0%	0 ---	17 25.8%	0 0.0%	3 18.8%	0 ---	21 18.1%	4 20.0%	
Always	1,545 72.9%	96 70.6%	169 67.3%	142 75.5%	13 56.5%	79 73.1%	0 ---	14 58.3%	44 73.3%	34 70.8%	8 66.7%	14 77.8%	70 69.3%	79 78.2%	14 50.0%	2 33.3%	8 100.0%	1 25.0%	3 100.0%	8 53.3%	0 0.0%	0 ---	42 63.6%	1 100.0%	12 75.0%	0 ---	81 69.8%	15 75.0%	
Significantly different from column:*														O	N														
Usually or Always	1,915 90.4%	121 89.0%	237 94.4%	179 95.2%	20 87.0%	97 89.8%	0 ---	20 83.3%	52 86.7%	45 93.8%	10 83.3%	16 88.9%	91 90.1%	92 91.1%	22 78.6%	6 100.0%	8 100.0%	3 75.0%	3 100.0%	11 73.3%	0 0.0%	0 ---	59 89.4%	1 100.0%	15 93.8%	0 ---	102 87.9%	19 95.0%	
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.

Fee-For-Service

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	137	254	408	23	109	0	24	61	48	12	18	102	102	28	6	8	4	3	15	1	0	67	1	16	0	117	20	
Number missing or multiple answer	30	2	3	3	0	1	0	0	2	0	0	0	1	1	1	0	0	0	0	1	0	0	1	0	0	0	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,115 98.6%	135 98.5%	251 98.8%	405 99.3%	23 100.0%	108 99.1%	0 ---	24 100.0%	59 96.7%	48 100.0%	12 100.0%	18 100.0%	101 99.0%	101 99.0%	27 96.4%	6 100.0%	8 100.0%	4 100.0%	3 93.3%	14 100.0%	1 ---	0 98.5%	66 ---	1 ---	16 100.0%	0 ---	115 98.3%	20 100.0%	
0 Worst health care possible	4 0.2%	1 0.7%	1 0.4%	0 0.0%	0 0.0%	1 0.9%	0 ---	0 100.0%	1 1.7%	0 0.0%	0 0.0%	0 0.0%	1 1.0%	1 1.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.9%	0 0.0%	
1	2 0.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
2	3 0.1%	1 0.7%	1 0.4%	3 0.7%	0 0.0%	1 0.9%	0 ---	0 0.0%	0 0.0%	1 2.1%	0 0.0%	0 0.0%	1 1.0%	0 0.0%	1 3.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 100.0%	1 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.9%	0 0.0%	
3	6 0.3%	0 0.0%	1 0.4%	2 0.5%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
4	8 0.4%	0 0.0%	3 1.2%	2 0.5%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
5	51 2.4%	2 1.5%	5 2.0%	9 2.2%	0 0.0%	2 1.9%	0 ---	0 0.0%	2 3.4%	0 0.0%	0 0.0%	0 0.0%	2 2.0%	1 1.0%	1 3.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	1 1.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.9%	1 5.0%	
6	71 3.4%	4 3.0%	7 2.8%	19 4.7%	0 0.0%	4 3.7%	0 ---	0 0.0%	2 3.4%	2 4.2%	0 0.0%	0 0.0%	4 4.0%	2 2.0%	1 3.7%	1 16.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	1 1.5%	0 0.0%	2 12.5%	0 ---	3 2.6%	1 5.0%		
7	152 7.2%	11 8.1%	33 13.1%	37 9.1%	4 17.4%	7 6.5%	0 ---	3 12.5%	4 6.8%	4 8.3%	0 0.0%	2 11.1%	9 8.9%	5 5.0%	5 18.5%	1 16.7%	0 0.0%	1 25.0%	0 0.0%	3 21.4%	0 0.0%	0 ---	6 9.1%	0 0.0%	1 6.3%	0 7.8%	2 10.0%		
8	388 18.3%	35 25.9%	47 18.7%	70 17.3%	4 17.4%	31 28.7%	0 ---	6 25.0%	17 28.8%	12 25.0%	2 16.7%	4 22.2%	29 28.7%	25 24.8%	9 33.3%	1 16.7%	1 12.5%	2 50.0%	0 0.0%	2 14.3%	0 0.0%	0 ---	20 30.3%	1 100.0%	5 31.3%	0 ---	25 21.7%	10 50.0%	
9	405 19.1%	25 18.5%	65 25.9%	114 28.1%	4 17.4%	19 17.6%	0 ---	4 16.7%	8 13.6%	11 22.9%	3 25.0%	3 16.7%	17 16.8%	17 16.8%	5 18.5%	2 33.3%	2 25.0%	1 33.3%	1 28.6%	4 0.0%	0 ---	14 21.2%	0 0.0%	1 6.3%	0 ---	22 19.1%	3 15.0%		
10 Best health care possible	1,025 48.5%	56 41.5%	88 35.1%	149 36.8%	11 47.8%	43 39.8%	0 ---	11 45.8%	25 42.4%	18 37.5%	7 58.3%	9 50.0%	38 37.6%	50 49.5%	5 18.5%	1 16.7%	5 62.5%	0 0.0%	2 66.7%	5 35.7%	0 0.0%	0 ---	24 36.4%	0 0.0%	7 43.8%	0 ---	53 46.1%	3 15.0%	

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

Fee-For-Service

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	137	254	408	23	109	0	24	61	48	12	18	102	102	28	6	8	4	3	15	1	0	67	1	16	0	117	20	
Number missing or multiple answer	30	2	3	3	0	1	0	0	2	0	0	0	1	1	0	0	0	0	0	1	0	0	1	0	0	0	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,115 98.6%	135 98.5%	251 98.8%	405 99.3%	23 100.0%	108 99.1%	0 ---	24 100.0%	59 96.7%	48 100.0%	12 100.0%	18 100.0%	101 99.0%	101 99.0%	27 96.4%	6 100.0%	8 100.0%	4 100.0%	3 100.0%	14 93.3%	1 100.0%	0 ---	66 98.5%	1 ---	16 100.0%	0 ---	115 98.3%	20 100.0%	
0 to 4	23 1.1%	2 1.5%	6 2.4%	7 1.7%	0 0.0%	2 1.9%	0 ---	0 0.0%	1 1.7%	1 2.1%	0 0.0%	0 0.0%	2 2.0%	1 1.0%	1 3.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 ---	2 1.7%	0 0.0%	
5	51 2.4%	2 1.5%	5 2.0%	9 2.2%	0 0.0%	2 1.9%	0 ---	0 0.0%	2 3.4%	0 0.0%	0 0.0%	2 2.0%	1 1.0%	1 3.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	1 1.5%	0 0.0%	0 0.0%	0 ---	1 0.9%	1 5.0%	
6 or 7	223 10.5%	15 11.1%	40 15.9%	56 13.8%	4 17.4%	11 10.2%	0 ---	3 12.5%	6 10.2%	6 12.5%	0 0.0%	2 11.1%	13 12.9%	7 6.9%	6 22.2%	2 33.3%	0 0.0%	1 25.0%	0 0.0%	3 21.4%	0 0.0%	0 ---	7 10.6%	0 0.0%	3 18.8%	0 ---	12 10.4%	3 15.0%	
8 to 10	1,818 86.0%	116 85.9%	200 79.7%	333 82.2%	19 82.6%	93 86.1%	0 ---	21 87.5%	50 84.7%	41 85.4%	12 100.0%	16 88.9%	84 83.2%	92 91.1%	19 70.4%	4 66.7%	8 100.0%	3 75.0%	3 100.0%	11 78.6%	0 0.0%	0 ---	58 87.9%	1 100.0%	13 81.3%	0 ---	100 87.0%	16 80.0%	
Significantly different from column:*																													
0 to 6	145 6.9%	8 5.9%	18 7.2%	35 8.6%	0 0.0%	8 7.4%	0 ---	0 0.0%	5 8.5%	3 6.3%	0 0.0%	0 0.0%	8 7.9%	4 4.0%	3 11.1%	1 16.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 ---	2 3.0%	0 0.0%	2 12.5%	0 ---	6 5.2%	2 10.0%	
7 to 8	540 25.5%	46 34.1%	80 31.9%	107 26.4%	8 34.8%	38 35.2%	0 ---	9 37.5%	21 35.6%	16 33.3%	2 16.7%	6 33.3%	38 37.6%	30 29.7%	14 51.9%	2 33.3%	1 12.5%	3 75.0%	0 0.0%	5 35.7%	0 0.0%	0 ---	26 39.4%	1 100.0%	6 37.5%	0 ---	34 29.6%	12 60.0%	
9 to 10	1,430 67.6%	81 60.0%	153 61.0%	263 64.9%	15 65.2%	62 57.4%	0 ---	15 62.5%	33 55.9%	29 60.4%	10 83.3%	12 66.7%	55 54.5%	67 66.3%	10 37.0%	3 50.0%	7 87.5%	1 25.0%	3 100.0%	9 64.3%	0 0.0%	0 ---	38 57.6%	0 0.0%	8 50.0%	0 ---	75 65.2%	6 30.0%	
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.

Fee-For-Service

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

Question 10

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,145	137	254	408	23	109	0	24	61	48	12	18	102	102	28	6	8	4	3	15	1	0	67	1	16	0	117	20
Number missing or multiple answer	28	2	3	2	0	2	0	1	1	0	0	0	2	1	1	0	0	0	0	1	0	0	1	0	0	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,117	135	251	406	23	107	0	23	60	48	12	18	100	101	27	6	8	4	3	14	1	0	66	1	16	0	115	20
	98.7%	98.5%	98.8%	99.5%	100.0%	98.2%	---	95.8%	98.4%	100.0%	100.0%	100.0%	98.0%	99.0%	96.4%	100.0%	100.0%	100.0%	93.3%	100.0%	---	98.5%	---	100.0%	---	98.3%	100.0%	
Never	21	2	2	4	0	2	0	0	2	0	0	1	1	1	1	0	0	0	0	1	0	0	0	0	0	0	2	0
	1.0%	1.5%	0.8%	1.0%	0.0%	1.9%	---	0.0%	3.3%	0.0%	0.0%	5.6%	1.0%	1.0%	3.7%	0.0%	0.0%	0.0%	7.1%	0.0%	---	0.0%	0.0%	0.0%	---	1.7%	0.0%	
Sometimes	178	15	27	28	2	13	0	0	8	7	1	2	12	5	9	1	0	2	0	1	1	0	7	0	4	0	11	4
	8.4%	11.1%	10.8%	6.9%	8.7%	12.1%	---	0.0%	13.3%	14.6%	8.3%	11.1%	12.0%	5.0%	33.3%	16.7%	0.0%	50.0%	0.0%	7.1%	100.0%	---	10.6%	0.0%	25.0%	---	9.6%	20.0%
Usually	566	42	77	127	10	32	0	9	18	15	4	7	31	33	5	4	2	2	0	5	0	0	26	0	1	0	37	5
	26.7%	31.1%	30.7%	31.3%	43.5%	29.9%	---	39.1%	30.0%	31.3%	33.3%	38.9%	31.0%	32.7%	18.5%	66.7%	25.0%	50.0%	0.0%	35.7%	0.0%	---	39.4%	0.0%	6.3%	---	32.2%	25.0%
Always	1,352	76	145	247	11	60	0	14	32	26	7	8	56	62	12	1	6	0	3	7	0	0	33	1	11	0	65	11
	63.9%	56.3%	57.8%	60.8%	47.8%	56.1%	---	60.9%	53.3%	54.2%	58.3%	44.4%	56.0%	61.4%	44.4%	16.7%	75.0%	0.0%	100.0%	50.0%	0.0%	---	50.0%	100.0%	68.8%	---	56.5%	55.0%
Significantly different from column:*																												
Usually or Always	1,918	118	222	374	21	92	0	23	50	41	11	15	87	95	17	5	8	2	3	12	0	0	59	1	12	0	102	16
	90.6%	87.4%	88.4%	92.1%	91.3%	86.0%	---	100.0%	83.3%	85.4%	91.7%	83.3%	87.0%	94.1%	63.0%	83.3%	100.0%	50.0%	100.0%	85.7%	0.0%	---	89.4%	100.0%	75.0%	---	88.7%	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.

Fee-For-Service

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	198	305	217	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20	
Number missing or multiple answer	42	2	0	0	0	2	0	0	0	2	0	1	1	2	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	NA
Usable responses	3,928	196	305	217	33	154	1	31	93	67	20	30	139	151	36	7	17	5	6	24	1	3	93	1	19	57	117	20	
	98.9%	99.0%	100.0%	100.0%	100.0%	98.7%	100.0%	100.0%	100.0%	97.1%	100.0%	96.8%	99.3%	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	96.0%	100.0%	100.0%	100.0%	---	100.0%	98.3%	100.0%	100.0%	
Yes	2,739	154	254	183	26	120	1	7	83	60	16	25	107	119	28	5	14	4	5	17	1	3	72	1	14	47	91	15	
	69.7%	78.6%	83.3%	84.3%	78.8%	77.9%	100.0%	22.6%	89.2%	89.6%	80.0%	83.3%	77.0%	78.8%	77.8%	71.4%	82.4%	80.0%	83.3%	70.8%	100.0%	100.0%	77.4%	100.0%	73.7%	82.5%	77.8%	75.0%	
No	1,189	42	51	34	7	34	0	24	10	7	4	5	32	32	8	2	3	1	1	7	0	0	21	0	5	10	26	5	
	30.3%	21.4%	16.7%	15.7%	21.2%	22.1%	0.0%	77.4%	10.8%	10.4%	20.0%	16.7%	23.0%	21.2%	22.2%	28.6%	17.6%	20.0%	16.7%	29.2%	0.0%	0.0%	22.6%	0.0%	26.3%	17.5%	22.2%	25.0%	
Significantly different from column:*		A						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.

Fee-For-Service

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	154	254	183	26	120	1	7	83	60	16	25	107	119	28	5	14	4	5	17	1	3	72	1	14	47	91	15
Number missing or multiple answer	63	4	3	5	1	3	0	0	0	4	1	2	1	3	1	0	2	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	2,676 97.7%	150 97.4%	251 98.8%	178 97.3%	25 96.2%	117 97.5%	1 100.0%	7 100.0%	83 100.0%	56 93.3%	15 93.8%	23 92.0%	106 99.1%	116 97.5%	27 96.4%	5 100.0%	12 85.7%	4 100.0%	5 100.0%	16 94.1%	1 100.0%	3 100.0%	71 98.6%	1 ---	14 100.0%	45 95.7%	89 97.8%	15 100.0%
Yes	193 7.2%	12 8.0%	33 13.1%	30 16.9%	1 4.0%	11 9.4%	0 0.0%	1 14.3%	9 10.8%	2 3.6%	1 6.7%	1 4.3%	10 9.4%	6 5.2%	3 11.1%	3 60.0%	0 0.0%	0 0.0%	1 20.0%	0 0.0%	0 0.0%	2 66.7%	8 11.3%	0 0.0%	0 0.0%	4 8.9%	5 5.6%	3 20.0%
No	2,483 92.8%	138 92.0%	218 86.9%	148 83.1%	24 96.0%	106 90.6%	1 100.0%	6 85.7%	74 89.2%	54 96.4%	14 93.3%	22 95.7%	96 90.6%	110 94.8%	24 88.9%	2 40.0%	12 100.0%	4 100.0%	4 80.0%	16 100.0%	1 100.0%	1 33.3%	63 88.7%	1 100.0%	14 100.0%	41 91.1%	84 94.4%	12 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.

Fee-For-Service

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	12	33	30	1	11	0	1	9	2	1	1	10	6	3	3	0	0	1	0	0	2	8	0	0	4	5	3
Number missing or multiple answer	1	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	
Number no experience	NA	NA	NA	NA	NA	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	12	33	29	1	11	0	1	9	2	1	1	10	6	3	3	0	0	1	0	0	2	8	0	0	4	5	3
	99.5%	100.0%	100.0%	96.7%	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%
Yes	169	10	30	27	0	10	0	0	8	2	1	0	9	5	2	3	0	0	1	0	0	1	7	0	0	2	5	3
	88.0%	83.3%	90.9%	93.1%	0.0%	90.9%	---	0.0%	88.9%	100.0%	100.0%	0.0%	90.0%	83.3%	66.7%	100.0%	---	---	100.0%	---	---	50.0%	87.5%	---	---	50.0%	100.0%	100.0%
No	23	2	3	2	1	1	0	1	1	0	0	1	1	1	1	0	0	0	0	0	1	1	0	0	2	0	0	
	12.0%	16.7%	9.1%	6.9%	100.0%	9.1%	---	100.0%	11.1%	0.0%	0.0%	100.0%	10.0%	16.7%	33.3%	0.0%	---	---	0.0%	---	---	50.0%	12.5%	---	---	50.0%	0.0%	0.0%
Significantly different from column:*																												

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

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

Fee-For-Service

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

Question 14

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	198	305	217	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20	
Number missing or multiple answer	19	2	2	1	0	2	0	0	1	1	0	0	2	1	1	0	0	0	0	0	0	0	1	0	1	0	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,951 99.5%	196 99.0%	303 99.3%	216 99.5%	33 100.0%	154 98.7%	1 100.0%	31 100.0%	92 98.9%	68 98.6%	20 100.0%	31 100.0%	138 98.6%	152 99.3%	35 97.2%	7 100.0%	17 100.0%	5 100.0%	6 100.0%	25 100.0%	1 100.0%	3 100.0%	92 98.9%	1 ---	18 94.7%	58 100.0%	116 99.1%	20 100.0%	
Yes	117 3.0%	18 9.2%	25 8.3%	27 12.5%	1 3.0%	17 11.0%	0 0.0%	3 9.7%	12 13.0%	3 4.4%	1 5.0%	1 3.2%	16 11.6%	11 7.2%	4 11.4%	3 42.9%	1 5.9%	2 40.0%	0 0.0%	2 8.0%	0 0.0%	1 33.3%	8 8.7%	0 0.0%	2 11.1%	4 6.9%	9 7.8%	5 25.0%	
No	3,834 97.0%	178 90.8%	278 91.7%	189 87.5%	32 97.0%	137 89.0%	1 100.0%	28 90.3%	80 87.0%	65 95.6%	19 95.0%	30 96.8%	122 88.4%	141 92.8%	31 88.6%	4 57.1%	16 94.1%	3 60.0%	6 100.0%	23 92.0%	1 100.0%	2 66.7%	84 91.3%	1 100.0%	16 88.9%	54 93.1%	107 92.2%	15 75.0%	
Significantly different from column:*		A																											

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

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

Fee-For-Service

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

Question 15

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	117	18	25	27	1	17	0	3	12	3	1	1	16	11	4	3	1	2	0	2	0	1	8	0	2	4	9	5
Number missing or multiple answer	2	1	0	0	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	115	17	25	27	1	16	0	3	11	3	1	1	15	10	4	3	1	2	0	2	0	1	8	0	2	4	8	5
	98.3%	94.4%	100.0%	100.0%	100.0%	94.1%	---	100.0%	91.7%	100.0%	100.0%	100.0%	93.8%	90.9%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	88.9%	100.0%
Never	10	1	2	8	0	1	0	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0	1	0	0
	8.7%	5.9%	8.0%	29.6%	0.0%	6.3%	---	0.0%	9.1%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	33.3%	0.0%	0.0%	---	0.0%	---	0.0%	12.5%	---	0.0%	25.0%	0.0%	0.0%
Sometimes	24	6	6	5	1	5	0	0	6	0	0	0	6	3	3	0	0	1	0	1	0	0	3	0	0	0	2	4
	20.9%	35.3%	24.0%	18.5%	100.0%	31.3%	---	0.0%	54.5%	0.0%	0.0%	0.0%	40.0%	30.0%	75.0%	0.0%	0.0%	50.0%	---	50.0%	---	0.0%	37.5%	---	0.0%	0.0%	25.0%	80.0%
Usually	25	6	7	8	0	6	0	2	2	2	0	0	6	4	1	1	1	1	0	0	0	2	0	2	1	4	1	
	21.7%	35.3%	28.0%	29.6%	0.0%	37.5%	---	66.7%	18.2%	66.7%	0.0%	0.0%	40.0%	40.0%	25.0%	33.3%	100.0%	50.0%	---	0.0%	---	0.0%	25.0%	---	100.0%	25.0%	50.0%	20.0%
Always	56	4	10	6	0	4	0	1	2	1	1	1	2	3	0	1	0	0	0	1	0	1	2	0	0	2	2	0
	48.7%	23.5%	40.0%	22.2%	0.0%	25.0%	---	33.3%	18.2%	33.3%	100.0%	100.0%	13.3%	30.0%	0.0%	33.3%	0.0%	0.0%	---	50.0%	---	100.0%	25.0%	---	0.0%	50.0%	25.0%	0.0%
Significantly different from column:*																												
Usually or Always	81	10	17	14	0	10	0	3	4	3	1	1	8	7	1	2	1	1	0	1	0	1	4	0	2	3	6	1
	70.4%	58.8%	68.0%	51.9%	0.0%	62.5%	---	100.0%	36.4%	100.0%	100.0%	100.0%	53.3%	70.0%	25.0%	66.7%	100.0%	50.0%	---	50.0%	---	100.0%	50.0%	---	100.0%	75.0%	75.0%	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.

Fee-For-Service

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	18	25	27	1	17	0	3	12	3	1	1	16	11	4	3	1	2	0	2	0	1	8	0	2	4	9	5
Number missing or multiple answer	1	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	116 99.1%	18 100.0%	25 100.0%	26 96.3%	1 100.0%	17 100.0%	0 ---	3 100.0%	12 100.0%	3 100.0%	1 100.0%	1 100.0%	16 100.0%	11 100.0%	4 100.0%	3 100.0%	1 100.0%	2 100.0%	0 ---	2 100.0%	0 ---	1 100.0%	8 100.0%	0 ---	2 100.0%	4 100.0%	9 100.0%	5 100.0%
Yes	89 76.7%	13 72.2%	23 92.0%	18 69.2%	1 100.0%	12 70.6%	0 ---	1 33.3%	10 83.3%	2 66.7%	1 100.0%	0 0.0%	12 75.0%	7 63.6%	4 100.0%	2 66.7%	0 0.0%	1 50.0%	0 ---	1 50.0%	0 ---	1 100.0%	7 87.5%	0 ---	1 50.0%	2 50.0%	7 77.8%	4 80.0%
No	27 23.3%	5 27.8%	2 8.0%	8 30.8%	0 0.0%	5 29.4%	0 ---	2 66.7%	2 16.7%	1 33.3%	0 0.0%	1 100.0%	4 25.0%	4 36.4%	0 0.0%	1 33.3%	1 100.0%	1 50.0%	0 ---	1 50.0%	0 ---	0 0.0%	1 12.5%	0 ---	1 50.0%	2 50.0%	2 22.2%	1 20.0%
Significantly different from column:*																												

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

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

Fee-For-Service

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
					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	198	305	217	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20
Number missing or multiple answer	25	0	3	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,945	198	302	215	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20
	99.4%	100.0%	99.0%	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	419	42	61	69	4	36	0	4	26	11	2	4	34	30	9	3	3	2	0	3	0	1	22	0	6	7	26	9
	10.6%	21.2%	20.2%	32.1%	12.1%	23.1%	0.0%	12.9%	28.0%	15.9%	10.0%	12.9%	24.3%	19.6%	25.0%	42.9%	17.6%	40.0%	0.0%	12.0%	0.0%	33.3%	23.7%	0.0%	31.6%	12.1%	22.2%	45.0%
No	3,526	156	241	146	29	120	1	27	67	58	18	27	106	123	27	4	14	3	6	22	1	2	71	1	13	51	91	11
	89.4%	78.8%	79.8%	67.9%	87.9%	76.9%	100.0%	87.1%	72.0%	84.1%	90.0%	87.1%	75.7%	80.4%	75.0%	57.1%	82.4%	60.0%	100.0%	88.0%	100.0%	66.7%	76.3%	100.0%	68.4%	87.9%	77.8%	55.0%
Significantly different from column:*		A,D																									AB	AA

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

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

Fee-For-Service

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

Question 18

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	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	419	42	61	69	4	36	0	4	26	11	2	4	34	30	9	3	3	2	0	3	0	1	22	0	6	7	26	9
Number missing or multiple answer	5	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	414	42	59	69	4	36	0	4	26	11	2	4	34	30	9	3	3	2	0	3	0	1	22	0	6	7	26	9
	98.8%	100.0%	96.7%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Never	45	5	10	8	0	5	0	0	4	1	0	0	5	1	4	0	0	0	0	1	0	0	4	0	0	1	2	2
	10.9%	11.9%	16.9%	11.6%	0.0%	13.9%	---	0.0%	15.4%	9.1%	0.0%	0.0%	14.7%	3.3%	44.4%	0.0%	0.0%	0.0%	---	33.3%	---	0.0%	18.2%	---	0.0%	14.3%	7.7%	22.2%
Sometimes	62	7	12	13	0	6	0	0	5	2	0	1	5	4	2	1	0	0	0	1	0	0	5	0	1	0	5	2
	15.0%	16.7%	20.3%	18.8%	0.0%	16.7%	---	0.0%	19.2%	18.2%	0.0%	25.0%	14.7%	13.3%	22.2%	33.3%	0.0%	0.0%	---	33.3%	---	0.0%	22.7%	---	16.7%	0.0%	19.2%	22.2%
Usually	107	8	14	27	1	7	0	2	5	1	0	0	8	6	2	0	0	0	0	0	0	4	0	2	0	6	2	
	25.8%	19.0%	23.7%	39.1%	25.0%	19.4%	---	50.0%	19.2%	9.1%	0.0%	0.0%	23.5%	20.0%	22.2%	0.0%	0.0%	---	0.0%	---	0.0%	18.2%	---	33.3%	0.0%	23.1%	22.2%	
Always	200	22	23	21	3	18	0	2	12	7	2	3	16	19	1	2	3	2	0	1	0	1	9	0	3	6	13	3
	48.3%	52.4%	39.0%	30.4%	75.0%	50.0%	---	50.0%	46.2%	63.6%	100.0%	75.0%	47.1%	63.3%	11.1%	66.7%	100.0%	100.0%	---	33.3%	---	100.0%	40.9%	---	50.0%	85.7%	50.0%	33.3%
Significantly different from column:*		D																										
Usually or Always	307	30	37	48	4	25	0	4	17	8	2	3	24	25	3	2	3	2	0	1	0	1	13	0	5	6	19	5
	74.2%	71.4%	62.7%	69.6%	100.0%	69.4%	---	100.0%	65.4%	72.7%	100.0%	75.0%	70.6%	83.3%	33.3%	66.7%	100.0%	100.0%	---	33.3%	---	100.0%	59.1%	---	83.3%	85.7%	73.1%	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.

Fee-For-Service

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	42	61	69	4	36	0	4	26	11	2	4	34	30	9	3	3	2	0	3	0	1	22	0	6	7	26	9
Number missing or multiple answer	9	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	410	42	60	69	4	36	0	4	26	11	2	4	34	30	9	3	3	2	0	3	0	1	22	0	6	7	26	9
	97.9%	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%
Yes	287	28	39	37	3	24	0	2	17	8	2	4	21	23	4	1	3	1	0	1	0	1	13	0	5	5	16	7
	70.0%	66.7%	65.0%	53.6%	75.0%	66.7%	---	50.0%	65.4%	72.7%	100.0%	100.0%	61.8%	76.7%	44.4%	33.3%	100.0%	50.0%	---	33.3%	---	100.0%	59.1%	---	83.3%	71.4%	61.5%	77.8%
No	123	14	21	32	1	12	0	2	9	3	0	0	13	7	5	2	0	1	0	2	0	0	9	0	1	2	10	2
	30.0%	33.3%	35.0%	46.4%	25.0%	33.3%	---	50.0%	34.6%	27.3%	0.0%	0.0%	38.2%	23.3%	55.6%	66.7%	0.0%	50.0%	---	66.7%	---	0.0%	40.9%	---	16.7%	28.6%	38.5%	22.2%
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.

Fee-For-Service

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

Question 20

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	198	305	217	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20	
Number missing or multiple answer	23	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
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,947 99.4%	198 100.0%	305 100.0%	216 99.5%	33 100.0%	156 100.0%	1 100.0%	31 100.0%	93 100.0%	69 100.0%	20 100.0%	31 100.0%	140 100.0%	153 100.0%	36 100.0%	7 100.0%	17 100.0%	5 100.0%	6 100.0%	25 100.0%	1 100.0%	3 100.0%	93 100.0%	1 100.0%	19 100.0%	58 100.0%	117 100.0%	20 100.0%	
Yes	614 15.6%	53 26.8%	100 32.8%	90 41.7%	7 21.2%	45 28.8%	0 0.0%	2 6.5%	25 26.9%	25 36.2%	1 5.0%	5 16.1%	46 32.9%	38 24.8%	13 36.1%	2 28.6%	3 17.6%	1 20.0%	2 33.3%	2 8.0%	1 100.0%	1 33.3%	28 30.1%	0 0.0%	7 36.8%	6 10.3%	34 29.1%	13 65.0%	
No	3,333 84.4%	145 73.2%	205 67.2%	126 58.3%	26 78.8%	111 71.2%	1 100.0%	29 93.5%	68 73.1%	44 63.8%	19 95.0%	26 83.9%	94 67.1%	115 75.2%	23 63.9%	5 71.4%	14 82.4%	4 80.0%	4 66.7%	23 92.0%	0 0.0%	2 66.7%	65 69.9%	1 100.0%	12 63.2%	52 89.7%	83 70.9%	7 35.0%	
Significantly different from column:*		A,D						I,J	H	H	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.

Fee-For-Service

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	
A	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	614	53	100	90	7	45	0	2	25	25	1	5	46	38	13	2	3	1	2	2	1	1	28	0	7	6	34	13	
Number missing or multiple answer	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	606	53	100	90	7	45	0	2	25	25	1	5	46	38	13	2	3	1	2	2	1	1	28	0	7	6	34	13	
	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	
Never	90	10	18	10	0	10	0	0	5	5	0	0	10	7	2	1	1	0	0	0	0	0	6	0	1	2	8	0	
	14.9%	18.9%	18.0%	11.1%	0.0%	22.2%	---	0.0%	20.0%	20.0%	0.0%	0.0%	21.7%	18.4%	15.4%	50.0%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	21.4%	---	14.3%	33.3%	23.5%	0.0%	
Sometimes	112	9	16	25	1	8	0	0	5	4	0	1	8	5	4	0	1	0	0	0	1	0	6	0	0	1	2	6	
	18.5%	17.0%	16.0%	27.8%	14.3%	17.8%	---	0.0%	20.0%	16.0%	0.0%	20.0%	17.4%	13.2%	30.8%	0.0%	33.3%	0.0%	0.0%	0.0%	100.0%	0.0%	21.4%	---	0.0%	16.7%	5.9%	46.2%	
Usually	139	16	27	30	3	13	0	2	8	6	0	2	14	11	4	1	0	0	0	1	0	10	0	3	1	11	4		
	22.9%	30.2%	27.0%	33.3%	42.9%	28.9%	---	100.0%	32.0%	24.0%	0.0%	40.0%	30.4%	28.9%	30.8%	50.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	35.7%	---	42.9%	16.7%	32.4%	30.8%	
Always	265	18	39	25	3	14	0	0	7	10	1	2	14	15	3	0	1	1	2	1	0	1	6	0	3	2	13	3	
	43.7%	34.0%	39.0%	27.8%	42.9%	31.1%	---	0.0%	28.0%	40.0%	100.0%	40.0%	30.4%	39.5%	23.1%	0.0%	33.3%	100.0%	100.0%	50.0%	0.0%	100.0%	21.4%	---	42.9%	33.3%	38.2%	23.1%	
Significantly different from column:*																													
Usually or Always	404	34	66	55	6	27	0	2	15	16	1	4	28	26	7	1	1	1	2	2	0	1	16	0	6	3	24	7	
	66.7%	64.2%	66.0%	61.1%	85.7%	60.0%	---	100.0%	60.0%	64.0%	100.0%	80.0%	60.9%	68.4%	53.8%	50.0%	33.3%	100.0%	100.0%	100.0%	0.0%	100.0%	57.1%	---	85.7%	50.0%	70.6%	53.8%	
Significantly different from column:*																													

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

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

Fee-For-Service

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	53	100	90	7	45	0	2	25	25	1	5	46	38	13	2	3	1	2	2	1	1	28	0	7	6	34	13
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	607	53	100	89	7	45	0	2	25	25	1	5	46	38	13	2	3	1	2	2	1	1	28	0	7	6	34	13
	98.9%	100.0%	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%
Yes	342	28	48	39	5	22	0	2	18	7	1	4	22	20	7	1	1	1	1	1	0	1	15	0	4	3	15	10
	56.3%	52.8%	48.0%	43.8%	71.4%	48.9%	---	100.0%	72.0%	28.0%	100.0%	80.0%	47.8%	52.6%	53.8%	50.0%	33.3%	100.0%	50.0%	50.0%	0.0%	100.0%	53.6%	---	57.1%	50.0%	44.1%	76.9%
No	265	25	52	50	2	23	0	0	7	18	0	1	24	18	6	1	2	0	1	1	1	0	13	0	3	3	19	3
	43.7%	47.2%	52.0%	56.2%	28.6%	51.1%	---	0.0%	28.0%	72.0%	0.0%	20.0%	52.2%	47.4%	46.2%	50.0%	66.7%	0.0%	50.0%	50.0%	100.0%	0.0%	46.4%	---	42.9%	50.0%	55.9%	23.1%
Significantly different from column:*									J	I																	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.

Fee-For-Service

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	198	305	217	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20
Number missing or multiple answer	40	2	0	1	1	1	0	0	0	2	0	0	2	1	1	0	0	0	1	0	0	0	0	0	1	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,930 99.0%	196 99.0%	305 100.0%	216 99.5%	32 97.0%	155 99.4%	1 100.0%	31 100.0%	93 100.0%	67 97.1%	20 100.0%	31 100.0%	138 98.6%	152 99.3%	35 97.2%	7 100.0%	17 100.0%	5 100.0%	5 83.3%	25 100.0%	1 100.0%	3 100.0%	93 100.0%	1 100.0%	18 94.7%	58 100.0%	115 98.3%	20 100.0%
Yes	753 19.2%	69 35.2%	136 44.6%	127 58.8%	10 31.3%	58 37.4%	0 0.0%	6 19.4%	33 35.5%	29 43.3%	2 10.0%	6 19.4%	60 43.5%	47 30.9%	16 45.7%	5 71.4%	3 17.6%	3 60.0%	1 20.0%	6 24.0%	1 100.0%	1 33.3%	37 39.8%	0 0.0%	5 27.8%	5 8.6%	45 39.1%	17 85.0%
No	3,177 80.8%	127 64.8%	169 55.4%	89 41.2%	22 68.8%	97 62.6%	1 100.0%	25 80.6%	60 64.5%	38 56.7%	18 90.0%	25 80.6%	78 56.5%	105 69.1%	19 54.3%	2 28.6%	14 82.4%	2 40.0%	4 80.0%	19 76.0%	0 0.0%	2 66.7%	56 60.2%	1 100.0%	13 72.2%	53 91.4%	70 60.9%	3 15.0%
Significantly different from column:*		A,C,D					J		H		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.

Fee-For-Service

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

Question 24

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	753	69	136	127	10	58	0	6	33	29	2	6	60	47	16	5	3	3	1	6	1	1	37	0	5	5	45	17
Number missing or multiple answer	9	1	3	3	0	1	0	0	1	0	0	0	1	0	0	1	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	744	68	133	124	10	57	0	6	32	29	2	6	59	47	16	4	3	3	1	6	1	1	36	0	5	4	45	17
	98.8%	98.6%	97.8%	97.6%	100.0%	98.3%	---	100.0%	97.0%	100.0%	100.0%	100.0%	98.3%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.3%	---	100.0%	80.0%	100.0%	100.0%	
Yes	455	35	75	70	7	28	0	3	19	13	2	4	29	23	10	2	2	1	3	1	0	19	0	3	0	24	10	
	61.2%	51.5%	56.4%	56.5%	70.0%	49.1%	---	50.0%	59.4%	44.8%	100.0%	66.7%	49.2%	48.9%	62.5%	50.0%	66.7%	33.3%	100.0%	50.0%	100.0%	0.0%	52.8%	---	60.0%	0.0%	53.3%	58.8%
No	289	33	58	54	3	29	0	3	13	16	0	2	30	24	6	2	1	2	0	3	0	1	17	0	2	4	21	7
	38.8%	48.5%	43.6%	43.5%	30.0%	50.9%	---	50.0%	40.6%	55.2%	0.0%	33.3%	50.8%	51.1%	37.5%	50.0%	33.3%	66.7%	0.0%	50.0%	0.0%	100.0%	47.2%	---	40.0%	100.0%	46.7%	41.2%
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.

Fee-For-Service

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	
					A	B	C	D	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	198	305	544	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20	
Number missing or multiple answer	39	1	1	61	0	1	0	0	1	0	0	0	1	0	0	1	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	3,931 99.0%	197 99.5%	304 99.7%	483 88.8%	33 100.0%	155 99.4%	1 100.0%	31 100.0%	92 98.9%	69 100.0%	20 100.0%	31 100.0%	139 99.3%	153 100.0%	36 100.0%	6 85.7%	17 100.0%	5 100.0%	6 100.0%	25 100.0%	1 100.0%	3 100.0%	92 98.9%	1 ---	19 100.0%	57 98.3%	117 100.0%	20 100.0%	
Yes	3,398 86.4%	172 87.3%	285 93.8%	452 93.6%	24 72.7%	140 90.3%	1 100.0%	29 93.5%	82 89.1%	56 81.2%	14 70.0%	26 83.9%	126 90.6%	133 86.9%	31 86.1%	6 100.0%	15 88.2%	5 100.0%	5 83.3%	19 76.0%	1 100.0%	3 100.0%	84 91.3%	1 100.0%	16 84.2%	42 73.7%	107 91.5%	20 100.0%	
No	533 13.6%	25 12.7%	19 6.3%	31 6.4%	9 27.3%	15 9.7%	0 0.0%	2 6.5%	10 10.9%	13 18.8%	6 30.0%	5 16.1%	13 9.4%	20 13.1%	5 13.9%	0 0.0%	2 11.8%	0 0.0%	1 16.7%	6 24.0%	0 0.0%	0 0.0%	8 8.7%	0 0.0%	3 15.8%	15 26.3%	10 8.5%	0 0.0%	
Significantly different from column:*		C,D																								AA	Z		

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

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

Fee-For-Service

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

Question 26

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)										Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB		
Number in sample	3,398	172	285	452	24	140	1	29	82	56	14	26	126	133	31	6	15	5	5	19	1	3	84	1	16	42	107	20	
Number missing or multiple answer	76	3	4	9	0	3	0	1	2	0	1	1	1	3	0	0	1	0	0	0	0	1	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	3,322 97.8%	169 98.3%	281 98.6%	443 98.0%	24 100.0%	137 97.9%	1 100.0%	28 96.6%	80 97.6%	56 100.0%	13 92.9%	25 96.2%	125 99.2%	130 97.7%	31 100.0%	6 100.0%	14 93.3%	5 100.0%	5 100.0%	19 100.0%	1 100.0%	3 66.7%	84 98.8%	1 ---	16 100.0%	41 97.6%	105 98.1%	20 100.0%	
None	1,315 39.6%	47 27.8%	58 20.6%	77 17.4%	5 20.8%	38 27.7%	1 100.0%	6 21.4%	27 33.8%	13 23.2%	3 23.1%	10 40.0%	32 25.6%	35 26.9%	10 32.3%	1 16.7%	8 57.1%	1 20.0%	2 40.0%	6 31.6%	0 0.0%	1 50.0%	21 25.3%	1 100.0%	4 25.0%	29 70.7%	16 15.2%	1 5.0%	
1 time	1,193 35.9%	66 39.1%	105 37.4%	193 43.6%	12 50.0%	53 38.7%	0 0.0%	13 46.4%	32 40.0%	20 35.7%	7 53.8%	7 28.0%	51 40.8%	54 41.5%	10 32.3%	2 33.3%	3 21.4%	3 60.0%	3 60.0%	9 47.4%	0 0.0%	0 0.0%	36 43.4%	0 0.0%	3 18.8%	9 22.0%	47 44.8%	9 45.0%	
2	439 13.2%	30 17.8%	71 25.3%	101 22.8%	4 16.7%	23 16.8%	0 0.0%	6 21.4%	10 12.5%	11 19.6%	2 15.4%	3 12.0%	22 17.6%	23 17.7%	5 16.1%	1 16.7%	2 14.3%	1 20.0%	0 0.0%	3 15.8%	0 0.0%	0 0.0%	10 12.0%	0 0.0%	8 50.0%	2 4.9%	26 24.8%	2 10.0%	
3	209 6.3%	14 8.3%	24 8.5%	39 8.8%	0 0.0%	14 10.2%	0 0.0%	3 10.7%	6 7.5%	5 8.9%	0 0.0%	3 12.0%	11 8.8%	10 7.7%	2 6.5%	2 33.3%	1 7.1%	0 0.0%	0 0.0%	1 5.3%	1 100.0%	1 50.0%	7 8.4%	0 0.0%	1 6.3%	1 2.4%	9 8.6%	4 20.0%	
4	82 2.5%	9 5.3%	9 3.2%	15 3.4%	2 8.3%	7 5.1%	0 0.0%	0 0.0%	5 6.3%	4 7.1%	1 7.7%	1 4.0%	7 5.6%	6 4.6%	3 9.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	6 7.2%	0 0.0%	0 0.0%	0 0.0%	6 5.7%	2 10.0%	
5 to 9	71 2.1%	3 1.8%	10 3.6%	16 3.6%	1 4.2%	2 1.5%	0 0.0%	0 0.0%	0 0.0%	3 5.4%	0 0.0%	1 4.0%	2 1.6%	2 1.5%	1 3.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 3.6%	0 0.0%	0 0.0%	0 0.0%	1 1.0%	2 10.0%	
10 or more times	13 0.4%	0 0.0%	4 1.4%	2 0.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	
2 or more times	814 24.5%	56 33.1%	118 42.0%	173 39.1%	7 29.2%	46 33.6%	0 0.0%	9 32.1%	21 26.3%	23 41.1%	3 23.1%	8 32.0%	42 33.6%	41 31.5%	11 35.5%	3 50.0%	3 21.4%	1 20.0%	0 0.0%	4 21.1%	1 100.0%	1 50.0%	26 31.3%	0 0.0%	9 56.3%	3 7.3%	42 40.0%	10 50.0%	
Significantly different from column:*		A																	Y						T	AA	Z		

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

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

Fee-For-Service

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	
					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	122	223	366	19	99	0	22	53	43	10	15	93	95	21	5	6	4	3	13	1	1	62	0	12	12	89	19	
Number missing or multiple answer	9	1	0	3	0	1	0	0	1	0	1	0	0	1	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	NA
Usable responses	1,998 99.6%	121 99.2%	223 100.0%	363 99.2%	19 100.0%	98 99.0%	0 ---	22 100.0%	52 98.1%	43 100.0%	9 90.0%	15 100.0%	93 100.0%	94 98.9%	21 100.0%	5 100.0%	6 100.0%	4 100.0%	3 100.0%	12 92.3%	1 100.0%	1 100.0%	62 100.0%	0 ---	12 100.0%	11 91.7%	89 100.0%	19 100.0%	
Never	1,825 91.3%	116 95.9%	214 96.0%	347 95.6%	19 100.0%	93 94.9%	0 ---	21 95.5%	51 98.1%	40 93.0%	7 77.8%	14 93.3%	91 97.8%	93 98.9%	17 81.0%	5 100.0%	6 100.0%	4 100.0%	3 100.0%	9 75.0%	0 0.0%	1 100.0%	62 100.0%	0 ---	11 91.7%	10 90.9%	85 95.5%	19 100.0%	
Sometimes	103 5.2%	2 1.7%	7 3.1%	8 2.2%	0 0.0%	2 2.0%	0 ---	1 4.5%	0 0.0%	1 2.3%	1 11.1%	0 0.0%	1 1.1%	0 0.0%	2 9.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 8.3%	1 100.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	2 2.2%	0 0.0%	
Usually	27 1.4%	1 0.8%	1 0.4%	2 0.6%	0 0.0%	1 1.0%	0 ---	0 0.0%	0 0.0%	1 2.3%	1 11.1%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 8.3%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	1 1.1%	0 0.0%	
Always	43 2.2%	2 1.7%	1 0.4%	6 1.7%	0 0.0%	2 2.0%	0 ---	0 0.0%	1 1.9%	1 2.3%	0 0.0%	1 6.7%	1 1.1%	0 0.0%	2 9.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 8.3%	0 0.0%	0 0.0%	0 0.0%	0 ---	1 8.3%	1 9.1%	1 1.1%	0 0.0%	
Significantly different from column:*																													
Usually or Always	70 3.5%	3 2.5%	2 0.9%	8 2.2%	0 0.0%	3 3.1%	0 ---	0 0.0%	1 1.9%	2 4.7%	1 11.1%	1 6.7%	1 1.1%	1 1.1%	2 9.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 16.7%	0 0.0%	0 0.0%	0 0.0%	0 ---	1 8.3%	1 9.1%	2 2.2%	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.

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

Question 27

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	2,007	122	223	366	19	99	0	22	53	43	10	15	93	95	21	5	6	4	3	13	1	1	62	0	12	12	89	19	
Number missing or multiple answer	9	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	1,998 99.6%	122 100.0%	222 99.6%	364 99.5%	19 100.0%	99 100.0%	0 ---	22 100.0%	53 100.0%	43 100.0%	10 100.0%	15 100.0%	93 100.0%	95 100.0%	21 100.0%	5 100.0%	6 100.0%	4 100.0%	3 100.0%	13 100.0%	1 100.0%	1 100.0%	62 100.0%	0 ---	12 100.0%	12 100.0%	89 100.0%	19 100.0%	
Never	65 3.3%	3 2.5%	5 2.3%	5 1.4%	2 10.5%	1 1.0%	0 ---	0 0.0%	1 1.9%	2 4.7%	0 0.0%	2 13.3%	1 1.1%	3 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%	3 4.8%	0 ---	0 0.0%	2 16.7%	1 1.1%	0 0.0%	
Sometimes	52 2.6%	2 1.6%	3 1.4%	6 1.6%	0 0.0%	2 2.0%	0 ---	0 0.0%	0 0.0%	2 4.7%	0 0.0%	0 0.0%	2 2.2%	1 1.1%	1 4.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1 1.6%	0 ---	0 0.0%	0 0.0%	2 2.2%	0 0.0%	
Usually	255 12.8%	12 9.8%	28 12.6%	35 9.6%	2 10.5%	9 9.1%	0 ---	6 27.3%	2 3.8%	3 7.0%	2 20.0%	1 6.7%	8 8.6%	6 6.3%	4 19.0%	1 20.0%	1 16.7%	0 0.0%	0 0.0%	2 15.4%	0 0.0%	0 0.0%	5 8.1%	0 ---	2 16.7%	1 8.3%	9 10.1%	1 5.3%	
Always	1,626 81.4%	105 86.1%	186 83.8%	318 87.4%	15 78.9%	87 87.9%	0 ---	16 72.7%	50 94.3%	36 83.7%	8 80.0%	12 80.0%	82 88.2%	85 89.5%	16 76.2%	4 80.0%	5 83.3%	4 100.0%	3 100.0%	11 84.6%	0 0.0%	1 100.0%	53 85.5%	0 ---	10 83.3%	9 75.0%	77 86.5%	18 94.7%	
Significantly different from column:*																													
Usually or Always	1,881 94.1%	117 95.9%	214 96.4%	353 97.0%	17 89.5%	96 97.0%	0 ---	22 100.0%	52 98.1%	39 90.7%	10 100.0%	13 86.7%	90 96.8%	91 95.8%	20 95.2%	5 100.0%	6 100.0%	4 100.0%	3 100.0%	13 100.0%	0 0.0%	1 100.0%	58 93.5%	0 ---	12 100.0%	10 83.3%	86 96.6%	19 100.0%	
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.

Fee-For-Service

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

Question 28

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB		
Number in sample	2,007	122	223	366	19	99	0	22	53	43	10	15	93	95	21	5	6	4	3	13	1	1	62	0	12	12	89	19	
Number missing or multiple answer	14	1	1	2	0	1	0	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	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%	121 99.2%	222 99.6%	364 99.5%	19 100.0%	98 99.0%	0 ---	22 100.0%	52 98.1%	43 100.0%	10 100.0%	15 100.0%	92 98.9%	95 100.0%	21 100.0%	4 80.0%	6 100.0%	4 100.0%	3 100.0%	13 100.0%	1 100.0%	1 100.0%	61 98.4%	0 ---	12 100.0%	12 100.0%	88 98.9%	19 100.0%	
Never	26 1.3%	1 0.8%	1 0.5%	4 1.1%	1 5.3%	0 0.0%	0 ---	0 0.0%	0 0.0%	1 2.3%	0 0.0%	1 6.7%	0 0.0%	1 1.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.6%	0 ---	0 0.0%	0 0.0%	1 1.1%	0 0.0%	
Sometimes	49 2.5%	3 2.5%	8 3.6%	9 2.5%	0 0.0%	3 3.1%	0 ---	1 4.5%	1 1.9%	1 2.3%	1 10.0%	1 6.7%	1 1.1%	2 2.1%	1 4.8%	0 0.0%	0 0.0%	0 0.0%	1 7.7%	1 100.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	1 8.3%	1 1.1%	1 5.3%	
Usually	279 14.0%	17 14.0%	36 16.2%	48 13.2%	2 10.5%	15 15.3%	0 ---	2 9.1%	8 15.4%	7 16.3%	2 20.0%	0 0.0%	15 16.3%	10 10.5%	7 33.3%	0 0.0%	0 0.0%	1 25.0%	0 0.0%	3 23.1%	0 0.0%	0 0.0%	9 14.8%	0 ---	2 16.7%	1 8.3%	12 13.6%	2 10.5%	
Always	1,639 82.2%	100 82.6%	177 79.7%	303 83.2%	16 84.2%	80 81.6%	0 ---	19 86.4%	43 82.7%	34 79.1%	7 70.0%	13 86.7%	76 82.6%	82 86.3%	13 61.9%	4 100.0%	6 100.0%	3 75.0%	3 100.0%	9 69.2%	0 0.0%	1 100.0%	51 83.6%	0 ---	10 83.3%	10 83.3%	74 84.1%	16 84.2%	
Significantly different from column:*																													
Usually or Always	1,918 96.2%	117 96.7%	213 95.9%	351 96.4%	18 94.7%	95 96.9%	0 ---	21 95.5%	51 98.1%	41 95.3%	9 90.0%	13 86.7%	91 98.9%	92 96.8%	20 95.2%	4 100.0%	6 100.0%	4 100.0%	3 100.0%	12 92.3%	0 0.0%	1 100.0%	60 98.4%	0 ---	12 100.0%	11 91.7%	86 97.7%	18 94.7%	
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.

Fee-For-Service

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

Question 29

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,007	122	223	366	19	99	0	22	53	43	10	15	93	95	21	5	6	4	3	13	1	1	62	0	12	12	89	19
Number missing or multiple answer	7	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	2,000 99.7%	122 100.0%	221 99.1%	364 99.5%	19 100.0%	99 100.0%	0 ---	22 100.0%	53 100.0%	43 100.0%	10 100.0%	15 100.0%	93 100.0%	95 100.0%	21 100.0%	5 100.0%	6 100.0%	4 100.0%	3 100.0%	13 100.0%	1 100.0%	1 100.0%	62 100.0%	0 ---	12 100.0%	12 100.0%	89 100.0%	19 100.0%
Never	19 1.0%	1 0.8%	1 0.5%	0 0.0%	1 5.3%	0 0.0%	0 ---	0 0.0%	0 0.0%	1 2.3%	0 0.0%	1 6.7%	0 0.0%	1 1.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.6%	0 ---	0 0.0%	1 1.1%	0 0.0%	0 0.0%
Sometimes	36 1.8%	1 0.8%	5 2.3%	3 0.8%	0 0.0%	1 1.0%	0 ---	0 0.0%	1 1.9%	0 0.0%	1 10.0%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 7.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	1 8.3%	0 0.0%	0 0.0%
Usually	198 9.9%	13 10.7%	22 10.0%	45 12.4%	2 10.5%	11 11.1%	0 ---	2 9.1%	3 5.7%	8 18.6%	1 10.0%	0 0.0%	12 12.9%	9 9.5%	4 19.0%	0 0.0%	0 0.0%	0 0.0%	1 7.7%	1 100.0%	0 0.0%	0 0.0%	8 12.9%	0 ---	2 16.7%	1 8.3%	9 10.1%	1 5.3%
Always	1,747 87.4%	107 87.7%	193 87.3%	316 86.8%	16 84.2%	87 87.9%	0 ---	20 90.9%	49 92.5%	34 79.1%	8 80.0%	14 93.3%	81 87.1%	84 88.4%	17 81.0%	5 100.0%	6 100.0%	4 100.0%	3 100.0%	11 84.6%	0 0.0%	1 100.0%	53 85.5%	0 ---	10 83.3%	10 83.3%	79 88.8%	18 94.7%
Significantly different from column:*																												
Usually or Always	1,945 97.3%	120 98.4%	215 97.3%	361 99.2%	18 94.7%	98 99.0%	0 ---	22 100.0%	52 98.1%	42 97.7%	9 90.0%	14 93.3%	93 100.0%	93 97.9%	21 100.0%	5 100.0%	6 100.0%	4 100.0%	3 100.0%	12 92.3%	1 100.0%	1 100.0%	61 98.4%	0 ---	12 100.0%	11 91.7%	88 98.9%	19 100.0%
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.

Fee-For-Service

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	122	223	366	19	99	0	22	53	43	10	15	93	95	21	5	6	4	3	13	1	1	62	0	12	12	89	19
Number missing or multiple answer	13	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
Number no experience	NA	NA	NA	NA	NA	NA	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%	122 100.0%	223 100.0%	363 99.2%	19 100.0%	99 100.0%	0 ---	22 100.0%	53 100.0%	43 100.0%	10 100.0%	15 100.0%	93 100.0%	95 100.0%	21 100.0%	5 100.0%	6 100.0%	4 100.0%	3 100.0%	13 100.0%	1 100.0%	1 100.0%	62 100.0%	0 ---	12 100.0%	12 100.0%	89 100.0%	19 100.0%
Yes	1,349 67.7%	82 67.2%	140 62.8%	244 67.2%	14 73.7%	66 66.7%	0 ---	7 31.8%	36 67.9%	37 86.0%	6 60.0%	10 66.7%	64 68.8%	66 69.5%	12 57.1%	3 60.0%	5 83.3%	1 25.0%	3 100.0%	9 69.2%	1 100.0%	1 100.0%	40 64.5%	0 ---	6 50.0%	8 66.7%	61 68.5%	13 68.4%
No	645 32.3%	40 32.8%	83 37.2%	119 32.8%	5 26.3%	33 33.3%	0 ---	15 68.2%	17 32.1%	6 14.0%	4 40.0%	5 33.3%	29 31.2%	29 30.5%	9 42.9%	2 40.0%	1 16.7%	3 75.0%	0 0.0%	4 30.8%	0 0.0%	0 0.0%	22 35.5%	0 ---	6 50.0%	4 33.3%	28 31.5%	6 31.6%
Significantly different from column:*								I,J	H,J	H,I																		

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

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

Fee-For-Service

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	82	140	244	14	66	0	7	36	37	6	10	64	66	12	3	5	1	3	9	1	1	40	0	6	8	61	13
Number missing or multiple answer	13	2	2	2	1	1	0	1	0	1	0	1	1	1	0	0	0	1	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	1,336 99.0%	80 97.6%	138 98.6%	242 99.2%	13 92.9%	65 98.5%	0 ---	6 85.7%	36 100.0%	36 97.3%	6 100.0%	9 90.0%	63 98.4%	65 98.5%	11 91.7%	3 100.0%	5 100.0%	0 0.0%	3 100.0%	8 88.9%	1 100.0%	1 100.0%	40 100.0%	0 ---	6 100.0%	7 87.5%	60 98.4%	13 100.0%
Never	11 0.8%	0 0.0%	1 0.7%	3 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%
Sometimes	53 4.0%	2 2.5%	8 5.8%	9 3.7%	0 0.0%	2 3.1%	0 ---	0 0.0%	1 2.8%	1 2.8%	0 0.0%	0 0.0%	2 3.2%	1 1.5%	1 9.1%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 5.0%	0 ---	0 0.0%	0 0.0%	1 1.7%	1 7.7%
Usually	258 19.3%	18 22.5%	34 24.6%	50 20.7%	5 38.5%	12 18.5%	0 ---	2 33.3%	4 11.1%	11 30.6%	1 16.7%	3 33.3%	13 20.6%	14 21.5%	3 27.3%	0 0.0%	0 0.0%	0 ---	1 33.3%	5 62.5%	1 100.0%	0 0.0%	9 22.5%	0 ---	0 0.0%	1 14.3%	15 25.0%	2 15.4%
Always	1,014 75.9%	60 75.0%	95 68.8%	180 74.4%	8 61.5%	51 78.5%	0 ---	4 66.7%	31 86.1%	24 66.7%	5 83.3%	6 66.7%	48 76.2%	50 76.9%	7 63.6%	3 100.0%	5 100.0%	0 ---	2 66.7%	3 37.5%	0 0.0%	1 100.0%	29 72.5%	0 ---	6 100.0%	6 85.7%	44 73.3%	10 76.9%
Significantly different from column:*																												
Usually or Always	1,272 95.2%	78 97.5%	129 93.5%	230 95.0%	13 100.0%	63 96.9%	0 ---	6 100.0%	35 97.2%	35 97.2%	6 100.0%	9 100.0%	61 96.8%	64 98.5%	10 90.9%	3 100.0%	5 100.0%	0 ---	3 100.0%	8 100.0%	1 100.0%	1 100.0%	38 95.0%	0 ---	6 100.0%	7 100.0%	59 98.3%	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.

Fee-For-Service

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

Question 32

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	2,007	122	223	366	19	99	0	22	53	43	10	15	93	95	21	5	6	4	3	13	1	1	62	0	12	12	89	19	
Number missing or multiple answer	21	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	
Number no experience	NA	NA	NA	NA	NA	NA	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%	122 100.0%	222 99.6%	362 98.9%	19 100.0%	99 100.0%	0 ---	22 100.0%	53 100.0%	43 100.0%	10 100.0%	15 100.0%	93 100.0%	95 100.0%	21 100.0%	5 100.0%	6 100.0%	4 100.0%	3 100.0%	13 100.0%	1 100.0%	1 100.0%	62 100.0%	0 ---	12 100.0%	12 100.0%	89 100.0%	19 100.0%	
Never	47 2.4%	2 1.6%	3 1.4%	0 0.0%	0 0.0%	2 2.0%	0 ---	0 0.0%	0 0.0%	2 4.7%	0 0.0%	1 6.7%	1 1.1%	1 1.1%	1 4.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1 1.6%	0 ---	0 0.0%	1 8.3%	1 1.1%	0 0.0%	
Sometimes	138 6.9%	6 4.9%	8 3.6%	22 6.1%	0 0.0%	6 6.1%	0 ---	2 9.1%	4 7.5%	0 0.0%	3 30.0%	1 6.7%	2 2.2%	4 4.2%	2 9.5%	0 0.0%	0 0.0%	0 0.0%	2 15.4%	0 0.0%	0 0.0%	3 4.8%	0 ---	0 0.0%	1 8.3%	3 3.4%	2 10.5%		
Usually	387 19.5%	23 18.9%	45 20.3%	63 17.4%	6 31.6%	17 17.2%	0 ---	4 18.2%	5 9.4%	14 32.6%	1 10.0%	2 13.3%	20 21.5%	17 17.9%	6 28.6%	0 0.0%	2 33.3%	0 0.0%	0 0.0%	3 23.1%	0 0.0%	0 0.0%	14 22.6%	0 ---	3 25.0%	2 16.7%	16 18.0%	3 15.8%	
Always	1,414 71.2%	91 74.6%	166 74.8%	277 76.5%	13 68.4%	74 74.7%	0 ---	16 72.7%	44 83.0%	27 62.8%	6 60.0%	11 73.3%	70 75.3%	73 76.8%	12 57.1%	5 100.0%	4 66.7%	4 100.0%	3 100.0%	8 61.5%	0 0.0%	1 100.0%	44 71.0%	0 ---	9 75.0%	8 66.7%	69 77.5%	14 73.7%	
Significantly different from column:*									J	I																			
Usually or Always	1,801 90.7%	114 93.4%	211 95.0%	340 93.9%	19 100.0%	91 91.9%	0 ---	20 90.9%	49 92.5%	41 95.3%	7 70.0%	13 86.7%	90 96.8%	90 94.7%	18 85.7%	5 100.0%	6 100.0%	4 100.0%	3 100.0%	11 84.6%	0 0.0%	1 100.0%	58 93.5%	0 ---	12 100.0%	10 83.3%	85 95.5%	17 89.5%	
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.

Fee-For-Service

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	122	223	366	19	99	0	22	53	43	10	15	93	95	21	5	6	4	3	13	1	1	62	0	12	12	89	19
Number missing or multiple answer	16	1	1	4	0	1	0	0	0	1	0	0	1	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,991 99.2%	121 99.2%	222 99.6%	362 98.9%	19 100.0%	98 99.0%	0 ---	22 100.0%	53 100.0%	42 97.7%	10 100.0%	15 100.0%	92 98.9%	95 100.0%	20 95.2%	5 100.0%	6 100.0%	4 100.0%	3 100.0%	13 100.0%	0 0.0%	1 100.0%	62 100.0%	0 ---	12 100.0%	12 100.0%	88 98.9%	19 100.0%
Yes	1,749 87.8%	107 88.4%	202 91.0%	325 89.8%	15 78.9%	88 89.8%	0 ---	22 100.0%	48 90.6%	33 78.6%	9 90.0%	13 86.7%	81 88.0%	83 87.4%	18 90.0%	5 100.0%	5 83.3%	3 75.0%	2 66.7%	11 84.6%	0 ---	1 100.0%	56 90.3%	0 ---	11 91.7%	10 83.3%	77 87.5%	19 100.0%
No	242 12.2%	14 11.6%	20 9.0%	37 10.2%	4 21.1%	10 10.2%	0 ---	0 0.0%	5 9.4%	9 21.4%	1 10.0%	2 13.3%	11 12.0%	12 12.6%	2 10.0%	0 0.0%	1 16.7%	1 25.0%	1 33.3%	2 15.4%	0 ---	0 0.0%	6 9.7%	0 ---	1 8.3%	2 16.7%	11 12.5%	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.

Fee-For-Service

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

Question 34

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,007	122	223	366	19	99	0	22	53	43	10	15	93	95	21	5	6	4	3	13	1	1	62	0	12	12	89	19
Number missing or multiple answer	8	0	1	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	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%	122 100.0%	222 99.6%	359 98.1%	19 100.0%	99 100.0%	0 ---	22 100.0%	53 100.0%	43 100.0%	10 100.0%	15 100.0%	93 100.0%	95 100.0%	21 100.0%	5 100.0%	6 100.0%	4 100.0%	3 100.0%	13 100.0%	1 100.0%	1 100.0%	62 100.0%	0 ---	12 100.0%	12 100.0%	89 100.0%	19 100.0%
Yes	715 35.8%	67 54.9%	117 52.7%	198 55.2%	12 63.2%	52 52.5%	0 ---	11 50.0%	32 60.4%	21 48.8%	2 20.0%	7 46.7%	55 59.1%	47 49.5%	15 71.4%	4 80.0%	3 50.0%	2 50.0%	1 33.3%	8 61.5%	1 100.0%	0 0.0%	36 58.1%	0 ---	6 50.0%	4 33.3%	43 48.3%	18 94.7%
No	1,284 64.2%	55 45.1%	105 47.3%	161 44.8%	7 36.8%	47 47.5%	0 ---	11 50.0%	21 39.6%	22 51.2%	8 80.0%	8 53.3%	38 40.9%	48 50.5%	6 28.6%	1 20.0%	3 50.0%	2 50.0%	2 66.7%	5 38.5%	0 0.0%	1 100.0%	26 41.9%	0 ---	6 50.0%	8 66.7%	46 51.7%	1 5.3%
Significantly different from column:*		A																										

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

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

Fee-For-Service

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
					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	67	117	198	12	52	0	11	32	21	2	7	55	47	15	4	3	2	1	8	1	0	36	0	6	4	43	18
Number missing or multiple answer	15	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
Number no experience	NA	NA	NA	NA	NA	NA	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	67	115	192	12	52	0	11	32	21	2	7	55	47	15	4	3	2	1	8	1	0	36	0	6	4	43	18
	97.9%	100.0%	98.3%	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%
Never	29	3	6	7	1	2	0	0	1	2	0	0	3	3	0	0	0	0	0	0	0	0	3	0	0	1	1	1
	4.1%	4.5%	5.2%	3.6%	8.3%	3.8%	---	0.0%	3.1%	9.5%	0.0%	0.0%	5.5%	6.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	8.3%	---	0.0%	25.0%	2.3%	5.6%
Sometimes	62	10	19	22	2	7	0	0	2	7	0	2	7	5	4	0	0	1	0	1	0	0	4	0	1	2	4	3
	8.9%	14.9%	16.5%	11.5%	16.7%	13.5%	---	0.0%	6.3%	33.3%	0.0%	28.6%	12.7%	10.6%	26.7%	0.0%	0.0%	50.0%	0.0%	12.5%	0.0%	---	11.1%	---	16.7%	50.0%	9.3%	16.7%
Usually	192	21	32	56	2	18	0	0	12	8	1	2	17	14	6	1	1	0	4	1	0	13	0	1	1	14	5	
	27.4%	31.3%	27.8%	29.2%	16.7%	34.6%	---	0.0%	37.5%	38.1%	50.0%	28.6%	30.9%	29.8%	40.0%	25.0%	33.3%	0.0%	0.0%	50.0%	100.0%	---	36.1%	---	16.7%	25.0%	32.6%	27.8%
Always	417	33	58	107	7	25	0	11	17	4	1	3	28	25	5	3	2	1	1	3	0	0	16	0	4	0	24	9
	59.6%	49.3%	50.4%	55.7%	58.3%	48.1%	---	100.0%	53.1%	19.0%	50.0%	42.9%	50.9%	53.2%	33.3%	75.0%	66.7%	50.0%	100.0%	37.5%	0.0%	---	44.4%	---	66.7%	0.0%	55.8%	50.0%
Significantly different from column:*								J	J	H,I																		
Usually or Always	609	54	90	163	9	43	0	11	29	12	2	5	45	39	11	4	3	1	1	7	1	0	29	0	5	1	38	14
	87.0%	80.6%	78.3%	84.9%	75.0%	82.7%	---	100.0%	90.6%	57.1%	100.0%	71.4%	81.8%	83.0%	73.3%	100.0%	100.0%	50.0%	100.0%	87.5%	100.0%	---	80.6%	---	83.3%	25.0%	88.4%	77.8%
Significantly different from column:*																												

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

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

Fee-For-Service

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	172	285	452	24	140	1	29	82	56	14	26	126	133	31	6	15	5	5	19	1	3	84	1	16	42	107	20	
Number missing or multiple answer	87	4	5	11	0	4	0	1	2	1	0	2	2	3	0	1	2	0	0	0	0	0	1	0	1	1	3	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,311 97.4%	168 97.7%	280 98.2%	441 97.6%	24 100.0%	136 97.1%	1 100.0%	28 96.6%	80 97.6%	55 98.2%	14 100.0%	24 92.3%	124 98.4%	130 97.7%	31 100.0%	5 83.3%	13 86.7%	5 100.0%	5 100.0%	19 100.0%	1 100.0%	3 100.0%	83 98.8%	1 ---	15 93.8%	41 97.6%	104 97.2%	20 100.0%	
0 Worst personal doctor possible	5 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 0.0%	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 0.0%	0 0.0%
2	3 0.1%	1 0.6%	1 0.4%	1 0.2%	0 0.0%	1 0.7%	0 0.0%	0 0.0%	1 1.3%	0 0.0%	0 0.0%	0 0.0%	1 0.8%	1 0.8%	0 0.0%	0 0.0%	1 7.7%	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%	1 2.4%	0 0.0%	0 0.0%
3	14 0.4%	1 0.6%	1 0.4%	1 0.2%	0 0.0%	1 0.7%	0 0.0%	0 0.0%	1 1.3%	0 0.0%	0 0.0%	0 0.0%	1 0.8%	1 0.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.2%	0 0.0%	0 0.0%	0 0.0%	1 1.0%	0 0.0%	
4	18 0.5%	0 0.0%	2 0.7%	2 0.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
5	87 2.6%	2 1.2%	4 1.4%	12 2.7%	0 0.0%	2 1.5%	0 0.0%	0 0.0%	0 0.0%	2 3.6%	0 0.0%	0 0.0%	2 1.6%	1 0.8%	1 3.2%	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%	1 1.0%	1 5.0%	
6	56 1.7%	1 0.6%	5 1.8%	9 2.0%	0 0.0%	1 0.7%	0 0.0%	0 0.0%	0 0.0%	1 1.8%	0 0.0%	0 0.0%	1 0.8%	1 0.8%	0 0.0%	0 0.0%	0 0.0%	1 20.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.0%	0 0.0%	
7	183 5.5%	10 6.0%	17 6.1%	34 7.7%	2 8.3%	7 5.1%	0 0.0%	2 7.1%	4 5.0%	4 7.3%	0 0.0%	1 4.2%	8 6.5%	8 6.2%	2 6.5%	0 0.0%	1 7.7%	2 40.0%	1 20.0%	1 5.3%	0 0.0%	0 0.0%	4 4.8%	0 0.0%	1 6.7%	7 17.1%	2 1.9%	0 0.0%	
8	492 14.9%	27 16.1%	40 14.3%	61 13.8%	6 25.0%	21 15.4%	0 0.0%	1 3.6%	11 13.8%	15 27.3%	1 7.1%	4 16.7%	22 17.7%	21 16.2%	6 19.4%	0 0.0%	2 15.4%	1 20.0%	1 20.0%	4 21.1%	1 100.0%	1 33.3%	13 15.7%	1 100.0%	1 6.7%	5 12.2%	20 19.2%	1 5.0%	
9	595 18.0%	34 20.2%	52 18.6%	105 23.8%	4 16.7%	30 22.1%	0 0.0%	7 25.0%	16 20.0%	11 20.0%	3 21.4%	4 16.7%	27 21.8%	24 18.5%	7 22.6%	3 60.0%	3 23.1%	1 20.0%	0 0.0%	5 26.3%	0 0.0%	1 33.3%	18 21.7%	0 0.0%	3 20.0%	9 22.0%	20 19.2%	5 25.0%	
10 Best personal doctor possible	1,855 56.0%	92 54.8%	158 56.4%	216 49.0%	12 50.0%	73 53.7%	1 100.0%	18 64.3%	47 58.8%	22 40.0%	10 71.4%	15 62.5%	62 50.0%	73 56.2%	15 48.4%	2 40.0%	6 46.2%	0 0.0%	3 60.0%	9 47.4%	0 0.0%	1 33.3%	45 54.2%	0 0.0%	10 66.7%	19 46.3%	59 56.7%	13 65.0%	

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

Fee-For-Service

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	172	285	452	24	140	1	29	82	56	14	26	126	133	31	6	15	5	5	19	1	3	84	1	16	42	107	20	
Number missing or multiple answer	87	4	5	11	0	4	0	1	2	1	0	2	2	3	0	1	2	0	0	0	0	0	1	0	1	1	3	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,311 97.4%	168 97.7%	280 98.2%	441 97.6%	24 100.0%	136 97.1%	1 100.0%	28 96.6%	80 97.6%	55 98.2%	14 100.0%	24 92.3%	124 98.4%	130 97.7%	31 100.0%	5 83.3%	13 86.7%	5 100.0%	5 100.0%	19 100.0%	1 100.0%	3 100.0%	83 98.8%	1 ---	15 93.8%	41 97.6%	104 97.2%	20 100.0%	
0 to 4	43 1.3%	2 1.2%	4 1.4%	4 0.9%	0 0.0%	2 1.5%	0 0.0%	0 0.0%	2 2.5%	0 0.0%	0 0.0%	2 1.6%	2 1.5%	0 0.0%	0 0.0%	0 0.0%	1 7.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.2%	0 0.0%	0 0.0%	1 2.4%	1 1.0%	0 0.0%	
5	87 2.6%	2 1.2%	4 1.4%	12 2.7%	0 0.0%	2 1.5%	0 0.0%	0 0.0%	0 0.0%	2 3.6%	0 0.0%	0 0.0%	2 1.6%	1 0.8%	1 3.2%	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%	1 1.0%	1 5.0%	
6 or 7	239 7.2%	11 6.5%	22 7.9%	43 9.8%	2 8.3%	8 5.9%	0 0.0%	2 7.1%	4 5.0%	5 9.1%	0 0.0%	1 4.2%	9 7.3%	9 6.9%	2 6.5%	0 0.0%	1 7.7%	3 60.0%	1 20.0%	1 5.3%	0 0.0%	0 0.0%	4 4.8%	0 0.0%	1 6.7%	7 17.1%	3 2.9%	0 0.0%	
8 to 10	2,942 88.9%	153 91.1%	250 89.3%	382 86.6%	22 91.7%	124 91.2%	1 100.0%	26 92.9%	74 92.5%	48 87.3%	14 100.0%	23 95.8%	111 89.5%	118 90.8%	28 90.3%	5 100.0%	11 84.6%	2 40.0%	4 80.0%	18 94.7%	1 100.0%	3 100.0%	76 91.6%	1 100.0%	14 93.3%	33 80.5%	99 95.2%	19 95.0%	
Significantly different from column:*																													
0 to 6	186 5.6%	5 3.0%	13 4.6%	25 5.7%	0 0.0%	5 3.7%	0 0.0%	0 0.0%	2 2.5%	3 5.5%	0 0.0%	0 0.0%	5 4.0%	4 3.1%	1 3.2%	0 0.0%	1 7.7%	1 20.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 3.6%	0 0.0%	0 0.0%	1 2.4%	3 2.9%	1 5.0%	
7 to 8	675 20.4%	37 22.0%	57 20.4%	95 21.5%	8 33.3%	28 20.6%	0 0.0%	3 10.7%	15 18.8%	19 34.5%	1 7.1%	5 20.8%	30 24.2%	29 22.3%	8 25.8%	0 0.0%	3 23.1%	3 60.0%	2 40.0%	5 26.3%	1 100.0%	1 33.3%	17 20.5%	1 100.0%	2 13.3%	12 29.3%	22 21.2%	1 5.0%	
9 to 10	2,450 74.0%	126 75.0%	210 75.0%	321 72.8%	16 66.7%	103 75.7%	1 100.0%	25 89.3%	63 78.8%	33 60.0%	13 92.9%	19 79.2%	89 71.8%	97 74.6%	22 71.0%	5 100.0%	9 69.2%	1 20.0%	3 60.0%	14 73.7%	0 0.0%	2 66.7%	63 75.9%	0 0.0%	13 86.7%	28 68.3%	79 76.0%	18 90.0%	
Significantly different from column:*							J	J	H,I																				

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

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

Fee-For-Service

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	172	285	207	24	140	1	29	82	56	14	26	126	133	31	6	15	5	5	19	1	3	84	1	16	42	107	20	
Number missing or multiple answer	55	3	5	4	0	3	0	1	2	0	0	1	2	3	0	0	1	0	0	0	0	0	2	0	0	1	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,343	169	280	203	24	137	1	28	80	56	14	25	124	130	31	6	14	5	5	19	1	3	82	1	16	41	105	20	
	98.4%	98.3%	98.2%	98.1%	100.0%	97.9%	100.0%	96.6%	97.6%	100.0%	100.0%	96.2%	98.4%	97.7%	100.0%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	100.0%	97.6%	---	100.0%	97.6%	98.1%	100.0%	
Yes	859	99	154	144	15	80	0	11	48	38	4	10	82	67	25	6	5	2	2	6	1	2	57	0	12	17	61	19	
	25.7%	58.6%	55.0%	70.9%	62.5%	58.4%	0.0%	39.3%	60.0%	67.9%	28.6%	40.0%	66.1%	51.5%	80.6%	100.0%	35.7%	40.0%	40.0%	31.6%	100.0%	66.7%	69.5%	0.0%	75.0%	41.5%	58.1%	95.0%	
No	2,484	70	126	59	9	57	1	17	32	18	10	15	42	63	6	0	9	3	3	13	0	1	25	1	4	24	44	1	
	74.3%	41.4%	45.0%	29.1%	37.5%	41.6%	100.0%	60.7%	40.0%	32.1%	71.4%	60.0%	33.9%	48.5%	19.4%	0.0%	64.3%	60.0%	60.0%	68.4%	0.0%	33.3%	30.5%	100.0%	25.0%	58.5%	41.9%	5.0%	
Significantly different from column:*		A,D						J		H	M	M	K,L	O	N		Y			W,Y			T		Q,T	AB	AB	AA,Z	

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

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

Fee-For-Service

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	99	154	144	15	80	0	11	48	38	4	10	82	67	25	6	5	2	2	6	1	2	57	0	12	17	61	19	
Number missing or multiple answer	23	1	4	2	0	1	0	0	0	1	0	0	1	0	0	1	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	836	98	150	142	15	79	0	11	48	37	4	10	81	67	25	5	5	2	2	6	1	2	57	0	11	17	60	19	
	97.3%	99.0%	97.4%	98.6%	100.0%	98.8%	---	100.0%	100.0%	97.4%	100.0%	100.0%	98.8%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	91.7%	100.0%	98.4%	100.0%		
Yes	771	92	144	129	14	74	0	11	44	35	4	9	76	63	23	5	4	2	2	6	1	1	53	0	11	14	58	18	
	92.2%	93.9%	96.0%	90.8%	93.3%	93.7%	---	100.0%	91.7%	94.6%	100.0%	90.0%	93.8%	94.0%	92.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	50.0%	93.0%	---	100.0%	82.4%	96.7%	94.7%	
No	65	6	6	13	1	5	0	0	4	2	0	1	5	4	2	0	1	0	0	0	0	1	4	0	0	3	2	1	
	7.8%	6.1%	4.0%	9.2%	6.7%	6.3%	---	0.0%	8.3%	5.4%	0.0%	10.0%	6.2%	6.0%	8.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	50.0%	7.0%	---	0.0%	17.6%	3.3%	5.3%	
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.

Fee-For-Service

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	99	154	144	15	80	0	11	48	38	4	10	82	67	25	6	5	2	2	6	1	2	57	0	12	17	61	19
Number missing or multiple answer	24	3	6	2	1	2	0	0	1	2	0	1	2	1	1	1	0	0	0	0	0	1	0	0	1	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	835	96	148	142	14	78	0	11	47	36	4	9	80	66	24	5	5	2	2	6	1	1	57	0	11	16	60	19
	97.2%	97.0%	96.1%	98.6%	93.3%	97.5%	---	100.0%	97.9%	94.7%	100.0%	90.0%	97.6%	98.5%	96.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	---	91.7%	94.1%	98.4%	100.0%
Yes	739	84	137	123	13	68	0	11	42	29	4	9	69	57	21	5	4	1	2	6	0	1	48	0	11	11	56	16
	88.5%	87.5%	92.6%	86.6%	92.9%	87.2%	---	100.0%	89.4%	80.6%	100.0%	100.0%	86.3%	86.4%	87.5%	100.0%	80.0%	50.0%	100.0%	100.0%	0.0%	100.0%	84.2%	---	100.0%	68.8%	93.3%	84.2%
No	96	12	11	19	1	10	0	0	5	7	0	0	11	9	3	0	1	1	0	0	1	0	9	0	0	5	4	3
	11.5%	12.5%	7.4%	13.4%	7.1%	12.8%	---	0.0%	10.6%	19.4%	0.0%	0.0%	13.8%	13.6%	12.5%	0.0%	20.0%	50.0%	0.0%	0.0%	100.0%	0.0%	15.8%	---	0.0%	31.3%	6.7%	15.8%
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.

Fee-For-Service

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	198	305	544	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20	
Number missing or multiple answer	17	2	1	5	0	1	1	0	2	0	0	0	2	1	0	1	0	0	0	0	0	0	2	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	3,953	196	304	539	33	155	0	31	91	69	20	31	138	152	36	6	17	5	6	25	1	3	91	1	19	57	117	20	
	99.6%	99.0%	99.7%	99.1%	100.0%	99.4%	0.0%	100.0%	97.8%	100.0%	100.0%	100.0%	98.6%	99.3%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	---	100.0%	98.3%	100.0%	100.0%	
Yes	633	62	95	165	8	53	0	9	30	22	3	7	51	39	18	5	1	3	2	5	1	1	31	0	10	7	39	15	
	16.0%	31.6%	31.3%	30.6%	24.2%	34.2%	---	29.0%	33.0%	31.9%	15.0%	22.6%	37.0%	25.7%	50.0%	83.3%	5.9%	60.0%	33.3%	20.0%	100.0%	33.3%	34.1%	0.0%	52.6%	12.3%	33.3%	75.0%	
No	3,320	134	209	374	25	102	0	22	61	47	17	24	87	113	18	1	16	2	4	20	0	2	60	1	9	50	78	5	
	84.0%	68.4%	68.8%	69.4%	75.8%	65.8%	---	71.0%	67.0%	68.1%	85.0%	77.4%	63.0%	74.3%	50.0%	16.7%	94.1%	40.0%	66.7%	80.0%	0.0%	66.7%	65.9%	100.0%	47.4%	87.7%	66.7%	25.0%	
Significantly different from column:*		A												O	N		W,Y			Y			Q		Q,T	AA,AB	AB,Z	AA,Z	

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

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

Fee-For-Service

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

Question 41

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	633	62	95	165	8	53	0	9	30	22	3	7	51	39	18	5	1	3	2	5	1	1	31	0	10	7	39	15
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	630	62	95	165	8	53	0	9	30	22	3	7	51	39	18	5	1	3	2	5	1	1	31	0	10	7	39	15
	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	33	2	9	10	0	2	0	0	2	0	0	0	2	1	1	0	0	0	0	0	0	0	1	0	1	0	2	0
	5.2%	3.2%	9.5%	6.1%	0.0%	3.8%	---	0.0%	6.7%	0.0%	0.0%	0.0%	3.9%	2.6%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.2%	---	10.0%	0.0%	5.1%	0.0%	
Sometimes	126	10	11	22	0	10	0	0	6	4	1	2	7	3	7	0	0	0	1	2	1	0	5	0	0	0	7	3
	20.0%	16.1%	11.6%	13.3%	0.0%	18.9%	---	0.0%	20.0%	18.2%	33.3%	28.6%	13.7%	7.7%	38.9%	0.0%	0.0%	0.0%	50.0%	40.0%	100.0%	0.0%	16.1%	---	0.0%	0.0%	17.9%	20.0%
Usually	170	22	39	58	2	19	0	3	10	8	0	3	18	14	5	3	0	1	1	1	0	13	0	2	3	12	6	
	27.0%	35.5%	41.1%	35.2%	25.0%	35.8%	---	33.3%	33.3%	36.4%	0.0%	42.9%	35.3%	35.9%	27.8%	60.0%	0.0%	33.3%	50.0%	20.0%	0.0%	0.0%	41.9%	---	20.0%	42.9%	30.8%	40.0%
Always	301	28	36	75	6	22	0	6	12	10	2	2	24	21	5	2	1	2	0	2	0	1	12	0	7	4	18	6
	47.8%	45.2%	37.9%	45.5%	75.0%	41.5%	---	66.7%	40.0%	45.5%	66.7%	28.6%	47.1%	53.8%	27.8%	40.0%	100.0%	66.7%	0.0%	40.0%	0.0%	100.0%	38.7%	---	70.0%	57.1%	46.2%	40.0%
Significantly different from column:*																												
Usually or Always	471	50	75	133	8	41	0	9	22	18	2	5	42	35	10	5	1	3	1	3	0	1	25	0	9	7	30	12
	74.8%	80.6%	78.9%	80.6%	100.0%	77.4%	---	100.0%	73.3%	81.8%	66.7%	71.4%	82.4%	89.7%	55.6%	100.0%	100.0%	100.0%	50.0%	60.0%	0.0%	100.0%	80.6%	---	90.0%	100.0%	76.9%	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.

Fee-For-Service

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	62	95	165	8	53	0	9	30	22	3	7	51	39	18	5	1	3	2	5	1	1	31	0	10	7	39	15	
Number missing or multiple answer	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	625 98.7%	62 100.0%	95 100.0%	165 100.0%	8 100.0%	53 100.0%	0 ---	9 100.0%	30 100.0%	22 100.0%	3 100.0%	7 100.0%	51 100.0%	39 100.0%	18 100.0%	5 100.0%	1 100.0%	3 100.0%	2 100.0%	5 100.0%	1 100.0%	1 100.0%	31 100.0%	0 ---	10 100.0%	7 100.0%	39 100.0%	15 100.0%	
None	55 8.8%	3 4.8%	4 4.2%	4 2.4%	0 0.0%	3 5.7%	0 ---	1 11.1%	2 6.7%	0 0.0%	0 0.0%	1 14.3%	2 3.9%	2 5.1%	1 5.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 3.2%	0 ---	2 20.0%	0 0.0%	2 5.1%	1 6.7%	
1 specialist	359 57.4%	29 46.8%	49 51.6%	93 56.4%	6 75.0%	22 41.5%	0 ---	5 55.6%	11 36.7%	12 54.5%	3 100.0%	5 71.4%	20 39.2%	24 61.5%	5 27.8%	0 0.0%	1 100.0%	2 66.7%	1 50.0%	3 60.0%	0 0.0%	1 100.0%	12 38.7%	0 ---	3 30.0%	7 100.0%	18 46.2%	4 26.7%	
2	129 20.6%	22 35.5%	21 22.1%	42 25.5%	2 25.0%	20 37.7%	0 ---	1 11.1%	11 36.7%	10 45.5%	0 0.0%	1 14.3%	21 41.2%	11 28.2%	8 44.4%	3 60.0%	0 0.0%	1 33.3%	1 50.0%	1 20.0%	1 100.0%	0 0.0%	14 45.2%	0 ---	3 30.0%	0 0.0%	16 41.0%	5 33.3%	
3	47 7.5%	4 6.5%	10 10.5%	14 8.5%	0 0.0%	4 7.5%	0 ---	0 0.0%	4 13.3%	0 0.0%	0 0.0%	0 0.0%	4 7.8%	1 2.6%	2 11.1%	1 20.0%	0 0.0%	0 0.0%	0 0.0%	1 20.0%	0 0.0%	0 0.0%	1 3.2%	0 ---	1 10.0%	0 0.0%	2 5.1%	2 13.3%	
4	16 2.6%	1 1.6%	5 5.3%	7 4.2%	0 0.0%	1 1.9%	0 ---	0 0.0%	1 3.3%	0 0.0%	0 0.0%	0 0.0%	1 2.0%	0 0.0%	1 5.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 3.2%	0 ---	0 0.0%	0 0.0%	0 0.0%	1 6.7%	
5 or more specialists	19 3.0%	3 4.8%	6 6.3%	5 3.0%	0 0.0%	3 5.7%	0 ---	2 22.2%	1 3.3%	0 0.0%	0 0.0%	0 0.0%	3 5.9%	1 2.6%	1 5.6%	1 20.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 6.5%	0 ---	1 10.0%	0 0.0%	1 2.6%	2 13.3%	
3 or more specialists	82 13.1%	8 12.9%	21 22.1%	26 15.8%	0 0.0%	8 15.1%	0 ---	2 22.2%	6 20.0%	0 0.0%	0 0.0%	0 0.0%	8 15.7%	2 5.1%	4 22.2%	2 40.0%	0 0.0%	0 0.0%	0 0.0%	1 20.0%	0 0.0%	0 0.0%	4 12.9%	0 ---	2 20.0%	0 0.0%	3 7.7%	5 33.3%	
Significantly different from column:*																													

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

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

Fee-For-Service

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

Question 43

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	570	59	91	161	8	50	0	8	28	22	3	6	49	37	17	5	1	3	2	5	1	1	30	0	8	7	37	14	
Number missing or multiple answer	6	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	564 98.9%	59 100.0%	91 100.0%	159 98.8%	8 100.0%	50 100.0%	0 ---	8 100.0%	28 100.0%	22 100.0%	3 100.0%	6 100.0%	49 100.0%	37 100.0%	17 100.0%	5 100.0%	1 100.0%	3 100.0%	2 100.0%	5 100.0%	1 100.0%	1 100.0%	30 100.0%	0 ---	8 100.0%	7 100.0%	37 100.0%	14 100.0%	
0 to 4	14 2.5%	1 1.7%	1 1.1%	5 3.1%	0 0.0%	1 2.0%	0 ---	0 0.0%	0 0.0%	1 4.5%	0 0.0%	0 0.0%	1 2.0%	0 0.0%	1 5.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 3.3%	0 ---	0 0.0%	0 0.0%	0 0.0%	1 7.1%	
5	18 3.2%	2 3.4%	2 2.2%	4 2.5%	0 0.0%	2 4.0%	0 ---	0 0.0%	1 3.6%	1 4.5%	0 0.0%	1 16.7%	1 2.0%	1 2.7%	1 5.9%	0 0.0%	0 0.0%	0 0.0%	1 20.0%	0 0.0%	0 0.0%	0 0.0%	1 3.3%	0 ---	0 0.0%	0 0.0%	2 5.4%	0 0.0%	
6 or 7	54 9.6%	5 8.5%	12 13.2%	16 10.1%	1 12.5%	4 8.0%	0 ---	1 12.5%	3 10.7%	1 4.5%	0 0.0%	0 0.0%	5 10.2%	2 5.4%	3 17.6%	0 0.0%	0 0.0%	0 0.0%	1 20.0%	1 100.0%	0 0.0%	0 0.0%	1 3.3%	0 ---	1 12.5%	0 0.0%	3 8.1%	2 14.3%	
8 to 10	478 84.8%	51 86.4%	76 83.5%	134 84.3%	7 87.5%	43 86.0%	0 ---	7 87.5%	24 85.7%	19 86.4%	3 100.0%	5 83.3%	42 85.7%	34 91.9%	12 70.6%	5 100.0%	1 100.0%	3 100.0%	2 100.0%	3 60.0%	0 0.0%	1 100.0%	1 90.0%	0 ---	7 87.5%	7 100.0%	32 86.5%	11 78.6%	
Significantly different from column:*																													
0 to 6	45 8.0%	4 6.8%	8 8.8%	14 8.8%	0 0.0%	4 8.0%	0 ---	0 0.0%	2 7.1%	2 9.1%	0 0.0%	1 16.7%	3 6.1%	2 5.4%	2 11.8%	0 0.0%	0 0.0%	0 0.0%	1 20.0%	0 0.0%	0 0.0%	0 0.0%	2 6.7%	0 ---	0 0.0%	0 0.0%	3 8.1%	1 7.1%	
7 to 8	133 23.6%	18 30.5%	24 26.4%	39 24.5%	3 37.5%	15 30.0%	0 ---	3 37.5%	8 28.6%	7 31.8%	0 0.0%	2 33.3%	16 32.7%	8 21.6%	9 52.9%	1 20.0%	0 0.0%	3 100.0%	0 0.0%	3 60.0%	1 100.0%	0 0.0%	7 23.3%	0 ---	2 25.0%	2 28.6%	9 24.3%	6 42.9%	
9 to 10	386 68.4%	37 62.7%	59 64.8%	106 66.7%	5 62.5%	31 62.0%	0 ---	5 62.5%	18 64.3%	13 59.1%	3 100.0%	3 50.0%	30 61.2%	27 73.0%	6 35.3%	4 80.0%	1 100.0%	0 0.0%	2 100.0%	1 20.0%	0 0.0%	1 100.0%	21 70.0%	0 ---	6 75.0%	5 71.4%	25 67.6%	7 50.0%	
Significantly different from column:*														O	N														

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

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

Fee-For-Service

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	198	305	544	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20
Number missing or multiple answer	62	4	2	8	1	3	0	0	2	2	0	2	2	2	0	1	0	0	0	0	1	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
Usable responses	3,908	194	303	536	32	153	1	31	91	67	20	29	138	151	34	7	16	5	6	25	1	2	92	1	19	55	116	20
	98.4%	98.0%	99.3%	98.5%	97.0%	98.1%	100.0%	100.0%	97.8%	97.1%	100.0%	93.5%	98.6%	98.7%	94.4%	100.0%	94.1%	100.0%	100.0%	100.0%	100.0%	66.7%	98.9%	---	100.0%	94.8%	99.1%	100.0%
Yes	761	25	63	114	7	17	0	6	10	8	3	1	20	19	5	1	1	1	4	0	0	10	0	4	3	22	0	
	19.5%	12.9%	20.8%	21.3%	21.9%	11.1%	0.0%	19.4%	11.0%	11.9%	15.0%	3.4%	14.5%	12.6%	14.7%	14.3%	6.3%	20.0%	16.7%	16.0%	0.0%	0.0%	10.9%	0.0%	21.1%	5.5%	19.0%	0.0%
No	3,147	169	240	422	25	136	1	25	81	59	17	28	118	132	29	6	15	4	5	21	1	2	82	1	15	52	94	20
	80.5%	87.1%	79.2%	78.7%	78.1%	88.9%	100.0%	80.6%	89.0%	88.1%	85.0%	96.6%	85.5%	87.4%	85.3%	85.7%	93.8%	80.0%	83.3%	84.0%	100.0%	100.0%	89.1%	100.0%	78.9%	94.5%	81.0%	100.0%
Significantly different from column:*		A,C,D																								AA	Z	

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

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

Fee-For-Service

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

Question 45

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	761	25	63	114	7	17	0	6	10	8	3	1	20	19	5	1	1	1	1	4	0	0	10	0	4	3	22	0
Number missing or multiple answer	12	0	5	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	749	25	58	111	7	17	0	6	10	8	3	1	20	19	5	1	1	1	4	0	0	10	0	4	3	22	0	
	98.4%	100.0%	92.1%	97.4%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	---
Never	33	1	2	5	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	1	0	0	0	1	0	
	4.4%	4.0%	3.4%	4.5%	0.0%	5.9%	---	0.0%	10.0%	0.0%	0.0%	0.0%	5.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	10.0%	---	0.0%	0.0%	4.5%	---
Sometimes	101	3	8	18	1	1	0	0	1	1	0	0	2	2	1	0	0	0	0	0	0	2	0	0	0	3	0	
	13.5%	12.0%	13.8%	16.2%	14.3%	5.9%	---	0.0%	10.0%	12.5%	0.0%	0.0%	10.0%	10.5%	20.0%	0.0%	0.0%	0.0%	0.0%	---	---	20.0%	---	0.0%	0.0%	13.6%	---	
Usually	194	4	23	31	1	3	0	1	2	1	1	0	3	3	1	0	0	0	1	0	0	1	0	1	0	4	0	
	25.9%	16.0%	39.7%	27.9%	14.3%	17.6%	---	16.7%	20.0%	12.5%	33.3%	0.0%	15.0%	15.8%	20.0%	0.0%	0.0%	0.0%	25.0%	---	---	10.0%	---	25.0%	0.0%	18.2%	---	
Always	421	17	25	57	5	12	0	5	6	6	2	1	14	13	3	1	1	1	3	0	0	6	0	3	3	14	0	
	56.2%	68.0%	43.1%	51.4%	71.4%	70.6%	---	83.3%	60.0%	75.0%	66.7%	100.0%	70.0%	68.4%	60.0%	100.0%	100.0%	100.0%	75.0%	---	---	60.0%	---	75.0%	100.0%	63.6%	---	
Significantly different from column:*		C																										
Usually or Always	615	21	48	88	6	15	0	6	8	7	3	1	17	16	4	1	1	1	4	0	0	7	0	4	3	18	0	
	82.1%	84.0%	82.8%	79.3%	85.7%	88.2%	---	100.0%	80.0%	87.5%	100.0%	100.0%	85.0%	84.2%	80.0%	100.0%	100.0%	100.0%	100.0%	---	---	70.0%	---	100.0%	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.

Fee-For-Service

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
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	761	25	63	114	7	17	0	6	10	8	3	1	20	19	5	1	1	1	1	4	0	0	10	0	4	3	22	0
Number missing or multiple answer	16	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	745	25	61	112	7	17	0	6	10	8	3	1	20	19	5	1	1	1	4	0	0	10	0	4	3	22	0	
	97.9%	100.0%	96.8%	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%	---
Never	19	1	2	1	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	1	0	0	0	1	0	
	2.6%	4.0%	3.3%	0.9%	0.0%	5.9%	---	0.0%	10.0%	0.0%	0.0%	0.0%	5.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	10.0%	---	0.0%	0.0%	4.5%	---
Sometimes	29	1	3	7	0	1	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	1	0	0	0	1	0	
	3.9%	4.0%	4.9%	6.3%	0.0%	5.9%	---	0.0%	0.0%	12.5%	0.0%	0.0%	5.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	10.0%	---	0.0%	0.0%	4.5%	---
Usually	129	1	11	22	0	1	0	1	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	1	0	
	17.3%	4.0%	18.0%	19.6%	0.0%	5.9%	---	16.7%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	25.0%	---	---	0.0%	---	0.0%	0.0%	4.5%	---	
Always	568	22	45	82	7	14	0	5	9	7	2	1	18	18	3	1	1	1	3	0	0	8	0	4	3	19	0	
	76.2%	88.0%	73.8%	73.2%	100.0%	82.4%	---	83.3%	90.0%	87.5%	66.7%	100.0%	90.0%	94.7%	60.0%	100.0%	100.0%	100.0%	100.0%	75.0%	---	---	80.0%	---	100.0%	100.0%	86.4%	---
Significantly different from column:*																												
Usually or Always	697	23	56	104	7	15	0	6	9	7	3	1	18	18	4	1	1	1	4	0	0	8	0	4	3	20	0	
	93.6%	92.0%	91.8%	92.9%	100.0%	88.2%	---	100.0%	90.0%	87.5%	100.0%	100.0%	90.0%	94.7%	80.0%	100.0%	100.0%	100.0%	100.0%	---	---	80.0%	---	100.0%	100.0%	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.

Fee-For-Service

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	198	305	544	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20
Number missing or multiple answer	125	5	5	15	2	2	1	0	5	0	0	1	4	4	1	0	1	0	0	0	0	1	1	1	1	2	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,845	193	300	529	31	154	0	31	88	69	20	30	136	149	35	7	16	5	6	25	1	2	92	0	18	56	115	20
	96.9%	97.5%	98.4%	97.2%	93.9%	98.7%	0.0%	100.0%	94.6%	100.0%	100.0%	96.8%	97.1%	97.4%	97.2%	100.0%	94.1%	100.0%	100.0%	100.0%	100.0%	66.7%	98.9%	---	94.7%	96.6%	98.3%	100.0%
Yes	1,015	42	70	134	8	33	0	9	17	15	4	3	34	32	9	1	3	3	1	8	0	0	21	0	2	11	29	2
	26.4%	21.8%	23.3%	25.3%	25.8%	21.4%	---	29.0%	19.3%	21.7%	20.0%	10.0%	25.0%	21.5%	25.7%	14.3%	18.8%	60.0%	16.7%	32.0%	0.0%	0.0%	22.8%	---	11.1%	19.6%	25.2%	10.0%
No	2,830	151	230	395	23	121	0	22	71	54	16	27	102	117	26	6	13	2	5	17	1	2	71	0	16	45	86	18
	73.6%	78.2%	76.7%	74.7%	74.2%	78.6%	---	71.0%	80.7%	78.3%	80.0%	90.0%	75.0%	78.5%	74.3%	85.7%	81.3%	40.0%	83.3%	68.0%	100.0%	100.0%	77.2%	---	88.9%	80.4%	74.8%	90.0%
Significantly different from column:*																												

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

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

Fee-For-Service

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	Y
Number in sample	3,845	193	300	529	31	154	0	31	88	69	20	30	136	149	35	7	16	5	6	25	1	2	92	0	18	56	115	20	
Number missing or multiple answer	30	1	1	2	1	0	0	0	0	1	0	0	1	1	0	0	0	0	1	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	3,815 99.2%	192 99.5%	299 99.7%	527 99.6%	30 96.8%	154 100.0%	0 ---	31 100.0%	88 100.0%	68 98.6%	20 100.0%	30 100.0%	135 99.3%	148 99.3%	35 100.0%	7 100.0%	16 100.0%	5 100.0%	5 83.3%	25 100.0%	1 100.0%	2 100.0%	92 100.0%	0 ---	18 100.0%	55 98.2%	115 100.0%	20 100.0%	
Never	49 1.3%	7 3.6%	6 2.0%	8 1.5%	1 3.3%	6 3.9%	0 ---	2 6.5%	2 2.3%	3 4.4%	0 0.0%	1 3.3%	6 4.4%	5 3.4%	2 5.7%	0 0.0%	2 12.5%	2 40.0%	0 0.0%	1 4.0%	0 0.0%	0 0.0%	2 2.2%	0 ---	0 0.0%	4 7.3%	2 1.7%	1 5.0%	
Sometimes	168 4.4%	7 3.6%	16 5.4%	28 5.3%	0 0.0%	7 4.5%	0 ---	0 0.0%	3 3.4%	4 5.9%	0 0.0%	1 3.3%	6 4.4%	5 3.4%	2 5.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 4.0%	0 0.0%	0 0.0%	4 4.3%	0 ---	0 0.0%	2 3.6%	5 4.3%	0 0.0%	
Usually	315 8.3%	13 6.8%	23 7.7%	40 7.6%	4 13.3%	8 5.2%	0 ---	4 12.9%	5 5.7%	3 4.4%	1 5.0%	1 3.3%	10 7.4%	10 6.8%	2 5.7%	1 14.3%	0 0.0%	0 0.0%	0 0.0%	5 20.0%	0 0.0%	0 0.0%	6 6.5%	0 ---	1 5.6%	1 1.8%	11 9.6%	1 5.0%	
Always	3,283 86.1%	165 85.9%	254 84.9%	451 85.6%	25 83.3%	133 86.4%	0 ---	25 80.6%	78 88.6%	58 85.3%	19 95.0%	27 90.0%	113 83.7%	128 86.5%	29 82.9%	6 85.7%	14 87.5%	3 60.0%	5 100.0%	18 72.0%	1 100.0%	2 100.0%	80 87.0%	0 ---	17 94.4%	48 87.3%	97 84.3%	18 90.0%	
Significantly different from column:*																													
Usually or Always	3,598 94.3%	178 92.7%	277 92.6%	491 93.2%	29 96.7%	141 91.6%	0 ---	29 93.5%	83 94.3%	61 89.7%	20 100.0%	28 93.3%	123 91.1%	138 93.2%	31 88.6%	7 100.0%	14 87.5%	3 60.0%	5 100.0%	23 92.0%	1 100.0%	2 100.0%	86 93.5%	0 ---	18 100.0%	49 89.1%	108 93.9%	19 95.0%	
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.

Fee-For-Service

70770

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

Question 49

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,970	198	305	544	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20	
Number missing or multiple answer	98	6	9	38	3	3	0	0	4	2	0	2	4	2	0	0	0	0	0	0	0	1	2	0	2	3	3	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,872 97.5%	192 97.0%	296 97.0%	506 93.0%	30 90.9%	153 98.1%	1 100.0%	31 100.0%	89 95.7%	67 97.1%	20 100.0%	29 93.5%	136 97.1%	149 97.4%	34 94.4%	7 100.0%	17 100.0%	5 100.0%	6 100.0%	25 100.0%	1 100.0%	2 66.7%	91 97.8%	1 ---	17 89.5%	55 94.8%	114 97.4%	20 100.0%	
0 Worst health plan possible	11 0.3%	2 1.0%	0 0.0%	0 0.0%	0 0.0%	2 1.3%	0 0.0%	0 0.0%	2 2.2%	0 0.0%	0 0.0%	0 0.0%	2 1.5%	2 1.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 16.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.8%	1 0.9%	0 0.0%	
1	6 0.2%	1 0.5%	2 0.7%	2 0.4%	0 0.0%	1 0.7%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	0 0.0%	0 0.0%	1 0.7%	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%	1 1.1%	0 0.0%	0 0.0%	1 1.8%	0 0.0%	0 0.0%	
2	6 0.2%	1 0.5%	3 1.0%	4 0.8%	0 0.0%	1 0.7%	0 0.0%	0 0.0%	0 0.0%	1 1.5%	0 0.0%	0 0.0%	1 0.7%	0 0.0%	1 2.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 100.0%	1 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.9%	1 0.0%	0 0.0%
3	22 0.6%	4 2.1%	4 1.4%	8 1.6%	0 0.0%	3 2.0%	0 0.0%	0 0.0%	0 0.0%	3 4.5%	0 0.0%	0 0.0%	3 2.2%	2 1.3%	1 2.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 3.3%	0 0.0%	0 0.0%	1 1.8%	2 1.8%	1 5.0%	
4	28 0.7%	1 0.5%	5 1.7%	12 2.4%	0 0.0%	1 0.7%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	0 0.0%	1 3.4%	0 0.0%	0 0.0%	1 2.9%	0 0.0%	0 0.0%	0 0.0%	0 4.0%	1 4.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.9%	1 0.0%	0 0.0%
5	171 4.4%	16 8.3%	15 5.1%	40 7.9%	1 3.3%	14 9.2%	0 0.0%	2 6.5%	8 9.0%	6 9.0%	1 5.0%	0 0.0%	14 10.3%	13 8.7%	3 8.8%	0 0.0%	2 40.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	7 7.7%	0 0.0%	1 5.9%	6 10.9%	6 5.3%	3 15.0%	
6	137 3.5%	6 3.1%	26 8.8%	24 4.7%	2 6.7%	4 2.6%	0 0.0%	0 0.0%	4 4.5%	2 3.0%	0 0.0%	2 6.9%	4 2.9%	4 2.7%	2 5.9%	0 0.0%	2 11.8%	0 0.0%	0 0.0%	1 4.0%	0 0.0%	0 0.0%	2 2.2%	1 100.0%	0 0.0%	3 5.5%	2 1.8%	1 5.0%	
7	329 8.5%	24 12.5%	43 14.5%	54 10.7%	2 6.7%	22 14.4%	0 0.0%	3 9.7%	12 13.5%	9 13.4%	2 10.0%	3 10.3%	19 14.0%	19 12.8%	3 8.8%	2 28.6%	2 11.8%	1 20.0%	0 0.0%	3 12.0%	0 0.0%	0 0.0%	15 16.5%	0 0.0%	1 5.9%	6 10.9%	14 12.3%	4 20.0%	
8	710 18.3%	32 16.7%	67 22.6%	105 20.8%	5 16.7%	26 17.0%	0 0.0%	4 12.9%	13 14.6%	15 22.4%	3 15.0%	3 10.3%	26 19.1%	22 14.8%	6 17.6%	4 57.1%	3 17.6%	1 20.0%	1 16.7%	3 12.0%	0 0.0%	0 0.0%	18 19.8%	0 0.0%	3 17.6%	7 12.7%	22 19.3%	3 15.0%	
9	662 17.1%	40 20.8%	40 13.5%	94 18.6%	9 30.0%	29 19.0%	1 100.0%	9 29.0%	17 19.1%	14 20.9%	2 10.0%	6 20.7%	31 22.8%	32 21.5%	7 20.6%	1 14.3%	3 17.6%	1 20.0%	3 50.0%	6 24.0%	0 0.0%	0 0.0%	17 18.7%	0 0.0%	4 23.5%	8 14.5%	28 24.6%	3 15.0%	
10 Best health plan possible	1,790 46.2%	65 33.9%	91 30.7%	163 32.2%	11 36.7%	50 32.7%	0 0.0%	13 41.9%	31 34.8%	17 25.4%	12 60.0%	14 48.3%	35 25.7%	54 36.2%	10 29.4%	0 0.0%	7 41.2%	0 0.0%	1 16.7%	11 44.0%	0 0.0%	2 100.0%	28 30.8%	0 0.0%	8 47.1%	22 40.0%	37 32.5%	5 25.0%	

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

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- 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	198	305	544	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20	
Number missing or multiple answer	98	6	9	38	3	3	0	0	4	2	0	2	4	4	2	0	0	0	0	0	0	1	2	0	2	3	3	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,872	192	296	506	30	153	1	31	89	67	20	29	136	149	34	7	17	5	6	25	1	2	91	1	17	55	114	20	
	97.5%	97.0%	97.0%	93.0%	90.9%	98.1%	100.0%	100.0%	95.7%	97.1%	100.0%	93.5%	97.1%	97.4%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	97.8%	---	89.5%	94.8%	97.4%	100.0%		
0 to 4	73	9	14	26	0	8	0	0	4	4	0	1	7	5	3	0	0	0	1	1	1	0	4	0	0	3	5	1	
	1.9%	4.7%	4.7%	5.1%	0.0%	5.2%	0.0%	0.0%	4.5%	6.0%	0.0%	3.4%	5.1%	3.4%	8.8%	0.0%	0.0%	0.0%	16.7%	4.0%	100.0%	0.0%	4.4%	0.0%	0.0%	5.5%	4.4%	5.0%	
5	171	16	15	40	1	14	0	2	8	6	1	0	14	13	3	0	0	2	0	0	0	0	7	0	1	6	6	3	
	4.4%	8.3%	5.1%	7.9%	3.3%	9.2%	0.0%	6.5%	9.0%	9.0%	5.0%	0.0%	10.3%	8.7%	8.8%	0.0%	40.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	5.9%	10.9%	5.3%	15.0%		
6 or 7	466	30	69	78	4	26	0	3	16	11	2	5	23	23	5	2	4	1	0	4	0	0	17	1	1	9	16	5	
	12.0%	15.6%	23.3%	15.4%	13.3%	17.0%	0.0%	9.7%	18.0%	16.4%	10.0%	17.2%	16.9%	15.4%	14.7%	28.6%	23.5%	20.0%	0.0%	16.0%	0.0%	0.0%	18.7%	100.0%	5.9%	16.4%	14.0%	25.0%	
8 to 10	3,162	137	198	362	25	105	1	26	61	46	17	23	92	108	23	5	13	2	5	20	0	2	63	0	15	37	87	11	
	81.7%	71.4%	66.9%	71.5%	83.3%	68.6%	100.0%	83.9%	68.5%	68.7%	85.0%	79.3%	67.6%	72.5%	67.6%	71.4%	76.5%	40.0%	83.3%	80.0%	0.0%	100.0%	69.2%	0.0%	88.2%	67.3%	76.3%	55.0%	
Significantly different from column:*		A																									AB	AA	
0 to 6	381	31	55	90	3	26	0	2	16	12	1	3	25	22	8	0	2	2	1	2	1	0	13	1	1	12	13	5	
	9.8%	16.1%	18.6%	17.8%	10.0%	17.0%	0.0%	6.5%	18.0%	17.9%	5.0%	10.3%	18.4%	14.8%	23.5%	0.0%	11.8%	40.0%	16.7%	8.0%	100.0%	0.0%	14.3%	100.0%	5.9%	21.8%	11.4%	25.0%	
7 to 8	1,039	56	110	159	7	48	0	7	25	24	5	6	45	41	9	6	5	2	1	6	0	0	33	0	4	13	36	7	
	26.8%	29.2%	37.2%	31.4%	23.3%	31.4%	0.0%	22.6%	28.1%	35.8%	25.0%	20.7%	33.1%	27.5%	26.5%	85.7%	29.4%	40.0%	16.7%	24.0%	0.0%	0.0%	36.3%	0.0%	23.5%	23.6%	31.6%	35.0%	
9 to 10	2,452	105	131	257	20	79	1	22	48	31	14	20	66	86	17	1	10	1	4	17	0	2	45	0	12	30	65	8	
	63.3%	54.7%	44.3%	50.8%	66.7%	51.6%	100.0%	71.0%	53.9%	46.3%	70.0%	69.0%	48.5%	57.7%	50.0%	14.3%	58.8%	20.0%	66.7%	68.0%	0.0%	100.0%	49.5%	0.0%	70.6%	54.5%	57.0%	40.0%	
Significantly different from column:*		A,C						J		H			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.

Fee-For-Service

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	198	305	217	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20
Number missing or multiple answer	36	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	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 99.1%	198 100.0%	301 98.7%	213 98.2%	33 100.0%	156 100.0%	1 100.0%	31 100.0%	93 100.0%	69 100.0%	20 100.0%	31 100.0%	140 100.0%	153 100.0%	36 100.0%	7 100.0%	17 100.0%	5 100.0%	6 100.0%	25 100.0%	1 100.0%	3 100.0%	93 100.0%	1 100.0%	19 100.0%	58 100.0%	117 100.0%	20 100.0%
Yes	1,115 28.3%	88 44.4%	167 55.5%	139 65.3%	12 36.4%	72 46.2%	0 0.0%	12 38.7%	36 38.7%	37 53.6%	3 15.0%	12 38.7%	69 49.3%	64 41.8%	18 50.0%	5 71.4%	4 23.5%	2 40.0%	1 16.7%	4 16.0%	1 100.0%	2 66.7%	51 54.8%	0 0.0%	11 57.9%	12 20.7%	55 47.0%	19 95.0%
No	2,819 71.7%	110 55.6%	134 44.5%	74 34.7%	21 63.6%	84 53.8%	1 100.0%	19 61.3%	57 61.3%	32 46.4%	17 85.0%	19 61.3%	71 50.7%	89 58.2%	18 50.0%	2 28.6%	13 76.5%	3 60.0%	5 83.3%	21 84.0%	0 0.0%	1 33.3%	42 45.2%	1 100.0%	8 42.1%	46 79.3%	62 53.0%	1 5.0%
Significantly different from column:*		A,C,D									M	K				W,Y			W,Y			Q,T		Q,T	AA,AB	AB,Z	AA,Z	

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

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

Fee-For-Service

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
Number in sample	1,115	88	167	139	12	72	0	12	36	37	3	12	69	64	18	5	4	2	1	4	1	2	51	0	11	12	55	19
Number missing or multiple answer	5	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	1,110	88	166	138	12	72	0	12	36	37	3	12	69	64	18	5	4	2	1	4	1	2	51	0	11	12	55	19
	99.6%	100.0%	99.4%	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%
Never	27	2	7	2	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	2	0
	2.4%	2.3%	4.2%	1.4%	0.0%	1.4%	---	0.0%	2.8%	0.0%	0.0%	0.0%	1.4%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	3.6%	0.0%
Sometimes	83	12	20	26	0	11	0	2	5	4	0	2	9	9	3	0	0	0	0	0	1	0	8	0	2	0	7	5
	7.5%	13.6%	12.0%	18.8%	0.0%	15.3%	---	16.7%	13.9%	10.8%	0.0%	16.7%	13.0%	14.1%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	15.7%	---	18.2%	0.0%	12.7%	26.3%
Usually	237	26	44	48	2	23	0	4	11	11	1	3	21	15	7	4	0	0	0	2	0	0	18	0	2	4	14	6
	21.4%	29.5%	26.5%	34.8%	16.7%	31.9%	---	33.3%	30.6%	29.7%	33.3%	25.0%	30.4%	23.4%	38.9%	80.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	35.3%	---	18.2%	33.3%	25.5%	31.6%
Always	763	48	95	62	10	37	0	6	19	22	2	7	38	39	8	1	4	2	1	2	0	2	25	0	7	8	32	8
	68.7%	54.5%	57.2%	44.9%	83.3%	51.4%	---	50.0%	52.8%	59.5%	66.7%	58.3%	55.1%	60.9%	44.4%	20.0%	100.0%	100.0%	100.0%	50.0%	0.0%	100.0%	49.0%	---	63.6%	66.7%	58.2%	42.1%
Significantly different from column:*		A			F	E																						
Usually or Always	1,000	74	139	110	12	60	0	10	30	33	3	10	59	54	15	5	4	2	1	4	0	2	43	0	9	12	46	14
	90.1%	84.1%	83.7%	79.7%	100.0%	83.3%	---	83.3%	83.3%	89.2%	100.0%	83.3%	85.5%	84.4%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%	84.3%	---	81.8%	100.0%	83.6%	73.7%
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.

Fee-For-Service

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	88	167	139	12	72	0	12	36	37	3	12	69	64	18	5	4	2	1	4	1	2	51	0	11	12	55	19
Number missing or multiple answer	24	2	1	2	1	1	0	0	2	0	0	0	2	1	0	1	0	0	0	0	0	0	1	0	0	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,091	86	166	137	11	71	0	12	34	37	3	12	67	63	18	4	4	2	1	4	1	2	50	0	11	12	53	19
	97.8%	97.7%	99.4%	98.6%	91.7%	98.6%	---	100.0%	94.4%	100.0%	100.0%	100.0%	97.1%	98.4%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.0%	---	100.0%	100.0%	96.4%	100.0%
Yes	691	41	96	77	5	34	0	4	17	18	2	7	30	30	10	1	2	1	0	2	1	1	24	0	5	3	26	11
	63.3%	47.7%	57.8%	56.2%	45.5%	47.9%	---	33.3%	50.0%	48.6%	66.7%	58.3%	44.8%	47.6%	55.6%	25.0%	50.0%	50.0%	0.0%	50.0%	100.0%	50.0%	48.0%	---	45.5%	25.0%	49.1%	57.9%
No	400	45	70	60	6	37	0	8	17	19	1	5	37	33	8	3	2	1	1	2	0	1	26	0	6	9	27	8
	36.7%	52.3%	42.2%	43.8%	54.5%	52.1%	---	66.7%	50.0%	51.4%	33.3%	41.7%	55.2%	52.4%	44.4%	75.0%	50.0%	50.0%	100.0%	50.0%	0.0%	50.0%	52.0%	---	54.5%	75.0%	50.9%	42.1%
Significantly different from column:*		A																										

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

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

Fee-For-Service

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	198	305	544	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20	
Number missing or multiple answer	87	1	4	10	0	1	0	1	0	0	1	0	0	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	NA
Usable responses	3,883	197	301	534	33	155	1	30	93	69	19	31	140	153	35	7	17	5	6	24	1	3	93	1	19	58	116	20	
	97.8%	99.5%	98.7%	98.2%	100.0%	99.4%	100.0%	96.8%	100.0%	100.0%	95.0%	100.0%	100.0%	100.0%	97.2%	100.0%	100.0%	100.0%	96.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	99.1%	100.0%	
Yes	2,922	161	249	450	24	129	1	17	80	60	13	25	117	124	30	5	12	5	6	21	1	3	75	0	13	45	96	17	
	75.3%	81.7%	82.7%	84.3%	72.7%	83.2%	100.0%	56.7%	86.0%	87.0%	68.4%	80.6%	83.6%	81.0%	85.7%	71.4%	70.6%	100.0%	100.0%	87.5%	100.0%	100.0%	80.6%	0.0%	68.4%	77.6%	82.8%	85.0%	
No	961	36	52	84	9	26	0	13	13	9	6	6	23	29	5	2	5	0	0	3	0	0	18	1	6	13	20	3	
	24.7%	18.3%	17.3%	15.7%	27.3%	16.8%	0.0%	43.3%	14.0%	13.0%	31.6%	19.4%	16.4%	19.0%	14.3%	28.6%	29.4%	0.0%	0.0%	12.5%	0.0%	0.0%	19.4%	100.0%	31.6%	22.4%	17.2%	15.0%	
Significantly different from column:*		A						I,J	H	H																			

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

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Fee-For-Service

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	
					A	B	C	D	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	198	305	544	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20	
Number missing or multiple answer	76	2	4	9	0	1	0	0	2	0	0	0	1	1	1	0	0	0	0	1	0	0	0	0	0	1	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,894	196	301	535	33	155	1	31	91	69	20	31	139	152	35	7	17	5	6	24	1	3	93	1	19	57	116	20	
	98.1%	99.0%	98.7%	98.3%	100.0%	99.4%	100.0%	100.0%	97.8%	100.0%	100.0%	100.0%	99.3%	99.3%	97.2%	100.0%	100.0%	100.0%	100.0%	96.0%	100.0%	100.0%	100.0%	---	100.0%	98.3%	99.1%	100.0%	
Yes	1,934	118	225	370	14	99	1	14	57	44	6	17	91	95	17	5	7	4	5	16	1	1	57	0	9	28	73	14	
	49.7%	60.2%	74.8%	69.2%	42.4%	63.9%	100.0%	45.2%	62.6%	63.8%	30.0%	54.8%	65.5%	62.5%	48.6%	71.4%	41.2%	80.0%	83.3%	66.7%	100.0%	33.3%	61.3%	0.0%	47.4%	49.1%	62.9%	70.0%	
No	1,960	78	76	165	19	56	0	17	34	25	14	14	48	57	18	2	10	1	1	8	0	2	36	1	10	29	43	6	
	50.3%	39.8%	25.2%	30.8%	57.6%	36.1%	0.0%	54.8%	37.4%	36.2%	70.0%	45.2%	34.5%	37.5%	51.4%	28.6%	58.8%	20.0%	16.7%	33.3%	0.0%	66.7%	38.7%	100.0%	52.6%	50.9%	37.1%	30.0%	
Significantly different from column:*		A,C,D			F	E					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.

Fee-For-Service

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

Question 52c

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,934	118	225	370	14	99	1	14	57	44	6	17	91	95	17	5	7	4	5	16	1	1	57	0	9	28	73	14	
Number missing or multiple answer	32	3	3	6	0	2	0	0	1	1	0	1	1	2	0	0	0	0	0	1	0	0	0	0	1	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	NA
Usable responses	1,902	115	222	364	14	97	1	14	56	43	6	16	90	93	17	5	7	4	5	15	1	1	57	0	8	27	71	14	
	98.3%	97.5%	98.7%	98.4%	100.0%	98.0%	100.0%	100.0%	98.2%	97.7%	100.0%	94.1%	98.9%	97.9%	100.0%	100.0%	100.0%	100.0%	93.8%	100.0%	100.0%	100.0%	---	88.9%	96.4%	97.3%	100.0%		
Never	33	2	1	4	0	2	0	0	0	2	0	0	2	2	0	0	0	0	0	0	0	0	2	0	0	0	2	0	
	1.7%	1.7%	0.5%	1.1%	0.0%	2.1%	0.0%	0.0%	0.0%	4.7%	0.0%	0.0%	2.2%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.5%	---	0.0%	0.0%	2.8%	0.0%	
Sometimes	107	4	6	10	1	3	0	1	0	3	0	1	3	3	1	0	0	0	1	1	0	1	1	0	0	1	3	0	
	5.6%	3.5%	2.7%	2.7%	7.1%	3.1%	0.0%	7.1%	0.0%	7.0%	0.0%	6.3%	3.3%	3.2%	5.9%	0.0%	0.0%	0.0%	20.0%	6.7%	0.0%	100.0%	1.8%	---	0.0%	3.7%	4.2%	0.0%	
Usually	322	16	41	47	0	16	0	4	8	4	2	0	14	12	3	1	2	2	1	0	0	0	8	0	0	4	9	2	
	16.9%	13.9%	18.5%	12.9%	0.0%	16.5%	0.0%	28.6%	14.3%	9.3%	33.3%	0.0%	15.6%	12.9%	17.6%	20.0%	28.6%	50.0%	20.0%	0.0%	0.0%	0.0%	14.0%	---	0.0%	14.8%	12.7%	14.3%	
Always	1,440	93	174	303	13	76	1	9	48	34	4	15	71	76	13	4	5	2	3	14	1	0	46	0	8	22	57	12	
	75.7%	80.9%	78.4%	83.2%	92.9%	78.4%	100.0%	64.3%	85.7%	79.1%	66.7%	93.8%	78.9%	81.7%	76.5%	80.0%	71.4%	50.0%	60.0%	93.3%	100.0%	0.0%	80.7%	---	100.0%	81.5%	80.3%	85.7%	
Significantly different from column:*																													
Usually or Always	1,762	109	215	350	13	92	1	13	56	38	6	15	85	88	16	5	7	4	4	14	1	0	54	0	8	26	66	14	
	92.6%	94.8%	96.8%	96.2%	92.9%	94.8%	100.0%	92.9%	100.0%	88.4%	100.0%	93.8%	94.4%	94.6%	94.1%	100.0%	100.0%	100.0%	80.0%	93.3%	100.0%	0.0%	94.7%	---	100.0%	96.3%	93.0%	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.

Fee-For-Service

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

Question 52d

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,970	198	305	544	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20	
Number missing or multiple answer	209	10	12	27	1	7	0	1	4	4	2	0	6	5	4	0	1	0	0	2	0	0	3	0	3	0	10	0	
Number no experience	2950	148	231	394	26	115	1	25	71	48	13	25	105	116	25	6	11	4	4	20	0	2	68	1	13	50	80	15	
Usable responses	811	40	62	123	6	34	0	5	18	17	5	6	29	32	7	1	5	1	2	3	1	1	22	0	3	8	27	5	
	20.4%	20.2%	20.3%	22.6%	18.2%	21.8%	0.0%	16.1%	19.4%	24.6%	25.0%	19.4%	20.7%	20.9%	19.4%	14.3%	29.4%	20.0%	33.3%	12.0%	100.0%	33.3%	23.7%	---	15.8%	13.8%	23.1%	25.0%	
Never	372	12	24	50	2	10	0	1	5	6	2	2	8	8	3	1	0	1	0	3	0	1	6	0	0	4	7	1	
	45.9%	30.0%	38.7%	40.7%	33.3%	29.4%	---	20.0%	27.8%	35.3%	40.0%	33.3%	27.6%	25.0%	42.9%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	100.0%	27.3%	---	0.0%	50.0%	25.9%	20.0%	
Sometimes	115	7	3	15	0	7	0	1	4	2	1	2	4	6	1	0	2	0	0	0	0	0	3	0	1	2	4	1	
	14.2%	17.5%	4.8%	12.2%	0.0%	20.6%	---	20.0%	22.2%	11.8%	20.0%	33.3%	13.8%	18.8%	14.3%	0.0%	40.0%	0.0%	0.0%	0.0%	0.0%	0.0%	13.6%	---	33.3%	25.0%	14.8%	20.0%	
Usually	136	8	14	17	2	6	0	2	4	2	1	0	7	7	1	0	0	0	1	0	1	0	5	0	1	1	6	1	
	16.8%	20.0%	22.6%	13.8%	33.3%	17.6%	---	40.0%	22.2%	11.8%	20.0%	0.0%	24.1%	21.9%	14.3%	0.0%	0.0%	0.0%	50.0%	0.0%	100.0%	0.0%	22.7%	---	33.3%	12.5%	22.2%	20.0%	
Always	188	13	21	41	2	11	0	1	5	7	1	2	10	11	2	0	3	0	1	0	0	0	8	0	1	1	10	2	
	23.2%	32.5%	33.9%	33.3%	33.3%	32.4%	---	20.0%	27.8%	41.2%	20.0%	33.3%	34.5%	34.4%	28.6%	0.0%	60.0%	0.0%	50.0%	0.0%	0.0%	0.0%	36.4%	---	33.3%	12.5%	37.0%	40.0%	
Significantly different from column:*																													
Usually or Always	324	21	35	58	4	17	0	3	9	9	2	2	17	18	3	0	3	0	2	0	1	0	13	0	2	2	16	3	
	40.0%	52.5%	56.5%	47.2%	66.7%	50.0%	---	60.0%	50.0%	52.9%	40.0%	33.3%	58.6%	56.3%	42.9%	0.0%	60.0%	0.0%	100.0%	0.0%	100.0%	0.0%	59.1%	---	66.7%	25.0%	59.3%	60.0%	
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.

Fee-For-Service

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	
					A	B	C	D	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	198	305	544	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20	
Number missing or multiple answer	304	5	21	41	1	3	0	1	3	0	0	1	3	3	1	0	1	0	0	0	0	0	2	0	1	1	4	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,666 92.3%	193 97.5%	284 93.1%	503 92.5%	32 97.0%	153 98.1%	1 100.0%	30 96.8%	90 96.8%	69 100.0%	20 100.0%	30 96.8%	137 97.9%	150 98.0%	35 97.2%	7 100.0%	16 94.1%	5 100.0%	6 100.0%	25 100.0%	1 100.0%	3 100.0%	91 97.8%	1 ---	18 94.7%	57 98.3%	113 96.6%	20 100.0%	
0 Extremely Difficult	152 4.1%	6 3.1%	10 3.5%	25 5.0%	0 0.0%	6 3.9%	0 0.0%	1 3.3%	5 5.6%	0 0.0%	0 0.0%	1 3.3%	5 3.6%	5 3.3%	0 0.0%	1 14.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 3.3%	0 0.0%	1 5.6%	0 0.0%	5 4.4%	1 5.0%	
1	71 1.9%	4 2.1%	3 1.1%	6 1.2%	0 0.0%	4 2.6%	0 0.0%	1 3.3%	2 2.2%	1 1.4%	1 5.0%	1 3.3%	2 1.5%	3 2.0%	1 2.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	1 5.6%	0 0.0%	3 2.7%	1 5.0%	
2	69 1.9%	3 1.6%	6 2.1%	11 2.2%	0 0.0%	3 2.0%	0 0.0%	0 0.0%	2 2.2%	1 1.4%	0 0.0%	0 0.0%	3 2.2%	1 0.7%	2 5.7%	0 0.0%	1 6.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	1 5.6%	1 1.8%	1 0.9%	1 5.0%	
3	93 2.5%	5 2.6%	9 3.2%	12 2.4%	1 3.1%	4 2.6%	0 0.0%	1 3.3%	2 2.2%	2 2.9%	1 5.0%	1 3.3%	3 2.2%	5 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%	3 3.3%	0 0.0%	0 0.0%	1 1.8%	4 3.5%	0 0.0%	
4	89 2.4%	6 3.1%	4 1.4%	11 2.2%	2 6.3%	4 2.6%	0 0.0%	2 6.7%	2 2.2%	2 2.9%	0 0.0%	1 3.3%	5 3.6%	4 2.7%	1 2.9%	1 14.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 33.3%	4 4.4%	0 0.0%	1 5.6%	1 1.8%	2 1.8%	3 15.0%	
5	321 8.8%	16 8.3%	20 7.0%	50 9.9%	4 12.5%	10 6.5%	1 100.0%	4 13.3%	6 6.7%	5 7.2%	1 5.0%	1 3.3%	13 9.5%	14 9.3%	2 5.7%	0 0.0%	2 12.5%	0 0.0%	0 0.0%	1 4.0%	0 0.0%	0 0.0%	7 7.7%	0 0.0%	2 11.1%	7 12.3%	7 6.2%	1 5.0%	
6	161 4.4%	10 5.2%	13 4.6%	21 4.2%	2 6.3%	8 5.2%	0 0.0%	3 10.0%	6 6.7%	1 1.4%	2 10.0%	0 0.0%	8 5.8%	8 5.3%	1 2.9%	1 14.3%	0 0.0%	1 20.0%	0 0.0%	1 4.0%	0 0.0%	0 0.0%	4 4.4%	1 100.0%	2 11.1%	2 3.5%	6 5.3%	2 10.0%	
7	264 7.2%	13 6.7%	12 4.2%	26 5.2%	2 6.3%	11 7.2%	0 0.0%	1 3.3%	7 7.8%	5 7.2%	2 10.0%	4 13.3%	7 5.1%	9 6.0%	4 11.4%	0 0.0%	4 25.0%	0 0.0%	1 16.7%	3 12.0%	0 0.0%	0 0.0%	3 3.3%	0 0.0%	1 5.6%	4 7.0%	7 6.2%	2 10.0%	
8	494 13.5%	19 9.8%	33 11.6%	52 10.3%	6 18.8%	13 8.5%	0 0.0%	3 10.0%	6 6.7%	10 14.5%	1 5.0%	2 6.7%	16 11.7%	13 8.7%	5 14.3%	1 14.3%	0 0.0%	3 60.0%	0 0.0%	2 8.0%	0 0.0%	0 0.0%	11 12.1%	0 0.0%	1 5.6%	3 5.3%	12 10.6%	3 15.0%	
9	460 12.5%	27 14.0%	38 13.4%	49 9.7%	4 12.5%	23 15.0%	0 0.0%	3 10.0%	11 12.2%	13 18.8%	3 15.0%	3 10.0%	21 15.3%	22 14.7%	4 11.4%	1 14.3%	2 12.5%	1 20.0%	0 0.0%	3 12.0%	0 0.0%	0 0.0%	1 33.3%	16 17.6%	0 0.0%	2 11.1%	8 14.0%	17 15.0%	1 5.0%
10 Extremely Easy	1,492 40.7%	84 43.5%	136 47.9%	240 47.7%	11 34.4%	67 43.8%	0 0.0%	11 36.7%	41 45.6%	29 42.0%	9 45.0%	16 53.3%	54 39.4%	66 44.0%	15 42.9%	2 28.6%	7 43.8%	0 0.0%	5 83.3%	15 60.0%	1 100.0%	1 33.3%	38 41.8%	0 0.0%	6 33.3%	30 52.6%	49 43.4%	5 25.0%	

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

Fee-For-Service

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	
					A	B	C	D	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	198	305	544	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20	
Number missing or multiple answer	304	5	21	41	1	3	0	1	3	0	0	1	3	3	1	0	1	0	0	0	0	0	2	0	1	1	4	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,666 92.3%	193 97.5%	284 93.1%	503 92.5%	32 97.0%	153 98.1%	1 100.0%	30 96.8%	90 96.8%	69 100.0%	20 100.0%	30 96.8%	137 97.9%	150 98.0%	35 97.2%	7 100.0%	16 94.1%	5 100.0%	6 100.0%	25 100.0%	1 100.0%	3 100.0%	91 97.8%	1 ---	18 94.7%	57 98.3%	113 96.6%	20 100.0%	
0 to 4	474 12.9%	24 12.4%	32 11.3%	65 12.9%	3 9.4%	21 13.7%	0 0.0%	5 16.7%	13 14.4%	6 8.7%	2 10.0%	4 13.3%	18 13.1%	18 12.0%	4 11.4%	2 28.6%	1 6.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 33.3%	12 13.2%	0 0.0%	4 22.2%	3 5.3%	15 13.3%	6 30.0%	
5	321 8.8%	16 8.3%	20 7.0%	50 9.9%	4 12.5%	10 6.5%	1 100.0%	4 13.3%	6 6.7%	5 7.2%	1 5.0%	1 3.3%	13 9.5%	14 9.3%	2 5.7%	0 0.0%	2 12.5%	0 0.0%	0 0.0%	1 4.0%	0 0.0%	0 0.0%	7 7.7%	0 0.0%	2 11.1%	7 12.3%	7 6.2%	1 5.0%	
6 or 7	425 11.6%	23 11.9%	25 8.8%	47 9.3%	4 12.5%	19 12.4%	0 0.0%	4 13.3%	13 14.4%	6 8.7%	4 20.0%	4 13.3%	15 10.9%	17 11.3%	5 14.3%	1 14.3%	4 25.0%	1 20.0%	1 16.7%	4 16.0%	0 0.0%	0 0.0%	7 7.7%	1 100.0%	3 16.7%	6 10.5%	13 11.5%	4 20.0%	
8 to 10	2,446 66.7%	130 67.4%	207 72.9%	341 67.8%	21 65.6%	103 67.3%	0 0.0%	17 56.7%	58 64.4%	52 75.4%	13 65.0%	21 70.0%	91 66.4%	101 67.3%	24 68.6%	4 57.1%	9 56.3%	4 80.0%	5 83.3%	20 80.0%	1 100.0%	2 66.7%	65 71.4%	0 0.0%	9 50.0%	41 71.9%	78 69.0%	9 45.0%	
Significantly different from column:*																			Y						T	AB	AB	AA,Z	
0 to 6	956 26.1%	50 25.9%	65 22.9%	136 27.0%	9 28.1%	39 25.5%	1 100.0%	12 40.0%	25 27.8%	12 17.4%	5 25.0%	5 16.7%	39 28.5%	40 26.7%	7 20.0%	3 42.9%	3 18.8%	1 20.0%	0 0.0%	2 8.0%	0 0.0%	1 33.3%	23 25.3%	1 100.0%	8 44.4%	12 21.1%	28 24.8%	9 45.0%	
7 to 8	758 20.7%	32 16.6%	45 15.8%	78 15.5%	8 25.0%	24 15.7%	0 0.0%	4 13.3%	13 14.4%	15 21.7%	3 15.0%	6 20.0%	23 16.8%	22 14.7%	9 25.7%	1 14.3%	4 25.0%	3 60.0%	1 16.7%	5 20.0%	0 0.0%	0 0.0%	14 15.4%	0 0.0%	2 11.1%	7 12.3%	19 16.8%	5 25.0%	
9 to 10	1,952 53.2%	111 57.5%	174 61.3%	289 57.5%	15 46.9%	90 58.8%	0 0.0%	14 46.7%	52 57.8%	42 60.9%	12 60.0%	19 63.3%	75 54.7%	88 58.7%	19 54.3%	3 42.9%	9 56.3%	1 20.0%	5 83.3%	18 72.0%	1 100.0%	2 66.7%	54 59.3%	0 0.0%	8 44.4%	38 66.7%	66 58.4%	6 30.0%	
Significantly different from column:*																										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.

Fee-For-Service

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

Question 53

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)										Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
A	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	198	305	544	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20	
Number missing or multiple answer	91	2	7	5	0	0	0	0	0	0	0	0	0	0	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	3,879	196	298	539	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	57	116	20	
	97.7%	99.0%	97.7%	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	98.3%	99.1%	100.0%		
Poor	17	0	3	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.4%	0.0%	1.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Fair	142	7	27	33	1	6	0	1	4	2	0	0	7	0	0	7	0	0	0	0	0	0	6	0	1	1	4	2	
	3.7%	3.6%	9.1%	6.1%	3.0%	3.8%	0.0%	3.2%	4.3%	2.9%	0.0%	0.0%	5.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.5%	0.0%	5.3%	1.8%	3.4%	10.0%		
Good	654	36	74	114	5	29	0	2	21	13	6	8	21	0	36	0	1	1	2	10	1	1	13	0	6	7	21	7	
	16.9%	18.4%	24.8%	21.2%	15.2%	18.6%	0.0%	6.5%	22.6%	18.8%	30.0%	25.8%	15.0%	0.0%	100.0%	0.0%	5.9%	20.0%	33.3%	40.0%	100.0%	33.3%	14.0%	0.0%	31.6%	12.3%	18.1%	35.0%	
Very Good	1,328	86	115	203	19	65	0	15	38	31	7	15	62	86	0	0	9	1	2	7	0	0	48	1	5	22	53	11	
	34.2%	43.9%	38.6%	37.7%	57.6%	41.7%	0.0%	48.4%	40.9%	44.9%	35.0%	48.4%	44.3%	56.2%	0.0%	0.0%	52.9%	20.0%	33.3%	28.0%	0.0%	0.0%	51.6%	100.0%	26.3%	38.6%	45.7%	55.0%	
Excellent	1,738	67	79	183	8	56	1	13	30	23	7	8	50	67	0	0	7	3	2	8	0	2	26	0	7	27	38	0	
	44.8%	34.2%	26.5%	34.0%	24.2%	35.9%	100.0%	41.9%	32.3%	33.3%	35.0%	25.8%	35.7%	43.8%	0.0%	0.0%	41.2%	60.0%	33.3%	32.0%	0.0%	66.7%	28.0%	0.0%	36.8%	47.4%	32.8%	0.0%	
Significantly different from column:*		A												O	N											AB	AB	AA,Z	
Excellent, Very Good, or Good	3,720	189	268	500	32	150	1	30	89	67	20	31	133	153	36	0	17	5	6	25	1	3	87	1	18	56	112	18	
	95.9%	96.4%	89.9%	92.8%	97.0%	96.2%	100.0%	96.8%	95.7%	97.1%	100.0%	100.0%	95.0%	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	93.5%	100.0%	94.7%	98.2%	96.6%	90.0%		
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.

Fee-For-Service

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	198	305	544	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20	
Number missing or multiple answer	101	3	5	4	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	1	1	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	3,869 97.5%	195 98.5%	300 98.4%	540 99.3%	33 100.0%	156 100.0%	1 100.0%	31 100.0%	93 100.0%	69 100.0%	20 100.0%	31 100.0%	140 100.0%	152 99.3%	36 100.0%	7 100.0%	17 100.0%	5 100.0%	6 100.0%	25 100.0%	1 100.0%	3 100.0%	92 98.9%	1 ---	19 100.0%	57 98.3%	116 99.1%	19 95.0%	
Poor	90 2.3%	7 3.6%	13 4.3%	12 2.2%	0 0.0%	7 4.5%	0 0.0%	0 0.0%	0 0.0%	7 10.1%	0 0.0%	0 0.0%	7 5.0%	4 2.6%	1 2.8%	2 28.6%	1 5.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	4 4.3%	0 0.0%	1 5.3%	1 1.8%	5 4.3%	1 5.3%	
Fair	343 8.9%	22 11.3%	54 18.0%	65 12.0%	4 12.1%	17 10.9%	0 0.0%	0 0.0%	14 15.1%	8 11.6%	0 0.0%	3 9.7%	18 12.9%	11 7.2%	9 25.0%	2 28.6%	0 0.0%	1 20.0%	0 0.0%	1 4.0%	1 100.0%	0 0.0%	15 16.3%	0 0.0%	2 10.5%	4 7.0%	12 10.3%	6 31.6%	
Good	879 22.7%	62 31.8%	88 29.3%	146 27.0%	14 42.4%	46 29.5%	0 0.0%	8 25.8%	31 33.3%	23 33.3%	6 30.0%	9 29.0%	46 32.9%	39 25.7%	20 55.6%	3 42.9%	5 29.4%	1 20.0%	5 83.3%	10 40.0%	0 0.0%	2 66.7%	30 32.6%	0 0.0%	3 15.8%	21 36.8%	32 27.6%	7 36.8%	
Very Good	1,114 28.8%	59 30.3%	78 26.0%	162 30.0%	10 30.3%	48 30.8%	1 100.0%	9 29.0%	28 30.1%	22 31.9%	9 45.0%	13 41.9%	37 26.4%	54 35.5%	5 13.9%	0 0.0%	7 41.2%	1 20.0%	0 0.0%	7 28.0%	0 0.0%	0 0.0%	30 32.6%	1 100.0%	5 26.3%	17 29.8%	38 32.8%	3 15.8%	
Excellent	1,443 37.3%	45 23.1%	67 22.3%	155 28.7%	5 15.2%	38 24.4%	0 0.0%	14 45.2%	20 21.5%	9 13.0%	5 25.0%	6 19.4%	32 22.9%	44 28.9%	1 2.8%	0 0.0%	4 23.5%	2 40.0%	1 16.7%	7 28.0%	0 0.0%	1 33.3%	13 14.1%	0 0.0%	8 42.1%	14 24.6%	29 25.0%	2 10.5%	
Significantly different from column:*		A						I,J	H	H				O	N														
Excellent, Very Good, or Good	3,436 88.8%	166 85.1%	233 77.7%	463 85.7%	29 87.9%	132 84.6%	1 100.0%	31 100.0%	79 84.9%	54 78.3%	20 100.0%	28 90.3%	115 82.1%	137 90.1%	26 72.2%	3 42.9%	16 94.1%	4 80.0%	6 100.0%	24 96.0%	0 0.0%	3 100.0%	73 79.3%	1 100.0%	16 84.2%	52 91.2%	99 85.3%	12 63.2%	
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.

Fee-For-Service

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	198	305	217	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20
Number missing or multiple answer	97	3	5	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	1	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,873	195	300	216	33	156	1	31	93	69	20	31	140	152	36	7	17	5	6	25	1	3	92	1	19	57	116	19
	97.6%	98.5%	98.4%	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.9%	---	100.0%	98.3%	99.1%	95.0%
Yes	743	71	133	119	11	59	0	6	31	34	2	12	56	47	19	5	4	2	1	4	1	1	42	0	7	9	42	18
	19.2%	36.4%	44.3%	55.1%	33.3%	37.8%	0.0%	19.4%	33.3%	49.3%	10.0%	38.7%	40.0%	30.9%	52.8%	71.4%	23.5%	40.0%	16.7%	16.0%	100.0%	33.3%	45.7%	0.0%	36.8%	15.8%	36.2%	94.7%
No	3,130	124	167	97	22	97	1	25	62	35	18	19	84	105	17	2	13	3	5	21	0	2	50	1	12	48	74	1
	80.8%	63.6%	55.7%	44.9%	66.7%	62.2%	100.0%	80.6%	66.7%	50.7%	90.0%	61.3%	60.0%	69.1%	47.2%	28.6%	76.5%	60.0%	83.3%	84.0%	0.0%	66.7%	54.3%	100.0%	63.2%	84.2%	63.8%	5.3%
Significantly different from column:*		A,D						J	J	H,I	L,M	K	K	O	N				W			T			AA,AB	AB,Z	AA,Z	

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

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

Fee-For-Service

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
A	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	743	71	133	119	11	59	0	6	31	34	2	12	56	47	19	5	4	2	1	4	1	1	42	0	7	9	42	18
Number missing or multiple answer	9	1	1	2	1	0	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	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 98.8%	70 98.6%	132 99.2%	117 98.3%	10 90.9%	59 100.0%	0 ---	6 100.0%	31 100.0%	33 97.1%	2 100.0%	12 100.0%	55 98.2%	46 97.9%	19 100.0%	5 100.0%	4 100.0%	2 100.0%	1 100.0%	4 100.0%	1 100.0%	1 100.0%	41 97.6%	0 ---	7 100.0%	9 100.0%	41 97.6%	18 100.0%
Yes	624 85.0%	67 95.7%	122 92.4%	106 90.6%	9 90.0%	57 96.6%	0 ---	6 100.0%	30 96.8%	31 93.9%	2 100.0%	11 91.7%	53 96.4%	44 95.7%	18 94.7%	5 100.0%	3 75.0%	2 100.0%	1 100.0%	4 100.0%	1 100.0%	1 100.0%	39 95.1%	0 ---	7 100.0%	9 100.0%	38 92.7%	18 100.0%
No	110 15.0%	3 4.3%	10 7.6%	11 9.4%	1 10.0%	2 3.4%	0 ---	0 0.0%	1 3.2%	2 6.1%	0 0.0%	1 8.3%	2 3.6%	2 4.3%	1 5.3%	0 0.0%	1 25.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 4.9%	0 ---	0 0.0%	0 0.0%	3 7.3%	0 0.0%
Significantly different from column:*		A																										

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

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

Fee-For-Service

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
					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	624	67	122	106	9	57	0	6	30	31	2	11	53	44	18	5	3	2	1	4	1	1	39	0	7	9	38	18
Number missing or multiple answer	10	1	1	1	0	1	0	0	1	0	0	0	1	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	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	66	121	105	9	56	0	6	29	31	2	11	52	44	17	5	3	2	1	3	1	1	39	0	7	9	37	18
	98.4%	98.5%	99.2%	99.1%	100.0%	98.2%	---	100.0%	96.7%	100.0%	100.0%	100.0%	98.1%	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	97.4%	100.0%
Yes	577	63	119	104	7	55	0	5	28	30	1	10	51	42	16	5	3	1	1	3	1	1	38	0	7	9	37	15
	94.0%	95.5%	98.3%	99.0%	77.8%	98.2%	---	83.3%	96.6%	96.8%	50.0%	90.9%	98.1%	95.5%	94.1%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	97.4%	---	100.0%	100.0%	100.0%	83.3%
No	37	3	2	1	2	1	0	1	1	1	1	1	1	2	1	0	0	1	0	0	0	0	1	0	0	0	0	3
	6.0%	4.5%	1.7%	1.0%	22.2%	1.8%	---	16.7%	3.4%	3.2%	50.0%	9.1%	1.9%	4.5%	5.9%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	2.6%	---	0.0%	0.0%	0.0%	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.

Fee-For-Service

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	198	305	217	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20
Number missing or multiple answer	125	6	7	5	0	3	0	0	2	1	1	1	1	3	1	0	0	0	0	1	0	1	2	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	3,845	192	298	212	33	153	1	31	91	68	19	30	139	150	35	7	17	5	6	24	1	2	91	1	19	55	115	19
	96.9%	97.0%	97.7%	97.7%	100.0%	98.1%	100.0%	100.0%	97.8%	98.6%	95.0%	96.8%	99.3%	98.0%	97.2%	100.0%	100.0%	100.0%	96.0%	100.0%	66.7%	97.8%	---	100.0%	94.8%	98.3%	95.0%	
Yes	682	77	144	128	10	65	1	7	46	24	1	6	70	55	16	6	6	2	1	2	1	2	42	0	10	18	42	14
	17.7%	40.1%	48.3%	60.4%	30.3%	42.5%	100.0%	22.6%	50.5%	35.3%	5.3%	20.0%	50.4%	36.7%	45.7%	85.7%	35.3%	40.0%	16.7%	8.3%	100.0%	100.0%	46.2%	0.0%	52.6%	32.7%	36.5%	73.7%
No	3,163	115	154	84	23	88	0	24	45	44	18	24	69	95	19	1	11	3	5	22	0	0	49	1	9	37	73	5
	82.3%	59.9%	51.7%	39.6%	69.7%	57.5%	0.0%	77.4%	49.5%	64.7%	94.7%	80.0%	49.6%	63.3%	54.3%	14.3%	64.7%	60.0%	83.3%	91.7%	0.0%	0.0%	53.8%	100.0%	47.4%	67.3%	63.5%	26.3%
Significantly different from column:*		A,D						I	H		M	M	K,L						W,Y			T		T	AB	AB	AA,Z	

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

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

Fee-For-Service

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

Question 59

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	682	77	144	128	10	65	1	7	46	24	1	6	70	55	16	6	6	2	1	2	1	2	42	0	10	18	42	14
Number missing or multiple answer	9	2	5	0	1	1	0	0	2	0	0	1	1	0	2	0	0	0	0	0	1	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	673	75	139	128	9	64	1	7	44	24	1	5	69	55	14	6	6	2	1	2	1	1	42	0	10	17	41	14
	98.7%	97.4%	96.5%	100.0%	90.0%	98.5%	100.0%	100.0%	95.7%	100.0%	100.0%	83.3%	98.6%	100.0%	87.5%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	---	100.0%	94.4%	97.6%	100.0%	
Yes	583	68	134	122	9	57	1	6	41	21	1	5	62	48	14	6	5	2	1	2	1	1	39	0	10	14	37	14
	86.6%	90.7%	96.4%	95.3%	100.0%	89.1%	100.0%	85.7%	93.2%	87.5%	100.0%	100.0%	89.9%	87.3%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%	92.9%	---	100.0%	82.4%	90.2%	100.0%
No	90	7	5	6	0	7	0	1	3	3	0	0	7	7	0	0	1	0	0	0	0	0	3	0	0	3	4	0
	13.4%	9.3%	3.6%	4.7%	0.0%	10.9%	0.0%	14.3%	6.8%	12.5%	0.0%	0.0%	10.1%	12.7%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	---	0.0%	17.6%	9.8%	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.

Fee-For-Service

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	68	134	122	9	57	1	6	41	21	1	5	62	48	14	6	5	2	1	2	1	1	39	0	10	14	37	14
Number missing or multiple answer	7	1	1	1	0	1	0	0	1	0	0	0	1	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	576 98.8%	67 98.5%	133 99.3%	121 99.2%	9 100.0%	56 98.2%	1 100.0%	6 100.0%	40 97.6%	21 100.0%	1 100.0%	5 100.0%	61 98.4%	48 100.0%	13 92.9%	6 100.0%	5 100.0%	2 100.0%	1 50.0%	1 100.0%	1 100.0%	1 100.0%	39 100.0%	0 ---	10 100.0%	14 100.0%	36 97.3%	14 100.0%
Yes	549 95.3%	67 100.0%	133 100.0%	120 99.2%	9 100.0%	56 100.0%	1 100.0%	6 100.0%	40 100.0%	21 100.0%	1 100.0%	5 100.0%	61 100.0%	48 100.0%	13 100.0%	6 100.0%	5 100.0%	2 100.0%	1 100.0%	1 100.0%	1 100.0%	39 100.0%	0 ---	10 100.0%	14 100.0%	36 100.0%	14 100.0%	
No	27 4.7%	0 0.0%	0 0.0%	1 0.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 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.

Fee-For-Service

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	198	305	217	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20
Number missing or multiple answer	119	4	8	3	0	1	0	0	0	1	0	1	0	2	0	0	0	0	0	1	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	3,851 97.0%	194 98.0%	297 97.4%	214 98.6%	33 100.0%	155 99.4%	1 100.0%	31 100.0%	93 100.0%	68 98.6%	20 100.0%	30 96.8%	140 100.0%	151 98.7%	36 100.0%	7 100.0%	17 100.0%	5 100.0%	6 100.0%	24 96.0%	1 100.0%	3 100.0%	92 98.9%	1 ---	19 100.0%	56 96.6%	116 99.1%	19 95.0%
Yes	542 14.1%	62 32.0%	123 41.4%	108 50.5%	8 24.2%	52 33.5%	0 0.0%	4 12.9%	35 37.6%	23 33.8%	4 20.0%	6 20.0%	51 36.4%	40 26.5%	17 47.2%	5 71.4%	3 17.6%	3 60.0%	2 33.3%	2 8.3%	0 0.0%	1 33.3%	36 39.1%	0 0.0%	8 42.1%	15 26.8%	32 27.6%	13 68.4%
No	3,309 85.9%	132 68.0%	174 58.6%	106 49.5%	25 75.8%	103 66.5%	1 100.0%	27 87.1%	58 62.4%	45 66.2%	16 80.0%	24 80.0%	89 63.6%	111 73.5%	19 52.8%	2 28.6%	14 82.4%	2 40.0%	4 66.7%	22 91.7%	1 100.0%	2 66.7%	56 60.9%	1 100.0%	11 57.9%	41 73.2%	84 72.4%	6 31.6%
Significantly different from column:*		A,C,D						I,J	H	H				O	N				W			T			AB	AB	AA,Z	

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

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

Fee-For-Service

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	62	123	108	8	52	0	4	35	23	4	6	51	40	17	5	3	3	2	2	0	1	36	0	8	15	32	13	
Number missing or multiple answer	10	1	0	0	0	1	0	0	1	0	1	0	0	0	1	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	532	61	123	108	8	51	0	4	34	23	3	6	51	40	16	5	3	3	1	2	0	1	36	0	8	15	31	13	
	98.2%	98.4%	100.0%	100.0%	100.0%	98.1%	---	100.0%	97.1%	100.0%	75.0%	100.0%	100.0%	94.1%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	96.9%	100.0%
Yes	394	56	117	105	7	48	0	4	32	20	3	6	47	35	16	5	3	2	1	2	0	1	33	0	8	12	29	13	
	74.1%	91.8%	95.1%	97.2%	87.5%	94.1%	---	100.0%	94.1%	87.0%	100.0%	100.0%	92.2%	87.5%	100.0%	100.0%	100.0%	66.7%	100.0%	100.0%	---	100.0%	91.7%	---	100.0%	80.0%	93.5%	100.0%	
No	138	5	6	3	1	3	0	0	2	3	0	0	4	5	0	0	0	1	0	0	0	0	3	0	0	3	2	0	
	25.9%	8.2%	4.9%	2.8%	12.5%	5.9%	---	0.0%	5.9%	13.0%	0.0%	0.0%	7.8%	12.5%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	---	0.0%	8.3%	---	0.0%	20.0%	6.5%	0.0%	
Significantly different from column:*		A																											

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

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

Fee-For-Service

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	56	117	105	7	48	0	4	32	20	3	6	47	35	16	5	3	2	1	2	0	1	33	0	8	12	29	13
Number missing or multiple answer	7	2	2	0	1	1	0	0	2	0	0	1	1	0	2	0	0	0	0	1	0	1	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	387	54	115	105	6	47	0	4	30	20	3	5	46	35	14	5	3	2	1	1	0	0	33	0	8	11	28	13
	98.2%	96.4%	98.3%	100.0%	85.7%	97.9%	---	100.0%	93.8%	100.0%	100.0%	83.3%	97.9%	100.0%	87.5%	100.0%	100.0%	100.0%	50.0%	---	0.0%	100.0%	---	100.0%	91.7%	96.6%	100.0%	
Yes	377	54	111	104	6	47	0	4	30	20	3	5	46	35	14	5	3	2	1	1	0	0	33	0	8	11	28	13
	97.4%	100.0%	96.5%	99.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	
No	10	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
	2.6%	0.0%	3.5%	1.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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.

Fee-For-Service

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
Number in sample	3,970	198	305	217	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20
Number missing or multiple answer	111	3	8	2	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	1	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,859	195	297	215	33	156	1	31	93	69	20	31	140	152	36	7	17	5	6	25	1	3	92	1	19	57	116	19
	97.2%	98.5%	97.4%	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.9%	---	100.0%	98.3%	99.1%	95.0%
Yes	493	61	91	104	8	49	0	5	39	16	4	6	48	40	17	4	4	3	1	5	0	1	32	0	9	16	36	9
	12.8%	31.3%	30.6%	48.4%	24.2%	31.4%	0.0%	16.1%	41.9%	23.2%	20.0%	19.4%	34.3%	26.3%	47.2%	57.1%	23.5%	60.0%	16.7%	20.0%	0.0%	33.3%	34.8%	0.0%	47.4%	28.1%	31.0%	47.4%
No	3,366	134	206	111	25	107	1	26	54	53	16	25	92	112	19	3	13	2	5	20	1	2	60	1	10	41	80	10
	87.2%	68.7%	69.4%	51.6%	75.8%	68.6%	100.0%	83.9%	58.1%	76.8%	80.0%	80.6%	65.7%	73.7%	52.8%	42.9%	76.5%	40.0%	83.3%	80.0%	100.0%	66.7%	65.2%	100.0%	52.6%	71.9%	69.0%	52.6%
Significantly different from column:*		A,D						I	H,J	I				O	N													

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

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

Fee-For-Service

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

Question 65

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	493	61	91	104	8	49	0	5	39	16	4	6	48	40	17	4	4	3	1	5	0	1	32	0	9	16	36	9
Number missing or multiple answer	9	1	0	2	0	0	0	0	1	0	0	0	0	1	0	0	0	0	1	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	484	60	91	102	8	49	0	5	38	16	4	6	48	40	16	4	4	3	1	4	0	1	32	0	9	16	35	9
	98.2%	98.4%	100.0%	98.1%	100.0%	100.0%	---	100.0%	97.4%	100.0%	100.0%	100.0%	100.0%	94.1%	100.0%	100.0%	100.0%	100.0%	80.0%	---	100.0%	100.0%	---	100.0%	100.0%	97.2%	100.0%	
Yes	347	55	86	98	8	45	0	5	37	13	4	5	45	36	15	4	3	2	1	3	0	1	31	0	9	14	32	9
	71.7%	91.7%	94.5%	96.1%	100.0%	91.8%	---	100.0%	97.4%	81.3%	100.0%	83.3%	93.8%	90.0%	93.8%	100.0%	75.0%	66.7%	100.0%	75.0%	---	100.0%	96.9%	---	100.0%	87.5%	91.4%	100.0%
No	137	5	5	4	0	4	0	0	1	3	0	1	3	4	1	0	1	1	0	1	0	0	1	0	0	2	3	0
	28.3%	8.3%	5.5%	3.9%	0.0%	8.2%	---	0.0%	2.6%	18.8%	0.0%	16.7%	6.3%	10.0%	6.3%	0.0%	25.0%	33.3%	0.0%	25.0%	---	0.0%	3.1%	---	0.0%	12.5%	8.6%	0.0%
Significantly different from column:*		A																										

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

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

Fee-For-Service

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	55	86	98	8	45	0	5	37	13	4	5	45	36	15	4	3	2	1	3	0	1	31	0	9	14	32	9
Number missing or multiple answer	7	1	1	0	0	1	0	0	1	0	0	0	1	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	340	54	85	98	8	44	0	5	36	13	4	5	44	36	14	4	3	2	1	2	0	1	31	0	9	14	31	9
	98.0%	98.2%	98.8%	100.0%	100.0%	97.8%	---	100.0%	97.3%	100.0%	100.0%	100.0%	97.8%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	66.7%	---	100.0%	100.0%	---	100.0%	100.0%	96.9%	100.0%
Yes	318	53	82	97	8	43	0	5	35	13	3	5	44	36	13	4	3	2	0	2	0	1	31	0	9	14	30	9
	93.5%	98.1%	96.5%	99.0%	100.0%	97.7%	---	100.0%	97.2%	100.0%	75.0%	100.0%	100.0%	100.0%	92.9%	100.0%	100.0%	100.0%	0.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	96.8%	100.0%
No	22	1	3	1	0	1	0	0	1	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	1	0
	6.5%	1.9%	3.5%	1.0%	0.0%	2.3%	---	0.0%	2.8%	0.0%	25.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	100.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	3.2%	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.

Fee-For-Service

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	198	305	217	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20
Number missing or multiple answer	120	5	7	3	1	0	1	1	1	0	0	0	2	3	0	0	0	0	0	0	0	0	3	0	0	1	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	3,850 97.0%	193 97.5%	298 97.7%	214 98.6%	32 97.0%	156 100.0%	0 0.0%	30 96.8%	92 98.9%	69 100.0%	20 100.0%	31 100.0%	138 98.6%	150 98.0%	36 100.0%	7 100.0%	17 100.0%	5 100.0%	6 100.0%	25 100.0%	1 100.0%	3 100.0%	90 96.8%	1 ---	19 100.0%	57 98.3%	115 98.3%	19 95.0%
Yes	715 18.6%	79 40.9%	130 43.6%	120 56.1%	10 31.3%	66 42.3%	0 ---	3 10.0%	42 45.7%	34 49.3%	5 25.0%	9 29.0%	63 45.7%	52 34.7%	22 61.1%	5 71.4%	6 35.3%	2 40.0%	2 33.3%	3 12.0%	1 100.0%	2 66.7%	42 46.7%	0 0.0%	10 52.6%	16 28.1%	50 43.5%	13 68.4%
No	3,135 81.4%	114 59.1%	168 56.4%	94 43.9%	22 68.8%	90 57.7%	0 ---	27 90.0%	50 54.3%	35 50.7%	15 75.0%	22 71.0%	75 54.3%	98 65.3%	14 38.9%	2 28.6%	11 64.7%	3 60.0%	4 66.7%	22 88.0%	0 0.0%	1 33.3%	48 53.3%	1 100.0%	9 47.4%	41 71.9%	65 56.5%	6 31.6%
Significantly different from column:*		A,D						I,J	H	H				O	N				W,Y			T		T	AB	AB	AA,Z	

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

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

Fee-For-Service

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	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	715	79	130	120	10	66	0	3	42	34	5	9	63	52	22	5	6	2	2	3	1	2	42	0	10	16	50	13	
Number missing or multiple answer	28	4	1	3	1	2	0	0	2	2	1	1	1	1	3	0	0	0	2	0	0	1	0	1	0	3	1		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	687	75	129	117	9	64	0	3	40	32	4	8	62	51	19	5	6	2	2	1	1	2	41	0	9	16	47	12	
	96.1%	94.9%	99.2%	97.5%	90.0%	97.0%	---	100.0%	95.2%	94.1%	80.0%	88.9%	98.4%	98.1%	86.4%	100.0%	100.0%	100.0%	100.0%	33.3%	100.0%	100.0%	97.6%	---	90.0%	100.0%	94.0%	92.3%	
Yes	632	70	124	114	9	59	0	3	38	29	3	7	59	48	17	5	4	2	1	1	1	2	39	0	9	14	44	12	
	92.0%	93.3%	96.1%	97.4%	100.0%	92.2%	---	100.0%	95.0%	90.6%	75.0%	87.5%	95.2%	94.1%	89.5%	100.0%	66.7%	100.0%	50.0%	100.0%	100.0%	100.0%	95.1%	---	100.0%	87.5%	93.6%	100.0%	
No	55	5	5	3	0	5	0	0	2	3	1	1	3	3	2	0	2	0	1	0	0	0	2	0	0	2	3	0	
	8.0%	6.7%	3.9%	2.6%	0.0%	7.8%	---	0.0%	5.0%	9.4%	25.0%	12.5%	4.8%	5.9%	10.5%	0.0%	33.3%	0.0%	50.0%	0.0%	0.0%	0.0%	4.9%	---	0.0%	12.5%	6.4%	0.0%	
Significantly different from column:*																													

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

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

Fee-For-Service

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	
					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	198	305	544	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20	
Number missing or multiple answer	132	5	7	6	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	1	0	0	1	3	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,838	193	298	538	33	156	1	31	93	69	20	31	140	150	36	7	17	5	6	25	1	3	92	1	19	57	114	19	
	96.7%	97.5%	97.7%	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.9%	---	100.0%	98.3%	97.4%	95.0%	
Less than 1 year old	82	2	0	1	0	2	0	2	0	0	0	1	1	2	0	0	0	0	0	0	0	0	0	0	1	0	1	1	
	2.1%	1.0%	0.0%	0.2%	0.0%	1.3%	0.0%	6.5%	0.0%	0.0%	0.0%	3.2%	0.7%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.9%	5.3%	
1 year old	190	3	8	20	2	1	0	3	0	0	0	0	3	3	0	0	0	1	0	0	0	0	2	0	0	0	3	0	
	5.0%	1.6%	2.7%	3.7%	6.1%	0.6%	0.0%	9.7%	0.0%	0.0%	0.0%	0.0%	2.1%	2.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	
2 years old	186	8	8	15	0	8	0	8	0	0	1	2	5	7	0	1	0	0	1	0	0	7	0	0	2	6	0	0	
	4.8%	4.1%	2.7%	2.8%	0.0%	5.1%	0.0%	25.8%	0.0%	0.0%	5.0%	6.5%	3.6%	4.7%	0.0%	14.3%	0.0%	0.0%	4.0%	0.0%	0.0%	7.6%	0.0%	0.0%	3.5%	5.3%	0.0%	0.0%	
3 years old	180	4	12	16	1	3	0	4	0	0	0	0	4	3	1	0	0	0	2	0	0	0	0	0	2	0	4	0	
	4.7%	2.1%	4.0%	3.0%	3.0%	1.9%	0.0%	12.9%	0.0%	0.0%	0.0%	0.0%	2.9%	2.0%	2.8%	0.0%	0.0%	0.0%	8.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.5%	0.0%	3.5%	0.0%	
4 to 6 years old	616	31	38	71	3	27	1	14	17	0	4	2	25	27	2	2	2	0	7	0	0	14	0	4	11	17	2	2	
	16.1%	16.1%	12.8%	13.2%	9.1%	17.3%	100.0%	45.2%	18.3%	0.0%	20.0%	6.5%	17.9%	18.0%	5.6%	28.6%	11.8%	0.0%	28.0%	0.0%	0.0%	15.2%	0.0%	21.1%	19.3%	14.9%	10.5%	10.5%	
7 to 9 years old	651	28	48	86	4	23	0	0	28	0	0	5	22	19	9	0	2	0	1	3	0	1	17	0	2	7	17	4	
	17.0%	14.5%	16.1%	16.0%	12.1%	14.7%	0.0%	0.0%	30.1%	0.0%	0.0%	16.1%	15.7%	12.7%	25.0%	0.0%	11.8%	0.0%	16.7%	12.0%	0.0%	33.3%	18.5%	0.0%	10.5%	12.3%	14.9%	21.1%	
10 to 13 years old	899	48	80	159	8	39	0	0	48	0	5	7	36	35	11	2	5	2	3	3	0	1	21	1	3	17	25	5	
	23.4%	24.9%	26.8%	29.6%	24.2%	25.0%	0.0%	0.0%	51.6%	0.0%	25.0%	22.6%	25.7%	23.3%	30.6%	28.6%	29.4%	40.0%	50.0%	12.0%	0.0%	33.3%	22.8%	100.0%	15.8%	29.8%	21.9%	26.3%	
14 to 18 years old	1,034	69	104	170	15	53	0	0	0	69	10	14	44	54	13	2	8	2	2	9	1	1	31	0	7	20	41	7	
	26.9%	35.8%	34.9%	31.6%	45.5%	34.0%	0.0%	0.0%	0.0%	100.0%	50.0%	45.2%	31.4%	36.0%	36.1%	28.6%	47.1%	40.0%	33.3%	36.0%	100.0%	33.3%	33.7%	0.0%	36.8%	35.1%	36.0%	36.8%	
3 years old or younger	638	17	28	52	3	14	0	17	0	0	1	3	13	15	1	1	0	1	3	0	0	9	0	3	2	14	1	1	
	16.6%	8.8%	9.4%	9.7%	9.1%	9.0%	0.0%	54.8%	0.0%	0.0%	5.0%	9.7%	9.3%	10.0%	2.8%	14.3%	0.0%	20.0%	0.0%	12.0%	0.0%	9.8%	0.0%	15.8%	3.5%	12.3%	5.3%	5.3%	
Significantly different from column:*		A						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.

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

Question 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	3,970	198	305	544	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20	
Number missing or multiple answer	140	6	8	7	0	0	0	0	1	0	0	0	0	3	1	0	0	0	0	1	0	0	1	0	0	1	4	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,830	192	297	537	33	156	1	31	92	69	20	31	140	150	35	7	17	5	6	24	1	3	92	1	19	57	113	19	
	96.5%	97.0%	97.4%	98.7%	100.0%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	100.0%	100.0%	98.0%	97.2%	100.0%	100.0%	100.0%	100.0%	96.0%	100.0%	100.0%	98.9%	---	100.0%	98.3%	96.6%	95.0%	
Male	2,047	108	173	283	18	89	0	14	57	37	12	16	80	85	18	5	12	1	5	14	0	1	49	1	12	34	62	11	
	53.4%	56.3%	58.2%	52.7%	54.5%	57.1%	0.0%	45.2%	62.0%	53.6%	60.0%	51.6%	57.1%	56.7%	51.4%	71.4%	70.6%	20.0%	83.3%	58.3%	0.0%	33.3%	53.3%	100.0%	63.2%	59.6%	54.9%	57.9%	
Female	1,783	84	124	254	15	67	1	17	35	32	8	15	60	65	17	2	5	4	1	10	1	2	43	0	7	23	51	8	
	46.6%	43.8%	41.8%	47.3%	45.5%	42.9%	100.0%	54.8%	38.0%	46.4%	40.0%	48.4%	42.9%	43.3%	48.6%	28.6%	29.4%	80.0%	16.7%	41.7%	100.0%	66.7%	46.7%	0.0%	36.8%	40.4%	45.1%	42.1%	
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.

Fee-For-Service

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	198	305	---	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20	
Number missing or multiple answer	184	7	9	---	0	1	0	1	1	0	0	0	1	4	1	0	0	0	0	1	0	0	1	0	1	1	5	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,786	191	296	---	33	155	1	30	92	69	20	31	139	149	35	7	17	5	6	24	1	3	92	1	18	57	112	19	
	95.4%	96.5%	97.0%	---	100.0%	99.4%	100.0%	96.8%	98.9%	100.0%	100.0%	100.0%	99.3%	97.4%	97.2%	100.0%	100.0%	100.0%	100.0%	96.0%	100.0%	100.0%	98.9%	---	94.7%	98.3%	95.7%	95.0%	
Male	2,017	107	172	---	18	88	0	13	57	37	12	16	79	84	18	5	12	1	5	14	0	1	49	1	11	34	61	11	
	53.3%	56.0%	58.1%	---	54.5%	56.8%	0.0%	43.3%	62.0%	53.6%	60.0%	51.6%	56.8%	56.4%	51.4%	71.4%	70.6%	20.0%	83.3%	58.3%	0.0%	33.3%	53.3%	100.0%	61.1%	59.6%	54.5%	57.9%	
Female	1,726	82	122	---	14	66	1	17	35	30	8	15	58	63	17	2	5	4	1	9	1	2	42	0	7	23	50	7	
	45.6%	42.9%	41.2%	---	42.4%	42.6%	100.0%	56.7%	38.0%	43.5%	40.0%	48.4%	41.7%	42.3%	48.6%	28.6%	29.4%	80.0%	16.7%	37.5%	100.0%	66.7%	45.7%	0.0%	38.9%	40.4%	44.6%	36.8%	
Transgender	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
	0.1%	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%
Non-binary, genderqueer, or other	38	2	2	---	1	1	0	0	0	2	0	0	2	2	0	0	0	0	0	1	0	0	1	0	0	0	1	1	
	1.0%	1.0%	0.7%	---	3.0%	0.6%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	1.4%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.9%	5.3%	
Transgender, Non-binary, genderqueer, or other	43	2	2	---	1	1	0	0	0	2	0	0	2	2	0	0	0	0	0	1	0	0	1	0	0	0	1	1	
	1.1%	1.0%	0.7%	---	3.0%	0.6%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	1.4%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.9%	5.3%	
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.

Fee-For-Service

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	198	305	544	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20	
Number missing or multiple answer	154	7	14	11	0	1	0	0	0	2	0	1	0	4	1	0	0	0	1	0	0	2	0	0	3	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	3,816 96.1%	191 96.5%	291 95.4%	533 98.0%	33 100.0%	155 99.4%	1 100.0%	31 100.0%	93 100.0%	67 97.1%	20 100.0%	30 96.8%	140 100.0%	149 97.4%	35 97.2%	7 100.0%	17 100.0%	5 100.0%	6 100.0%	24 96.0%	1 100.0%	3 100.0%	91 97.8%	1 ---	19 100.0%	55 94.8%	114 97.4%	19 95.0%	
Under 18	152 4.0%	10 5.2%	15 5.2%	31 5.8%	3 9.1%	7 4.5%	0 0.0%	2 6.5%	4 4.3%	4 6.0%	5 25.0%	1 3.3%	4 2.9%	8 5.4%	2 5.7%	0 0.0%	0 0.0%	0 0.0%	2 8.3%	0 0.0%	0 0.0%	5 5.5%	0 0.0%	1 5.3%	4 7.3%	3 2.6%	2 10.5%		
18 to 24	132 3.5%	3 1.6%	4 1.4%	13 2.4%	1 3.0%	2 1.3%	0 0.0%	1 3.2%	0 0.0%	2 3.0%	2 10.0%	1 3.3%	0 0.0%	2 1.3%	1 2.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	1 5.3%	0 0.0%	1 0.9%	2 10.5%		
25 to 34	931 24.4%	18 9.4%	42 14.4%	85 15.9%	2 6.1%	16 10.3%	0 0.0%	11 35.5%	5 5.4%	2 3.0%	1 5.0%	4 13.3%	13 9.3%	16 10.7%	1 2.9%	1 14.3%	4 23.5%	0 0.0%	0 0.0%	2 8.3%	0 0.0%	0 0.0%	9 9.9%	0 0.0%	1 5.3%	4 7.3%	13 11.4%	1 5.3%	
35 to 44	1,511 39.6%	86 45.0%	87 29.9%	176 33.0%	10 30.3%	74 47.7%	1 100.0%	15 48.4%	52 55.9%	19 28.4%	5 25.0%	15 50.0%	65 46.4%	62 41.6%	21 60.0%	3 42.9%	8 47.1%	2 40.0%	3 50.0%	15 62.5%	0 0.0%	3 100.0%	35 38.5%	1 100.0%	11 57.9%	26 47.3%	52 45.6%	7 36.8%	
45 to 54	718 18.8%	47 24.6%	87 29.9%	147 27.6%	9 27.3%	37 23.9%	0 0.0%	2 6.5%	23 24.7%	22 32.8%	4 20.0%	7 23.3%	36 25.7%	39 26.2%	7 20.0%	1 14.3%	2 11.8%	3 60.0%	1 16.7%	4 16.7%	0 0.0%	0 0.0%	26 28.6%	0 0.0%	5 26.3%	13 23.6%	27 23.7%	6 31.6%	
55 to 64	222 5.8%	21 11.0%	39 13.4%	57 10.7%	7 21.2%	14 9.0%	0 0.0%	0 0.0%	7 7.5%	14 20.9%	2 10.0%	2 6.7%	17 12.1%	17 11.4%	3 8.6%	1 14.3%	2 11.8%	0 0.0%	2 33.3%	1 4.2%	1 100.0%	0 0.0%	11 12.1%	0 0.0%	0 0.0%	7 12.7%	14 12.3%	0 0.0%	
65 to 74	117 3.1%	5 2.6%	15 5.2%	20 3.8%	1 3.0%	4 2.6%	0 0.0%	0 0.0%	1 1.1%	4 6.0%	1 5.0%	0 0.0%	4 2.9%	4 2.7%	0 0.0%	1 14.3%	1 5.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 3.3%	0 0.0%	0 0.0%	1 1.8%	3 2.6%	1 5.3%	
75 or older	33 0.9%	1 0.5%	2 0.7%	4 0.8%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	0 0.0%	0 0.0%	1 0.7%	1 0.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	0 0.0%	0 0.0%	1 0.9%	0 0.0%	
35 or older	2,601 68.2%	160 83.8%	230 79.0%	404 75.8%	27 81.8%	130 83.9%	1 100.0%	17 54.8%	84 90.3%	59 88.1%	12 60.0%	24 80.0%	123 87.9%	123 82.6%	31 88.6%	6 85.7%	13 76.5%	5 100.0%	6 100.0%	20 83.3%	1 100.0%	3 100.0%	76 83.5%	1 100.0%	16 84.2%	47 85.5%	97 85.1%	14 73.7%	
Significantly different from column:*		A,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.

Fee-For-Service

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	
					A	B	C	D	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	198	305	---	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20	
Number missing or multiple answer	170	8	15	---	0	0	0	0	2	1	0	0	1	4	2	0	0	0	1	0	0	3	0	0	3	4	1		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	3,800	190	290	---	33	156	1	31	91	68	20	31	139	149	34	7	17	5	6	24	1	3	90	1	19	55	113	19	
	95.7%	96.0%	95.1%	---	100.0%	100.0%	100.0%	100.0%	97.8%	98.6%	100.0%	100.0%	99.3%	97.4%	94.4%	100.0%	100.0%	100.0%	96.0%	100.0%	100.0%	96.8%	---	100.0%	94.8%	96.6%	95.0%		
Male	631	33	42	---	33	0	0	5	13	15	6	6	21	27	5	1	1	2	1	5	0	1	17	1	3	10	19	4	
	16.6%	17.4%	14.5%	---	100.0%	0.0%	0.0%	16.1%	14.3%	22.1%	30.0%	19.4%	15.1%	18.1%	14.7%	14.3%	5.9%	40.0%	16.7%	20.8%	0.0%	33.3%	18.9%	100.0%	15.8%	18.2%	16.8%	21.1%	
Female	3,151	156	248	---	0	156	0	26	77	53	14	25	117	121	29	6	16	3	5	19	1	2	72	0	16	45	94	15	
	82.9%	82.1%	85.5%	---	0.0%	100.0%	0.0%	83.9%	84.6%	77.9%	70.0%	80.6%	84.2%	81.2%	85.3%	85.7%	94.1%	60.0%	83.3%	79.2%	100.0%	66.7%	80.0%	0.0%	84.2%	81.8%	83.2%	78.9%	
Transgender	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%	0.0%	0.0%	0.0%
Non-binary, genderqueer, or other	16	1	0	---	0	0	1	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
	0.4%	0.5%	0.0%	---	0.0%	0.0%	100.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.7%	0.7%	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%
Transgender, Non-binary, genderqueer, or other	18	1	0	---	0	0	1	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
	0.5%	0.5%	0.0%	---	0.0%	0.0%	100.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.7%	0.7%	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%
Significantly different from column:*																													

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

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

Fee-For-Service

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

Question 74

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	198	305	544	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20
Number missing or multiple answer	208	7	13	13	0	0	0	0	1	1	0	0	0	4	1	0	0	0	1	0	0	2	0	0	2	4	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,762	191	292	531	33	156	1	31	92	68	20	31	140	149	35	7	17	5	6	24	1	3	91	1	19	56	113	19
	94.8%	96.5%	95.7%	97.6%	100.0%	100.0%	100.0%	100.0%	98.9%	98.6%	100.0%	100.0%	100.0%	97.4%	97.2%	100.0%	100.0%	100.0%	96.0%	100.0%	100.0%	97.8%	---	100.0%	96.6%	96.6%	95.0%	
8th grade or less	357	9	12	12	2	7	0	2	3	4	9	0	0	6	3	0	1	0	0	5	0	0	3	0	0	5	4	0
	9.5%	4.7%	4.1%	2.3%	6.1%	4.5%	0.0%	6.5%	3.3%	5.9%	45.0%	0.0%	0.0%	4.0%	8.6%	0.0%	5.9%	0.0%	0.0%	20.8%	0.0%	0.0%	3.3%	0.0%	0.0%	8.9%	3.5%	0.0%
Some high school, but did not graduate	385	11	14	27	4	7	0	1	4	6	11	0	0	8	3	0	1	0	1	3	0	1	3	0	1	3	7	1
	10.2%	5.8%	4.8%	5.1%	12.1%	4.5%	0.0%	3.2%	4.3%	8.8%	55.0%	0.0%	0.0%	5.4%	8.6%	0.0%	5.9%	0.0%	16.7%	12.5%	0.0%	33.3%	3.3%	0.0%	5.3%	5.4%	6.2%	5.3%
High school graduate or GED	1,045	31	54	117	6	25	0	5	12	14	0	31	0	23	8	0	8	0	0	10	0	1	9	0	1	13	15	3
	27.8%	16.2%	18.5%	22.0%	18.2%	16.0%	0.0%	16.1%	13.0%	20.6%	0.0%	100.0%	0.0%	15.4%	22.9%	0.0%	47.1%	0.0%	0.0%	41.7%	0.0%	33.3%	9.9%	0.0%	5.3%	23.2%	13.3%	15.8%
Some college or 2-year degree	1,312	75	107	199	10	64	1	12	41	22	0	0	75	56	12	7	3	0	4	2	1	0	41	1	11	18	47	7
	34.9%	39.3%	36.6%	37.5%	30.3%	41.0%	100.0%	38.7%	44.6%	32.4%	0.0%	0.0%	53.6%	37.6%	34.3%	100.0%	17.6%	0.0%	66.7%	8.3%	100.0%	0.0%	45.1%	100.0%	57.9%	32.1%	41.6%	36.8%
4-year college graduate	410	30	50	90	6	23	0	6	16	8	0	0	30	26	4	0	2	1	0	3	0	1	17	0	2	10	17	3
	10.9%	15.7%	17.1%	16.9%	18.2%	14.7%	0.0%	19.4%	17.4%	11.8%	0.0%	0.0%	21.4%	17.4%	11.4%	0.0%	11.8%	20.0%	0.0%	12.5%	0.0%	33.3%	18.7%	0.0%	10.5%	17.9%	15.0%	15.8%
More than 4-year college degree	253	35	55	86	5	30	0	5	16	14	0	0	35	30	5	0	2	4	1	1	0	0	18	0	4	7	23	5
	6.7%	18.3%	18.8%	16.2%	15.2%	19.2%	0.0%	16.1%	17.4%	20.6%	0.0%	0.0%	25.0%	20.1%	14.3%	0.0%	11.8%	80.0%	16.7%	4.2%	0.0%	0.0%	19.8%	0.0%	21.1%	12.5%	20.4%	26.3%
4-year college graduate or more	663	65	105	176	11	53	0	11	32	22	0	0	65	56	9	0	4	5	1	4	0	1	35	0	6	17	40	8
	17.6%	34.0%	36.0%	33.1%	33.3%	34.0%	0.0%	35.5%	34.8%	32.4%	0.0%	0.0%	46.4%	37.6%	25.7%	0.0%	23.5%	100.0%	16.7%	16.7%	0.0%	33.3%	38.5%	0.0%	31.6%	30.4%	35.4%	42.1%
Significantly different from column:*		A									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.

Fee-For-Service

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	198	305	544	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20	
Number missing or multiple answer	210	9	27	23	0	4	0	0	2	2	1	0	3	6	1	0	0	0	0	0	0	0	3	0	2	1	7	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,760 94.7%	189 95.5%	278 91.1%	521 95.8%	33 100.0%	152 97.4%	1 100.0%	31 100.0%	91 97.8%	67 97.1%	19 95.0%	31 100.0%	137 97.9%	147 96.1%	35 97.2%	7 100.0%	17 100.0%	5 100.0%	6 100.0%	25 100.0%	1 100.0%	3 100.0%	90 96.8%	1 ---	17 89.5%	57 98.3%	110 94.0%	19 95.0%	
Mother or father	3,461 92.0%	176 93.1%	243 87.4%	475 91.2%	28 84.8%	144 94.7%	1 100.0%	30 96.8%	86 94.5%	60 89.6%	17 89.5%	30 96.8%	127 92.7%	137 93.2%	33 94.3%	6 85.7%	15 88.2%	5 100.0%	6 100.0%	24 96.0%	0 0.0%	3 100.0%	85 94.4%	1 100.0%	16 94.1%	52 91.2%	103 93.6%	18 94.7%	
Grandparent	170 4.5%	6 3.2%	26 9.4%	24 4.6%	3 9.1%	3 2.0%	0 0.0%	0 0.0%	4 4.4%	2 3.0%	1 5.3%	1 3.2%	4 2.9%	5 3.4%	0 0.0%	1 14.3%	2 11.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	4 4.4%	0 0.0%	0 0.0%	2 3.5%	3 2.7%	1 5.3%	
Aunt or uncle	21 0.6%	0 0.0%	2 0.7%	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 0.0%
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 0.0%	0 0.0%	0 0.0%
Other relative	7 0.2%	0 0.0%	0 0.0%	1 0.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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%	7 3.7%	6 2.2%	14 2.7%	2 6.1%	5 3.3%	0 0.0%	1 3.2%	1 1.1%	5 7.5%	1 5.3%	0 0.0%	6 4.4%	5 3.4%	2 5.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 4.0%	1 100.0%	0 0.0%	1 1.1%	0 0.0%	1 5.9%	3 5.3%	4 3.6%	0 0.0%	
Someone else	18 0.5%	0 0.0%	1 0.4%	5 1.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

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

Fee-For-Service

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	198	305	---	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20
Number missing or multiple answer	217	8	21	---	0	4	0	0	3	1	0	1	3	4	2	0	1	0	1	0	0	1	0	0	1	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	3,753	190	284	---	33	152	1	31	90	68	20	30	137	149	34	7	16	5	5	24	1	3	92	1	19	57	110	20
	94.5%	96.0%	93.1%	---	100.0%	97.4%	100.0%	100.0%	96.8%	98.6%	100.0%	96.8%	97.9%	97.4%	94.4%	100.0%	94.1%	100.0%	83.3%	96.0%	100.0%	100.0%	98.9%	---	100.0%	98.3%	94.0%	100.0%
Very well	2,715	128	195	---	22	104	1	14	58	55	13	19	95	110	15	3	14	3	3	15	1	2	59	1	11	41	72	13
	72.3%	67.4%	68.7%	---	66.7%	68.4%	100.0%	45.2%	64.4%	80.9%	65.0%	63.3%	69.3%	73.8%	44.1%	42.9%	87.5%	60.0%	60.0%	62.5%	100.0%	66.7%	64.1%	100.0%	57.9%	71.9%	65.5%	65.0%
Well	665	33	56	---	4	26	0	5	20	8	4	6	21	21	9	3	2	1	2	6	0	0	18	0	1	12	18	3
	17.7%	17.4%	19.7%	---	12.1%	17.1%	0.0%	16.1%	22.2%	11.8%	20.0%	20.0%	15.3%	14.1%	26.5%	42.9%	12.5%	20.0%	40.0%	25.0%	0.0%	0.0%	19.6%	0.0%	5.3%	21.1%	16.4%	15.0%
Not well	221	18	22	---	3	15	0	6	9	3	2	4	12	13	5	0	0	0	2	0	0	11	0	3	3	12	3	
	5.9%	9.5%	7.7%	---	9.1%	9.9%	0.0%	19.4%	10.0%	4.4%	10.0%	13.3%	8.8%	8.7%	14.7%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	12.0%	0.0%	15.8%	5.3%	10.9%	15.0%	
Not at all	152	11	11	---	4	7	0	6	3	2	1	1	9	5	5	1	0	1	0	1	0	1	4	0	4	1	8	1
	4.1%	5.8%	3.9%	---	12.1%	4.6%	0.0%	19.4%	3.3%	2.9%	5.0%	3.3%	6.6%	3.4%	14.7%	14.3%	0.0%	20.0%	0.0%	4.2%	0.0%	33.3%	4.3%	0.0%	21.1%	1.8%	7.3%	5.0%
Very well or Well	3,380	161	251	---	26	130	1	19	78	63	17	25	116	131	24	6	16	4	5	21	1	2	77	1	12	53	90	16
	90.1%	84.7%	88.4%	---	78.8%	85.5%	100.0%	61.3%	86.7%	92.6%	85.0%	83.3%	84.7%	87.9%	70.6%	85.7%	100.0%	80.0%	100.0%	87.5%	100.0%	66.7%	83.7%	100.0%	63.2%	93.0%	81.8%	80.0%
Significantly different from column:*		A						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.

Fee-For-Service

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

Question 77

What language does your child mainly speak at home?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,970	198	305	---	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20	
Number missing or multiple answer	267	8	27	---	0	4	0	0	2	2	0	2	2	4	2	0	1	0	1	2	0	0	0	0	0	2	6	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,703	190	278	---	33	152	1	31	91	67	20	29	138	149	34	7	16	5	5	23	1	3	93	1	19	56	111	20	
	93.3%	96.0%	91.1%	---	100.0%	97.4%	100.0%	100.0%	97.8%	97.1%	100.0%	93.5%	98.6%	97.4%	94.4%	100.0%	94.1%	100.0%	83.3%	92.0%	100.0%	100.0%	100.0%	---	100.0%	96.6%	94.9%	100.0%	
English	2,731	165	254	---	26	135	1	24	80	60	12	25	126	136	22	7	15	2	5	11	1	2	88	1	17	49	95	19	
	73.8%	86.8%	91.4%	---	78.8%	88.8%	100.0%	77.4%	87.9%	89.6%	60.0%	86.2%	91.3%	91.3%	64.7%	100.0%	93.8%	40.0%	100.0%	47.8%	100.0%	66.7%	94.6%	100.0%	89.5%	87.5%	85.6%	95.0%	
Spanish	736	13	14	---	3	9	0	5	4	4	7	3	2	9	4	0	1	0	0	12	0	0	0	0	0	6	7	0	
	19.9%	6.8%	5.0%	---	9.1%	5.9%	0.0%	16.1%	4.4%	6.0%	35.0%	10.3%	1.4%	6.0%	11.8%	0.0%	6.3%	0.0%	0.0%	52.2%	0.0%	0.0%	0.0%	0.0%	0.0%	10.7%	6.3%	0.0%	
Other	215	10	10	---	2	8	0	1	6	3	1	1	8	3	7	0	0	1	0	0	0	1	5	0	2	1	8	0	
	5.8%	5.3%	3.6%	---	6.1%	5.3%	0.0%	3.2%	6.6%	4.5%	5.0%	3.4%	5.8%	2.0%	20.6%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	33.3%	5.4%	0.0%	10.5%	1.8%	7.2%	0.0%	

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

Fee-For-Service

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

Question 78

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	198	305	---	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20	
Number missing or multiple answer	192	8	18	---	0	4	0	0	2	2	1	1	2	4	2	0	1	0	1	2	0	0	0	0	0	2	6	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,778	190	287	---	33	152	1	31	91	67	19	30	138	149	34	7	16	5	5	23	1	3	93	1	19	56	111	20	
	95.2%	96.0%	94.1%	---	100.0%	97.4%	100.0%	100.0%	97.8%	97.1%	95.0%	96.8%	98.6%	97.4%	94.4%	100.0%	94.1%	100.0%	83.3%	92.0%	100.0%	100.0%	100.0%	---	100.0%	96.6%	94.9%	100.0%	
Yes	215	14	12	---	3	10	0	4	6	4	1	5	8	7	6	1	1	1	0	4	0	0	7	0	1	5	7	2	
	5.7%	7.4%	4.2%	---	9.1%	6.6%	0.0%	12.9%	6.6%	6.0%	5.3%	16.7%	5.8%	4.7%	17.6%	14.3%	6.3%	20.0%	0.0%	17.4%	0.0%	0.0%	7.5%	0.0%	5.3%	8.9%	6.3%	10.0%	
No	3,563	176	275	---	30	142	1	27	85	63	18	25	130	142	28	6	15	4	5	19	1	3	86	1	18	51	104	18	
	94.3%	92.6%	95.8%	---	90.9%	93.4%	100.0%	87.1%	93.4%	94.0%	94.7%	83.3%	94.2%	95.3%	82.4%	85.7%	93.8%	80.0%	100.0%	82.6%	100.0%	100.0%	92.5%	100.0%	94.7%	91.1%	93.7%	90.0%	
Significantly different from column:*																													

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

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

Fee-For-Service

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	198	305	---	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20	
Number missing or multiple answer	173	6	16	---	0	2	0	0	1	1	0	1	1	4	0	0	1	0	1	0	0	0	0	0	0	1	5	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,797	192	289	---	33	154	1	31	92	68	20	30	139	149	36	7	16	5	5	25	1	3	93	1	19	57	112	20	
	95.6%	97.0%	94.8%	---	100.0%	98.7%	100.0%	100.0%	98.9%	98.6%	100.0%	96.8%	99.3%	97.4%	100.0%	100.0%	94.1%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	---	100.0%	98.3%	95.7%	100.0%	
Yes	39	3	5	---	1	2	0	0	2	1	0	0	3	1	1	1	0	0	0	0	0	0	2	0	1	0	3	0	
	1.0%	1.6%	1.7%	---	3.0%	1.3%	0.0%	0.0%	2.2%	1.5%	0.0%	0.0%	2.2%	0.7%	2.8%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	5.3%	0.0%	2.7%	0.0%	
No	3,758	189	284	---	32	152	1	31	90	67	20	30	136	148	35	6	16	5	5	25	1	3	91	1	18	57	109	20	
	99.0%	98.4%	98.3%	---	97.0%	98.7%	100.0%	100.0%	97.8%	98.5%	100.0%	100.0%	97.8%	99.3%	97.2%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	100.0%	94.7%	100.0%	97.3%	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.

Fee-For-Service

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	
					A	B	C	D	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	198	305	---	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20	
Number missing or multiple answer	644	29	24	---	2	23	0	4	12	9	5	3	17	20	7	0	3	1	1	6	0	0	10	0	2	7	20	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,326	169	281	---	31	133	1	27	81	60	15	28	123	133	29	7	14	4	5	19	1	3	83	1	17	51	97	19	
	83.8%	85.4%	92.1%	---	93.9%	85.3%	100.0%	87.1%	87.1%	87.0%	75.0%	90.3%	87.9%	86.9%	80.6%	100.0%	82.4%	80.0%	83.3%	76.0%	100.0%	100.0%	89.2%	---	89.5%	87.9%	82.9%	95.0%	
Yes	48	5	13	---	0	5	0	0	4	1	1	0	4	3	2	0	0	0	0	0	0	0	3	0	0	2	2	1	
	1.4%	3.0%	4.6%	---	0.0%	3.8%	0.0%	0.0%	4.9%	1.7%	6.7%	0.0%	3.3%	2.3%	6.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	3.9%	2.1%	5.3%		
No	3,278	164	268	---	31	128	1	27	77	59	14	28	119	130	27	7	14	4	5	19	1	3	80	1	17	49	95	18	
	98.6%	97.0%	95.4%	---	100.0%	96.2%	100.0%	100.0%	95.1%	98.3%	93.3%	100.0%	96.7%	97.7%	93.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.4%	100.0%	100.0%	96.1%	97.9%	94.7%		
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.

Fee-For-Service

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

Question 81

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	198	305	---	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20	
Number missing or multiple answer	410	10	9	---	1	5	0	1	3	2	2	2	2	6	2	0	1	0	1	4	0	0	0	0	0	3	7	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,560 89.7%	188 94.9%	296 97.0%	---	32 97.0%	151 96.8%	1 100.0%	30 96.8%	90 96.8%	67 97.1%	18 90.0%	29 93.5%	138 98.6%	147 96.1%	34 94.4%	7 100.0%	16 94.1%	5 100.0%	5 83.3%	21 84.0%	1 100.0%	3 100.0%	93 100.0%	1 100.0%	19 94.8%	55 94.0%	110 94.0%	20 100.0%	
Yes	45 1.3%	8 4.3%	4 1.4%	---	2 6.3%	6 4.0%	0 0.0%	0 0.0%	4 4.4%	4 6.0%	1 5.6%	0 0.0%	7 5.1%	5 3.4%	2 5.9%	1 14.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	6 6.5%	0 0.0%	1 5.3%	2 3.6%	5 4.5%	1 5.0%	
No	3,515 98.7%	180 95.7%	292 98.6%	---	30 93.8%	145 96.0%	1 100.0%	30 100.0%	86 95.6%	63 94.0%	17 94.4%	29 100.0%	131 94.9%	142 96.6%	32 94.1%	6 85.7%	16 100.0%	5 100.0%	5 100.0%	21 100.0%	1 100.0%	3 100.0%	87 93.5%	1 100.0%	18 94.7%	53 96.4%	105 95.5%	19 95.0%	
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.

Fee-For-Service

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

Question 82

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	3,970	198	305	---	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20	
Number missing or multiple answer	185	8	11	---	1	3	0	0	3	1	0	2	2	4	2	0	1	0	1	1	0	1	0	0	0	2	6	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,785	190	294	---	32	153	1	31	90	68	20	29	138	149	34	7	16	5	5	24	1	2	93	1	19	56	111	20	
	95.3%	96.0%	96.4%	---	97.0%	98.1%	100.0%	100.0%	96.8%	98.6%	100.0%	93.5%	98.6%	97.4%	94.4%	100.0%	94.1%	100.0%	83.3%	96.0%	100.0%	66.7%	100.0%	---	100.0%	96.6%	94.9%	100.0%	
Yes	73	5	7	---	2	3	0	0	3	2	1	0	4	2	3	0	1	0	0	0	0	0	2	0	2	1	2	1	
	1.9%	2.6%	2.4%	---	6.3%	2.0%	0.0%	0.0%	3.3%	2.9%	5.0%	0.0%	2.9%	1.3%	8.8%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	10.5%	1.8%	1.8%	5.0%		
No	3,712	185	287	---	30	150	1	31	87	66	19	29	134	147	31	7	15	5	5	24	1	2	91	1	17	55	109	19	
	98.1%	97.4%	97.6%	---	93.8%	98.0%	100.0%	100.0%	96.7%	97.1%	95.0%	100.0%	97.1%	98.7%	91.2%	100.0%	93.8%	100.0%	100.0%	100.0%	100.0%	97.8%	100.0%	89.5%	98.2%	98.2%	95.0%		
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.

Fee-For-Service

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	198	305	---	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20	
Number missing or multiple answer	177	7	9	---	1	2	0	0	1	2	1	1	1	5	0	0	2	0	1	0	0	0	0	0	0	2	5	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,793	191	296	---	32	154	1	31	92	67	19	30	139	148	36	7	15	5	25	1	3	93	1	19	56	112	20		
	95.5%	96.5%	97.0%	---	97.0%	98.7%	100.0%	100.0%	98.9%	97.1%	95.0%	96.8%	99.3%	96.7%	100.0%	100.0%	88.2%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	---	100.0%	96.6%	95.7%	100.0%	
Yes	428	65	112	---	7	56	0	4	36	25	2	5	57	40	19	6	2	2	0	2	1	2	40	0	9	17	32	14	
	11.3%	34.0%	37.8%	---	21.9%	36.4%	0.0%	12.9%	39.1%	37.3%	10.5%	16.7%	41.0%	27.0%	52.8%	85.7%	13.3%	40.0%	0.0%	8.0%	100.0%	66.7%	43.0%	0.0%	47.4%	30.4%	28.6%	70.0%	
No	3,365	126	184	---	25	98	1	27	56	42	17	25	82	108	17	1	13	3	23	0	1	53	1	10	39	80	6		
	88.7%	66.0%	62.2%	---	78.1%	63.6%	100.0%	87.1%	60.9%	62.7%	89.5%	83.3%	59.0%	73.0%	47.2%	14.3%	86.7%	60.0%	92.0%	0.0%	33.3%	57.0%	100.0%	52.6%	69.6%	71.4%	30.0%		
Significantly different from column:*		A						I,J	H	H	M	M	K,L	O	N		W			W			Q,T			AB	AB	AA,Z	

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

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

Fee-For-Service

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	170	263	---	30	136	1	8	93	69	18	27	123	130	34	6	17	4	6	20	1	3	80	1	15	53	97	17
Number missing or multiple answer	151	7	20	---	2	5	0	0	2	5	4	1	2	5	2	0	2	0	2	1	0	0	1	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	2,879	163	243	---	28	131	1	8	91	64	14	26	121	125	32	6	15	4	4	19	1	3	79	1	15	50	93	17
	95.0%	95.9%	92.4%	---	93.3%	96.3%	100.0%	100.0%	97.8%	92.8%	77.8%	96.3%	98.4%	96.2%	94.1%	100.0%	88.2%	100.0%	66.7%	95.0%	100.0%	100.0%	98.8%	---	100.0%	94.3%	95.9%	100.0%
Yes	54	12	11	---	2	10	0	0	9	3	2	1	9	3	7	2	0	1	0	2	0	1	7	0	1	3	6	2
	1.9%	7.4%	4.5%	---	7.1%	7.6%	0.0%	0.0%	9.9%	4.7%	14.3%	3.8%	7.4%	2.4%	21.9%	33.3%	0.0%	25.0%	0.0%	10.5%	0.0%	33.3%	8.9%	0.0%	6.7%	6.0%	6.5%	11.8%
No	2,825	151	232	---	26	121	1	8	82	61	12	25	112	122	25	4	15	3	4	17	1	2	72	1	14	47	87	15
	98.1%	92.6%	95.5%	---	92.9%	92.4%	100.0%	100.0%	90.1%	95.3%	85.7%	96.2%	92.6%	97.6%	78.1%	66.7%	100.0%	75.0%	100.0%	89.5%	100.0%	66.7%	91.1%	100.0%	93.3%	94.0%	93.5%	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.

Fee-For-Service

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

Question 85

Does your child have difficulty dressing or bathing?

Base: All respondents with children 5 or older

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	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	170	263	---	30	136	1	8	93	69	18	27	123	130	34	6	17	4	6	20	1	3	80	1	15	53	97	17
Number missing or multiple answer	160	8	20	---	1	6	0	0	3	5	3	1	4	5	3	0	1	0	2	1	0	0	2	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	2,870 94.7%	162 95.3%	243 92.4%	---	29 96.7%	130 95.6%	1 100.0%	8 100.0%	90 96.8%	64 92.8%	15 83.3%	26 96.3%	119 96.7%	125 96.2%	31 91.2%	6 100.0%	16 94.1%	4 100.0%	4 66.7%	19 95.0%	1 100.0%	3 100.0%	78 97.5%	1 ---	15 100.0%	50 94.3%	93 95.9%	17 100.0%
Yes	112 3.9%	38 23.5%	38 15.6%	---	2 6.9%	35 26.9%	0 0.0%	2 25.0%	23 25.6%	13 20.3%	2 13.3%	4 15.4%	31 26.1%	22 17.6%	14 45.2%	2 33.3%	2 12.5%	3 75.0%	0 0.0%	3 15.8%	0 0.0%	0 0.0%	21 26.9%	0 0.0%	5 33.3%	11 22.0%	21 22.6%	5 29.4%
No	2,758 96.1%	124 76.5%	205 84.4%	---	27 93.1%	95 73.1%	1 100.0%	6 75.0%	67 74.4%	51 79.7%	13 86.7%	22 84.6%	88 73.9%	103 82.4%	17 54.8%	4 66.7%	14 87.5%	1 25.0%	4 100.0%	16 84.2%	1 100.0%	3 100.0%	57 73.1%	1 100.0%	10 66.7%	39 78.0%	72 77.4%	12 70.6%
Significantly different from column:*		A,C			F	E								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.

Fee-For-Service

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
A	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	170	263	---	30	136	1	8	93	69	18	27	123	130	34	6	17	4	6	20	1	3	80	1	15	53	97	17
Number missing or multiple answer	172	8	21	---	1	7	0	1	3	4	3	1	4	6	2	0	1	0	2	1	0	0	1	0	0	2	6	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,858	162	242	---	29	129	1	7	90	65	15	26	119	124	32	6	16	4	4	19	1	3	79	1	15	51	91	17
	94.3%	95.3%	92.0%	---	96.7%	94.9%	100.0%	87.5%	96.8%	94.2%	83.3%	96.3%	96.7%	95.4%	94.1%	100.0%	94.1%	100.0%	66.7%	95.0%	100.0%	100.0%	98.8%	---	100.0%	96.2%	93.8%	100.0%
Yes	535	75	114	---	7	67	0	1	40	34	3	9	63	46	25	4	4	3	1	4	1	1	44	0	9	18	41	14
	18.7%	46.3%	47.1%	---	24.1%	51.9%	0.0%	14.3%	44.4%	52.3%	20.0%	34.6%	52.9%	37.1%	78.1%	66.7%	25.0%	75.0%	25.0%	21.1%	100.0%	33.3%	55.7%	0.0%	60.0%	35.3%	45.1%	82.4%
No	2,323	87	128	---	22	62	1	6	50	31	12	17	56	78	7	2	12	1	3	15	0	2	35	1	6	33	50	3
	81.3%	53.7%	52.9%	---	75.9%	48.1%	100.0%	85.7%	55.6%	47.7%	80.0%	65.4%	47.1%	62.9%	21.9%	33.3%	75.0%	25.0%	75.0%	78.9%	0.0%	66.7%	44.3%	100.0%	40.0%	64.7%	54.9%	17.6%
Significantly different from column:*		A			F	E					M	K	O	N			W,Y			W,Y			Q,T		Q,T	AB	AB	AA,Z

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

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

Fee-For-Service

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	51	78	---	13	37	0	0	0	51	8	8	34	39	10	2	7	1	2	2	1	1	26	0	6	15	29	6
Number missing or multiple answer	92	5	6	---	3	2	0	0	0	5	1	2	2	4	1	0	0	0	1	0	0	4	0	0	1	4	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	673	46	72	---	10	35	0	0	0	46	7	6	32	35	9	2	7	1	1	2	1	1	22	0	6	14	25	6
	88.0%	90.2%	92.3%	---	76.9%	94.6%	---	---	---	90.2%	87.5%	75.0%	94.1%	89.7%	90.0%	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	84.6%	---	100.0%	93.3%	86.2%	100.0%
Yes	91	20	32	---	2	17	0	0	0	20	0	3	16	13	5	2	3	0	0	0	0	0	11	0	3	7	9	3
	13.5%	43.5%	44.4%	---	20.0%	48.6%	---	---	---	43.5%	0.0%	50.0%	50.0%	37.1%	55.6%	100.0%	42.9%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	---	50.0%	50.0%	36.0%	50.0%
No	582	26	40	---	8	18	0	0	0	26	7	3	16	22	4	0	4	1	1	2	1	1	11	0	3	7	16	3
	86.5%	56.5%	55.6%	---	80.0%	51.4%	---	---	---	56.5%	100.0%	50.0%	50.0%	62.9%	44.4%	0.0%	57.1%	100.0%	100.0%	100.0%	100.0%	50.0%	---	50.0%	50.0%	64.0%	50.0%	
Significantly different from column:*		A																										

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

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

Fee-For-Service

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

Question 89

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)										Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	3,970	198	---	---	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20	
Number missing or multiple answer	766	28	---	---	2	22	0	2	14	8	1	2	21	25	1	0	0	0	0	0	0	0	0	0	0	5	20	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,204 80.7%	170 85.9%	---	---	31 93.9%	134 85.9%	1 100.0%	29 93.5%	79 84.9%	61 88.4%	19 95.0%	29 93.5%	119 85.0%	128 83.7%	35 97.2%	7 100.0%	17 100.0%	5 100.0%	6 100.0%	25 100.0%	1 100.0%	3 100.0%	93 100.0%	1 100.0%	19 100.0%	53 91.4%	97 82.9%	18 90.0%	
American Indian or Alaska Native	392 12.2%	30 17.6%	---	---	4 12.9%	26 19.4%	0 0.0%	4 13.8%	13 16.5%	13 21.3%	4 21.1%	8 27.6%	18 15.1%	25 19.5%	5 14.3%	0 0.0%	17 100.0%	0 0.0%	1 16.7%	0 0.0%	0 0.0%	1 33.3%	3 3.2%	0 0.0%	8 42.1%	13 24.5%	16 16.5%	1 5.6%	
Asian	314 9.8%	12 7.1%	---	---	3 9.7%	9 6.7%	0 0.0%	3 10.3%	4 5.1%	5 8.2%	1 5.3%	1 3.4%	10 8.4%	10 7.8%	2 5.7%	0 0.0%	0 0.0%	5 100.0%	0 0.0%	0 0.0%	0 0.0%	1 33.3%	2 2.2%	0 0.0%	4 21.1%	4 7.5%	7 7.2%	1 5.6%	
Black or African American	206 6.4%	11 6.5%	---	---	1 3.2%	10 7.5%	0 0.0%	2 6.9%	5 6.3%	4 6.6%	2 10.5%	0 0.0%	9 7.6%	8 6.3%	3 8.6%	0 0.0%	0 0.0%	0 100.0%	6 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	4 21.1%	4 7.5%	6 6.2%	1 5.6%	
Hispanic or Latino/a	1,259 39.3%	39 22.9%	---	---	7 22.6%	31 23.1%	0 0.0%	10 34.5%	15 19.0%	14 23.0%	8 42.1%	16 55.2%	14 11.8%	27 21.1%	12 34.3%	0 0.0%	5 29.4%	0 0.0%	0 0.0%	25 100.0%	0 0.0%	0 0.0%	0 0.0%	2 2.2%	0 0.0%	7 36.8%	14 26.4%	24 24.7%	1 5.6%
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 1.6%	0 0.0%	0 0.0%	1 0.8%	0 0.0%	1 2.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.0%	0 0.0%	
Native Hawaiian or Pacific Islander	47 1.5%	5 2.9%	---	---	1 3.2%	4 3.0%	0 0.0%	1 3.4%	2 2.5%	2 3.3%	1 5.3%	1 3.4%	3 2.5%	4 3.1%	1 2.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 100.0%	0 0.0%	0 0.0%	2 10.5%	3 5.7%	2 2.1%	0 0.0%	
White	1,762 55.0%	118 69.4%	---	---	20 64.5%	94 70.1%	1 100.0%	19 65.5%	58 73.4%	40 65.6%	6 31.6%	13 44.8%	97 81.5%	91 71.1%	20 57.1%	7 100.0%	6 35.3%	0 0.0%	2 33.3%	2 8.0%	0 0.0%	0 0.0%	0 0.0%	93 100.0%	0 0.0%	15 78.9%	32 60.4%	67 69.1%	17 94.4%
Other	177 5.5%	5 2.9%	---	---	2 6.5%	3 2.2%	0 0.0%	0 0.0%	3 3.8%	2 3.3%	0 0.0%	1 3.4%	4 3.4%	4 3.1%	0 0.0%	1 14.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 3.2%	1 100.0%	1 5.3%	0 0.0%	5 5.2%	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%.

Fee-For-Service

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

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	2021	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
Number in sample	3,970	198	---	---	33	156	1	31	93	69	20	31	140	153	36	7	17	5	6	25	1	3	93	1	19	58	117	20
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	28	---	---	2	22	0	2	14	8	1	2	21	25	1	0	0	0	0	0	0	0	0	0	5	20	2	
Usable responses	3,204	170	---	---	31	134	1	29	79	61	19	29	119	128	35	7	17	5	6	25	1	3	93	1	19	53	97	18
	80.7%	85.9%	---	---	93.9%	85.9%	100.0%	93.5%	84.9%	88.4%	95.0%	93.5%	85.0%	83.7%	97.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	91.4%	82.9%	90.0%	
American Indian or Alaska Native	181	17	---	---	1	16	0	2	7	8	2	8	7	16	1	0	17	0	0	0	0	0	0	0	0	9	8	0
	5.6%	10.0%	---	---	3.2%	11.9%	0.0%	6.9%	8.9%	13.1%	10.5%	27.6%	5.9%	12.5%	2.9%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	17.0%	8.2%	0.0%
Asian	226	5	---	---	2	3	0	1	2	2	0	0	5	4	1	0	0	5	0	0	0	0	0	0	0	1	3	1
	7.1%	2.9%	---	---	6.5%	2.2%	0.0%	3.4%	2.5%	3.3%	0.0%	0.0%	4.2%	3.1%	2.9%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.9%	3.1%	5.6%
Black or African American	116	6	---	---	1	5	0	0	4	2	1	0	5	4	2	0	0	0	6	0	0	0	0	0	0	3	3	0
	3.6%	3.5%	---	---	3.2%	3.7%	0.0%	0.0%	5.1%	3.3%	5.3%	0.0%	4.2%	3.1%	5.7%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.7%	3.1%	0.0%
Hispanic or Latino/a	970	25	---	---	5	19	0	7	9	9	8	10	6	15	10	0	0	0	25	0	0	0	0	0	0	10	15	0
	30.3%	14.7%	---	---	16.1%	14.2%	0.0%	24.1%	11.4%	14.8%	42.1%	34.5%	5.0%	11.7%	28.6%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	18.9%	15.5%	0.0%
Middle Eastern/Northern African	11	1	---	---	0	1	0	0	0	1	0	0	1	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0
	0.3%	0.6%	---	---	0.0%	0.7%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	0.8%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%	
Native Hawaiian or Pacific Islander	20	3	---	---	1	2	0	0	2	1	1	1	1	2	1	0	0	0	0	0	0	3	0	0	0	3	0	0
	0.6%	1.8%	---	---	3.2%	1.5%	0.0%	0.0%	2.5%	1.6%	5.3%	3.4%	0.8%	1.6%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	5.7%	0.0%	0.0%	
White	1,295	93	---	---	17	72	1	14	47	31	6	9	76	74	13	6	0	0	0	0	0	0	93	0	0	24	52	15
	40.4%	54.7%	---	---	54.8%	53.7%	100.0%	48.3%	59.5%	50.8%	31.6%	31.0%	63.9%	57.8%	37.1%	85.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	45.3%	53.6%	83.3%
Other	65	1	---	---	1	0	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	1	0	0	1	0
	2.0%	0.6%	---	---	3.2%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	0.8%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	1.0%	0.0%	
Multiracial	320	19	---	---	3	16	0	5	7	7	1	1	17	12	6	1	0	0	0	0	0	0	0	0	19	3	14	2
	10.0%	11.2%	---	---	9.7%	11.9%	0.0%	17.2%	8.9%	11.5%	5.3%	3.4%	14.3%	9.4%	17.1%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	5.7%	14.4%	11.1%	
Significantly different from column:*																	Y			Y				Q,T				

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

Fee-For-Service

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

Satisfaction With the Experience of Care

Survey Measures*	Global Proportions			
	2021 State OHP	Plan Rate		
		2021	2020	2019
Ratings				
Rating of Personal Doctor	86.86%	89.11%	89.08%	87.01%
Rating of Specialist	81.96%	88.00%	82.89%	81.61%
Rating of All Health Care	81.77%	82.56%	79.25%	78.23%
Rating of Health Plan	73.74%	63.68%	59.55%	64.33%
Composites				
Getting Needed Care	81.22%	82.34%	82.78%	85.24%
Getting Care Quickly	88.78%	85.86%	91.23%	93.12%
How Well Doctors Communicate	94.92%	95.39%	97.19%	97.32%
Customer Service	87.69%	83.33%	83.09%	75.81%
Additional Content Areas				
Coordination of Care	82.39%	73.58%	78.57%	78.05%
Children with Chronic Conditions Composites				
Access to Prescription Medicine	89.51%	78.85%	82.58%	77.78%
Access to Specialized Services	68.21%	56.52%	64.08%	61.93%
Getting Needed Information	90.91%	91.86%	94.34%	95.89%
Personal Doctor or Nurse Who Knows Child	89.62%	90.01%	93.07%	90.26%
Coordination of Care w/CCC (Q16 & Q27)	75.90%	73.20%	76.52%	77.14%

* 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).

Fee-For-Service

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

Question 3

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	
Number in sample	2,281	219	180	159	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49
Number missing or multiple answer	49	3	3	1	0	3	0	1	0	2	0	2	1	1	1	0	0	0	0	0	0	0	3	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	2,232	216	177	158	30	182	1	14	122	80	8	22	183	139	56	20	10	4	4	10	1	2	124	5	30	41	121	49
	97.9%	98.6%	98.3%	99.4%	100.0%	98.4%	100.0%	93.3%	100.0%	97.6%	100.0%	91.7%	99.5%	99.3%	98.2%	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%	97.6%	---	100.0%	100.0%	98.4%	100.0%	
Yes	562	60	62	65	9	51	0	6	29	25	1	9	50	33	20	6	4	1	0	0	1	0	37	2	9	2	30	26
	25.2%	27.8%	35.0%	41.1%	30.0%	28.0%	0.0%	42.9%	23.8%	31.3%	12.5%	40.9%	27.3%	23.7%	35.7%	30.0%	40.0%	25.0%	0.0%	0.0%	100.0%	0.0%	29.8%	40.0%	30.0%	4.9%	24.8%	53.1%
No	1,670	156	115	93	21	131	1	8	93	55	7	13	133	106	36	14	6	3	4	10	0	2	87	3	21	39	91	23
	74.8%	72.2%	65.0%	58.9%	70.0%	72.0%	100.0%	57.1%	76.2%	68.8%	87.5%	59.1%	72.7%	76.3%	64.3%	70.0%	60.0%	75.0%	100.0%	100.0%	100.0%	70.2%	60.0%	70.0%	95.1%	75.2%	46.9%	
Significantly different from column:*		D																								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.

Fee-For-Service

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	60	62	65	9	51	0	6	29	25	1	9	50	33	20	6	4	1	0	0	1	0	37	2	9	2	30	26
Number missing or multiple answer	8	1	1	3	0	1	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	554	59	61	62	9	50	0	6	29	24	1	9	49	33	19	6	4	1	0	0	1	0	36	2	9	2	30	25
	98.6%	98.3%	98.4%	95.4%	100.0%	98.0%	---	100.0%	100.0%	96.0%	100.0%	100.0%	98.0%	100.0%	95.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	97.3%	---	100.0%	100.0%	100.0%	96.2%
Never	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	0	0	1
	1.1%	1.7%	0.0%	1.6%	0.0%	2.0%	---	0.0%	3.4%	0.0%	0.0%	0.0%	2.0%	0.0%	5.3%	0.0%	0.0%	0.0%	---	---	0.0%	---	2.8%	0.0%	0.0%	0.0%	0.0%	4.0%
Sometimes	43	8	5	1	1	7	0	1	3	4	0	1	7	4	1	2	1	0	0	0	0	0	4	0	3	1	3	4
	7.8%	13.6%	8.2%	1.6%	11.1%	14.0%	---	16.7%	10.3%	16.7%	0.0%	11.1%	14.3%	12.1%	5.3%	33.3%	25.0%	0.0%	---	---	0.0%	---	11.1%	0.0%	33.3%	50.0%	10.0%	16.0%
Usually	93	11	8	9	2	9	0	1	7	3	0	3	8	5	5	1	1	0	0	0	0	0	8	0	0	0	4	7
	16.8%	18.6%	13.1%	14.5%	22.2%	18.0%	---	16.7%	24.1%	12.5%	0.0%	33.3%	16.3%	15.2%	26.3%	16.7%	25.0%	0.0%	---	---	0.0%	---	22.2%	0.0%	0.0%	0.0%	13.3%	28.0%
Always	412	39	48	51	6	33	0	4	18	17	1	5	33	24	12	3	2	1	0	0	1	0	23	2	6	1	23	13
	74.4%	66.1%	78.7%	82.3%	66.7%	66.0%	---	66.7%	62.1%	70.8%	100.0%	55.6%	67.3%	72.7%	63.2%	50.0%	50.0%	100.0%	---	---	100.0%	---	63.9%	100.0%	66.7%	50.0%	76.7%	52.0%
Significantly different from column:*		D																										
Usually or Always	505	50	56	60	8	42	0	5	25	20	1	8	41	29	17	4	3	1	0	0	1	0	31	2	6	1	27	20
	91.2%	84.7%	91.8%	96.8%	88.9%	84.0%	---	83.3%	86.2%	83.3%	100.0%	88.9%	83.7%	87.9%	89.5%	66.7%	75.0%	100.0%	---	---	100.0%	---	86.1%	100.0%	66.7%	50.0%	90.0%	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.

Fee-For-Service

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	Y
Number in sample	2,281	219	180	159	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
Number missing or multiple answer	31	5	3	0	0	5	0	0	4	1	0	0	5	3	2	0	0	0	0	0	0	0	0	0	1	1	1	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,250	214	177	159	30	180	1	15	118	81	8	24	179	137	55	21	10	4	4	10	1	2	127	5	29	40	122	47	
	98.6%	97.7%	98.3%	100.0%	100.0%	97.3%	100.0%	100.0%	96.7%	98.8%	100.0%	100.0%	97.3%	97.9%	96.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	96.7%	97.6%	99.2%	95.9%	
Yes	1,630	170	150	135	26	143	0	13	92	65	8	20	141	103	48	18	7	4	2	6	1	1	100	5	24	11	111	45	
	72.4%	79.4%	84.7%	84.9%	86.7%	79.4%	0.0%	86.7%	78.0%	80.2%	100.0%	83.3%	78.8%	75.2%	87.3%	85.7%	70.0%	100.0%	50.0%	60.0%	100.0%	50.0%	78.7%	100.0%	82.8%	27.5%	91.0%	95.7%	
No	620	44	27	24	4	37	1	2	26	16	0	4	38	34	7	3	3	0	2	4	0	1	27	0	5	29	11	2	
	27.6%	20.6%	15.3%	15.1%	13.3%	20.6%	100.0%	13.3%	22.0%	19.8%	0.0%	16.7%	21.2%	24.8%	12.7%	14.3%	30.0%	0.0%	50.0%	40.0%	0.0%	50.0%	21.3%	0.0%	17.2%	72.5%	9.0%	4.3%	
Significantly different from column:*		A																								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.

Fee-For-Service

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

Question 6

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,630	170	150	135	26	143	0	13	92	65	8	20	141	103	48	18	7	4	2	6	1	1	100	5	24	11	111	45	
Number missing or multiple answer	27	1	0	2	0	1	0	0	1	0	0	0	1	0	1	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	1,603	169	150	133	26	142	0	13	91	65	8	20	140	103	47	18	7	4	2	6	1	1	100	5	23	11	110	45	
	98.3%	99.4%	100.0%	98.5%	100.0%	99.3%	---	100.0%	98.9%	100.0%	100.0%	100.0%	99.3%	100.0%	97.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	95.8%	100.0%	99.1%	100.0%	
Never	25	1	0	1	0	1	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	1	0	0	
	1.6%	0.6%	0.0%	0.8%	0.0%	0.7%	---	0.0%	0.0%	1.5%	0.0%	5.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%	9.1%	0.0%	0.0%	
Sometimes	193	21	14	13	4	17	0	1	12	8	1	2	18	8	10	3	1	1	0	1	1	0	8	0	5	3	15	3	
	12.0%	12.4%	9.3%	9.8%	15.4%	12.0%	---	7.7%	13.2%	12.3%	12.5%	10.0%	12.9%	7.8%	21.3%	16.7%	14.3%	25.0%	0.0%	16.7%	100.0%	0.0%	8.0%	0.0%	21.7%	27.3%	13.6%	6.7%	
Usually	398	47	46	50	9	38	0	6	25	16	0	6	41	20	17	9	2	0	1	0	0	33	3	5	1	24	20		
	24.8%	27.8%	30.7%	37.6%	34.6%	26.8%	---	46.2%	27.5%	24.6%	0.0%	30.0%	29.3%	19.4%	36.2%	50.0%	28.6%	0.0%	0.0%	16.7%	0.0%	0.0%	33.0%	60.0%	21.7%	9.1%	21.8%	44.4%	
Always	987	100	90	69	13	86	0	6	54	40	7	11	81	74	20	6	4	3	2	4	0	1	58	2	13	6	71	22	
	61.6%	59.2%	60.0%	51.9%	50.0%	60.6%	---	46.2%	59.3%	61.5%	87.5%	55.0%	57.9%	71.8%	42.6%	33.3%	57.1%	75.0%	100.0%	66.7%	0.0%	100.0%	58.0%	40.0%	56.5%	54.5%	64.5%	48.9%	
Significantly different from column:*														O,P	N	N													
Usually or Always	1,385	147	136	119	22	124	0	12	79	56	7	17	122	94	37	15	6	3	2	5	0	1	91	5	18	7	95	42	
	86.4%	87.0%	90.7%	89.5%	84.6%	87.3%	---	92.3%	86.8%	86.2%	87.5%	85.0%	87.1%	91.3%	78.7%	83.3%	85.7%	75.0%	100.0%	83.3%	0.0%	100.0%	91.0%	100.0%	78.3%	63.6%	86.4%	93.3%	
Significantly different from column:*														O	N														

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

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

Fee-For-Service

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	219	180	159	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
Number missing or multiple answer	67	6	2	2	0	5	1	0	3	3	0	1	5	4	1	0	0	0	0	0	0	0	5	0	0	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,214	213	178	157	30	180	0	15	119	79	8	23	179	136	56	20	10	4	4	10	1	2	122	5	30	41	123	49	
	97.1%	97.3%	98.9%	98.7%	100.0%	97.3%	0.0%	100.0%	97.5%	96.3%	100.0%	95.8%	97.3%	97.1%	98.2%	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.1%	---	100.0%	100.0%	100.0%	100.0%	
None	562	41	18	10	3	36	0	2	25	14	0	6	33	34	4	3	4	1	1	4	0	2	19	1	6	41	0	0	
	25.4%	19.2%	10.1%	6.4%	10.0%	20.0%	---	13.3%	21.0%	17.7%	0.0%	26.1%	18.4%	25.0%	7.1%	15.0%	40.0%	25.0%	25.0%	40.0%	0.0%	100.0%	15.6%	20.0%	20.0%	100.0%	0.0%	0.0%	
1 time	479	45	42	35	5	39	0	3	26	16	4	4	36	33	10	2	2	1	1	4	0	0	24	1	5	0	45	0	
	21.6%	21.1%	23.6%	22.3%	16.7%	21.7%	---	20.0%	21.8%	20.3%	50.0%	17.4%	20.1%	24.3%	17.9%	10.0%	20.0%	25.0%	25.0%	40.0%	0.0%	0.0%	19.7%	20.0%	16.7%	0.0%	36.6%	0.0%	
2	399	38	51	41	6	32	0	2	19	17	0	3	35	25	11	2	1	1	1	1	1	0	19	2	9	0	38	0	
	18.0%	17.8%	28.7%	26.1%	20.0%	17.8%	---	13.3%	16.0%	21.5%	0.0%	13.0%	19.6%	18.4%	19.6%	10.0%	10.0%	25.0%	25.0%	10.0%	100.0%	0.0%	15.6%	40.0%	30.0%	0.0%	30.9%	0.0%	
3	265	20	29	25	5	15	0	2	9	9	1	4	15	14	6	0	2	0	1	0	0	0	12	0	3	0	20	0	
	12.0%	9.4%	16.3%	15.9%	16.7%	8.3%	---	13.3%	7.6%	11.4%	12.5%	17.4%	8.4%	10.3%	10.7%	0.0%	20.0%	0.0%	25.0%	0.0%	0.0%	0.0%	9.8%	0.0%	10.0%	0.0%	16.3%	0.0%	
4	141	20	18	14	3	17	0	1	10	9	1	1	18	12	4	4	0	0	0	1	0	0	13	0	1	0	20	0	
	6.4%	9.4%	10.1%	8.9%	10.0%	9.4%	---	6.7%	8.4%	11.4%	12.5%	4.3%	10.1%	8.8%	7.1%	20.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	10.7%	0.0%	3.3%	0.0%	16.3%	0.0%	
5 to 9	206	24	14	24	2	22	0	0	16	8	0	1	23	7	11	5	0	1	0	0	0	0	18	1	1	0	0	24	
	9.3%	11.3%	7.9%	15.3%	6.7%	12.2%	---	0.0%	13.4%	10.1%	0.0%	4.3%	12.8%	5.1%	19.6%	25.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	14.8%	20.0%	3.3%	0.0%	0.0%	49.0%	
10 or more times	162	25	6	8	6	19	0	5	14	6	2	4	19	11	10	4	1	0	0	0	0	0	17	0	5	0	0	25	
	7.3%	11.7%	3.4%	5.1%	20.0%	10.6%	---	33.3%	11.8%	7.6%	25.0%	17.4%	10.6%	8.1%	17.9%	20.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	13.9%	0.0%	16.7%	0.0%	0.0%	51.0%	
5 or more times	368	49	20	32	8	41	0	5	30	14	2	5	42	18	21	9	1	1	0	0	0	0	35	1	6	0	0	49	
	16.6%	23.0%	11.2%	20.4%	26.7%	22.8%	---	33.3%	25.2%	17.7%	25.0%	21.7%	23.5%	13.2%	37.5%	45.0%	10.0%	25.0%	0.0%	0.0%	0.0%	0.0%	28.7%	20.0%	20.0%	0.0%	0.0%	100.0%	
Significantly different from column:*		A,C												O	N												AB	AB	AA,Z

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

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Fee-For-Service

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	Y
Number in sample	1,652	172	160	147	27	144	0	13	94	65	8	17	146	102	52	17	6	3	3	6	1	0	103	4	24	0	123	49	
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	1,639	172	159	146	27	144	0	13	94	65	8	17	146	102	52	17	6	3	3	6	1	0	103	4	24	0	123	49	
	99.2%	100.0%	99.4%	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%		
Never	23	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	
	1.4%	0.6%	1.3%	0.7%	0.0%	0.7%	---	0.0%	1.1%	0.0%	0.0%	0.0%	0.7%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	1.0%	0.0%	0.0%	---	0.8%	0.0%	
Sometimes	126	13	7	5	2	11	0	2	8	3	1	2	10	4	6	3	0	1	1	1	1	1	0	5	0	3	10	3	
	7.7%	7.6%	4.4%	3.4%	7.4%	7.6%	---	15.4%	8.5%	4.6%	12.5%	11.8%	6.8%	3.9%	11.5%	17.6%	0.0%	33.3%	33.3%	16.7%	100.0%	---	4.9%	0.0%	12.5%	---	8.1%	6.1%	
Usually	323	38	47	31	9	29	0	2	20	16	1	2	35	14	14	9	1	0	0	0	0	0	26	1	6	0	24	14	
	19.7%	22.1%	29.6%	21.2%	33.3%	20.1%	---	15.4%	21.3%	24.6%	12.5%	11.8%	24.0%	13.7%	26.9%	52.9%	16.7%	0.0%	0.0%	0.0%	0.0%	---	25.2%	25.0%	25.0%	---	19.5%	28.6%	
Always	1,167	120	103	109	16	103	0	9	65	46	6	13	100	83	32	5	5	2	2	5	0	0	71	3	15	0	88	32	
	71.2%	69.8%	64.8%	74.7%	59.3%	71.5%	---	69.2%	69.1%	70.8%	75.0%	76.5%	68.5%	81.4%	61.5%	29.4%	83.3%	66.7%	66.7%	83.3%	0.0%	---	68.9%	75.0%	62.5%	---	71.5%	65.3%	
Significantly different from column:*											O			N,P		O													
Usually or Always	1,490	158	150	140	25	132	0	11	85	62	7	15	135	97	46	14	6	2	2	5	0	0	97	4	21	0	112	46	
	90.9%	91.9%	94.3%	95.9%	92.6%	91.7%	---	84.6%	90.4%	95.4%	87.5%	88.2%	92.5%	95.1%	88.5%	82.4%	100.0%	66.7%	66.7%	83.3%	0.0%	---	94.2%	100.0%	87.5%	---	91.1%	93.9%	
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.

Fee-For-Service

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	
					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	1,652	172	160	147	27	144	0	13	94	65	8	17	146	102	52	17	6	3	3	6	1	0	103	4	24	0	123	49	
Number missing or multiple answer	17	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	1,635 99.0%	172 100.0%	159 99.4%	147 100.0%	27 100.0%	144 100.0%	0 ---	13 100.0%	94 100.0%	65 100.0%	8 100.0%	17 100.0%	146 100.0%	102 100.0%	52 100.0%	17 100.0%	6 100.0%	3 100.0%	3 100.0%	6 100.0%	1 100.0%	0 ---	103 100.0%	4 ---	24 100.0%	0 ---	123 100.0%	49 100.0%	
0 Worst health care possible	1 0.1%	1 0.6%	0 0.0%	0 0.0%	0 0.0%	1 0.7%	0 ---	0 0.0%	1 1.1%	0 0.0%	0 0.0%	0 0.0%	1 0.7%	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 ---	1 0.8%	0 0.0%	
1	2 0.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%		
2	6 0.4%	2 1.2%	1 0.6%	1 0.7%	0 0.0%	2 1.4%	0 ---	0 0.0%	1 1.1%	1 1.5%	0 0.0%	0 0.0%	2 1.4%	1 1.0%	1 1.9%	0 0.0%	0 0.0%	0 0.0%	1 16.7%	1 100.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 ---	2 1.6%	0 0.0%		
3	11 0.7%	0 0.0%	1 0.6%	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 0.0%	0 0.0%	0 0.0%	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 0.4%	0 0.0%	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 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%		
5	39 2.4%	4 2.3%	4 2.5%	3 2.0%	0 0.0%	4 2.8%	0 ---	0 0.0%	4 4.3%	0 0.0%	0 0.0%	4 2.7%	2 2.0%	1 1.9%	1 5.9%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	2 1.9%	0 0.0%	0 0.0%	0 ---	2 1.6%	2 4.1%		
6	76 4.6%	8 4.7%	1 0.6%	10 6.8%	0 0.0%	8 5.6%	0 ---	2 15.4%	4 4.3%	2 3.1%	0 0.0%	1 5.9%	7 4.8%	1 1.0%	4 7.7%	3 17.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	4 3.9%	0 0.0%	3 12.5%	0 ---	4 3.3%	4 8.2%		
7	157 9.6%	15 8.7%	24 15.1%	17 11.6%	3 11.1%	12 8.3%	0 ---	1 7.7%	8 8.5%	6 9.2%	0 0.0%	3 17.6%	12 8.2%	2 2.0%	10 19.2%	3 17.6%	0 0.0%	0 0.0%	1 16.7%	0 0.0%	0 ---	7 6.8%	0 0.0%	3 12.5%	0 ---	11 8.9%	4 8.2%		
8	347 21.2%	48 27.9%	33 20.8%	25 17.0%	6 22.2%	41 28.5%	0 ---	1 7.7%	26 27.7%	21 32.3%	1 12.5%	3 17.6%	43 29.5%	28 27.5%	15 28.8%	4 23.5%	1 16.7%	2 66.7%	0 0.0%	1 16.7%	0 0.0%	0 ---	31 30.1%	1 25.0%	7 29.2%	0 ---	29 23.6%	19 38.8%	
9	342 20.9%	38 22.1%	41 25.8%	48 32.7%	7 25.9%	31 21.5%	0 ---	3 23.1%	21 22.3%	14 21.5%	0 0.0%	2 11.8%	36 24.7%	25 24.5%	10 19.2%	3 17.6%	2 33.3%	1 33.3%	1 33.3%	0 0.0%	0 0.0%	0 ---	26 25.2%	1 25.0%	4 16.7%	0 ---	25 20.3%	13 26.5%	
10 Best health care possible	648 39.6%	56 32.6%	52 32.7%	42 28.6%	11 40.7%	45 31.3%	0 ---	6 46.2%	29 30.9%	21 32.3%	7 87.5%	8 47.1%	41 28.1%	42 41.2%	11 21.2%	3 17.6%	3 50.0%	0 0.0%	2 66.7%	3 50.0%	0 0.0%	0 ---	33 32.0%	2 50.0%	7 29.2%	0 ---	49 39.8%	7 14.3%	

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

Fee-For-Service

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	172	160	147	27	144	0	13	94	65	8	17	146	102	52	17	6	3	3	6	1	0	103	4	24	0	123	49	
Number missing or multiple answer	17	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	1,635	172	159	147	27	144	0	13	94	65	8	17	146	102	52	17	6	3	3	6	1	0	103	4	24	0	123	49	
	99.0%	100.0%	99.4%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	---	100.0%	100.0%	
0 to 4	26	3	4	2	0	3	0	0	2	1	0	0	3	2	1	0	0	0	0	1	1	0	0	0	0	0	3	0	
	1.6%	1.7%	2.5%	1.4%	0.0%	2.1%	---	0.0%	2.1%	1.5%	0.0%	0.0%	2.1%	2.0%	1.9%	0.0%	0.0%	0.0%	16.7%	100.0%	---	0.0%	0.0%	0.0%	---	2.4%	0.0%		
5	39	4	4	3	0	4	0	0	4	0	0	0	4	2	1	1	0	0	0	0	0	0	2	0	0	0	2	2	
	2.4%	2.3%	2.5%	2.0%	0.0%	2.8%	---	0.0%	4.3%	0.0%	0.0%	0.0%	2.7%	2.0%	1.9%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	---	1.9%	0.0%	0.0%	---	1.6%	4.1%	
6 or 7	233	23	25	27	3	20	0	3	12	8	0	4	19	3	14	6	0	0	0	1	0	0	11	0	6	0	15	8	
	14.3%	13.4%	15.7%	18.4%	11.1%	13.9%	---	23.1%	12.8%	12.3%	0.0%	23.5%	13.0%	2.9%	26.9%	35.3%	0.0%	0.0%	0.0%	16.7%	0.0%	---	10.7%	0.0%	25.0%	---	12.2%	16.3%	
8 to 10	1,337	142	126	115	24	117	0	10	76	56	8	13	120	95	36	10	6	3	3	4	0	0	90	4	18	0	103	39	
	81.8%	82.6%	79.2%	78.2%	88.9%	81.3%	---	76.9%	80.9%	86.2%	100.0%	76.5%	82.2%	93.1%	69.2%	58.8%	100.0%	100.0%	100.0%	66.7%	0.0%	---	87.4%	100.0%	75.0%	---	83.7%	79.6%	
Significantly different from column:*														O	N														
0 to 6	141	15	9	15	0	15	0	2	10	3	0	1	14	5	6	4	0	0	0	1	1	0	6	0	3	0	9	6	
	8.6%	8.7%	5.7%	10.2%	0.0%	10.4%	---	15.4%	10.6%	4.6%	0.0%	5.9%	9.6%	4.9%	11.5%	23.5%	0.0%	0.0%	0.0%	16.7%	100.0%	---	5.8%	0.0%	12.5%	---	7.3%	12.2%	
7 to 8	504	63	57	42	9	53	0	2	34	27	1	6	55	30	25	7	1	2	0	2	0	0	38	1	10	0	40	23	
	30.8%	36.6%	35.8%	28.6%	33.3%	36.8%	---	15.4%	36.2%	41.5%	12.5%	35.3%	37.7%	29.4%	48.1%	41.2%	16.7%	66.7%	0.0%	33.3%	0.0%	---	36.9%	25.0%	41.7%	---	32.5%	46.9%	
9 to 10	990	94	93	90	18	76	0	9	50	35	7	10	77	67	21	6	5	1	3	3	0	0	59	3	11	0	74	20	
	60.6%	54.7%	58.5%	61.2%	66.7%	52.8%	---	69.2%	53.2%	53.8%	87.5%	58.8%	52.7%	65.7%	40.4%	35.3%	83.3%	33.3%	100.0%	50.0%	0.0%	---	57.3%	75.0%	45.8%	---	60.2%	40.8%	
Significantly different from column:*														O,P	N	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.

Fee-For-Service

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
Number in sample	1,652	172	160	147	27	144	0	13	94	65	8	17	146	102	52	17	6	3	3	6	1	0	103	4	24	0	123	49
Number missing or multiple answer	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
Number no experience	NA	NA	NA	NA	NA	NA	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	172	159	147	27	144	0	13	94	65	8	17	146	102	52	17	6	3	3	6	1	0	103	4	24	0	123	49
	99.4%	100.0%	99.4%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	---	100.0%	100.0%	
Never	19	3	0	2	0	3	0	0	3	0	0	1	2	2	1	0	0	0	0	2	0	0	0	0	0	0	3	0
	1.2%	1.7%	0.0%	1.4%	0.0%	2.1%	---	0.0%	3.2%	0.0%	0.0%	5.9%	1.4%	2.0%	1.9%	0.0%	0.0%	0.0%	33.3%	0.0%	---	0.0%	0.0%	0.0%	---	2.4%	0.0%	
Sometimes	191	24	19	10	4	20	0	1	13	10	1	3	20	6	14	3	0	1	0	1	1	0	11	0	7	0	17	7
	11.6%	14.0%	11.9%	6.8%	14.8%	13.9%	---	7.7%	13.8%	15.4%	12.5%	17.6%	13.7%	5.9%	26.9%	17.6%	0.0%	33.3%	0.0%	16.7%	100.0%	---	10.7%	0.0%	29.2%	---	13.8%	14.3%
Usually	523	67	53	54	11	56	0	6	38	23	1	6	60	39	18	10	2	1	0	2	0	0	46	1	7	0	45	22
	31.9%	39.0%	33.3%	36.7%	40.7%	38.9%	---	46.2%	40.4%	35.4%	12.5%	35.3%	41.1%	38.2%	34.6%	58.8%	33.3%	33.3%	0.0%	33.3%	0.0%	---	44.7%	25.0%	29.2%	---	36.6%	44.9%
Always	909	78	87	81	12	65	0	6	40	32	6	7	64	55	19	4	4	1	3	1	0	0	46	3	10	0	58	20
	55.4%	45.3%	54.7%	55.1%	44.4%	45.1%	---	46.2%	42.6%	49.2%	75.0%	41.2%	43.8%	53.9%	36.5%	23.5%	66.7%	33.3%	100.0%	16.7%	0.0%	---	44.7%	75.0%	41.7%	---	47.2%	40.8%
Significantly different from column:*		A												O,P	N	N												
Usually or Always	1,432	145	140	135	23	121	0	12	78	55	7	13	124	94	37	14	6	2	3	3	0	0	92	4	17	0	103	42
	87.2%	84.3%	88.1%	91.8%	85.2%	84.0%	---	92.3%	83.0%	84.6%	87.5%	76.5%	84.9%	92.2%	71.2%	82.4%	100.0%	66.7%	100.0%	50.0%	0.0%	---	89.3%	100.0%	70.8%	---	83.7%	85.7%
Significantly different from column:*		D												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.

Fee-For-Service

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	Y
Number in sample	2,281	219	180	159	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
Number missing or multiple answer	19	2	0	0	0	2	0	0	1	1	0	0	2	2	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	2,262	217	180	159	30	183	1	15	121	81	8	24	182	138	57	21	10	4	4	10	1	2	126	5	30	41	122	49	
	99.2%	99.1%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	99.2%	98.8%	100.0%	100.0%	98.9%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%	---	100.0%	100.0%	99.2%	100.0%	
Yes	1,887	192	151	136	28	160	1	5	111	76	8	22	159	125	50	17	10	4	4	9	1	2	110	5	24	38	108	42	
	83.4%	88.5%	83.9%	85.5%	93.3%	87.4%	100.0%	33.3%	91.7%	93.8%	100.0%	91.7%	87.4%	90.6%	87.7%	81.0%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%	87.3%	100.0%	80.0%	92.7%	88.5%	85.7%	
No	375	25	29	23	2	23	0	10	10	5	0	2	23	13	7	4	0	0	0	1	0	0	16	0	6	3	14	7	
	16.6%	11.5%	16.1%	14.5%	6.7%	12.6%	0.0%	66.7%	8.3%	6.2%	0.0%	8.3%	12.6%	9.4%	12.3%	19.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	12.7%	0.0%	20.0%	7.3%	11.5%	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.

Fee-For-Service

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	192	151	136	28	160	1	5	111	76	8	22	159	125	50	17	10	4	4	9	1	2	110	5	24	38	108	42
Number missing or multiple answer	38	5	2	3	0	5	0	0	1	4	0	2	3	4	1	0	1	0	0	2	0	0	1	0	1	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	1,849	187	149	133	28	155	1	5	110	72	8	20	156	121	49	17	9	4	4	7	1	2	109	5	23	35	106	42
	98.0%	97.4%	98.7%	97.8%	100.0%	96.9%	100.0%	100.0%	99.1%	94.7%	100.0%	90.9%	98.1%	96.8%	98.0%	100.0%	90.0%	100.0%	100.0%	77.8%	100.0%	100.0%	99.1%	---	95.8%	92.1%	98.1%	100.0%
Yes	258	25	26	26	3	22	0	1	19	5	0	4	20	11	8	6	0	0	1	0	0	1	16	1	2	3	12	9
	14.0%	13.4%	17.4%	19.5%	10.7%	14.2%	0.0%	20.0%	17.3%	6.9%	0.0%	20.0%	12.8%	9.1%	16.3%	35.3%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	14.7%	20.0%	8.7%	8.6%	11.3%	21.4%
No	1,591	162	123	107	25	133	1	4	91	67	8	16	136	110	41	11	9	4	3	7	1	1	93	4	21	32	94	33
	86.0%	86.6%	82.6%	80.5%	89.3%	85.8%	100.0%	80.0%	82.7%	93.1%	100.0%	80.0%	87.2%	90.9%	83.7%	64.7%	100.0%	100.0%	75.0%	100.0%	100.0%	50.0%	85.3%	80.0%	91.3%	91.4%	88.7%	78.6%
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.

Fee-For-Service

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	25	26	26	3	22	0	1	19	5	0	4	20	11	8	6	0	0	1	0	0	1	16	1	2	3	12	9
Number missing or multiple answer	4	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	254	25	26	25	3	22	0	1	19	5	0	4	20	11	8	6	0	0	1	0	0	1	16	1	2	3	12	9
	98.4%	100.0%	100.0%	96.2%	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	236	23	25	25	2	21	0	1	17	5	0	3	19	11	7	5	0	0	1	0	0	0	16	1	2	2	12	8
	92.9%	92.0%	96.2%	100.0%	66.7%	95.5%	---	100.0%	89.5%	100.0%	---	75.0%	95.0%	100.0%	87.5%	83.3%	---	---	100.0%	---	---	0.0%	100.0%	100.0%	100.0%	66.7%	100.0%	88.9%
No	18	2	1	0	1	1	0	0	2	0	0	1	1	0	1	1	0	0	0	0	0	1	0	0	0	1	0	1
	7.1%	8.0%	3.8%	0.0%	33.3%	4.5%	---	0.0%	10.5%	0.0%	---	25.0%	5.0%	0.0%	12.5%	16.7%	---	---	0.0%	---	---	100.0%	0.0%	0.0%	0.0%	33.3%	0.0%	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.

Fee-For-Service

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	Y
Number in sample	2,281	219	180	159	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
Number missing or multiple answer	9	2	2	1	0	2	0	0	1	1	0	0	2	1	0	0	0	0	0	0	0	0	1	0	1	0	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,272	217	178	158	30	183	1	15	121	81	8	24	182	139	56	21	10	4	4	10	1	2	126	5	29	41	122	49	
	99.6%	99.1%	98.9%	99.4%	100.0%	98.9%	100.0%	100.0%	99.2%	98.8%	100.0%	100.0%	98.9%	99.3%	98.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%	---	96.7%	100.0%	99.2%	100.0%	
Yes	188	36	23	25	3	33	0	7	22	7	0	4	32	14	13	9	3	3	0	2	0	0	19	0	5	5	15	15	
	8.3%	16.6%	12.9%	15.8%	10.0%	18.0%	0.0%	46.7%	18.2%	8.6%	0.0%	16.7%	17.6%	10.1%	23.2%	42.9%	30.0%	75.0%	0.0%	20.0%	0.0%	0.0%	15.1%	0.0%	17.2%	12.2%	12.3%	30.6%	
No	2,084	181	155	133	27	150	1	8	99	74	8	20	150	125	43	12	7	1	4	8	1	2	107	5	24	36	107	34	
	91.7%	83.4%	87.1%	84.2%	90.0%	82.0%	100.0%	53.3%	81.8%	91.4%	100.0%	83.3%	82.4%	89.9%	76.8%	57.1%	70.0%	25.0%	100.0%	80.0%	100.0%	100.0%	84.9%	100.0%	82.8%	87.8%	87.7%	69.4%	
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.

Fee-For-Service

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	36	23	25	3	33	0	7	22	7	0	4	32	14	13	9	3	3	0	2	0	0	19	0	5	5	15	15	
Number missing or multiple answer	4	1	0	0	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	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	184	35	23	25	3	32	0	7	21	7	0	4	31	13	13	9	3	3	0	2	0	0	19	0	5	5	14	15	
	97.9%	97.2%	100.0%	100.0%	100.0%	97.0%	---	100.0%	95.5%	100.0%	---	100.0%	96.9%	92.9%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	---	100.0%	---	100.0%	100.0%	93.3%	100.0%	
Never	21	4	2	8	1	3	0	0	4	0	0	1	3	0	1	3	0	0	0	1	0	0	1	0	0	2	2	0	
	11.4%	11.4%	8.7%	32.0%	33.3%	9.4%	---	0.0%	19.0%	0.0%	---	25.0%	9.7%	0.0%	7.7%	33.3%	0.0%	0.0%	---	50.0%	---	---	5.3%	---	0.0%	40.0%	14.3%	0.0%	
Sometimes	42	16	6	4	1	15	0	1	11	4	0	1	15	6	7	3	1	2	0	0	0	0	12	0	0	0	5	10	
	22.8%	45.7%	26.1%	16.0%	33.3%	46.9%	---	14.3%	52.4%	57.1%	---	25.0%	48.4%	46.2%	53.8%	33.3%	33.3%	66.7%	---	0.0%	---	---	63.2%	---	0.0%	0.0%	35.7%	66.7%	
Usually	45	9	6	7	0	9	0	3	3	3	0	1	8	5	3	1	1	1	0	0	0	4	0	3	1	5	3		
	24.5%	25.7%	26.1%	28.0%	0.0%	28.1%	---	42.9%	14.3%	42.9%	---	25.0%	25.8%	38.5%	23.1%	11.1%	33.3%	33.3%	---	0.0%	---	---	21.1%	---	60.0%	20.0%	35.7%	20.0%	
Always	76	6	9	6	1	5	0	3	3	0	0	1	5	2	2	2	1	0	0	1	0	0	2	0	2	2	2	2	
	41.3%	17.1%	39.1%	24.0%	33.3%	15.6%	---	42.9%	14.3%	0.0%	---	25.0%	16.1%	15.4%	15.4%	22.2%	33.3%	0.0%	---	50.0%	---	---	10.5%	---	40.0%	40.0%	14.3%	13.3%	
Significantly different from column:*		A																											
Usually or Always	121	15	15	13	1	14	0	6	6	3	0	2	13	7	5	3	2	1	0	1	0	0	6	0	5	3	7	5	
	65.8%	42.9%	65.2%	52.0%	33.3%	43.8%	---	85.7%	28.6%	42.9%	---	50.0%	41.9%	53.8%	38.5%	33.3%	66.7%	33.3%	---	50.0%	---	---	31.6%	---	100.0%	60.0%	50.0%	33.3%	
Significantly different from column:*		A																											

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

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

Fee-For-Service

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	36	23	25	3	33	0	7	22	7	0	4	32	14	13	9	3	3	0	2	0	0	19	0	5	5	15	15
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	36	23	25	3	33	0	7	22	7	0	4	32	14	13	9	3	3	0	2	0	0	19	0	5	5	15	15
	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%
Yes	144	28	21	18	2	26	0	4	18	6	0	2	26	10	12	6	1	2	0	0	0	0	17	0	4	2	12	13
	77.4%	77.8%	91.3%	72.0%	66.7%	78.8%	---	57.1%	81.8%	85.7%	---	50.0%	81.3%	71.4%	92.3%	66.7%	33.3%	66.7%	---	0.0%	---	---	89.5%	---	80.0%	40.0%	80.0%	86.7%
No	42	8	2	7	1	7	0	3	4	1	0	2	6	4	1	3	2	1	0	2	0	0	2	0	1	3	3	2
	22.6%	22.2%	8.7%	28.0%	33.3%	21.2%	---	42.9%	18.2%	14.3%	---	50.0%	18.8%	28.6%	7.7%	33.3%	66.7%	33.3%	---	100.0%	---	---	10.5%	---	20.0%	60.0%	20.0%	13.3%
Significantly different from column:*																												

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

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

Fee-For-Service

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	219	180	159	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
Number missing or multiple answer	14	2	3	2	0	2	0	0	1	1	0	0	2	2	0	0	0	0	0	0	0	0	1	0	1	2	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,267	217	177	157	30	183	1	15	121	81	8	24	182	138	57	21	10	4	4	10	1	2	126	5	29	39	123	49	
	99.4%	99.1%	98.3%	98.7%	100.0%	98.9%	100.0%	100.0%	99.2%	98.8%	100.0%	100.0%	98.9%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%	---	96.7%	95.1%	100.0%	100.0%	
Yes	638	81	57	61	11	70	0	9	55	17	2	8	71	48	22	10	4	3	1	2	0	0	50	1	9	9	41	30	
	28.1%	37.3%	32.2%	38.9%	36.7%	38.3%	0.0%	60.0%	45.5%	21.0%	25.0%	33.3%	39.0%	34.8%	38.6%	47.6%	40.0%	75.0%	25.0%	20.0%	0.0%	0.0%	39.7%	20.0%	31.0%	23.1%	33.3%	61.2%	
No	1,629	136	120	96	19	113	1	6	66	64	6	16	111	90	35	11	6	1	3	8	1	2	76	4	20	30	82	19	
	71.9%	62.7%	67.8%	61.1%	63.3%	61.7%	100.0%	40.0%	54.5%	79.0%	75.0%	66.7%	61.0%	65.2%	61.4%	52.4%	60.0%	25.0%	75.0%	80.0%	100.0%	100.0%	60.3%	80.0%	69.0%	76.9%	66.7%	38.8%	
Significantly different from column:*		A							J	I																	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.

Fee-For-Service

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	81	57	61	11	70	0	9	55	17	2	8	71	48	22	10	4	3	1	2	0	0	50	1	9	9	41	30
Number missing or multiple answer	8	1	2	0	0	1	0	0	1	0	0	0	1	0	0	1	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	630	80	55	61	11	69	0	9	54	17	2	8	70	48	22	9	4	3	1	2	0	0	49	1	9	9	41	29
	98.7%	98.8%	96.5%	100.0%	100.0%	98.6%	---	100.0%	98.2%	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%	---	---	98.0%	---	100.0%	100.0%	100.0%	100.0%	96.7%
Never	79	7	10	7	0	7	0	0	5	2	0	0	7	3	3	0	0	0	0	1	0	0	6	0	0	1	3	3
	12.5%	8.8%	18.2%	11.5%	0.0%	10.1%	---	0.0%	9.3%	11.8%	0.0%	0.0%	10.0%	6.3%	13.6%	0.0%	0.0%	0.0%	50.0%	---	---	12.2%	0.0%	0.0%	11.1%	7.3%	10.3%	
Sometimes	118	22	11	12	5	17	0	2	16	4	0	2	20	10	7	5	0	0	0	0	0	0	16	0	2	0	12	9
	18.7%	27.5%	20.0%	19.7%	45.5%	24.6%	---	22.2%	29.6%	23.5%	0.0%	25.0%	28.6%	20.8%	31.8%	55.6%	0.0%	0.0%	0.0%	---	---	32.7%	0.0%	22.2%	0.0%	29.3%	31.0%	
Usually	156	21	13	24	1	20	0	4	15	2	0	2	19	12	7	2	1	1	0	0	0	10	1	4	2	10	9	
	24.8%	26.3%	23.6%	39.3%	9.1%	29.0%	---	44.4%	27.8%	11.8%	0.0%	25.0%	27.1%	25.0%	31.8%	22.2%	25.0%	33.3%	100.0%	0.0%	---	---	20.4%	100.0%	44.4%	22.2%	24.4%	31.0%
Always	277	30	21	18	5	25	0	3	18	9	2	4	24	23	5	2	3	2	0	1	0	0	17	0	3	6	16	8
	44.0%	37.5%	38.2%	29.5%	45.5%	36.2%	---	33.3%	33.3%	52.9%	100.0%	50.0%	34.3%	47.9%	22.7%	22.2%	75.0%	66.7%	0.0%	50.0%	---	---	34.7%	0.0%	33.3%	66.7%	39.0%	27.6%
Significantly different from column:*											O	N																
Usually or Always	433	51	34	42	6	45	0	7	33	11	2	6	43	35	12	4	4	3	1	1	0	0	27	1	7	8	26	17
	68.7%	63.8%	61.8%	68.9%	54.5%	65.2%	---	77.8%	61.1%	64.7%	100.0%	75.0%	61.4%	72.9%	54.5%	44.4%	100.0%	100.0%	100.0%	50.0%	---	---	55.1%	100.0%	77.8%	88.9%	63.4%	58.6%

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

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

Fee-For-Service

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	81	57	61	11	70	0	9	55	17	2	8	71	48	22	10	4	3	1	2	0	0	50	1	9	9	41	30
Number missing or multiple answer	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
Number no experience	NA	NA	NA	NA	NA	NA	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	81	56	61	11	70	0	9	55	17	2	8	71	48	22	10	4	3	1	2	0	0	50	1	9	9	41	30
	98.3%	100.0%	98.2%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	441	49	36	31	5	44	0	5	35	9	1	6	42	30	13	6	4	2	1	1	0	0	27	1	6	6	24	19
	70.3%	60.5%	64.3%	50.8%	45.5%	62.9%	---	55.6%	63.6%	52.9%	50.0%	75.0%	59.2%	62.5%	59.1%	60.0%	100.0%	66.7%	100.0%	50.0%	---	---	54.0%	100.0%	66.7%	66.7%	58.5%	63.3%
No	186	32	20	30	6	26	0	4	20	8	1	2	29	18	9	4	0	1	0	1	0	0	23	0	3	3	17	11
	29.7%	39.5%	35.7%	49.2%	54.5%	37.1%	---	44.4%	36.4%	47.1%	50.0%	25.0%	40.8%	37.5%	40.9%	40.0%	0.0%	33.3%	0.0%	50.0%	---	---	46.0%	0.0%	33.3%	33.3%	41.5%	36.7%
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.

Fee-For-Service

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	219	180	159	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49
Number missing or multiple answer	14	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	2,267	219	180	158	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49
	99.4%	100.0%	100.0%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	1,155	109	92	77	14	94	0	3	67	39	3	12	92	68	30	10	4	2	3	2	1	1	64	3	12	11	62	34
	50.9%	49.8%	51.1%	48.7%	46.7%	50.8%	0.0%	20.0%	54.9%	47.6%	37.5%	50.0%	50.0%	48.6%	52.6%	47.6%	40.0%	50.0%	75.0%	20.0%	100.0%	50.0%	50.4%	60.0%	40.0%	26.8%	50.4%	69.4%
No	1,112	110	88	81	16	91	1	12	55	43	5	12	92	72	27	11	6	2	1	8	0	1	63	2	18	30	61	15
	49.1%	50.2%	48.9%	51.3%	53.3%	49.2%	100.0%	80.0%	45.1%	52.4%	62.5%	50.0%	50.0%	51.4%	47.4%	52.4%	60.0%	50.0%	25.0%	80.0%	0.0%	50.0%	49.6%	40.0%	60.0%	73.2%	49.6%	30.6%
Significantly different from column:*								I,J	H	H																AA,AB	AB,Z	AA,Z

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

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

Fee-For-Service

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

Question 21

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,155	109	92	77	14	94	0	3	67	39	3	12	92	68	30	10	4	2	3	2	1	1	64	3	12	11	62	34
Number missing or multiple answer	13	1	0	0	0	1	0	0	1	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	1,142	108	92	77	14	93	0	3	66	39	3	12	91	68	30	9	4	2	3	2	1	1	63	3	12	11	62	33
	98.9%	99.1%	100.0%	100.0%	100.0%	98.9%	---	100.0%	98.5%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	---	100.0%	100.0%	100.0%	97.1%	
Never	151	18	18	9	1	17	0	1	11	6	0	1	17	9	3	5	1	0	0	1	0	0	10	0	2	2	12	4
	13.2%	16.7%	19.6%	11.7%	7.1%	18.3%	---	33.3%	16.7%	15.4%	0.0%	8.3%	18.7%	13.2%	10.0%	55.6%	25.0%	0.0%	0.0%	50.0%	0.0%	0.0%	15.9%	0.0%	16.7%	18.2%	19.4%	12.1%
Sometimes	190	22	14	18	5	17	0	0	14	8	2	2	18	14	7	1	0	0	0	1	1	0	15	1	1	2	10	9
	16.6%	20.4%	15.2%	23.4%	35.7%	18.3%	---	0.0%	21.2%	20.5%	66.7%	16.7%	19.8%	20.6%	23.3%	11.1%	0.0%	0.0%	0.0%	50.0%	100.0%	0.0%	23.8%	33.3%	8.3%	18.2%	16.1%	27.3%
Usually	289	29	26	27	2	27	0	2	16	11	0	5	24	18	9	2	1	1	1	0	0	0	18	0	4	1	17	11
	25.3%	26.9%	28.3%	35.1%	14.3%	29.0%	---	66.7%	24.2%	28.2%	0.0%	41.7%	26.4%	26.5%	30.0%	22.2%	25.0%	50.0%	33.3%	0.0%	0.0%	0.0%	28.6%	0.0%	33.3%	9.1%	27.4%	33.3%
Always	512	39	34	23	6	32	0	0	25	14	1	4	32	27	11	1	2	1	2	0	0	1	20	2	5	6	23	9
	44.8%	36.1%	37.0%	29.9%	42.9%	34.4%	---	0.0%	37.9%	35.9%	33.3%	33.3%	35.2%	39.7%	36.7%	11.1%	50.0%	50.0%	66.7%	0.0%	0.0%	100.0%	31.7%	66.7%	41.7%	54.5%	37.1%	27.3%
Significantly different from column:*																												
Usually or Always	801	68	60	50	8	59	0	2	41	25	1	9	56	45	20	3	3	2	3	0	0	1	38	2	9	7	40	20
	70.1%	63.0%	65.2%	64.9%	57.1%	63.4%	---	66.7%	62.1%	64.1%	33.3%	75.0%	61.5%	66.2%	66.7%	33.3%	75.0%	100.0%	100.0%	0.0%	0.0%	100.0%	60.3%	66.7%	75.0%	63.6%	64.5%	60.6%
Significantly different from column:*																												

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

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Fee-For-Service

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	109	92	77	14	94	0	3	67	39	3	12	92	68	30	10	4	2	3	2	1	1	64	3	12	11	62	34	
Number missing or multiple answer	15	1	0	1	0	1	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,140	108	92	76	14	93	0	3	66	39	3	11	92	68	30	9	4	2	3	2	1	1	64	3	11	11	62	33	
	98.7%	99.1%	100.0%	98.7%	100.0%	98.9%	---	100.0%	98.5%	100.0%	100.0%	91.7%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	91.7%	100.0%	100.0%	97.1%	
Yes	606	53	44	35	9	44	0	2	36	15	2	7	43	36	13	4	1	1	1	0	0	1	31	2	7	6	26	19	
	53.2%	49.1%	47.8%	46.1%	64.3%	47.3%	---	66.7%	54.5%	38.5%	66.7%	63.6%	46.7%	52.9%	43.3%	44.4%	25.0%	50.0%	33.3%	0.0%	0.0%	100.0%	48.4%	66.7%	63.6%	54.5%	41.9%	57.6%	
No	534	55	48	41	5	49	0	1	30	24	1	4	49	32	17	5	3	1	2	2	1	0	33	1	4	5	36	14	
	46.8%	50.9%	52.2%	53.9%	35.7%	52.7%	---	33.3%	45.5%	61.5%	33.3%	36.4%	53.3%	47.1%	56.7%	55.6%	75.0%	50.0%	66.7%	100.0%	100.0%	0.0%	51.6%	33.3%	36.4%	45.5%	58.1%	42.4%	
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.

Fee-For-Service

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	219	180	159	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
Number missing or multiple answer	21	2	0	0	1	1	0	0	0	2	0	0	2	1	1	0	0	0	1	0	0	0	0	0	1	0	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,260	217	180	159	29	184	1	15	122	80	8	24	182	139	56	21	10	4	3	10	1	2	127	5	29	41	121	49	
	99.1%	99.1%	100.0%	100.0%	96.7%	99.5%	100.0%	100.0%	100.0%	97.6%	100.0%	100.0%	98.9%	99.3%	98.2%	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	---	96.7%	100.0%	98.4%	100.0%	
Yes	1,050	126	112	108	18	107	0	9	73	44	2	12	111	68	39	18	4	4	1	4	1	1	77	3	13	11	67	43	
	46.5%	58.1%	62.2%	67.9%	62.1%	58.2%	0.0%	60.0%	59.8%	55.0%	25.0%	50.0%	61.0%	48.9%	69.6%	85.7%	40.0%	100.0%	33.3%	40.0%	100.0%	50.0%	60.6%	60.0%	44.8%	26.8%	55.4%	87.8%	
No	1,210	91	68	51	11	77	1	6	49	36	6	12	71	71	17	3	6	0	2	6	0	1	50	2	16	30	54	6	
	53.5%	41.9%	37.8%	32.1%	37.9%	41.8%	100.0%	40.0%	40.2%	45.0%	75.0%	50.0%	39.0%	51.1%	30.4%	14.3%	60.0%	0.0%	66.7%	60.0%	0.0%	50.0%	39.4%	40.0%	55.2%	73.2%	44.6%	12.2%	
Significantly different from column:*		A												O,P	N	N										AA,AB	AB,Z	AA,Z	

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

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

Fee-For-Service

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

Question 24

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,050	126	112	108	18	107	0	9	73	44	2	12	111	68	39	18	4	4	1	4	1	1	77	3	13	11	67	43	
Number missing or multiple answer	14	1	3	3	0	1	0	0	1	0	0	0	1	0	0	1	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	1,036	125	109	105	18	106	0	9	72	44	2	12	110	68	39	17	4	4	1	4	1	1	76	3	13	10	67	43	
	98.7%	99.2%	97.3%	97.2%	100.0%	99.1%	---	100.0%	98.6%	100.0%	100.0%	100.0%	99.1%	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.7%	---	100.0%	90.9%	100.0%	100.0%	
Yes	610	68	62	57	11	57	0	6	40	22	1	9	58	36	21	10	3	2	0	2	1	0	40	2	7	3	38	24	
	58.9%	54.4%	56.9%	54.3%	61.1%	53.8%	---	66.7%	55.6%	50.0%	50.0%	75.0%	52.7%	52.9%	53.8%	58.8%	75.0%	50.0%	0.0%	50.0%	100.0%	0.0%	52.6%	66.7%	53.8%	30.0%	56.7%	55.8%	
No	426	57	47	48	7	49	0	3	32	22	1	3	52	32	18	7	1	2	1	2	0	1	36	1	6	7	29	19	
	41.1%	45.6%	43.1%	45.7%	38.9%	46.2%	---	33.3%	44.4%	50.0%	50.0%	25.0%	47.3%	47.1%	46.2%	41.2%	25.0%	50.0%	100.0%	50.0%	0.0%	100.0%	47.4%	33.3%	46.2%	70.0%	43.3%	44.2%	
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.

Fee-For-Service

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	219	180	159	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
Number missing or multiple answer	18	1	0	1	0	1	0	0	1	0	0	0	1	0	0	1	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	2,263	218	180	158	30	184	1	15	121	82	8	24	183	140	57	20	10	4	4	10	1	2	126	5	30	40	123	49	
	99.2%	99.5%	100.0%	99.4%	100.0%	99.5%	100.0%	100.0%	99.2%	100.0%	100.0%	100.0%	99.5%	100.0%	100.0%	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%	---	100.0%	97.6%	100.0%	100.0%	
Yes	2,130	205	175	155	27	174	1	15	111	79	7	22	173	133	52	19	10	4	3	9	1	2	120	5	28	37	114	48	
	94.1%	94.0%	97.2%	98.1%	90.0%	94.6%	100.0%	100.0%	91.7%	96.3%	87.5%	91.7%	94.5%	95.0%	91.2%	95.0%	100.0%	100.0%	75.0%	90.0%	100.0%	100.0%	95.2%	100.0%	93.3%	92.5%	92.7%	98.0%	
No	133	13	5	3	3	10	0	0	10	3	1	2	10	7	5	1	0	0	1	1	0	0	6	0	2	3	9	1	
	5.9%	6.0%	2.8%	1.9%	10.0%	5.4%	0.0%	0.0%	8.3%	3.7%	12.5%	8.3%	5.5%	5.0%	8.8%	5.0%	0.0%	0.0%	25.0%	10.0%	0.0%	0.0%	4.8%	0.0%	6.7%	7.5%	7.3%	2.0%	
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.

Fee-For-Service

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	205	175	155	27	174	1	15	111	79	7	22	173	133	52	19	10	4	3	9	1	2	120	5	28	37	114	48	
Number missing or multiple answer	43	4	2	2	0	4	0	0	3	1	0	1	3	4	0	1	0	0	0	0	0	0	2	0	1	1	3	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,087	201	173	153	27	170	1	15	108	78	7	21	170	129	52	19	9	4	3	9	1	2	118	5	27	36	111	48	
	98.0%	98.0%	98.9%	98.7%	100.0%	97.7%	100.0%	100.0%	97.3%	98.7%	100.0%	95.5%	98.3%	97.0%	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.3%	---	96.4%	97.3%	97.4%	100.0%	
None	539	38	30	21	2	33	1	3	20	15	0	5	32	31	6	1	4	0	0	2	0	1	23	0	6	23	9	5	
	25.8%	18.9%	17.3%	13.7%	7.4%	19.4%	100.0%	20.0%	18.5%	19.2%	0.0%	23.8%	18.8%	24.0%	11.5%	5.3%	44.4%	0.0%	22.2%	0.0%	50.0%	19.5%	0.0%	22.2%	63.9%	8.1%	10.4%		
1 time	726	81	61	63	13	67	0	5	46	30	5	5	69	53	22	5	0	4	2	4	0	0	50	4	8	10	50	19	
	34.8%	40.3%	35.3%	41.2%	48.1%	39.4%	0.0%	33.3%	42.6%	38.5%	71.4%	23.8%	40.6%	41.1%	42.3%	26.3%	0.0%	100.0%	66.7%	44.4%	0.0%	0.0%	42.4%	80.0%	29.6%	27.8%	45.0%	39.6%	
2	406	43	50	40	8	35	0	4	22	17	0	4	39	26	11	6	3	0	1	1	0	0	23	1	10	1	30	10	
	19.5%	21.4%	28.9%	26.1%	29.6%	20.6%	0.0%	26.7%	20.4%	21.8%	0.0%	19.0%	22.9%	20.2%	21.2%	31.6%	33.3%	0.0%	33.3%	11.1%	0.0%	0.0%	19.5%	20.0%	37.0%	2.8%	27.0%	20.8%	
3	215	19	16	14	1	18	0	1	9	9	1	3	15	9	6	4	2	0	0	1	1	1	10	0	1	1	14	4	
	10.3%	9.5%	9.2%	9.2%	3.7%	10.6%	0.0%	6.7%	8.3%	11.5%	14.3%	14.3%	8.8%	7.0%	11.5%	21.1%	22.2%	0.0%	0.0%	11.1%	100.0%	50.0%	8.5%	0.0%	3.7%	2.8%	12.6%	8.3%	
4	96	12	6	8	2	10	0	0	8	4	1	2	9	7	4	1	0	0	0	1	0	0	7	0	0	1	7	3	
	4.6%	6.0%	3.5%	5.2%	7.4%	5.9%	0.0%	0.0%	7.4%	5.1%	14.3%	9.5%	5.3%	5.4%	7.7%	5.3%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	5.9%	0.0%	0.0%	2.8%	6.3%	6.3%	
5 to 9	83	6	7	7	1	5	0	0	3	3	0	1	5	3	2	1	0	0	0	0	0	0	5	0	0	0	1	5	
	4.0%	3.0%	4.0%	4.6%	3.7%	2.9%	0.0%	0.0%	2.8%	3.8%	0.0%	4.8%	2.9%	2.3%	3.8%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	0.9%	10.4%	
10 or more times	22	2	3	0	0	2	0	2	0	0	0	1	1	0	1	1	0	0	0	0	0	0	0	0	0	2	0	2	
	1.1%	1.0%	1.7%	0.0%	0.0%	1.2%	0.0%	13.3%	0.0%	0.0%	0.0%	4.8%	0.6%	0.0%	1.9%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.4%	0.0%	0.0%	4.2%	
2 or more times	822	82	82	69	12	70	0	7	42	33	2	11	69	45	24	13	5	0	1	3	1	1	45	1	13	3	52	24	
	39.4%	40.8%	47.4%	45.1%	44.4%	41.2%	0.0%	46.7%	38.9%	42.3%	28.6%	52.4%	40.6%	34.9%	46.2%	68.4%	55.6%	0.0%	33.3%	33.3%	100.0%	50.0%	38.1%	20.0%	48.1%	8.3%	46.8%	50.0%	
Significantly different from column:*														P		N											AA,AB	Z	Z

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

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

Fee-For-Service

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	163	143	132	25	137	0	12	88	63	7	16	138	98	46	18	5	4	3	7	1	1	95	5	21	13	102	43
Number missing or multiple answer	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
Number no experience	NA	NA	NA	NA	NA	NA	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	163	143	131	25	137	0	12	88	63	7	16	138	98	46	18	5	4	3	7	1	1	95	5	21	13	102	43
	99.6%	100.0%	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%
Never	1,441	157	142	129	24	132	0	12	84	61	7	16	132	95	43	18	4	4	3	7	0	1	93	5	19	13	97	42
	93.5%	96.3%	99.3%	98.5%	96.0%	96.4%	---	100.0%	95.5%	96.8%	100.0%	100.0%	95.7%	96.9%	93.5%	100.0%	80.0%	100.0%	100.0%	100.0%	0.0%	100.0%	97.9%	100.0%	90.5%	100.0%	95.1%	97.7%
Sometimes	56	4	1	1	0	4	0	0	3	1	0	0	4	2	2	0	1	0	0	0	1	0	1	0	1	0	3	1
	3.6%	2.5%	0.7%	0.8%	0.0%	2.9%	---	0.0%	3.4%	1.6%	0.0%	0.0%	2.9%	2.0%	4.3%	0.0%	20.0%	0.0%	0.0%	0.0%	100.0%	0.0%	1.1%	0.0%	4.8%	0.0%	2.9%	2.3%
Usually	17	0	0	0	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%
Always	28	2	0	1	1	1	0	0	1	1	0	0	2	1	1	0	0	0	0	0	0	0	1	0	1	0	2	0
	1.8%	1.2%	0.0%	0.8%	4.0%	0.7%	---	0.0%	1.1%	1.6%	0.0%	0.0%	1.4%	1.0%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	4.8%	0.0%	2.0%	0.0%
Significantly different from column:*																												
Usually or Always	45	2	0	1	1	1	0	0	1	1	0	0	2	1	1	0	0	0	0	0	0	0	1	0	1	0	2	0
	2.9%	1.2%	0.0%	0.8%	4.0%	0.7%	---	0.0%	1.1%	1.6%	0.0%	0.0%	1.4%	1.0%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	4.8%	0.0%	2.0%	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.

Fee-For-Service

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
Number in sample	1,548	163	143	132	25	137	0	12	88	63	7	16	138	98	46	18	5	4	3	7	1	1	95	5	21	13	102	43
Number missing or multiple answer	3	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	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	163	143	130	25	137	0	12	88	63	7	16	138	98	46	18	5	4	3	7	1	1	95	5	21	13	102	43
	99.8%	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%
Never	30	4	2	0	2	2	0	0	1	3	0	2	2	3	0	0	0	0	0	0	0	0	4	0	0	2	1	1
	1.9%	2.5%	1.4%	0.0%	8.0%	1.5%	---	0.0%	1.1%	4.8%	0.0%	12.5%	1.4%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	15.4%	1.0%	2.3%	
Sometimes	42	6	2	2	1	5	0	0	3	3	1	1	4	2	3	1	0	0	0	1	1	0	3	0	1	1	4	1
	2.7%	3.7%	1.4%	1.5%	4.0%	3.6%	---	0.0%	3.4%	4.8%	14.3%	6.3%	2.9%	2.0%	6.5%	5.6%	0.0%	0.0%	0.0%	14.3%	100.0%	0.0%	3.2%	0.0%	4.8%	7.7%	3.9%	2.3%
Usually	220	20	16	18	3	17	0	4	9	7	1	3	16	9	9	2	1	0	0	1	0	0	11	0	4	0	14	4
	14.2%	12.3%	11.2%	13.8%	12.0%	12.4%	---	33.3%	10.2%	11.1%	14.3%	18.8%	11.6%	9.2%	19.6%	11.1%	20.0%	0.0%	0.0%	14.3%	0.0%	0.0%	11.6%	0.0%	19.0%	0.0%	13.7%	9.3%
Always	1,253	133	123	110	19	113	0	8	75	50	5	10	116	84	34	15	4	4	3	5	0	1	77	5	16	10	83	37
	81.1%	81.6%	86.0%	84.6%	76.0%	82.5%	---	66.7%	85.2%	79.4%	71.4%	62.5%	84.1%	85.7%	73.9%	83.3%	80.0%	100.0%	100.0%	71.4%	0.0%	100.0%	81.1%	100.0%	76.2%	76.9%	81.4%	86.0%
Significantly different from column:*																												
Usually or Always	1,473	153	139	128	22	130	0	12	84	57	6	13	132	93	43	17	5	4	3	6	0	1	88	5	20	10	97	41
	95.3%	93.9%	97.2%	98.5%	88.0%	94.9%	---	100.0%	95.5%	90.5%	85.7%	81.3%	95.7%	94.9%	93.5%	94.4%	100.0%	100.0%	100.0%	85.7%	0.0%	100.0%	92.6%	100.0%	95.2%	76.9%	95.1%	95.3%
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.

Fee-For-Service

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

Question 28

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,548	163	143	132	25	137	0	12	88	63	7	16	138	98	46	18	5	4	3	7	1	1	95	5	21	13	102	43
Number missing or multiple answer	8	1	1	1	0	1	0	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,540	162	142	131	25	136	0	12	87	63	7	16	137	98	46	17	5	4	3	7	1	1	94	5	21	13	101	43
	99.5%	99.4%	99.3%	99.2%	100.0%	99.3%	---	100.0%	98.9%	100.0%	100.0%	100.0%	99.3%	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.9%	---	100.0%	100.0%	99.0%	100.0%
Never	12	1	0	1	1	0	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
	0.8%	0.6%	0.0%	0.8%	4.0%	0.0%	---	0.0%	0.0%	1.6%	0.0%	6.3%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	1.0%	0.0%
Sometimes	47	5	5	3	1	4	0	1	3	1	0	1	4	1	2	2	0	0	0	1	1	0	1	0	2	1	2	2
	3.1%	3.1%	3.5%	2.3%	4.0%	2.9%	---	8.3%	3.4%	1.6%	0.0%	6.3%	2.9%	1.0%	4.3%	11.8%	0.0%	0.0%	0.0%	14.3%	100.0%	0.0%	1.1%	0.0%	9.5%	7.7%	2.0%	4.7%
Usually	257	31	19	23	3	28	0	1	17	13	0	4	27	13	13	4	1	1	1	0	0	0	16	2	3	2	19	7
	16.7%	19.1%	13.4%	17.6%	12.0%	20.6%	---	8.3%	19.5%	20.6%	0.0%	25.0%	19.7%	13.3%	28.3%	23.5%	20.0%	25.0%	33.3%	0.0%	0.0%	0.0%	17.0%	40.0%	14.3%	15.4%	18.8%	16.3%
Always	1,224	125	118	104	20	104	0	10	67	48	7	10	106	83	31	11	4	3	2	6	0	1	76	3	16	10	79	34
	79.5%	77.2%	83.1%	79.4%	80.0%	76.5%	---	83.3%	77.0%	76.2%	100.0%	62.5%	77.4%	84.7%	67.4%	64.7%	80.0%	75.0%	66.7%	85.7%	0.0%	100.0%	80.9%	60.0%	76.2%	76.9%	78.2%	79.1%
Significantly different from column:*											O	N																
Usually or Always	1,481	156	137	127	23	132	0	11	84	61	7	14	133	96	44	15	5	4	3	6	0	1	92	5	19	12	98	41
	96.2%	96.3%	96.5%	96.9%	92.0%	97.1%	---	91.7%	96.6%	96.8%	100.0%	87.5%	97.1%	98.0%	95.7%	88.2%	100.0%	100.0%	100.0%	85.7%	0.0%	100.0%	97.9%	100.0%	90.5%	92.3%	97.0%	95.3%
Significantly different from column:*																												

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

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Fee-For-Service

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

Question 29

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	1,548	163	143	132	25	137	0	12	88	63	7	16	138	98	46	18	5	4	3	7	1	1	95	5	21	13	102	43
Number missing or multiple answer	3	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	1,545	163	142	130	25	137	0	12	88	63	7	16	138	98	46	18	5	4	3	7	1	1	95	5	21	13	102	43
	99.8%	100.0%	99.3%	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%
Never	13	1	0	0	1	0	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
	0.8%	0.6%	0.0%	0.0%	4.0%	0.0%	---	0.0%	0.0%	1.6%	0.0%	6.3%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	1.0%	0.0%
Sometimes	39	3	2	1	0	3	0	1	2	0	0	1	2	0	1	2	0	0	0	1	0	0	0	0	0	2	1	1
	2.5%	1.8%	1.4%	0.8%	0.0%	2.2%	---	8.3%	2.3%	0.0%	0.0%	6.3%	1.4%	0.0%	2.2%	11.1%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	9.5%	7.7%	1.0%	2.3%
Usually	182	26	15	18	4	22	0	2	11	13	0	3	23	12	10	3	1	0	0	0	1	0	15	1	2	1	15	7
	11.8%	16.0%	10.6%	13.8%	16.0%	16.1%	---	16.7%	12.5%	20.6%	0.0%	18.8%	16.7%	12.2%	21.7%	16.7%	20.0%	0.0%	0.0%	0.0%	100.0%	0.0%	15.8%	20.0%	9.5%	7.7%	14.7%	16.3%
Always	1,311	133	125	111	20	112	0	9	75	49	7	11	113	85	35	13	4	4	3	6	0	1	79	4	17	11	85	35
	84.9%	81.6%	88.0%	85.4%	80.0%	81.8%	---	75.0%	85.2%	77.8%	100.0%	68.8%	81.9%	86.7%	76.1%	72.2%	80.0%	100.0%	100.0%	85.7%	0.0%	100.0%	83.2%	80.0%	81.0%	84.6%	83.3%	81.4%
Significantly different from column:*																												
Usually or Always	1,493	159	140	129	24	134	0	11	86	62	7	14	136	97	45	16	5	4	3	6	1	1	94	5	19	12	100	42
	96.6%	97.5%	98.6%	99.2%	96.0%	97.8%	---	91.7%	97.7%	98.4%	100.0%	87.5%	98.6%	99.0%	97.8%	88.9%	100.0%	100.0%	100.0%	85.7%	100.0%	100.0%	98.9%	100.0%	90.5%	92.3%	98.0%	97.7%
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.

Fee-For-Service

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	163	143	132	25	137	0	12	88	63	7	16	138	98	46	18	5	4	3	7	1	1	95	5	21	13	102	43
Number missing or multiple answer	11	1	0	1	0	1	0	0	1	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
Usable responses	1,537	162	143	131	25	136	0	12	87	63	7	16	137	97	46	18	5	4	3	7	1	1	94	5	21	13	101	43
	99.3%	99.4%	100.0%	99.2%	100.0%	99.3%	---	100.0%	98.9%	100.0%	100.0%	100.0%	99.3%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.9%	---	100.0%	100.0%	99.0%	100.0%
Yes	1,105	94	83	76	14	79	0	2	43	49	4	10	78	66	23	5	5	0	3	3	1	1	53	4	13	8	61	22
	71.9%	58.0%	58.0%	58.0%	56.0%	58.1%	---	16.7%	49.4%	77.8%	57.1%	62.5%	56.9%	68.0%	50.0%	27.8%	100.0%	0.0%	100.0%	42.9%	100.0%	100.0%	56.4%	80.0%	61.9%	61.5%	60.4%	51.2%
No	432	68	60	55	11	57	0	10	44	14	3	6	59	31	23	13	0	4	0	4	0	0	41	1	8	5	40	21
	28.1%	42.0%	42.0%	42.0%	44.0%	41.9%	---	83.3%	50.6%	22.2%	42.9%	37.5%	43.1%	32.0%	50.0%	72.2%	0.0%	100.0%	0.0%	57.1%	0.0%	0.0%	43.6%	20.0%	38.1%	38.5%	39.6%	48.8%
Significantly different from column:*		A						I	H,J	I				O,P	N	N												

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

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

Fee-For-Service

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	Y
Number in sample	1,105	94	83	76	14	79	0	2	43	49	4	10	78	66	23	5	5	0	3	3	1	1	53	4	13	8	61	22	
Number missing or multiple answer	5	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	1,100	94	83	74	14	79	0	2	43	49	4	10	78	66	23	5	5	0	3	3	1	1	53	4	13	8	61	22	
	99.5%	100.0%	100.0%	97.4%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	
Never	6	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
	0.5%	0.0%	0.0%	2.7%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Sometimes	50	5	5	3	1	4	0	0	4	1	0	0	5	3	1	1	0	0	0	0	0	0	5	0	0	0	3	2	
	4.5%	5.3%	6.0%	4.1%	7.1%	5.1%	---	0.0%	9.3%	2.0%	0.0%	0.0%	6.4%	4.5%	4.3%	20.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	9.4%	0.0%	0.0%	0.0%	4.9%	9.1%	
Usually	245	27	22	19	5	22	0	0	10	17	0	5	22	18	8	1	1	0	1	1	1	0	15	1	4	2	19	5	
	22.3%	28.7%	26.5%	25.7%	35.7%	27.8%	---	0.0%	23.3%	34.7%	0.0%	50.0%	28.2%	27.3%	34.8%	20.0%	20.0%	---	33.3%	33.3%	100.0%	0.0%	28.3%	25.0%	30.8%	25.0%	31.1%	22.7%	
Always	799	62	56	50	8	53	0	2	29	31	4	5	51	45	14	3	4	0	2	2	0	1	33	3	9	6	39	15	
	72.6%	66.0%	67.5%	67.6%	57.1%	67.1%	---	100.0%	67.4%	63.3%	100.0%	50.0%	65.4%	68.2%	60.9%	60.0%	80.0%	---	66.7%	66.7%	0.0%	100.0%	62.3%	75.0%	69.2%	75.0%	63.9%	68.2%	
Significantly different from column:*																													
Usually or Always	1,044	89	78	69	13	75	0	2	39	48	4	10	73	63	22	4	5	0	3	3	1	1	48	4	13	8	58	20	
	94.9%	94.7%	94.0%	93.2%	92.9%	94.9%	---	100.0%	90.7%	98.0%	100.0%	100.0%	93.6%	95.5%	95.7%	80.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	90.6%	100.0%	100.0%	100.0%	95.1%	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.

Fee-For-Service

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
Number in sample	1,548	163	143	132	25	137	0	12	88	63	7	16	138	98	46	18	5	4	3	7	1	1	95	5	21	13	102	43
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	1,538	163	143	131	25	137	0	12	88	63	7	16	138	98	46	18	5	4	3	7	1	1	95	5	21	13	102	43
	99.4%	100.0%	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%
Never	23	2	3	0	0	2	0	0	0	2	0	1	1	1	1	0	0	0	0	0	1	0	1	0	0	1	1	0
	1.5%	1.2%	2.1%	0.0%	0.0%	1.5%	---	0.0%	0.0%	3.2%	0.0%	6.3%	0.7%	1.0%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	1.1%	0.0%	0.0%	7.7%	1.0%	0.0%
Sometimes	107	8	2	7	0	8	0	1	6	1	0	2	6	0	5	3	0	0	0	1	0	0	4	0	0	1	5	2
	7.0%	4.9%	1.4%	5.3%	0.0%	5.8%	---	8.3%	6.8%	1.6%	0.0%	12.5%	4.3%	0.0%	10.9%	16.7%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	4.2%	0.0%	4.8%	7.7%	4.9%	4.7%
Usually	315	41	26	25	9	32	0	1	20	20	1	3	37	25	11	4	2	0	0	1	0	0	24	2	7	3	27	8
	20.5%	25.2%	18.2%	19.1%	36.0%	23.4%	---	8.3%	22.7%	31.7%	14.3%	18.8%	26.8%	25.5%	23.9%	22.2%	40.0%	0.0%	0.0%	14.3%	0.0%	0.0%	25.3%	40.0%	33.3%	23.1%	26.5%	18.6%
Always	1,093	112	112	99	16	95	0	10	62	40	6	10	94	72	29	11	3	4	3	5	0	1	66	3	13	8	69	33
	71.1%	68.7%	78.3%	75.6%	64.0%	69.3%	---	83.3%	70.5%	63.5%	85.7%	62.5%	68.1%	73.5%	63.0%	61.1%	60.0%	100.0%	100.0%	71.4%	0.0%	100.0%	69.5%	60.0%	61.9%	61.5%	67.6%	76.7%
Significantly different from column:*																												
Usually or Always	1,408	153	138	124	25	127	0	11	82	60	7	13	131	97	40	15	5	4	3	6	0	1	90	5	20	11	96	41
	91.5%	93.9%	96.5%	94.7%	100.0%	92.7%	---	91.7%	93.2%	95.2%	100.0%	81.3%	94.9%	99.0%	87.0%	83.3%	100.0%	100.0%	100.0%	85.7%	0.0%	100.0%	94.7%	100.0%	95.2%	84.6%	94.1%	95.3%
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.

Fee-For-Service

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

Question 33

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,548	163	143	132	25	137	0	12	88	63	7	16	138	98	46	18	5	4	3	7	1	1	95	5	21	13	102	43	
Number missing or multiple answer	12	2	0	1	0	2	0	0	0	2	0	1	1	0	1	0	0	0	0	1	0	1	0	0	0	0	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,536	161	143	131	25	135	0	12	88	61	7	15	137	98	45	17	5	4	3	7	0	1	94	5	21	13	101	43	
	99.2%	98.8%	100.0%	99.2%	100.0%	98.5%	---	100.0%	100.0%	96.8%	100.0%	93.8%	99.3%	100.0%	97.8%	94.4%	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%	98.9%	---	100.0%	100.0%	99.0%	100.0%	
Yes	1,363	146	130	124	21	124	0	12	82	52	7	13	124	87	42	16	2	3	2	5	0	1	88	5	20	10	91	42	
	88.7%	90.7%	90.9%	94.7%	84.0%	91.9%	---	100.0%	93.2%	85.2%	100.0%	86.7%	90.5%	88.8%	93.3%	94.1%	40.0%	75.0%	66.7%	71.4%	---	100.0%	93.6%	100.0%	95.2%	76.9%	90.1%	97.7%	
No	173	15	13	7	4	11	0	0	6	9	0	2	13	11	3	1	3	1	1	2	0	0	6	0	1	3	10	1	
	11.3%	9.3%	9.1%	5.3%	16.0%	8.1%	---	0.0%	6.8%	14.8%	0.0%	13.3%	9.5%	11.2%	6.7%	5.9%	60.0%	25.0%	33.3%	28.6%	---	0.0%	6.4%	0.0%	4.8%	23.1%	9.9%	2.3%	
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.

Fee-For-Service

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	163	143	132	25	137	0	12	88	63	7	16	138	98	46	18	5	4	3	7	1	1	95	5	21	13	102	43
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	1,541	163	142	130	25	137	0	12	88	63	7	16	138	98	46	18	5	4	3	7	1	1	95	5	21	13	102	43
	99.5%	100.0%	99.3%	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	867	106	86	86	18	87	0	10	57	39	3	9	93	57	35	13	2	3	1	3	1	0	68	4	12	5	55	41
	56.3%	65.0%	60.6%	66.2%	72.0%	63.5%	---	83.3%	64.8%	61.9%	42.9%	56.3%	67.4%	58.2%	76.1%	72.2%	40.0%	75.0%	33.3%	42.9%	100.0%	0.0%	71.6%	80.0%	57.1%	38.5%	53.9%	95.3%
No	674	57	56	44	7	50	0	2	31	24	4	7	45	41	11	5	3	1	2	4	0	1	27	1	9	8	47	2
	43.7%	35.0%	39.4%	33.8%	28.0%	36.5%	---	16.7%	35.2%	38.1%	57.1%	43.8%	32.6%	41.8%	23.9%	27.8%	60.0%	25.0%	66.7%	57.1%	0.0%	100.0%	28.4%	20.0%	42.9%	61.5%	46.1%	4.7%
Significantly different from column:*		A												O	N												AB	AA

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

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Fee-For-Service

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	106	86	86	18	87	0	10	57	39	3	9	93	57	35	13	2	3	1	3	1	0	68	4	12	5	55	41
Number missing or multiple answer	21	0	2	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	846	106	84	82	18	87	0	10	57	39	3	9	93	57	35	13	2	3	1	3	1	0	68	4	12	5	55	41
	97.6%	100.0%	97.7%	95.3%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%
Never	47	10	4	4	2	8	0	0	7	3	0	0	10	7	3	0	0	0	0	0	0	0	6	0	2	2	5	3
	5.6%	9.4%	4.8%	4.9%	11.1%	9.2%	---	0.0%	12.3%	7.7%	0.0%	0.0%	10.8%	12.3%	8.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	8.8%	0.0%	16.7%	40.0%	9.1%	7.3%
Sometimes	102	18	14	14	4	14	0	1	6	11	1	3	14	9	6	3	1	2	0	0	0	0	10	0	2	1	6	9
	12.1%	17.0%	16.7%	17.1%	22.2%	16.1%	---	10.0%	10.5%	28.2%	33.3%	33.3%	15.1%	15.8%	17.1%	23.1%	50.0%	66.7%	0.0%	0.0%	0.0%	---	14.7%	0.0%	16.7%	20.0%	10.9%	22.0%
Usually	250	33	21	33	5	28	0	3	18	12	0	4	29	15	12	5	0	0	0	1	1	0	24	2	3	1	19	12
	29.6%	31.1%	25.0%	40.2%	27.8%	32.2%	---	30.0%	31.6%	30.8%	0.0%	44.4%	31.2%	26.3%	34.3%	38.5%	0.0%	0.0%	0.0%	33.3%	100.0%	---	35.3%	50.0%	25.0%	20.0%	34.5%	29.3%
Always	447	45	45	31	7	37	0	6	26	13	2	2	40	26	14	5	1	1	1	2	0	0	28	2	5	1	25	17
	52.8%	42.5%	53.6%	37.8%	38.9%	42.5%	---	60.0%	45.6%	33.3%	66.7%	22.2%	43.0%	45.6%	40.0%	38.5%	50.0%	33.3%	100.0%	66.7%	0.0%	---	41.2%	50.0%	41.7%	20.0%	45.5%	41.5%
Significantly different from column:*		A																										
Usually or Always	697	78	66	64	12	65	0	9	44	25	2	6	69	41	26	10	1	1	1	3	1	0	52	4	8	2	44	29
	82.4%	73.6%	78.6%	78.0%	66.7%	74.7%	---	90.0%	77.2%	64.1%	66.7%	66.7%	74.2%	71.9%	74.3%	76.9%	50.0%	33.3%	100.0%	100.0%	100.0%	---	76.5%	100.0%	66.7%	40.0%	80.0%	70.7%
Significantly different from column:*		A																										

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

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Fee-For-Service

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	205	175	155	27	174	1	15	111	79	7	22	173	133	52	19	10	4	3	9	1	2	120	5	28	37	114	48	
Number missing or multiple answer	44	3	1	1	0	3	0	0	2	1	0	1	2	2	0	1	1	0	0	0	0	0	1	0	1	0	3	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,086 97.9%	202 98.5%	174 99.4%	154 99.4%	27 100.0%	171 98.3%	1 100.0%	15 100.0%	109 98.2%	78 98.7%	7 100.0%	21 95.5%	171 98.8%	131 98.5%	52 100.0%	18 94.7%	9 90.0%	4 100.0%	3 100.0%	9 100.0%	1 100.0%	2 100.0%	119 99.2%	5 ---	27 96.4%	37 100.0%	111 97.4%	48 100.0%	
0 Worst personal doctor possible	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 0.0%	0 0.0%
1	5 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 0.0%	0 0.0%	0 0.0%	0 0.0%
2	2 0.1%	1 0.5%	1 0.6%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	1 0.9%	0 0.0%	0 0.0%	0 0.0%	1 0.6%	1 0.8%	0 0.0%	0 0.0%	1 11.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 2.7%	0 0.0%	0 0.0%
3	13 0.6%	2 1.0%	0 0.0%	1 0.6%	0 0.0%	2 1.2%	0 0.0%	0 0.0%	2 1.8%	0 0.0%	0 0.0%	1 4.8%	1 0.6%	1 0.8%	0 0.0%	1 5.6%	0 0.0%	0 0.0%	0 0.0%	1 11.1%	0 0.0%	0 0.0%	1 0.8%	0 0.0%	0 0.0%	0 0.0%	1 2.7%	1 0.9%	0 0.0%
4	14 0.7%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	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 2.8%	5 2.5%	1 0.6%	3 1.9%	0 0.0%	5 2.9%	0 0.0%	0 0.0%	1 0.9%	4 5.1%	0 0.0%	0 0.0%	5 2.9%	3 2.3%	2 3.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	4 3.4%	0 0.0%	0 0.0%	0 0.0%	2 1.8%	3 6.3%	
6	52 2.5%	2 1.0%	3 1.7%	6 3.9%	0 0.0%	2 1.2%	0 0.0%	1 6.7%	1 0.9%	0 0.0%	0 0.0%	1 4.8%	1 0.6%	0 0.0%	1 1.9%	1 5.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.8%	0 0.0%	1 3.7%	0 0.0%	0 0.0%	2 4.2%	
7	126 6.0%	12 5.9%	13 7.5%	10 6.5%	1 3.7%	10 5.8%	0 0.0%	0 0.0%	8 7.3%	4 5.1%	0 0.0%	1 4.8%	10 5.8%	7 5.3%	3 5.8%	2 11.1%	1 11.1%	1 25.0%	1 33.3%	1 11.1%	0 0.0%	0 0.0%	6 5.0%	1 20.0%	1 3.7%	7 18.9%	2 1.8%	1 2.1%	
8	293 14.0%	33 16.3%	29 16.7%	23 14.9%	6 22.2%	27 15.8%	0 0.0%	2 13.3%	15 13.8%	16 20.5%	0 0.0%	3 14.3%	30 17.5%	22 16.8%	10 19.2%	1 5.6%	2 22.2%	1 25.0%	1 33.3%	2 22.2%	1 100.0%	1 50.0%	19 16.0%	0 0.0%	2 7.4%	5 13.5%	23 20.7%	4 8.3%	
9	420 20.1%	50 24.8%	31 17.8%	43 27.9%	6 22.2%	44 25.7%	0 0.0%	2 13.3%	28 25.7%	20 25.6%	0 0.0%	6 28.6%	44 25.7%	29 22.1%	13 25.0%	7 38.9%	4 44.4%	2 50.0%	0 0.0%	1 11.1%	0 0.0%	0 0.0%	32 26.9%	2 40.0%	5 18.5%	7 18.9%	29 26.1%	13 27.1%	
10 Best personal doctor possible	1,099 52.7%	97 48.0%	95 54.6%	68 44.2%	14 51.9%	80 46.8%	1 100.0%	10 66.7%	53 48.6%	34 43.6%	7 100.0%	9 42.9%	79 46.2%	68 51.9%	23 44.2%	6 33.3%	1 11.1%	0 0.0%	1 33.3%	4 44.4%	0 0.0%	1 50.0%	56 47.1%	2 40.0%	18 66.7%	16 43.2%	54 48.6%	25 52.1%	

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

Fee-For-Service

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

Question 36

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,130	205	175	155	27	174	1	15	111	79	7	22	173	133	52	19	10	4	3	9	1	2	120	5	28	37	114	48
Number missing or multiple answer	44	3	1	1	0	3	0	0	2	1	0	1	2	2	0	1	1	0	0	0	0	0	1	0	1	0	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,086	202	174	154	27	171	1	15	109	78	7	21	171	131	52	18	9	4	3	9	1	2	119	5	27	37	111	48
	97.9%	98.5%	99.4%	99.4%	100.0%	98.3%	100.0%	100.0%	98.2%	98.7%	100.0%	95.5%	98.8%	98.5%	100.0%	94.7%	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%	---	96.4%	100.0%	97.4%	100.0%
0 to 4	37	3	2	1	0	3	0	0	3	0	0	1	2	2	0	1	1	0	0	1	0	0	1	0	0	2	1	0
	1.8%	1.5%	1.1%	0.6%	0.0%	1.8%	0.0%	0.0%	2.8%	0.0%	0.0%	4.8%	1.2%	1.5%	0.0%	5.6%	11.1%	0.0%	11.1%	0.0%	0.0%	0.8%	0.0%	0.0%	5.4%	0.9%	0.0%	
5	59	5	1	3	0	5	0	0	1	4	0	0	5	3	2	0	0	0	0	0	0	0	4	0	0	0	2	3
	2.8%	2.5%	0.6%	1.9%	0.0%	2.9%	0.0%	0.0%	0.9%	5.1%	0.0%	0.0%	2.9%	2.3%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	1.8%	6.3%	
6 or 7	178	14	16	16	1	12	0	1	9	4	0	2	11	7	4	3	1	1	1	1	0	0	7	1	2	7	2	3
	8.5%	6.9%	9.2%	10.4%	3.7%	7.0%	0.0%	6.7%	8.3%	5.1%	0.0%	9.5%	6.4%	5.3%	7.7%	16.7%	11.1%	25.0%	33.3%	11.1%	0.0%	0.0%	5.9%	20.0%	7.4%	18.9%	1.8%	6.3%
8 to 10	1,812	180	155	134	26	151	1	14	96	70	7	18	153	119	46	14	7	3	2	7	1	2	107	4	25	28	106	42
	86.9%	89.1%	89.1%	87.0%	96.3%	88.3%	100.0%	93.3%	88.1%	89.7%	100.0%	85.7%	89.5%	90.8%	88.5%	77.8%	77.8%	75.0%	66.7%	77.8%	100.0%	100.0%	89.9%	80.0%	92.6%	75.7%	95.5%	87.5%
Significantly different from column:*																												
0 to 6	148	10	6	10	0	10	0	1	5	4	0	2	8	5	3	2	1	0	0	1	0	0	6	0	1	2	3	5
	7.1%	5.0%	3.4%	6.5%	0.0%	5.8%	0.0%	6.7%	4.6%	5.1%	0.0%	9.5%	4.7%	3.8%	5.8%	11.1%	11.1%	0.0%	0.0%	11.1%	0.0%	0.0%	5.0%	0.0%	3.7%	5.4%	2.7%	10.4%
7 to 8	419	45	42	33	7	37	0	2	23	20	0	4	40	29	13	3	3	2	2	3	1	1	25	1	3	12	25	5
	20.1%	22.3%	24.1%	21.4%	25.9%	21.6%	0.0%	13.3%	21.1%	25.6%	0.0%	19.0%	23.4%	22.1%	25.0%	16.7%	33.3%	50.0%	66.7%	33.3%	100.0%	50.0%	21.0%	20.0%	11.1%	32.4%	22.5%	10.4%
9 to 10	1,519	147	126	111	20	124	1	12	81	54	7	15	123	97	36	13	5	2	1	5	0	1	88	4	23	23	83	38
	72.8%	72.8%	72.4%	72.1%	74.1%	72.5%	100.0%	80.0%	74.3%	69.2%	100.0%	71.4%	71.9%	74.0%	69.2%	72.2%	55.6%	50.0%	33.3%	55.6%	0.0%	50.0%	73.9%	80.0%	85.2%	62.2%	74.8%	79.2%
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.

Fee-For-Service

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	205	175	155	27	174	1	15	111	79	7	22	173	133	52	19	10	4	3	9	1	2	120	5	28	37	114	48	
Number missing or multiple answer	29	3	2	2	0	3	0	0	3	0	0	1	2	3	0	0	1	0	0	0	0	0	2	0	0	1	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,101	202	173	153	27	171	1	15	108	79	7	21	171	130	52	19	9	4	3	9	1	2	118	5	28	36	112	48	
	98.6%	98.5%	98.9%	98.7%	100.0%	98.3%	100.0%	100.0%	97.3%	100.0%	100.0%	95.5%	98.8%	97.7%	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.3%	---	100.0%	97.3%	98.2%	100.0%	
Yes	1,627	178	142	136	26	149	0	14	100	64	6	17	152	109	49	19	8	3	2	6	1	2	107	5	22	27	100	46	
	77.4%	88.1%	82.1%	88.9%	96.3%	87.1%	0.0%	93.3%	92.6%	81.0%	85.7%	81.0%	88.9%	83.8%	94.2%	100.0%	88.9%	75.0%	66.7%	66.7%	100.0%	100.0%	90.7%	100.0%	78.6%	75.0%	89.3%	95.8%	
No	474	24	31	17	1	22	1	1	8	15	1	4	19	21	3	0	1	1	1	3	0	0	11	0	6	9	12	2	
	22.6%	11.9%	17.9%	11.1%	3.7%	12.9%	100.0%	6.7%	7.4%	19.0%	14.3%	19.0%	11.1%	16.2%	5.8%	0.0%	11.1%	25.0%	33.3%	33.3%	0.0%	0.0%	9.3%	0.0%	21.4%	25.0%	10.7%	4.2%	
Significantly different from column:*		A							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.

Fee-For-Service

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	Y
Number in sample	1,627	178	142	136	26	149	0	14	100	64	6	17	152	109	49	19	8	3	2	6	1	2	107	5	22	27	100	46	
Number missing or multiple answer	43	3	4	2	0	3	0	0	1	2	0	0	3	2	0	1	1	0	0	0	0	0	1	0	1	0	2	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,584	175	138	134	26	146	0	14	99	62	6	17	149	107	49	18	7	3	2	6	1	2	106	5	21	27	98	45	
	97.4%	98.3%	97.2%	98.5%	100.0%	98.0%	---	100.0%	99.0%	96.9%	100.0%	100.0%	98.0%	98.2%	100.0%	94.7%	87.5%	100.0%	100.0%	100.0%	100.0%	100.0%	99.1%	---	95.5%	100.0%	98.0%	97.8%	
Yes	1,453	163	132	121	24	136	0	14	88	61	6	15	139	102	44	16	6	3	2	4	1	1	101	5	20	23	93	42	
	91.7%	93.1%	95.7%	90.3%	92.3%	93.2%	---	100.0%	88.9%	98.4%	100.0%	88.2%	93.3%	95.3%	89.8%	88.9%	85.7%	100.0%	100.0%	66.7%	100.0%	50.0%	95.3%	100.0%	95.2%	85.2%	94.9%	93.3%	
No	131	12	6	13	2	10	0	0	11	1	0	2	10	5	5	2	1	0	0	2	0	1	5	0	1	4	5	3	
	8.3%	6.9%	4.3%	9.7%	7.7%	6.8%	---	0.0%	11.1%	1.6%	0.0%	11.8%	6.7%	4.7%	10.2%	11.1%	14.3%	0.0%	0.0%	33.3%	0.0%	50.0%	4.7%	0.0%	4.8%	14.8%	5.1%	6.7%	
Significantly different from column:*																													

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

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

Fee-For-Service

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	178	142	136	26	149	0	14	100	64	6	17	152	109	49	19	8	3	2	6	1	2	107	5	22	27	100	46	
Number missing or multiple answer	40	4	6	2	1	3	0	0	2	2	0	1	3	2	1	1	0	0	0	0	0	1	1	0	1	1	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,587	174	136	134	25	146	0	14	98	62	6	16	149	107	48	18	8	3	2	6	1	1	106	5	21	26	98	46	
	97.5%	97.8%	95.8%	98.5%	96.2%	98.0%	---	100.0%	98.0%	96.9%	100.0%	94.1%	98.0%	98.2%	98.0%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	99.1%	---	95.5%	96.3%	98.0%	100.0%	
Yes	1,403	150	126	115	23	125	0	13	84	53	6	14	128	94	41	14	6	2	1	4	0	1	93	5	19	20	88	39	
	88.4%	86.2%	92.6%	85.8%	92.0%	85.6%	---	92.9%	85.7%	85.5%	100.0%	87.5%	85.9%	87.9%	85.4%	77.8%	75.0%	66.7%	50.0%	66.7%	0.0%	100.0%	87.7%	100.0%	90.5%	76.9%	89.8%	84.8%	
No	184	24	10	19	2	21	0	1	14	9	0	2	21	13	7	4	2	1	1	2	1	0	13	0	2	6	10	7	
	11.6%	13.8%	7.4%	14.2%	8.0%	14.4%	---	7.1%	14.3%	14.5%	0.0%	12.5%	14.1%	12.1%	14.6%	22.2%	25.0%	33.3%	33.3%	100.0%	0.0%	12.3%	0.0%	9.5%	23.1%	10.2%	15.2%		
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.

Fee-For-Service

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	219	180	159	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
Number missing or multiple answer	13	2	0	1	0	1	1	0	2	0	0	0	2	1	0	1	0	0	0	0	0	0	2	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	217	180	158	30	184	0	15	120	82	8	24	182	139	57	20	10	4	4	10	1	2	125	5	30	40	123	49	
	99.4%	99.1%	100.0%	99.4%	100.0%	99.5%	0.0%	100.0%	98.4%	100.0%	100.0%	100.0%	98.9%	99.3%	100.0%	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	---	100.0%	97.6%	100.0%	100.0%	
Yes	840	108	80	89	18	90	0	9	59	40	1	8	99	55	36	17	4	4	1	1	1	0	67	4	15	8	59	37	
	37.0%	49.8%	44.4%	56.3%	60.0%	48.9%	---	60.0%	49.2%	48.8%	12.5%	33.3%	54.4%	39.6%	63.2%	85.0%	40.0%	100.0%	25.0%	10.0%	100.0%	0.0%	53.6%	80.0%	50.0%	20.0%	48.0%	75.5%	
No	1,428	109	100	69	12	94	0	6	61	42	7	16	83	84	21	3	6	0	3	9	0	2	58	1	15	32	64	12	
	63.0%	50.2%	55.6%	43.7%	40.0%	51.1%	---	40.0%	50.8%	51.2%	87.5%	66.7%	45.6%	60.4%	36.8%	15.0%	60.0%	0.0%	75.0%	90.0%	0.0%	100.0%	46.4%	20.0%	50.0%	80.0%	52.0%	24.5%	
Significantly different from column:*		A												O,P	N	N											AA,AB	AB,Z	AA,Z

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

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

Fee-For-Service

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	108	80	89	18	90	0	9	59	40	1	8	99	55	36	17	4	4	1	1	1	0	67	4	15	8	59	37
Number missing or multiple answer	4	1	0	0	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	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	836	107	80	89	18	89	0	9	58	40	1	8	98	54	36	17	4	4	1	1	1	0	66	4	15	8	58	37
	99.5%	99.1%	100.0%	100.0%	100.0%	98.9%	---	100.0%	98.3%	100.0%	100.0%	100.0%	99.0%	98.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	98.5%	---	100.0%	100.0%	98.3%	100.0%
Never	44	4	8	4	1	3	0	0	4	0	0	0	4	2	1	1	0	0	0	0	0	0	2	0	1	0	4	0
	5.3%	3.7%	10.0%	4.5%	5.6%	3.4%	---	0.0%	6.9%	0.0%	0.0%	0.0%	4.1%	3.7%	2.8%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	---	3.0%	0.0%	6.7%	0.0%	6.9%	0.0%
Sometimes	163	17	10	15	1	16	0	1	9	7	0	2	15	6	8	3	0	0	1	1	1	0	9	1	2	0	11	6
	19.5%	15.9%	12.5%	16.9%	5.6%	18.0%	---	11.1%	15.5%	17.5%	0.0%	25.0%	15.3%	11.1%	22.2%	17.6%	0.0%	0.0%	100.0%	100.0%	100.0%	---	13.6%	25.0%	13.3%	0.0%	19.0%	16.2%
Usually	251	39	33	37	7	32	0	3	24	12	0	4	35	15	16	8	1	1	0	0	0	0	26	1	4	3	14	19
	30.0%	36.4%	41.3%	41.6%	38.9%	36.0%	---	33.3%	41.4%	30.0%	0.0%	50.0%	35.7%	27.8%	44.4%	47.1%	25.0%	25.0%	0.0%	0.0%	0.0%	---	39.4%	25.0%	26.7%	37.5%	24.1%	51.4%
Always	378	47	29	33	9	38	0	5	21	21	1	2	44	31	11	5	3	3	0	0	0	0	29	2	8	5	29	12
	45.2%	43.9%	36.3%	37.1%	50.0%	42.7%	---	55.6%	36.2%	52.5%	100.0%	25.0%	44.9%	57.4%	30.6%	29.4%	75.0%	75.0%	0.0%	0.0%	0.0%	---	43.9%	50.0%	53.3%	62.5%	50.0%	32.4%
Significantly different from column:*														O,P	N	N												
Usually or Always	629	86	62	70	16	70	0	8	45	33	1	6	79	46	27	13	4	4	0	0	0	0	55	3	12	8	43	31
	75.2%	80.4%	77.5%	78.7%	88.9%	78.7%	---	88.9%	77.6%	82.5%	100.0%	75.0%	80.6%	85.2%	75.0%	76.5%	100.0%	100.0%	0.0%	0.0%	0.0%	---	83.3%	75.0%	80.0%	100.0%	74.1%	83.8%
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.

Fee-For-Service

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	108	80	89	18	90	0	9	59	40	1	8	99	55	36	17	4	4	1	1	1	0	67	4	15	8	59	37
Number missing or multiple answer	13	3	0	0	0	3	0	0	2	1	0	1	2	0	1	0	0	0	0	0	0	0	2	0	1	0	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	827	105	80	89	18	87	0	9	57	39	1	7	97	53	36	16	4	4	1	1	1	0	65	4	14	8	57	36
	98.5%	97.2%	100.0%	100.0%	100.0%	96.7%	---	100.0%	96.6%	97.5%	100.0%	87.5%	98.0%	96.4%	100.0%	94.1%	100.0%	100.0%	100.0%	100.0%	100.0%	---	97.0%	---	93.3%	100.0%	96.6%	97.3%
None	45	5	4	2	0	5	0	0	4	1	0	1	4	3	2	0	0	0	0	0	0	0	4	0	1	0	4	1
	5.4%	4.8%	5.0%	2.2%	0.0%	5.7%	---	0.0%	7.0%	2.6%	0.0%	14.3%	4.1%	5.7%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	6.2%	0.0%	7.1%	0.0%	7.0%	2.8%
1 specialist	428	42	37	38	10	32	0	1	20	21	1	3	38	28	10	4	2	3	1	0	0	0	23	3	4	7	27	8
	51.8%	40.0%	46.3%	42.7%	55.6%	36.8%	---	11.1%	35.1%	53.8%	100.0%	42.9%	39.2%	52.8%	27.8%	25.0%	50.0%	75.0%	100.0%	0.0%	0.0%	---	35.4%	75.0%	28.6%	87.5%	47.4%	22.2%
2	194	31	19	28	5	26	0	1	16	14	0	2	29	15	11	5	1	1	0	1	1	0	21	1	3	0	21	7
	23.5%	29.5%	23.8%	31.5%	27.8%	29.9%	---	11.1%	28.1%	35.9%	0.0%	28.6%	29.9%	28.3%	30.6%	31.3%	25.0%	25.0%	0.0%	100.0%	100.0%	---	32.3%	25.0%	21.4%	0.0%	36.8%	19.4%
3	85	9	10	12	1	8	0	0	7	2	0	0	9	5	3	1	1	0	0	0	0	0	4	0	2	1	1	6
	10.3%	8.6%	12.5%	13.5%	5.6%	9.2%	---	0.0%	12.3%	5.1%	0.0%	0.0%	9.3%	9.4%	8.3%	6.3%	25.0%	0.0%	0.0%	0.0%	0.0%	---	6.2%	0.0%	14.3%	12.5%	1.8%	16.7%
4	36	8	4	6	1	7	0	0	7	1	0	0	8	0	7	1	0	0	0	0	0	0	6	0	1	0	2	6
	4.4%	7.6%	5.0%	6.7%	5.6%	8.0%	---	0.0%	12.3%	2.6%	0.0%	0.0%	8.2%	0.0%	19.4%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	---	9.2%	0.0%	7.1%	0.0%	3.5%	16.7%
5 or more specialists	39	10	6	3	1	9	0	7	3	0	0	1	9	2	3	5	0	0	0	0	0	0	7	0	3	0	2	8
	4.7%	9.5%	7.5%	3.4%	5.6%	10.3%	---	77.8%	5.3%	0.0%	0.0%	14.3%	9.3%	3.8%	8.3%	31.3%	0.0%	0.0%	0.0%	0.0%	0.0%	---	10.8%	0.0%	21.4%	0.0%	3.5%	22.2%
3 or more specialists	160	27	20	21	3	24	0	7	17	3	0	1	26	7	13	7	1	0	0	0	0	0	17	0	6	1	5	20
	19.3%	25.7%	25.0%	23.6%	16.7%	27.6%	---	77.8%	29.8%	7.7%	0.0%	14.3%	26.8%	13.2%	36.1%	43.8%	25.0%	0.0%	0.0%	0.0%	0.0%	---	26.2%	0.0%	42.9%	12.5%	8.8%	55.6%
Significantly different from column:*									J	I				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.

Fee-For-Service

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	100	76	87	18	82	0	9	53	38	1	6	93	50	34	16	4	4	1	1	1	0	61	4	13	8	53	35	
Number missing or multiple answer	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	776	100	76	87	18	82	0	9	53	38	1	6	93	50	34	16	4	4	1	1	1	0	61	4	13	8	53	35	
	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%	
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	
	0.5%	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%	
1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
2	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0.3%	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%	
3	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	
	1.3%	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%	
4	4	1	1	2	0	1	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1	
	0.5%	1.0%	1.3%	2.3%	0.0%	1.2%	---	0.0%	0.0%	2.6%	0.0%	0.0%	1.1%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	1.6%	0.0%	0.0%	0.0%	0.0%	2.9%	
5	32	3	1	3	0	3	0	0	2	1	0	2	1	1	2	0	0	0	0	1	0	0	2	0	0	0	2	1	
	4.1%	3.0%	1.3%	3.4%	0.0%	3.7%	---	0.0%	3.8%	2.6%	0.0%	33.3%	1.1%	2.0%	5.9%	0.0%	0.0%	0.0%	100.0%	0.0%	---	3.3%	0.0%	0.0%	0.0%	3.8%	2.9%		
6	26	3	4	3	0	3	0	0	2	1	0	0	3	2	1	0	0	0	0	0	0	0	2	0	0	0	2	0	
	3.4%	3.0%	5.3%	3.4%	0.0%	3.7%	---	0.0%	3.8%	2.6%	0.0%	0.0%	3.2%	4.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	---	3.3%	0.0%	0.0%	0.0%	3.8%	0.0%		
7	59	5	7	7	0	5	0	0	3	2	0	1	4	0	4	1	0	0	0	1	0	2	1	1	1	1	2		
	7.6%	5.0%	9.2%	8.0%	0.0%	6.1%	---	0.0%	5.7%	5.3%	0.0%	16.7%	4.3%	0.0%	11.8%	6.3%	0.0%	0.0%	0.0%	100.0%	---	3.3%	25.0%	7.7%	12.5%	1.9%	5.7%		
8	149	20	14	20	5	15	0	1	14	5	0	0	20	8	9	3	0	3	1	0	0	0	10	1	2	1	9		
	19.2%	20.0%	18.4%	23.0%	27.8%	18.3%	---	11.1%	26.4%	13.2%	0.0%	0.0%	21.5%	16.0%	26.5%	18.8%	0.0%	75.0%	100.0%	0.0%	0.0%	---	16.4%	25.0%	15.4%	12.5%	17.0%		
9	159	21	17	22	5	16	0	3	13	5	0	1	20	8	8	5	1	0	0	0	0	16	0	1	1	14	6		
	20.5%	21.0%	22.4%	25.3%	27.8%	19.5%	---	33.3%	24.5%	13.2%	0.0%	16.7%	21.5%	16.0%	23.5%	31.3%	25.0%	0.0%	0.0%	0.0%	---	26.2%	0.0%	7.7%	12.5%	26.4%	17.1%		
10 Best specialist possible	328	47	32	29	8	39	0	5	19	23	1	2	44	31	9	7	3	1	0	0	0	28	2	9	5	25	16		
	42.3%	47.0%	42.1%	33.3%	44.4%	47.6%	---	55.6%	35.8%	60.5%	100.0%	33.3%	47.3%	62.0%	26.5%	43.8%	75.0%	25.0%	0.0%	0.0%	---	45.9%	50.0%	69.2%	62.5%	47.2%	45.7%		

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

Fee-For-Service

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	100	76	87	18	82	0	9	53	38	1	6	93	50	34	16	4	4	1	1	1	0	61	4	13	8	53	35
Number missing or multiple answer	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	776	100	76	87	18	82	0	9	53	38	1	6	93	50	34	16	4	4	1	1	1	0	61	4	13	8	53	35
	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%
0 to 4	23	1	1	3	0	1	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1
	3.0%	1.0%	1.3%	3.4%	0.0%	1.2%	---	0.0%	0.0%	2.6%	0.0%	0.0%	1.1%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	---	1.6%	0.0%	0.0%	0.0%	0.0%	2.9%	
5	32	3	1	3	0	3	0	0	2	1	0	2	1	1	2	0	0	0	0	1	0	0	2	0	0	0	2	1
	4.1%	3.0%	1.3%	3.4%	0.0%	3.7%	---	0.0%	3.8%	2.6%	0.0%	33.3%	1.1%	2.0%	5.9%	0.0%	0.0%	0.0%	100.0%	0.0%	---	3.3%	0.0%	0.0%	0.0%	3.8%	2.9%	
6 or 7	85	8	11	10	0	8	0	0	5	3	0	1	7	2	5	1	0	0	0	1	0	4	1	1	1	3	2	
	11.0%	8.0%	14.5%	11.5%	0.0%	9.8%	---	0.0%	9.4%	7.9%	0.0%	16.7%	7.5%	4.0%	14.7%	6.3%	0.0%	0.0%	0.0%	100.0%	---	6.6%	25.0%	7.7%	12.5%	5.7%	5.7%	
8 to 10	636	88	63	71	18	70	0	9	46	33	1	3	84	47	26	15	4	4	1	0	0	0	54	3	12	7	48	31
	82.0%	88.0%	82.9%	81.6%	100.0%	85.4%	---	100.0%	86.8%	86.8%	100.0%	50.0%	90.3%	94.0%	76.5%	93.8%	100.0%	100.0%	100.0%	0.0%	0.0%	---	88.5%	75.0%	92.3%	87.5%	90.6%	88.6%
Significantly different from column:*																												
0 to 6	81	7	6	9	0	7	0	0	4	3	0	2	5	3	4	0	0	0	0	1	0	0	5	0	0	0	4	2
	10.4%	7.0%	7.9%	10.3%	0.0%	8.5%	---	0.0%	7.5%	7.9%	0.0%	33.3%	5.4%	6.0%	11.8%	0.0%	0.0%	0.0%	100.0%	0.0%	---	8.2%	0.0%	0.0%	0.0%	7.5%	5.7%	
7 to 8	208	25	21	27	5	20	0	1	17	7	0	1	24	8	13	4	0	3	1	0	1	0	12	2	3	2	10	11
	26.8%	25.0%	27.6%	31.0%	27.8%	24.4%	---	11.1%	32.1%	18.4%	0.0%	16.7%	25.8%	16.0%	38.2%	25.0%	0.0%	75.0%	100.0%	0.0%	100.0%	---	19.7%	50.0%	23.1%	25.0%	18.9%	31.4%
9 to 10	487	68	49	51	13	55	0	8	32	28	1	3	64	39	17	12	4	1	0	0	0	44	2	10	6	39	22	
	62.8%	68.0%	64.5%	58.6%	72.2%	67.1%	---	88.9%	60.4%	73.7%	100.0%	50.0%	68.8%	78.0%	50.0%	75.0%	100.0%	25.0%	0.0%	0.0%	0.0%	---	72.1%	50.0%	76.9%	75.0%	73.6%	62.9%
Significantly different from column:*														O	N													

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

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

Fee-For-Service

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	219	180	159	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49
Number missing or multiple answer	27	3	1	1	1	2	0	0	3	0	0	1	2	1	1	0	0	0	0	0	1	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	2,254	216	179	158	29	183	1	15	119	82	8	23	182	139	56	20	10	4	4	10	1	1	125	5	30	39	122	49
	98.8%	98.6%	99.4%	99.4%	96.7%	98.9%	100.0%	100.0%	97.5%	100.0%	100.0%	95.8%	98.9%	99.3%	98.2%	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	98.4%	---	100.0%	95.1%	99.2%	100.0%
Yes	483	30	39	32	6	24	0	4	21	5	0	4	26	18	7	5	2	1	1	1	0	0	16	0	5	1	19	9
	21.4%	13.9%	21.8%	20.3%	20.7%	13.1%	0.0%	26.7%	17.6%	6.1%	0.0%	17.4%	14.3%	12.9%	12.5%	25.0%	20.0%	25.0%	25.0%	10.0%	0.0%	0.0%	12.8%	0.0%	16.7%	2.6%	15.6%	18.4%
No	1,771	186	140	126	23	159	1	11	98	77	8	19	156	121	49	15	8	3	3	9	1	1	109	5	25	38	103	40
	78.6%	86.1%	78.2%	79.7%	79.3%	86.9%	100.0%	73.3%	82.4%	93.9%	100.0%	82.6%	85.7%	87.1%	87.5%	75.0%	80.0%	75.0%	75.0%	90.0%	100.0%	100.0%	87.2%	100.0%	83.3%	97.4%	84.4%	81.6%
Significantly different from column:*		A,C							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.

Fee-For-Service

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	30	39	32	6	24	0	4	21	5	0	4	26	18	7	5	2	1	1	1	0	0	16	0	5	1	19	9
Number missing or multiple answer	7	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
Number no experience	NA	NA	NA	NA	NA	NA	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	30	35	31	6	24	0	4	21	5	0	4	26	18	7	5	2	1	1	1	0	0	16	0	5	1	19	9
	98.6%	100.0%	89.7%	96.9%	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%
Never	16	1	2	4	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
	3.4%	3.3%	5.7%	12.9%	0.0%	4.2%	---	0.0%	4.8%	0.0%	---	0.0%	3.8%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	6.3%	---	0.0%	0.0%	0.0%	5.3%	0.0%
Sometimes	73	6	7	8	1	5	0	0	3	3	0	2	4	3	2	1	1	0	0	1	0	0	3	0	0	1	4	1
	15.3%	20.0%	20.0%	25.8%	16.7%	20.8%	---	0.0%	14.3%	60.0%	---	50.0%	15.4%	16.7%	28.6%	20.0%	50.0%	0.0%	0.0%	100.0%	---	---	18.8%	---	0.0%	100.0%	21.1%	11.1%
Usually	123	8	14	9	2	6	0	0	8	0	0	1	7	4	3	1	0	1	0	0	0	0	3	0	2	0	5	3
	25.8%	26.7%	40.0%	29.0%	33.3%	25.0%	---	0.0%	38.1%	0.0%	---	25.0%	26.9%	22.2%	42.9%	20.0%	0.0%	100.0%	0.0%	0.0%	---	---	18.8%	---	40.0%	0.0%	26.3%	33.3%
Always	264	15	12	10	3	12	0	4	9	2	0	1	14	10	2	3	1	0	1	0	0	0	9	0	3	0	9	5
	55.5%	50.0%	34.3%	32.3%	50.0%	50.0%	---	100.0%	42.9%	40.0%	---	25.0%	53.8%	55.6%	28.6%	60.0%	50.0%	0.0%	100.0%	0.0%	---	---	56.3%	---	60.0%	0.0%	47.4%	55.6%
Significantly different from column:*																												
Usually or Always	387	23	26	19	5	18	0	4	17	2	0	2	21	14	5	4	1	1	1	0	0	0	12	0	5	0	14	8
	81.3%	76.7%	74.3%	61.3%	83.3%	75.0%	---	100.0%	81.0%	40.0%	---	50.0%	80.8%	77.8%	71.4%	80.0%	50.0%	100.0%	100.0%	0.0%	---	---	75.0%	---	100.0%	0.0%	73.7%	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.

Fee-For-Service

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

Question 46

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	483	30	39	32	6	24	0	4	21	5	0	4	26	18	7	5	2	1	1	1	0	0	16	0	5	1	19	9
Number missing or multiple answer	10	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	473	30	37	31	6	24	0	4	21	5	0	4	26	18	7	5	2	1	1	1	0	0	16	0	5	1	19	9
	97.9%	100.0%	94.9%	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	7	1	1	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
	1.5%	3.3%	2.7%	3.2%	0.0%	4.2%	---	0.0%	4.8%	0.0%	---	0.0%	3.8%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	6.3%	---	0.0%	0.0%	5.3%	0.0%	
Sometimes	21	2	2	2	0	2	0	0	1	1	0	1	1	0	1	1	0	0	0	1	0	0	1	0	0	1	1	0
	4.4%	6.7%	5.4%	6.5%	0.0%	8.3%	---	0.0%	4.8%	20.0%	---	25.0%	3.8%	0.0%	14.3%	20.0%	0.0%	0.0%	100.0%	---	---	6.3%	---	0.0%	100.0%	5.3%	0.0%	
Usually	77	7	6	8	2	5	0	2	3	2	0	2	5	3	2	2	1	0	0	0	0	1	0	2	0	3	4	
	16.3%	23.3%	16.2%	25.8%	33.3%	20.8%	---	50.0%	14.3%	40.0%	---	50.0%	19.2%	16.7%	28.6%	40.0%	50.0%	0.0%	0.0%	---	---	6.3%	---	40.0%	0.0%	15.8%	44.4%	
Always	368	20	28	20	4	16	0	2	16	2	0	1	19	14	4	2	1	1	1	0	0	13	0	3	0	14	5	
	77.8%	66.7%	75.7%	64.5%	66.7%	66.7%	---	50.0%	76.2%	40.0%	---	25.0%	73.1%	77.8%	57.1%	40.0%	50.0%	100.0%	100.0%	0.0%	---	---	81.3%	---	60.0%	0.0%	73.7%	55.6%
Significantly different from column:*																												
Usually or Always	445	27	34	28	6	21	0	4	19	4	0	3	24	17	6	4	2	1	1	0	0	14	0	5	0	17	9	
	94.1%	90.0%	91.9%	90.3%	100.0%	87.5%	---	100.0%	90.5%	80.0%	---	75.0%	92.3%	94.4%	85.7%	80.0%	100.0%	100.0%	100.0%	0.0%	---	---	87.5%	---	100.0%	0.0%	89.5%	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.

Fee-For-Service

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	Y
Number in sample	2,281	219	180	159	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
Number missing or multiple answer	50	3	1	2	1	1	1	0	3	0	0	1	2	2	1	0	1	0	0	0	0	1	1	0	0	2	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,231	216	179	157	29	184	0	15	119	82	8	23	182	138	56	21	9	4	4	10	1	1	126	5	30	39	123	49	
	97.8%	98.6%	99.4%	98.7%	96.7%	99.5%	0.0%	100.0%	97.5%	100.0%	100.0%	95.8%	98.9%	98.6%	98.2%	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%	50.0%	99.2%	---	100.0%	95.1%	100.0%	100.0%	
Yes	595	53	42	35	11	41	0	4	31	18	3	5	44	28	16	9	4	2	0	3	0	0	29	2	6	6	30	16	
	26.7%	24.5%	23.5%	22.3%	37.9%	22.3%	---	26.7%	26.1%	22.0%	37.5%	21.7%	24.2%	20.3%	28.6%	42.9%	44.4%	50.0%	0.0%	30.0%	0.0%	0.0%	23.0%	40.0%	20.0%	15.4%	24.4%	32.7%	
No	1,636	163	137	122	18	143	0	11	88	64	5	18	138	110	40	12	5	2	4	7	1	1	97	3	24	33	93	33	
	73.3%	75.5%	76.5%	77.7%	62.1%	77.7%	---	73.3%	73.9%	78.0%	62.5%	78.3%	75.8%	79.7%	71.4%	57.1%	55.6%	50.0%	100.0%	70.0%	100.0%	100.0%	77.0%	60.0%	80.0%	84.6%	75.6%	67.3%	
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.

Fee-For-Service

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	216	179	157	29	184	0	15	119	82	8	23	182	138	56	21	9	4	4	10	1	1	126	5	30	39	123	49
Number missing or multiple answer	22	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	2,209	216	178	156	29	184	0	15	119	82	8	23	182	138	56	21	9	4	4	10	1	1	126	5	30	39	123	49
	99.0%	100.0%	99.4%	99.4%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%
Never	28	7	4	2	1	6	0	0	5	2	0	0	7	4	2	1	1	2	0	2	0	0	1	0	0	3	2	2
	1.3%	3.2%	2.2%	1.3%	3.4%	3.3%	---	0.0%	4.2%	2.4%	0.0%	0.0%	3.8%	2.9%	3.6%	4.8%	11.1%	50.0%	0.0%	20.0%	0.0%	0.0%	0.8%	0.0%	0.0%	7.7%	1.6%	4.1%
Sometimes	99	14	11	6	4	10	0	0	8	6	0	2	12	6	6	2	0	0	0	1	0	0	8	0	0	1	2	8
	4.5%	6.5%	6.2%	3.8%	13.8%	5.4%	---	0.0%	6.7%	7.3%	0.0%	8.7%	6.6%	4.3%	10.7%	9.5%	0.0%	0.0%	10.0%	0.0%	0.0%	6.3%	0.0%	3.3%	5.1%	6.5%	8.2%	
Usually	203	20	13	18	4	15	0	3	11	6	0	2	17	12	4	4	1	0	0	0	0	0	15	2	1	1	11	7
	9.2%	9.3%	7.3%	11.5%	13.8%	8.2%	---	20.0%	9.2%	7.3%	0.0%	8.7%	9.3%	8.7%	7.1%	19.0%	11.1%	0.0%	0.0%	0.0%	0.0%	11.9%	40.0%	3.3%	2.6%	8.9%	14.3%	
Always	1,879	175	150	130	20	153	0	12	95	68	8	19	146	116	44	14	7	2	4	7	1	1	102	3	28	33	102	36
	85.1%	81.0%	84.3%	83.3%	69.0%	83.2%	---	80.0%	79.8%	82.9%	100.0%	82.6%	80.2%	84.1%	78.6%	66.7%	77.8%	50.0%	100.0%	70.0%	100.0%	81.0%	60.0%	93.3%	84.6%	82.9%	73.5%	
Significantly different from column:*																												
Usually or Always	2,082	195	163	148	24	168	0	15	106	74	8	21	163	128	48	18	8	2	4	7	1	1	117	5	29	34	113	43
	94.3%	90.3%	91.6%	94.9%	82.8%	91.3%	---	100.0%	89.1%	90.2%	100.0%	91.3%	89.6%	92.8%	85.7%	85.7%	88.9%	50.0%	100.0%	70.0%	100.0%	92.9%	100.0%	96.7%	87.2%	91.9%	87.8%	
Significantly different from column:*		A																										

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

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

**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.

Fee-For-Service

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	219	180	159	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
Number missing or multiple answer	42	7	2	2	4	3	0	0	4	3	0	2	5	4	3	0	0	0	0	0	1	3	0	3	2	4	1		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,239	212	178	157	26	182	1	15	118	79	8	22	179	136	54	21	10	4	4	10	1	1	124	5	27	39	119	48	
	98.2%	96.8%	98.9%	98.7%	86.7%	98.4%	100.0%	100.0%	96.7%	96.3%	100.0%	91.7%	97.3%	97.1%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	97.6%	---	90.0%	95.1%	96.7%	98.0%	
0 Worst health plan possible	11	1	0	0	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
	0.5%	0.5%	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.6%	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%	0.8%	0.0%	
1	2	1	1	1	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	1	0	0	
	0.1%	0.5%	0.6%	0.6%	0.0%	0.5%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.6%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	2.6%	0.0%	0.0%	
2	11	3	3	0	0	3	0	0	2	1	0	0	3	1	1	1	0	0	0	1	1	0	1	0	0	0	3	0	
	0.5%	1.4%	1.7%	0.0%	0.0%	1.6%	0.0%	0.0%	1.7%	1.3%	0.0%	0.0%	1.7%	0.7%	1.9%	4.8%	0.0%	0.0%	0.0%	10.0%	100.0%	0.0%	0.8%	0.0%	0.0%	0.0%	2.5%	0.0%	
3	19	3	3	3	0	3	0	0	1	2	0	1	2	1	1	1	0	0	0	1	0	0	2	0	0	1	1	1	
	0.8%	1.4%	1.7%	1.9%	0.0%	1.6%	0.0%	0.0%	0.8%	2.5%	0.0%	4.5%	1.1%	0.7%	1.9%	4.8%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	1.6%	0.0%	0.0%	2.6%	0.8%	2.1%	
4	32	4	4	6	0	4	0	0	2	2	0	1	3	0	1	2	0	0	0	2	0	0	1	1	0	1	2	1	
	1.4%	1.9%	2.2%	3.8%	0.0%	2.2%	0.0%	0.0%	1.7%	2.5%	0.0%	4.5%	1.7%	0.0%	1.9%	9.5%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.8%	20.0%	0.0%	2.6%	1.7%	2.1%	
5	119	19	8	14	1	17	0	1	11	7	0	2	16	12	7	0	0	1	0	0	0	13	0	1	5	7	6		
	5.3%	9.0%	4.5%	8.9%	3.8%	9.3%	0.0%	6.7%	9.3%	8.9%	0.0%	9.1%	8.9%	8.8%	13.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	10.5%	0.0%	3.7%	12.8%	5.9%	12.5%		
6	112	11	21	10	1	10	0	1	7	3	1	1	9	5	3	3	1	0	0	0	0	8	0	2	1	3	7		
	5.0%	5.2%	11.8%	6.4%	3.8%	5.5%	0.0%	6.7%	5.9%	3.8%	12.5%	4.5%	5.0%	3.7%	5.6%	14.3%	10.0%	0.0%	0.0%	0.0%	0.0%	6.5%	0.0%	7.4%	2.6%	2.5%	14.6%		
7	282	35	32	22	5	30	0	3	21	11	0	5	30	22	10	3	1	1	0	1	0	24	1	2	7	21	7		
	12.6%	16.5%	18.0%	14.0%	19.2%	16.5%	0.0%	20.0%	17.8%	13.9%	0.0%	22.7%	16.8%	16.2%	18.5%	14.3%	10.0%	25.0%	0.0%	10.0%	0.0%	19.4%	20.0%	7.4%	17.9%	17.6%	14.6%		
8	423	51	41	27	7	42	0	1	27	23	1	5	44	33	10	8	2	2	2	1	0	31	0	6	8	34	8		
	18.9%	24.1%	23.0%	17.2%	26.9%	23.1%	0.0%	6.7%	22.9%	29.1%	12.5%	22.7%	24.6%	24.3%	18.5%	38.1%	20.0%	50.0%	50.0%	10.0%	0.0%	25.0%	0.0%	22.2%	20.5%	28.6%	16.7%		
9	410	33	20	40	5	27	1	1	20	12	0	1	32	23	8	2	4	0	1	0	0	18	0	6	5	18	8		
	18.3%	15.6%	11.2%	25.5%	19.2%	14.8%	100.0%	6.7%	16.9%	15.2%	0.0%	4.5%	17.9%	16.9%	14.8%	9.5%	40.0%	0.0%	25.0%	0.0%	0.0%	14.5%	0.0%	22.2%	12.8%	15.1%	16.7%		
10 Best health plan possible	818	51	45	34	7	44	0	8	25	18	6	6	38	37	13	1	2	0	1	4	0	25	3	10	10	29	10		
	36.5%	24.1%	25.3%	21.7%	26.9%	24.2%	0.0%	53.3%	21.2%	22.8%	75.0%	27.3%	21.2%	27.2%	24.1%	4.8%	20.0%	0.0%	25.0%	40.0%	0.0%	20.2%	60.0%	37.0%	25.6%	24.4%	20.8%		

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

Fee-For-Service

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	219	180	159	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49
Number missing or multiple answer	42	7	2	2	4	3	0	0	4	3	0	2	5	4	3	0	0	0	0	0	0	1	3	0	3	2	4	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,239	212	178	157	26	182	1	15	118	79	8	22	179	136	54	21	10	4	4	10	1	1	124	5	27	39	119	48
	98.2%	96.8%	98.9%	98.7%	86.7%	98.4%	100.0%	100.0%	96.7%	96.3%	100.0%	91.7%	97.3%	97.1%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	97.6%	---	90.0%	95.1%	96.7%	98.0%
0 to 4	75	12	11	10	0	12	0	0	7	5	0	2	10	4	3	4	0	0	0	4	1	0	5	1	0	3	7	2
	3.3%	5.7%	6.2%	6.4%	0.0%	6.6%	0.0%	0.0%	5.9%	6.3%	0.0%	9.1%	5.6%	2.9%	5.6%	19.0%	0.0%	0.0%	40.0%	100.0%	0.0%	4.0%	20.0%	0.0%	7.7%	5.9%	4.2%	
5	119	19	8	14	1	17	0	1	11	7	0	2	16	12	7	0	0	1	0	0	0	0	13	0	1	5	7	6
	5.3%	9.0%	4.5%	8.9%	3.8%	9.3%	0.0%	6.7%	9.3%	8.9%	0.0%	9.1%	8.9%	8.8%	13.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	10.5%	0.0%	3.7%	12.8%	5.9%	12.5%
6 or 7	394	46	53	32	6	40	0	4	28	14	1	6	39	27	13	6	2	1	0	1	0	0	32	1	4	8	24	14
	17.6%	21.7%	29.8%	20.4%	23.1%	22.0%	0.0%	26.7%	23.7%	17.7%	12.5%	27.3%	21.8%	19.9%	24.1%	28.6%	20.0%	25.0%	0.0%	10.0%	0.0%	0.0%	25.8%	20.0%	14.8%	20.5%	20.2%	29.2%
8 to 10	1,651	135	106	101	19	113	1	10	72	53	7	12	114	93	31	11	8	2	4	5	0	1	74	3	22	23	81	26
	73.7%	63.7%	59.6%	64.3%	73.1%	62.1%	100.0%	66.7%	61.0%	67.1%	87.5%	54.5%	63.7%	68.4%	57.4%	52.4%	80.0%	50.0%	100.0%	50.0%	0.0%	100.0%	59.7%	60.0%	81.5%	59.0%	68.1%	54.2%
Significantly different from column:*		A																				Y		W				
0 to 6	306	42	40	34	2	39	0	2	25	15	1	5	35	21	13	7	1	1	0	4	1	0	26	1	3	9	17	15
	13.7%	19.8%	22.5%	21.7%	7.7%	21.4%	0.0%	13.3%	21.2%	19.0%	12.5%	22.7%	19.6%	15.4%	24.1%	33.3%	10.0%	25.0%	0.0%	40.0%	100.0%	0.0%	21.0%	20.0%	11.1%	23.1%	14.3%	31.3%
7 to 8	705	86	73	49	12	72	0	4	48	34	1	10	74	55	20	11	3	3	2	2	0	0	55	1	8	15	55	15
	31.5%	40.6%	41.0%	31.2%	46.2%	39.6%	0.0%	26.7%	40.7%	43.0%	12.5%	45.5%	41.3%	40.4%	37.0%	52.4%	30.0%	75.0%	50.0%	20.0%	0.0%	0.0%	44.4%	20.0%	29.6%	38.5%	46.2%	31.3%
9 to 10	1,228	84	65	74	12	71	1	9	45	30	6	7	70	60	21	3	6	0	2	4	0	1	43	3	16	15	47	18
	54.8%	39.6%	36.5%	47.1%	46.2%	39.0%	100.0%	60.0%	38.1%	38.0%	75.0%	31.8%	39.1%	44.1%	38.9%	14.3%	60.0%	0.0%	50.0%	40.0%	0.0%	100.0%	34.7%	60.0%	59.3%	38.5%	39.5%	37.5%
Significantly different from column:*		A												P	P	N,O						Y		W				

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

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

Fee-For-Service

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	219	180	159	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
Number missing or multiple answer	12	1	1	1	0	1	0	0	0	1	0	0	1	1	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	NA
Usable responses	2,269	218	179	158	30	184	1	15	122	81	8	24	183	139	57	21	10	4	4	9	1	2	127	5	30	40	123	49	
	99.5%	99.5%	99.4%	99.4%	100.0%	99.5%	100.0%	100.0%	100.0%	98.8%	100.0%	100.0%	99.5%	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%	100.0%	---	100.0%	97.6%	100.0%	100.0%	
Yes	1,447	156	133	118	21	133	0	13	81	62	3	20	130	92	45	18	7	3	3	5	1	1	90	5	23	20	89	42	
	63.8%	71.6%	74.3%	74.7%	70.0%	72.3%	0.0%	86.7%	66.4%	76.5%	37.5%	83.3%	71.0%	66.2%	78.9%	85.7%	70.0%	75.0%	75.0%	55.6%	100.0%	50.0%	70.9%	100.0%	76.7%	50.0%	72.4%	85.7%	
No	822	62	46	40	9	51	1	2	41	19	5	4	53	47	12	3	3	1	1	4	0	1	37	0	7	20	34	7	
	36.2%	28.4%	25.7%	25.3%	30.0%	27.7%	100.0%	13.3%	33.6%	23.5%	62.5%	16.7%	29.0%	33.8%	21.1%	14.3%	30.0%	25.0%	25.0%	44.4%	0.0%	50.0%	29.1%	0.0%	23.3%	50.0%	27.6%	14.3%	
Significantly different from column:*		A																								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.

Fee-For-Service

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	156	133	118	21	133	0	13	81	62	3	20	130	92	45	18	7	3	3	5	1	1	90	5	23	20	89	42
Number missing or multiple answer	7	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	1,440	156	132	117	21	133	0	13	81	62	3	20	130	92	45	18	7	3	3	5	1	1	90	5	23	20	89	42
	99.5%	100.0%	99.2%	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%
Never	41	7	5	1	2	5	0	0	6	1	1	1	5	4	3	0	0	0	0	0	0	0	3	0	1	0	5	2
	2.8%	4.5%	3.8%	0.9%	9.5%	3.8%	---	0.0%	7.4%	1.6%	33.3%	5.0%	3.8%	4.3%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%	4.3%	0.0%	5.6%	4.8%	
Sometimes	110	26	18	25	3	23	0	4	13	9	0	1	25	13	8	5	2	0	0	1	1	0	17	1	2	1	17	8
	7.6%	16.7%	13.6%	21.4%	14.3%	17.3%	---	30.8%	16.0%	14.5%	0.0%	5.0%	19.2%	14.1%	17.8%	27.8%	28.6%	0.0%	0.0%	20.0%	100.0%	0.0%	18.9%	20.0%	8.7%	5.0%	19.1%	19.0%
Usually	345	46	38	39	4	41	0	3	27	16	0	7	38	19	16	10	1	1	0	3	0	0	31	0	3	5	23	15
	24.0%	29.5%	28.8%	33.3%	19.0%	30.8%	---	23.1%	33.3%	25.8%	0.0%	35.0%	29.2%	20.7%	35.6%	55.6%	14.3%	33.3%	0.0%	60.0%	0.0%	0.0%	34.4%	0.0%	13.0%	25.0%	25.8%	35.7%
Always	944	77	71	52	12	64	0	6	35	36	2	11	62	56	18	3	4	2	3	1	0	1	39	4	17	14	44	17
	65.6%	49.4%	53.8%	44.4%	57.1%	48.1%	---	46.2%	43.2%	58.1%	66.7%	55.0%	47.7%	60.9%	40.0%	16.7%	57.1%	66.7%	100.0%	20.0%	0.0%	100.0%	43.3%	80.0%	73.9%	70.0%	49.4%	40.5%
Significantly different from column:*		A												O,P	N	N						Y		W		AB		Z
Usually or Always	1,289	123	109	91	16	105	0	9	62	52	2	18	100	75	34	13	5	3	3	4	0	1	70	4	20	19	67	32
	89.5%	78.8%	82.6%	77.8%	76.2%	78.9%	---	69.2%	76.5%	83.9%	66.7%	90.0%	76.9%	81.5%	75.6%	72.2%	71.4%	100.0%	100.0%	80.0%	0.0%	100.0%	77.8%	80.0%	87.0%	95.0%	75.3%	76.2%
Significantly different from column:*		A																										

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

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

Fee-For-Service

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

Question 52

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

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

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	1,447	156	133	118	21	133	0	13	81	62	3	20	130	92	45	18	7	3	3	5	1	1	90	5	23	20	89	42	
Number missing or multiple answer	28	4	1	2	2	2	0	0	3	1	0	2	2	1	1	1	1	0	0	0	0	0	2	0	0	1	3	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,419	152	132	116	19	131	0	13	78	61	3	18	128	90	44	17	6	3	3	5	1	1	88	5	23	19	86	42	
	98.1%	97.4%	99.2%	98.3%	90.5%	98.5%	---	100.0%	96.3%	98.4%	100.0%	90.0%	98.5%	97.8%	97.8%	94.4%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	---	100.0%	95.0%	96.6%	100.0%	
Yes	888	91	84	65	13	77	0	6	45	40	2	12	76	54	27	9	4	2	1	1	1	0	56	4	12	7	57	25	
	62.6%	59.9%	63.6%	56.0%	68.4%	58.8%	---	46.2%	57.7%	65.6%	66.7%	66.7%	59.4%	60.0%	61.4%	52.9%	66.7%	66.7%	33.3%	20.0%	100.0%	0.0%	63.6%	80.0%	52.2%	36.8%	66.3%	59.5%	
No	531	61	48	51	6	54	0	7	33	21	1	6	52	36	17	8	2	1	2	4	0	1	32	1	11	12	29	17	
	37.4%	40.1%	36.4%	44.0%	31.6%	41.2%	---	53.8%	42.3%	34.4%	33.3%	33.3%	40.6%	40.0%	38.6%	47.1%	33.3%	33.3%	66.7%	80.0%	0.0%	100.0%	36.4%	20.0%	47.8%	63.2%	33.7%	40.5%	
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.

Fee-For-Service

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	219	180	159	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49
Number missing or multiple answer	20	1	1	3	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,261	218	179	156	30	184	1	15	122	81	8	24	183	139	57	21	10	4	4	10	1	2	126	5	30	41	122	49
	99.1%	99.5%	99.4%	98.1%	100.0%	99.5%	100.0%	100.0%	100.0%	98.8%	100.0%	100.0%	99.5%	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%	---	100.0%	100.0%	99.2%	100.0%
Yes	1,824	193	149	138	26	163	1	10	110	73	7	23	161	124	50	18	7	4	4	9	1	2	115	5	23	34	110	44
	80.7%	88.5%	83.2%	88.5%	86.7%	88.6%	100.0%	66.7%	90.2%	90.1%	87.5%	95.8%	88.0%	89.2%	87.7%	85.7%	70.0%	100.0%	100.0%	90.0%	100.0%	100.0%	91.3%	100.0%	76.7%	82.9%	90.2%	89.8%
No	437	25	30	18	4	21	0	5	12	8	1	1	22	15	7	3	3	0	0	1	0	0	11	0	7	7	12	5
	19.3%	11.5%	16.8%	11.5%	13.3%	11.4%	0.0%	33.3%	9.8%	9.9%	12.5%	4.2%	12.0%	10.8%	12.3%	14.3%	30.0%	0.0%	0.0%	10.0%	0.0%	0.0%	8.7%	0.0%	23.3%	17.1%	9.8%	10.2%
Significantly different from column:*		A																										

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

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

Fee-For-Service

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

Question 52b

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	219	180	159	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49
Number missing or multiple answer	19	2	1	3	0	2	0	0	0	2	0	0	2	1	0	1	0	0	0	0	0	0	1	1	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	2,262	217	179	156	30	183	1	15	122	80	8	24	182	139	57	20	10	4	4	10	1	2	126	4	30	41	121	49
	99.2%	99.1%	99.4%	98.1%	100.0%	98.9%	100.0%	100.0%	100.0%	97.6%	100.0%	100.0%	98.9%	99.3%	100.0%	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%	---	100.0%	100.0%	98.4%	100.0%
Yes	1,225	137	139	113	19	115	1	6	74	57	5	16	114	93	31	12	2	3	3	4	1	1	86	3	15	21	78	33
	54.2%	63.1%	77.7%	72.4%	63.3%	62.8%	100.0%	40.0%	60.7%	71.3%	62.5%	66.7%	62.6%	66.9%	54.4%	60.0%	20.0%	75.0%	75.0%	40.0%	100.0%	50.0%	68.3%	75.0%	50.0%	51.2%	64.5%	67.3%
No	1,037	80	40	43	11	68	0	9	48	23	3	8	68	46	26	8	8	1	1	6	0	1	40	1	15	20	43	16
	45.8%	36.9%	22.3%	27.6%	36.7%	37.2%	0.0%	60.0%	39.3%	28.8%	37.5%	33.3%	37.4%	33.1%	45.6%	40.0%	80.0%	25.0%	25.0%	60.0%	0.0%	50.0%	31.7%	25.0%	50.0%	48.8%	35.5%	32.7%
Significantly different from column:*		A,C						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.

Fee-For-Service

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	Y
Number in sample	1,225	137	139	113	19	115	1	6	74	57	5	16	114	93	31	12	2	3	3	4	1	1	86	3	15	21	78	33	
Number missing or multiple answer	11	1	3	0	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,214	136	136	113	19	114	1	6	74	56	5	16	113	92	31	12	2	3	3	4	1	1	85	3	15	21	77	33	
	99.1%	99.3%	97.8%	100.0%	100.0%	99.1%	100.0%	100.0%	100.0%	98.2%	100.0%	100.0%	99.1%	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%	---	100.0%	100.0%	98.7%	100.0%	
Never	28	3	0	1	0	3	0	0	0	3	0	0	3	3	0	0	0	0	0	0	0	0	3	0	0	0	3	0	
	2.3%	2.2%	0.0%	0.9%	0.0%	2.6%	0.0%	0.0%	0.0%	5.4%	0.0%	0.0%	2.7%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.5%	0.0%	0.0%	0.0%	3.9%	0.0%	
Sometimes	69	9	3	3	2	7	0	0	5	4	0	4	5	5	3	1	0	0	1	0	0	1	4	0	2	1	4	4	
	5.7%	6.6%	2.2%	2.7%	10.5%	6.1%	0.0%	0.0%	6.8%	7.1%	0.0%	25.0%	4.4%	5.4%	9.7%	8.3%	0.0%	0.0%	33.3%	0.0%	0.0%	100.0%	4.7%	0.0%	13.3%	4.8%	5.2%	12.1%	
Usually	215	22	30	16	3	19	0	1	13	8	1	1	20	14	5	2	0	1	1	0	0	0	13	1	2	4	12	4	
	17.7%	16.2%	22.1%	14.2%	15.8%	16.7%	0.0%	16.7%	17.6%	14.3%	20.0%	6.3%	17.7%	15.2%	16.1%	16.7%	0.0%	33.3%	33.3%	0.0%	0.0%	0.0%	15.3%	33.3%	13.3%	19.0%	15.6%	12.1%	
Always	902	102	103	93	14	85	1	5	56	41	4	11	85	70	23	9	2	2	1	4	1	0	65	2	11	16	58	25	
	74.3%	75.0%	75.7%	82.3%	73.7%	74.6%	100.0%	83.3%	75.7%	73.2%	80.0%	68.8%	75.2%	76.1%	74.2%	75.0%	100.0%	66.7%	33.3%	100.0%	100.0%	0.0%	76.5%	66.7%	73.3%	76.2%	75.3%	75.8%	
Significantly different from column:*																													
Usually or Always	1,117	124	133	109	17	104	1	6	69	49	5	12	105	84	28	11	2	3	2	4	1	0	78	3	13	20	70	29	
	92.0%	91.2%	97.8%	96.5%	89.5%	91.2%	100.0%	100.0%	93.2%	87.5%	100.0%	75.0%	92.9%	91.3%	90.3%	91.7%	100.0%	100.0%	66.7%	100.0%	100.0%	0.0%	91.8%	100.0%	86.7%	95.2%	90.9%	87.9%	
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.

Fee-For-Service

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	Y
Number in sample	2,281	219	180	159	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
Number missing or multiple answer	98	11	8	5	1	10	0	2	2	7	1	0	10	6	5	0	1	0	0	0	0	0	7	0	3	1	9	1	
Number no experience	1693	165	138	117	20	141	1	11	98	56	7	19	136	106	41	17	7	4	3	9	0	1	95	5	19	36	84	39	
Usable responses	490	43	34	37	9	34	0	2	22	19	0	5	38	28	11	4	2	0	1	1	1	1	25	0	8	4	30	9	
	21.5%	19.6%	18.9%	23.3%	30.0%	18.4%	0.0%	13.3%	18.0%	23.2%	0.0%	20.8%	20.7%	20.0%	19.3%	19.0%	20.0%	0.0%	25.0%	10.0%	100.0%	50.0%	19.7%	---	26.7%	9.8%	24.4%	18.4%	
Never	215	16	16	18	4	12	0	1	9	6	0	2	14	9	6	1	1	0	0	0	0	1	9	0	3	2	11	3	
	43.9%	37.2%	47.1%	48.6%	44.4%	35.3%	---	50.0%	40.9%	31.6%	---	40.0%	36.8%	32.1%	54.5%	25.0%	50.0%	---	0.0%	0.0%	0.0%	100.0%	36.0%	---	37.5%	50.0%	36.7%	33.3%	
Sometimes	61	5	2	3	0	5	0	0	4	1	0	0	5	3	1	1	0	0	0	1	0	0	2	0	0	1	1	3	1
	12.4%	11.6%	5.9%	8.1%	0.0%	14.7%	---	0.0%	18.2%	5.3%	---	0.0%	13.2%	10.7%	9.1%	25.0%	0.0%	---	0.0%	100.0%	0.0%	0.0%	8.0%	---	12.5%	25.0%	10.0%	11.1%	
Usually	86	9	6	5	2	7	0	1	4	4	0	1	8	7	1	1	0	0	1	0	1	0	4	0	3	1	5	3	
	17.6%	20.9%	17.6%	13.5%	22.2%	20.6%	---	50.0%	18.2%	21.1%	---	20.0%	21.1%	25.0%	9.1%	25.0%	0.0%	---	100.0%	0.0%	100.0%	0.0%	16.0%	---	37.5%	25.0%	16.7%	33.3%	
Always	128	13	10	11	3	10	0	0	5	8	0	2	11	9	3	1	1	0	0	0	0	0	10	0	1	0	11	2	
	26.1%	30.2%	29.4%	29.7%	33.3%	29.4%	---	0.0%	22.7%	42.1%	---	40.0%	28.9%	32.1%	27.3%	25.0%	50.0%	---	0.0%	0.0%	0.0%	0.0%	40.0%	---	12.5%	0.0%	36.7%	22.2%	
Significantly different from column:*																													
Usually or Always	214	22	16	16	5	17	0	1	9	12	0	3	19	16	4	2	1	0	1	0	1	0	14	0	4	1	16	5	
	43.7%	51.2%	47.1%	43.2%	55.6%	50.0%	---	50.0%	40.9%	63.2%	---	60.0%	50.0%	57.1%	36.4%	50.0%	50.0%	---	100.0%	0.0%	100.0%	0.0%	56.0%	---	50.0%	25.0%	53.3%	55.6%	
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.

Fee-For-Service

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	219	180	159	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
Number missing or multiple answer	105	9	11	10	1	8	0	1	5	3	0	1	8	6	3	0	0	0	0	0	0	0	6	0	2	2	5	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,176	210	169	149	29	177	1	14	117	79	8	23	176	134	54	21	10	4	4	10	1	2	121	5	28	39	118	48	
	95.4%	95.9%	93.9%	93.7%	96.7%	95.7%	100.0%	93.3%	95.9%	96.3%	100.0%	95.8%	95.7%	95.7%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.3%	---	93.3%	95.1%	95.9%	98.0%	
0 Extremely Difficult	128	9	9	7	1	8	0	1	6	2	0	1	7	5	2	2	0	0	0	0	0	0	3	0	4	2	6	1	
	5.9%	4.3%	5.3%	4.7%	3.4%	4.5%	0.0%	7.1%	5.1%	2.5%	0.0%	4.3%	4.0%	3.7%	3.7%	9.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.5%	0.0%	14.3%	5.1%	5.1%	2.1%	
1	54	3	2	2	0	3	0	0	1	2	1	0	2	2	1	0	0	0	0	0	0	0	1	0	1	1	1	1	
	2.5%	1.4%	1.2%	1.3%	0.0%	1.7%	0.0%	0.0%	0.9%	2.5%	12.5%	0.0%	1.1%	1.5%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	3.6%	2.6%	0.8%	2.1%	
2	53	6	5	5	1	5	0	0	4	2	0	0	6	3	3	0	1	0	0	0	0	4	0	1	1	3	2		
	2.4%	2.9%	3.0%	3.4%	3.4%	2.8%	0.0%	0.0%	3.4%	2.5%	0.0%	0.0%	3.4%	2.2%	5.6%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%	3.6%	2.6%	2.5%	4.2%		
3	70	7	6	4	2	5	0	0	4	3	0	0	7	5	2	0	1	0	0	0	0	5	0	0	0	5	2		
	3.2%	3.3%	3.6%	2.7%	6.9%	2.8%	0.0%	0.0%	3.4%	3.8%	0.0%	0.0%	4.0%	3.7%	3.7%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	4.1%	0.0%	0.0%	0.0%	4.2%	4.2%		
4	71	7	3	3	2	5	0	1	4	2	0	2	5	3	1	3	0	0	0	2	0	1	3	0	1	3	1	3	
	3.3%	3.3%	1.8%	2.0%	6.9%	2.8%	0.0%	7.1%	3.4%	2.5%	0.0%	8.7%	2.8%	2.2%	1.9%	14.3%	0.0%	0.0%	0.0%	20.0%	0.0%	50.0%	2.5%	0.0%	3.6%	7.7%	0.8%	6.3%	
5	185	14	11	19	4	9	1	3	6	5	0	1	13	11	2	1	0	0	0	0	0	11	0	2	2	7	4		
	8.5%	6.7%	6.5%	12.8%	13.8%	5.1%	100.0%	21.4%	5.1%	6.3%	0.0%	4.3%	7.4%	8.2%	3.7%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	7.1%	5.1%	5.9%	8.3%		
6	106	11	9	6	1	10	0	0	8	3	0	0	11	6	4	1	0	1	0	0	0	4	0	2	3	5	3		
	4.9%	5.2%	5.3%	4.0%	3.4%	5.6%	0.0%	0.0%	6.8%	3.8%	0.0%	0.0%	6.3%	4.5%	7.4%	4.8%	0.0%	25.0%	0.0%	0.0%	0.0%	3.3%	0.0%	7.1%	7.7%	4.2%	6.3%		
7	172	22	8	5	6	16	0	2	12	8	1	3	18	12	7	3	3	0	1	1	0	9	2	4	1	12	9		
	7.9%	10.5%	4.7%	3.4%	20.7%	9.0%	0.0%	14.3%	10.3%	10.1%	12.5%	13.0%	10.2%	9.0%	13.0%	14.3%	30.0%	0.0%	25.0%	10.0%	0.0%	7.4%	40.0%	14.3%	2.6%	10.2%	18.8%		
8	256	24	18	14	4	20	0	2	15	7	1	1	22	12	9	3	0	2	0	1	0	14	1	2	4	12	7		
	11.8%	11.4%	10.7%	9.4%	13.8%	11.3%	0.0%	14.3%	12.8%	8.9%	12.5%	4.3%	12.5%	9.0%	16.7%	14.3%	0.0%	50.0%	0.0%	10.0%	0.0%	11.6%	20.0%	7.1%	10.3%	10.2%	14.6%		
9	280	35	21	21	3	32	0	1	17	17	0	4	31	26	5	3	2	1	0	1	0	21	1	5	7	22	4		
	12.9%	16.7%	12.4%	14.1%	10.3%	18.1%	0.0%	7.1%	14.5%	21.5%	0.0%	17.4%	17.6%	19.4%	9.3%	14.3%	20.0%	25.0%	0.0%	10.0%	0.0%	17.4%	20.0%	17.9%	17.9%	18.6%	8.3%		
10 Extremely Easy	801	72	77	63	5	64	0	4	40	28	5	11	54	49	18	5	3	0	3	5	1	46	1	6	15	44	12		
	36.8%	34.3%	45.6%	42.3%	17.2%	36.2%	0.0%	28.6%	34.2%	35.4%	62.5%	47.8%	30.7%	36.6%	33.3%	23.8%	30.0%	0.0%	75.0%	50.0%	100.0%	38.0%	20.0%	21.4%	38.5%	37.3%	25.0%		

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

Fee-For-Service

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

Question 52e

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	219	180	159	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49
Number missing or multiple answer	105	9	11	10	1	8	0	1	5	3	0	1	8	6	3	0	0	0	0	0	0	0	6	0	2	2	5	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,176	210	169	149	29	177	1	14	117	79	8	23	176	134	54	21	10	4	4	10	1	2	121	5	28	39	118	48
	95.4%	95.9%	93.9%	93.7%	96.7%	95.7%	100.0%	93.3%	95.9%	96.3%	100.0%	95.8%	95.7%	95.7%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.3%	---	93.3%	95.1%	95.9%	98.0%
0 to 4	376	32	25	21	6	26	0	2	19	11	1	3	27	18	9	5	2	0	0	2	0	1	16	0	7	7	16	9
	17.3%	15.2%	14.8%	14.1%	20.7%	14.7%	0.0%	14.3%	16.2%	13.9%	12.5%	13.0%	15.3%	13.4%	16.7%	23.8%	20.0%	0.0%	0.0%	20.0%	0.0%	50.0%	13.2%	0.0%	25.0%	17.9%	13.6%	18.8%
5	185	14	11	19	4	9	1	3	6	5	0	1	13	11	2	1	0	0	0	0	0	0	11	0	2	2	7	4
	8.5%	6.7%	6.5%	12.8%	13.8%	5.1%	100.0%	21.4%	5.1%	6.3%	0.0%	4.3%	7.4%	8.2%	3.7%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	7.1%	5.1%	5.9%	8.3%
6 or 7	278	33	17	11	7	26	0	2	20	11	1	3	29	18	11	4	3	1	1	1	0	0	13	2	6	4	17	12
	12.8%	15.7%	10.1%	7.4%	24.1%	14.7%	0.0%	14.3%	17.1%	13.9%	12.5%	13.0%	16.5%	13.4%	20.4%	19.0%	30.0%	25.0%	25.0%	10.0%	0.0%	0.0%	10.7%	40.0%	21.4%	10.3%	14.4%	25.0%
8 to 10	1,337	131	116	98	12	116	0	7	72	52	6	16	107	87	32	11	5	3	3	7	1	1	81	3	13	26	78	23
	61.4%	62.4%	68.6%	65.8%	41.4%	65.5%	0.0%	50.0%	61.5%	65.8%	75.0%	69.6%	60.8%	64.9%	59.3%	52.4%	50.0%	75.0%	75.0%	70.0%	100.0%	50.0%	66.9%	60.0%	46.4%	66.7%	66.1%	47.9%
Significantly different from column:*					F	E																Y			W		AB	AA
0 to 6	667	57	45	46	11	45	1	5	33	19	1	4	51	35	15	7	2	1	0	2	0	1	31	0	11	12	28	16
	30.7%	27.1%	26.6%	30.9%	37.9%	25.4%	100.0%	35.7%	28.2%	24.1%	12.5%	17.4%	29.0%	26.1%	27.8%	33.3%	20.0%	25.0%	0.0%	20.0%	0.0%	50.0%	25.6%	0.0%	39.3%	30.8%	23.7%	33.3%
7 to 8	428	46	26	19	10	36	0	4	27	15	2	4	40	24	16	6	3	2	1	2	0	0	23	3	6	5	24	16
	19.7%	21.9%	15.4%	12.8%	34.5%	20.3%	0.0%	28.6%	23.1%	19.0%	25.0%	17.4%	22.7%	17.9%	29.6%	28.6%	30.0%	50.0%	25.0%	20.0%	0.0%	0.0%	19.0%	60.0%	21.4%	12.8%	20.3%	33.3%
9 to 10	1,081	107	98	84	8	96	0	5	57	45	5	15	85	75	23	8	5	1	3	6	1	1	67	2	11	22	66	16
	49.7%	51.0%	58.0%	56.4%	27.6%	54.2%	0.0%	35.7%	48.7%	57.0%	62.5%	65.2%	48.3%	56.0%	42.6%	38.1%	50.0%	25.0%	75.0%	60.0%	100.0%	50.0%	55.4%	40.0%	39.3%	56.4%	55.9%	33.3%
Significantly different from column:*					F	E																				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.

Fee-For-Service

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

Question 53

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)										Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	219	180	159	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
Number missing or multiple answer	19	1	2	1	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,262	218	178	158	30	184	1	15	122	81	8	24	183	140	57	21	10	4	4	10	1	2	126	5	30	41	123	48	
	99.2%	99.5%	98.9%	99.4%	100.0%	99.5%	100.0%	100.0%	100.0%	98.8%	100.0%	100.0%	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%	---	100.0%	100.0%	100.0%	98.0%	
Poor	23	2	3	4	1	1	0	0	2	0	0	0	2	0	0	2	0	0	0	0	0	0	1	0	0	0	1	1	
	1.0%	0.9%	1.7%	2.5%	3.3%	0.5%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%	9.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.8%	2.1%	
Fair	207	19	18	20	1	18	0	3	12	4	0	3	16	0	0	19	0	0	0	2	0	0	12	1	3	3	7	8	
	9.2%	8.7%	10.1%	12.7%	3.3%	9.8%	0.0%	20.0%	9.8%	4.9%	0.0%	12.5%	8.7%	0.0%	0.0%	90.5%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	9.5%	20.0%	10.0%	7.3%	5.7%	16.7%	
Good	640	57	59	57	7	49	0	3	39	15	2	8	46	0	57	0	2	1	0	2	1	1	31	1	10	4	31	21	
	28.3%	26.1%	33.1%	36.1%	23.3%	26.6%	0.0%	20.0%	32.0%	18.5%	25.0%	33.3%	25.1%	0.0%	100.0%	0.0%	20.0%	25.0%	0.0%	20.0%	100.0%	50.0%	24.6%	20.0%	33.3%	9.8%	25.2%	43.8%	
Very Good	883	95	71	52	18	76	0	8	47	40	2	10	82	95	0	0	6	2	3	3	0	0	60	1	10	19	59	15	
	39.0%	43.6%	39.9%	32.9%	60.0%	41.3%	0.0%	53.3%	38.5%	49.4%	25.0%	41.7%	44.8%	67.9%	0.0%	0.0%	60.0%	50.0%	75.0%	30.0%	0.0%	0.0%	47.6%	20.0%	33.3%	46.3%	48.0%	31.3%	
Excellent	509	45	27	25	3	40	1	1	22	22	4	3	37	45	0	0	2	1	1	3	0	1	22	2	7	15	25	3	
	22.5%	20.6%	15.2%	15.8%	10.0%	21.7%	100.0%	6.7%	18.0%	27.2%	50.0%	12.5%	20.2%	32.1%	0.0%	0.0%	20.0%	25.0%	25.0%	30.0%	0.0%	50.0%	17.5%	40.0%	23.3%	36.6%	20.3%	6.3%	
Significantly different from column:*														O,P	N	N											AA,AB	AB,Z	AA,Z
Excellent, Very Good, or Good	2,032	197	157	134	28	165	1	12	108	77	8	21	165	140	57	0	10	4	4	8	1	2	113	4	27	38	115	39	
	89.8%	90.4%	88.2%	84.8%	93.3%	89.7%	100.0%	80.0%	88.5%	95.1%	100.0%	87.5%	90.2%	100.0%	100.0%	0.0%	100.0%	100.0%	80.0%	100.0%	100.0%	89.7%	80.0%	90.0%	92.7%	93.5%	81.3%		
Significantly different from column:*															P	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.

Fee-For-Service

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	219	180	159	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
Number missing or multiple answer	20	2	0	2	0	2	0	0	1	1	0	0	2	2	0	0	0	0	0	0	0	0	1	1	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	2,261	217	180	157	30	183	1	15	121	81	8	24	182	138	57	21	10	4	4	10	1	2	126	4	30	41	122	48	
	99.1%	99.1%	100.0%	98.7%	100.0%	98.9%	100.0%	100.0%	99.2%	98.8%	100.0%	100.0%	98.9%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%	---	100.0%	100.0%	99.2%	98.0%	
Poor	171	15	12	11	1	14	0	0	5	10	0	3	12	7	2	5	1	0	0	1	0	0	8	0	3	2	8	4	
	7.6%	6.9%	6.7%	7.0%	3.3%	7.7%	0.0%	0.0%	4.1%	12.3%	0.0%	12.5%	6.6%	5.1%	3.5%	23.8%	10.0%	0.0%	0.0%	10.0%	0.0%	0.0%	6.3%	0.0%	10.0%	4.9%	6.6%	8.3%	
Fair	564	47	49	40	5	40	0	1	31	15	0	6	39	19	20	8	0	1	0	1	1	0	29	2	3	5	25	15	
	24.9%	21.7%	27.2%	25.5%	16.7%	21.9%	0.0%	6.7%	25.6%	18.5%	0.0%	25.0%	21.4%	13.8%	35.1%	38.1%	0.0%	25.0%	0.0%	10.0%	100.0%	0.0%	23.0%	50.0%	10.0%	12.2%	20.5%	31.3%	
Good	777	79	58	58	13	65	0	7	45	27	3	7	69	45	28	6	5	2	3	5	0	2	49	1	6	13	45	19	
	34.4%	36.4%	32.2%	36.9%	43.3%	35.5%	0.0%	46.7%	37.2%	33.3%	37.5%	29.2%	37.9%	32.6%	49.1%	28.6%	50.0%	50.0%	75.0%	50.0%	0.0%	100.0%	38.9%	25.0%	20.0%	31.7%	36.9%	39.6%	
Very Good	496	54	44	36	8	45	1	2	30	22	3	8	42	48	6	0	4	0	1	3	0	0	30	1	9	15	33	5	
	21.9%	24.9%	24.4%	22.9%	26.7%	24.6%	100.0%	13.3%	24.8%	27.2%	37.5%	33.3%	23.1%	34.8%	10.5%	0.0%	40.0%	0.0%	25.0%	30.0%	0.0%	0.0%	23.8%	25.0%	30.0%	36.6%	27.0%	10.4%	
Excellent	253	22	17	12	3	19	0	5	10	7	2	0	20	19	1	2	0	1	0	0	0	0	10	0	9	6	11	5	
	11.2%	10.1%	9.4%	7.6%	10.0%	10.4%	0.0%	33.3%	8.3%	8.6%	25.0%	0.0%	11.0%	13.8%	1.8%	9.5%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	7.9%	0.0%	30.0%	14.6%	9.0%	10.4%	
Significantly different from column:*														O	N														
Excellent, Very Good, or Good	1,526	155	119	106	24	129	1	14	85	56	8	15	131	112	35	8	9	3	4	8	0	2	89	2	24	34	89	29	
	67.5%	71.4%	66.1%	67.5%	80.0%	70.5%	100.0%	93.3%	70.2%	69.1%	100.0%	62.5%	72.0%	81.2%	61.4%	38.1%	90.0%	75.0%	100.0%	80.0%	0.0%	100.0%	70.6%	50.0%	80.0%	82.9%	73.0%	60.4%	
Significantly different from column:*														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.

Fee-For-Service

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	Y
Number in sample	2,281	219	180	159	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
Number missing or multiple answer	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,273	219	180	159	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
	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%	100.0%	
Yes	1,384	147	123	108	21	124	0	12	75	60	3	18	123	86	43	17	7	3	2	5	1	1	87	5	19	18	82	42	
	60.9%	67.1%	68.3%	67.9%	70.0%	67.0%	0.0%	80.0%	61.5%	73.2%	37.5%	75.0%	66.8%	61.4%	75.4%	81.0%	70.0%	75.0%	50.0%	50.0%	100.0%	50.0%	68.5%	100.0%	63.3%	43.9%	66.7%	85.7%	
No	889	72	57	51	9	61	1	3	47	22	5	6	61	54	14	4	3	1	2	5	0	1	40	0	11	23	41	7	
	39.1%	32.9%	31.7%	32.1%	30.0%	33.0%	100.0%	20.0%	38.5%	26.8%	62.5%	25.0%	33.2%	38.6%	24.6%	19.0%	30.0%	25.0%	50.0%	50.0%	0.0%	50.0%	31.5%	0.0%	36.7%	56.1%	33.3%	14.3%	
Significantly different from column:*																											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.

Fee-For-Service

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	Y
Number in sample	1,384	147	123	108	21	124	0	12	75	60	3	18	123	86	43	17	7	3	2	5	1	1	87	5	19	18	82	42	
Number missing or multiple answer	5	1	1	1	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	NA
Usable responses	1,379	146	122	107	21	123	0	12	75	59	3	18	122	85	43	17	7	3	2	4	1	1	87	5	19	17	82	42	
	99.6%	99.3%	99.2%	99.1%	100.0%	99.2%	---	100.0%	100.0%	98.3%	100.0%	100.0%	99.2%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	---	100.0%	94.4%	100.0%	100.0%	
Yes	1,330	143	119	105	21	120	0	11	74	58	3	18	119	83	42	17	6	3	2	4	1	1	85	5	19	17	79	42	
	96.4%	97.9%	97.5%	98.1%	100.0%	97.6%	---	91.7%	98.7%	98.3%	100.0%	100.0%	97.5%	97.6%	97.7%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	97.7%	100.0%	100.0%	100.0%	96.3%	100.0%	
No	49	3	3	2	0	3	0	1	1	1	0	0	3	2	1	0	1	0	0	0	0	0	2	0	0	0	3	0	
	3.6%	2.1%	2.5%	1.9%	0.0%	2.4%	---	8.3%	1.3%	1.7%	0.0%	0.0%	2.5%	2.4%	2.3%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	3.7%	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.

Fee-For-Service

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	143	119	105	21	120	0	11	74	58	3	18	119	83	42	17	6	3	2	4	1	1	85	5	19	17	79	42
Number missing or multiple answer	8	1	0	0	0	1	0	0	1	0	0	1	0	0	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	1,322	142	119	105	21	119	0	11	73	58	3	17	119	83	42	16	6	3	2	4	1	1	85	5	18	17	79	41
	99.4%	99.3%	100.0%	100.0%	100.0%	99.2%	---	100.0%	98.6%	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	94.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	94.7%	100.0%	100.0%	97.6%
Yes	1,295	139	119	104	19	118	0	11	72	56	2	17	117	81	41	16	6	2	2	4	1	1	83	5	18	16	79	39
	98.0%	97.9%	100.0%	99.0%	90.5%	99.2%	---	100.0%	98.6%	96.6%	66.7%	100.0%	98.3%	97.6%	97.6%	100.0%	100.0%	66.7%	100.0%	100.0%	100.0%	100.0%	97.6%	100.0%	94.1%	100.0%	95.1%	
No	27	3	0	1	2	1	0	0	1	2	1	0	2	2	1	0	0	1	0	0	0	0	2	0	0	1	0	2
	2.0%	2.1%	0.0%	1.0%	9.5%	0.8%	---	0.0%	1.4%	3.4%	33.3%	0.0%	1.7%	2.4%	2.4%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	5.9%	0.0%	4.9%
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.

Fee-For-Service

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	219	180	159	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
Number missing or multiple answer	37	3	2	2	0	3	0	0	2	1	0	1	2	1	2	0	0	0	0	1	0	0	1	0	0	1	1	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,244	216	178	157	30	182	1	15	120	81	8	23	182	139	55	21	10	4	4	9	1	2	126	5	30	40	122	48	
	98.4%	98.6%	98.9%	98.7%	100.0%	98.4%	100.0%	100.0%	98.4%	98.8%	100.0%	95.8%	98.9%	99.3%	96.5%	100.0%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%	99.2%	---	100.0%	97.6%	99.2%	98.0%	
Yes	1,426	168	140	123	24	141	1	12	103	53	3	13	150	102	45	20	8	3	3	6	1	2	99	5	22	30	90	43	
	63.5%	77.8%	78.7%	78.3%	80.0%	77.5%	100.0%	80.0%	85.8%	65.4%	37.5%	56.5%	82.4%	73.4%	81.8%	95.2%	80.0%	75.0%	75.0%	66.7%	100.0%	100.0%	78.6%	100.0%	73.3%	75.0%	73.8%	89.6%	
No	818	48	38	34	6	41	0	3	17	28	5	10	32	37	10	1	2	1	1	3	0	0	27	0	8	10	32	5	
	36.5%	22.2%	21.3%	21.7%	20.0%	22.5%	0.0%	20.0%	14.2%	34.6%	62.5%	43.5%	17.6%	26.6%	18.2%	4.8%	20.0%	25.0%	25.0%	33.3%	0.0%	0.0%	21.4%	0.0%	26.7%	25.0%	26.2%	10.4%	
Significantly different from column:*		A							J	I																	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.

Fee-For-Service

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	Y
Number in sample	1,426	168	140	123	24	141	1	12	103	53	3	13	150	102	45	20	8	3	3	6	1	2	99	5	22	30	90	43	
Number missing or multiple answer	10	3	5	0	1	2	0	0	3	0	0	1	2	1	2	0	0	0	0	0	0	1	1	0	0	1	2	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,416	165	135	123	23	139	1	12	100	53	3	12	148	101	43	20	8	3	3	6	1	1	98	5	22	29	88	43	
	99.3%	98.2%	96.4%	100.0%	95.8%	98.6%	100.0%	100.0%	97.1%	100.0%	100.0%	92.3%	98.7%	99.0%	95.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	99.0%	---	100.0%	96.7%	97.8%	100.0%	
Yes	1,351	162	133	121	23	136	1	12	98	52	3	12	145	98	43	20	8	3	3	6	1	1	97	5	22	28	86	43	
	95.4%	98.2%	98.5%	98.4%	100.0%	97.8%	100.0%	100.0%	98.0%	98.1%	100.0%	100.0%	98.0%	97.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%	100.0%	100.0%	96.6%	97.7%	100.0%	
No	65	3	2	2	0	3	0	0	2	1	0	0	3	3	0	0	0	0	0	0	0	0	1	0	0	0	1	2	0
	4.6%	1.8%	1.5%	1.6%	0.0%	2.2%	0.0%	0.0%	2.0%	1.9%	0.0%	0.0%	2.0%	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%	3.4%	2.3%	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.

Fee-For-Service

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	Y
Number in sample	1,351	162	133	121	23	136	1	12	98	52	3	12	145	98	43	20	8	3	3	6	1	1	97	5	22	28	86	43	
Number missing or multiple answer	10	1	0	1	0	1	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,341	161	133	120	23	135	1	12	97	52	3	11	145	98	43	19	8	3	3	6	1	1	97	5	21	28	86	42	
	99.3%	99.4%	100.0%	99.2%	100.0%	99.3%	100.0%	100.0%	99.0%	100.0%	100.0%	91.7%	100.0%	100.0%	100.0%	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	95.5%	100.0%	100.0%	97.7%	
Yes	1,323	161	133	120	23	135	1	12	97	52	3	11	145	98	43	19	8	3	3	6	1	1	97	5	21	28	86	42	
	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%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No	18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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.

Fee-For-Service

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	219	180	159	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
Number missing or multiple answer	32	2	2	1	0	2	0	0	1	1	0	0	2	2	0	0	0	0	0	0	0	0	1	1	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	NA
Usable responses	2,249	217	178	158	30	183	1	15	121	81	8	24	182	138	57	21	10	4	4	10	1	2	126	4	30	41	122	48	
	98.6%	99.1%	98.9%	99.4%	100.0%	98.9%	100.0%	100.0%	99.2%	98.8%	100.0%	100.0%	98.9%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%	---	100.0%	100.0%	99.2%	98.0%	
Yes	1,029	144	118	104	22	119	0	9	83	52	5	14	122	82	44	17	7	4	1	4	0	1	90	4	17	28	71	40	
	45.8%	66.4%	66.3%	65.8%	73.3%	65.0%	0.0%	60.0%	68.6%	64.2%	62.5%	58.3%	67.0%	59.4%	77.2%	81.0%	70.0%	100.0%	25.0%	40.0%	0.0%	50.0%	71.4%	100.0%	56.7%	68.3%	58.2%	83.3%	
No	1,220	73	60	54	8	64	1	6	38	29	3	10	60	56	13	4	3	0	3	6	1	1	36	0	13	13	51	8	
	54.2%	33.6%	33.7%	34.2%	26.7%	35.0%	100.0%	40.0%	31.4%	35.8%	37.5%	41.7%	33.0%	40.6%	22.8%	19.0%	30.0%	0.0%	75.0%	60.0%	100.0%	50.0%	28.6%	0.0%	43.3%	31.7%	41.8%	16.7%	
Significantly different from column:*		A												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.

Fee-For-Service

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	144	118	104	22	119	0	9	83	52	5	14	122	82	44	17	7	4	1	4	0	1	90	4	17	28	71	40
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	1,018	144	118	104	22	119	0	9	83	52	5	14	122	82	44	17	7	4	1	4	0	1	90	4	17	28	71	40
	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%	100.0%
Yes	967	140	114	104	22	116	0	9	81	50	5	14	119	79	43	17	7	3	1	4	0	1	88	4	17	26	70	39
	95.0%	97.2%	96.6%	100.0%	100.0%	97.5%	---	100.0%	97.6%	96.2%	100.0%	100.0%	97.5%	96.3%	97.7%	100.0%	100.0%	75.0%	100.0%	100.0%	---	100.0%	97.8%	100.0%	92.9%	98.6%	97.5%	
No	51	4	4	0	0	3	0	0	2	2	0	0	3	3	1	0	0	1	0	0	0	0	2	0	0	2	1	1
	5.0%	2.8%	3.4%	0.0%	0.0%	2.5%	---	0.0%	2.4%	3.8%	0.0%	0.0%	2.5%	3.7%	2.3%	0.0%	0.0%	25.0%	0.0%	0.0%	---	0.0%	2.2%	0.0%	0.0%	7.1%	1.4%	2.5%
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.

Fee-For-Service

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	140	114	104	22	116	0	9	81	50	5	14	119	79	43	17	7	3	1	4	0	1	88	4	17	26	70	39	
Number missing or multiple answer	8	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	0	
Number no experience	NA	NA	NA	NA	NA	NA	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	139	113	104	21	116	0	9	80	50	5	13	119	79	42	17	7	3	1	4	0	0	88	4	17	25	70	39	
	99.2%	99.3%	99.1%	100.0%	95.5%	100.0%	---	100.0%	98.8%	100.0%	100.0%	92.9%	100.0%	100.0%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	---	0.0%	100.0%	---	100.0%	96.2%	100.0%	100.0%	
Yes	953	139	111	104	21	116	0	9	80	50	5	13	119	79	42	17	7	3	1	4	0	0	88	4	17	25	70	39	
	99.4%	100.0%	98.2%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No	6	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.6%	0.0%	1.8%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Significantly different from column:*																													

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

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

Fee-For-Service

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	219	180	159	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49
Number missing or multiple answer	20	1	2	0	0	1	0	0	1	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
Usable responses	2,261	218	178	159	30	184	1	15	121	82	8	24	183	139	57	21	10	4	4	10	1	2	126	5	30	41	122	49
	99.1%	99.5%	98.9%	100.0%	100.0%	99.5%	100.0%	100.0%	99.2%	100.0%	100.0%	100.0%	99.5%	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%	---	100.0%	100.0%	99.2%	100.0%
Yes	869	117	85	98	18	96	0	11	77	29	5	10	100	67	33	16	5	4	1	5	0	1	70	3	15	23	60	33
	38.4%	53.7%	47.8%	61.6%	60.0%	52.2%	0.0%	73.3%	63.6%	35.4%	62.5%	41.7%	54.6%	48.2%	57.9%	76.2%	50.0%	100.0%	25.0%	50.0%	0.0%	50.0%	55.6%	60.0%	50.0%	56.1%	49.2%	67.3%
No	1,392	101	93	61	12	88	1	4	44	53	3	14	83	72	24	5	5	0	3	5	1	1	56	2	15	18	62	16
	61.6%	46.3%	52.2%	38.4%	40.0%	47.8%	100.0%	26.7%	36.4%	64.6%	37.5%	58.3%	45.4%	51.8%	42.1%	23.8%	50.0%	0.0%	75.0%	50.0%	100.0%	50.0%	44.4%	40.0%	50.0%	43.9%	50.8%	32.7%
Significantly different from column:*		A						J	J	H,I				P		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.

Fee-For-Service

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	117	85	98	18	96	0	11	77	29	5	10	100	67	33	16	5	4	1	5	0	1	70	3	15	23	60	33
Number missing or multiple answer	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	863	117	85	98	18	96	0	11	77	29	5	10	100	67	33	16	5	4	1	5	0	1	70	3	15	23	60	33
	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%
Yes	800	116	83	97	18	95	0	11	77	28	5	10	99	66	33	16	5	3	1	5	0	1	70	3	15	23	59	33
	92.7%	99.1%	97.6%	99.0%	100.0%	99.0%	---	100.0%	100.0%	96.6%	100.0%	100.0%	99.0%	98.5%	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	98.3%	100.0%	
No	63	1	2	1	0	1	0	0	0	1	0	0	1	1	0	0	0	1	0	0	0	0	0	0	0	0	1	0
	7.3%	0.9%	2.4%	1.0%	0.0%	1.0%	---	0.0%	0.0%	3.4%	0.0%	0.0%	1.0%	1.5%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	1.7%	0.0%	
Significantly different from column:*		A																										

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

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

Fee-For-Service

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	116	83	97	18	95	0	11	77	28	5	10	99	66	33	16	5	3	1	5	0	1	70	3	15	23	59	33	
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	797	116	82	97	18	95	0	11	77	28	5	10	99	66	33	16	5	3	1	5	0	1	70	3	15	23	59	33	
	99.6%	100.0%	98.8%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	
Yes	782	116	82	97	18	95	0	11	77	28	5	10	99	66	33	16	5	3	1	5	0	1	70	3	15	23	59	33	
	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No	15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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%	
Significantly different from column:*																													

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

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

Fee-For-Service

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	219	180	159	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
Number missing or multiple answer	20	4	2	1	1	2	1	1	2	1	0	0	4	2	1	1	0	0	0	0	0	0	2	1	0	0	3	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,261	215	178	158	29	183	0	14	120	81	8	24	180	138	56	20	10	4	4	10	1	2	125	4	30	41	120	49	
	99.1%	98.2%	98.9%	99.4%	96.7%	98.9%	0.0%	93.3%	98.4%	98.8%	100.0%	100.0%	97.8%	98.6%	98.2%	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	---	100.0%	100.0%	97.6%	100.0%	
Yes	1,515	157	126	117	21	133	0	6	92	59	7	15	132	96	45	15	8	3	3	6	1	2	89	4	19	27	90	38	
	67.0%	73.0%	70.8%	74.1%	72.4%	72.7%	---	42.9%	76.7%	72.8%	87.5%	62.5%	73.3%	69.6%	80.4%	75.0%	80.0%	75.0%	75.0%	60.0%	100.0%	100.0%	71.2%	100.0%	63.3%	65.9%	75.0%	77.6%	
No	746	58	52	41	8	50	0	8	28	22	1	9	48	42	11	5	2	1	1	4	0	0	36	0	11	14	30	11	
	33.0%	27.0%	29.2%	25.9%	27.6%	27.3%	---	57.1%	23.3%	27.2%	12.5%	37.5%	26.7%	30.4%	19.6%	25.0%	20.0%	25.0%	40.0%	0.0%	0.0%	28.8%	0.0%	36.7%	34.1%	25.0%	22.4%		
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.

Fee-For-Service

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	Y
Number in sample	1,515	157	126	117	21	133	0	6	92	59	7	15	132	96	45	15	8	3	3	6	1	2	89	4	19	27	90	38	
Number missing or multiple answer	18	2	0	2	1	1	0	0	0	2	1	1	0	1	1	0	0	0	0	0	0	0	1	0	1	0	1	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,497	155	126	115	20	132	0	6	92	57	6	14	132	95	44	15	8	3	3	6	1	2	88	4	18	27	89	37	
	98.8%	98.7%	100.0%	98.3%	95.2%	99.2%	---	100.0%	100.0%	96.6%	85.7%	93.3%	100.0%	99.0%	97.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.9%	---	94.7%	100.0%	98.9%	97.4%	
Yes	1,482	155	124	114	20	132	0	6	92	57	6	14	132	95	44	15	8	3	3	6	1	2	88	4	18	27	89	37	
	99.0%	100.0%	98.4%	99.1%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
No	15	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.0%	0.0%	1.6%	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%	
Significantly different from column:*																													

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

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

Fee-For-Service

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

Question 69

What is your child's age?

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)										Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	219	180	159	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
Number missing or multiple answer	13	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,268 99.4%	219 100.0%	180 100.0%	158 99.4%	30 100.0%	185 100.0%	1 100.0%	15 100.0%	122 100.0%	82 100.0%	8 100.0%	24 100.0%	184 100.0%	140 100.0%	57 100.0%	21 100.0%	10 100.0%	4 100.0%	4 100.0%	10 100.0%	1 100.0%	2 100.0%	127 100.0%	5 100.0%	30 100.0%	41 100.0%	123 100.0%	49 100.0%	
Less than 1 year old	11 0.5%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	1 6.7%	0 0.0%	0 0.0%	0 0.0%	1 4.2%	0 0.0%	0 0.0%	1 1.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 3.3%	0 0.0%	0 0.0%	1 2.0%
1 year old	33 1.5%	1 0.5%	1 0.6%	3 1.9%	0 0.0%	1 0.5%	0 0.0%	1 6.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	1 4.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 3.3%	0 0.0%	0 0.0%	1 2.0%
2 years old	46 2.0%	3 1.4%	3 1.7%	3 1.9%	1 3.3%	2 1.1%	0 0.0%	3 20.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 1.6%	2 1.4%	0 0.0%	1 4.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 2.4%	0 0.0%	0 0.0%	0 0.0%	3 2.4%	0 0.0%	
3 years old	64 2.8%	3 1.4%	6 3.3%	3 1.9%	1 3.3%	2 1.1%	0 0.0%	3 20.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 1.6%	1 0.7%	2 3.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 1.6%	0 0.0%	1 3.3%	0 0.0%	2 1.6%	1 2.0%	
4 to 6 years old	272 12.0%	22 10.0%	19 10.6%	20 12.7%	2 6.7%	19 10.3%	1 100.0%	7 46.7%	15 12.3%	0 0.0%	1 12.5%	3 12.5%	18 9.8%	15 10.7%	3 5.3%	4 19.0%	0 0.0%	0 0.0%	0 0.0%	2 20.0%	0 0.0%	0 0.0%	12 9.4%	0 0.0%	3 10.0%	7 17.1%	6 4.9%	8 16.3%	
7 to 9 years old	392 17.3%	43 19.6%	29 16.1%	24 15.2%	5 16.7%	38 20.5%	0 0.0%	0 0.0%	43 35.2%	0 0.0%	0 0.0%	4 16.7%	38 20.7%	24 17.1%	15 26.3%	4 19.0%	2 20.0%	0 0.0%	1 25.0%	2 20.0%	0 0.0%	1 50.0%	27 21.3%	1 20.0%	5 16.7%	11 26.8%	22 17.9%	10 20.4%	
10 to 13 years old	630 27.8%	64 29.2%	50 27.8%	50 31.6%	10 33.3%	53 28.6%	0 0.0%	0 0.0%	64 52.5%	0 0.0%	2 25.0%	4 16.7%	58 31.5%	36 25.7%	21 36.8%	7 33.3%	2 20.0%	3 75.0%	2 50.0%	3 30.0%	0 0.0%	0 0.0%	35 27.6%	0 0.0%	9 30.0%	9 22.0%	39 31.7%	14 28.6%	
14 to 18 years old	820 36.2%	82 37.4%	72 40.0%	55 34.8%	11 36.7%	69 37.3%	0 0.0%	0 0.0%	0 0.0%	82 100.0%	5 62.5%	12 50.0%	63 34.2%	62 44.3%	15 26.3%	4 19.0%	6 60.0%	1 25.0%	1 25.0%	3 30.0%	1 100.0%	1 50.0%	48 37.8%	4 80.0%	10 33.3%	14 34.1%	51 41.5%	14 28.6%	
3 years old or younger	154 6.8%	8 3.7%	10 5.6%	9 5.7%	2 6.7%	6 3.2%	0 0.0%	8 53.3%	0 0.0%	0 0.0%	0 0.0%	1 4.2%	7 3.8%	3 2.1%	3 5.3%	2 9.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	5 3.9%	0 0.0%	3 10.0%	0 0.0%	5 4.1%	3 6.1%	
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.

Fee-For-Service

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	219	180	159	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
Number missing or multiple answer	13	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	2,268	219	180	157	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
	99.4%	100.0%	100.0%	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%	100.0%	100.0%	
Male	1,296	136	118	97	15	119	0	7	80	49	4	14	116	89	36	10	7	0	2	8	0	0	84	2	17	33	71	28	
	57.1%	62.1%	65.6%	61.8%	50.0%	64.3%	0.0%	46.7%	65.6%	59.8%	50.0%	58.3%	63.0%	63.6%	63.2%	47.6%	70.0%	0.0%	50.0%	80.0%	0.0%	0.0%	66.1%	40.0%	56.7%	80.5%	57.7%	57.1%	
Female	972	83	62	60	15	66	1	8	42	33	4	10	68	51	21	11	3	4	2	2	1	2	43	3	13	8	52	21	
	42.9%	37.9%	34.4%	38.2%	50.0%	35.7%	100.0%	53.3%	34.4%	40.2%	50.0%	41.7%	37.0%	36.4%	36.8%	52.4%	30.0%	100.0%	50.0%	20.0%	100.0%	100.0%	33.9%	60.0%	43.3%	19.5%	42.3%	42.9%	
Significantly different from column:*																											AA,AB	Z	Z

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

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

Fee-For-Service

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	219	180	---	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
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	219	179	---	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
	98.8%	100.0%	99.4%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	
Male	1,283	137	117	---	15	120	0	7	80	50	4	14	117	90	36	10	7	0	2	8	0	0	85	2	17	33	72	28	
	56.9%	62.6%	65.4%	---	50.0%	64.9%	0.0%	46.7%	65.6%	61.0%	50.0%	58.3%	63.6%	64.3%	63.2%	47.6%	70.0%	0.0%	50.0%	80.0%	0.0%	0.0%	66.9%	40.0%	56.7%	80.5%	58.5%	57.1%	
Female	919	80	62	---	15	63	1	8	42	30	4	9	66	49	20	11	3	4	2	2	1	2	41	3	13	8	50	20	
	40.8%	36.5%	34.6%	---	50.0%	34.1%	100.0%	53.3%	34.4%	36.6%	50.0%	37.5%	35.9%	35.0%	35.1%	52.4%	30.0%	100.0%	50.0%	20.0%	100.0%	100.0%	32.3%	60.0%	43.3%	19.5%	40.7%	40.8%	
Transgender	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	
	0.5%	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%	
Non-binary, genderqueer, or other	39	2	0	---	0	2	0	0	0	2	0	1	1	1	1	0	0	0	0	0	0	0	1	0	0	0	1	1	
	1.7%	0.9%	0.0%	---	0.0%	1.1%	0.0%	0.0%	0.0%	2.4%	0.0%	4.2%	0.5%	0.7%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.8%	2.0%	
Transgender, Non-binary, genderqueer, or other	51	2	0	---	0	2	0	0	0	2	0	1	1	1	1	0	0	0	0	0	0	0	1	0	0	0	1	1	
	2.3%	0.9%	0.0%	---	0.0%	1.1%	0.0%	0.0%	0.0%	2.4%	0.0%	4.2%	0.5%	0.7%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.8%	2.0%	
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.

Fee-For-Service

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	219	180	159	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
Number missing or multiple answer	29	1	5	1	0	0	0	0	0	1	0	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	2,252	218	175	158	30	185	1	15	122	81	8	24	184	139	57	21	10	4	4	10	1	2	126	5	30	40	123	49	
	98.7%	99.5%	97.2%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%	100.0%	100.0%	100.0%	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%	---	100.0%	97.6%	100.0%	100.0%	
Under 18	116	13	11	9	4	9	0	1	7	5	2	2	9	9	2	2	0	0	0	0	0	0	7	0	2	2	5	4	
	5.2%	6.0%	6.3%	5.7%	13.3%	4.9%	0.0%	6.7%	5.7%	6.2%	25.0%	8.3%	4.9%	6.5%	3.5%	9.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	6.7%	5.0%	4.1%	8.2%	
18 to 24	39	5	1	2	1	4	0	2	1	2	2	1	2	1	3	1	0	0	0	0	0	0	1	0	3	0	1	4	
	1.7%	2.3%	0.6%	1.3%	3.3%	2.2%	0.0%	13.3%	0.8%	2.5%	25.0%	4.2%	1.1%	0.7%	5.3%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	10.0%	0.0%	0.8%	8.2%	
25 to 34	395	18	13	13	0	18	0	3	12	3	1	1	15	8	8	2	1	0	0	1	0	0	13	0	1	3	10	5	
	17.5%	8.3%	7.4%	8.2%	0.0%	9.7%	0.0%	20.0%	9.8%	3.7%	12.5%	4.2%	8.2%	5.8%	14.0%	9.5%	10.0%	0.0%	0.0%	10.0%	0.0%	0.0%	10.3%	0.0%	3.3%	7.5%	8.1%	10.2%	
35 to 44	789	79	50	47	8	70	1	6	49	24	0	10	69	46	23	10	4	1	2	6	0	2	44	2	14	17	40	20	
	35.0%	36.2%	28.6%	29.7%	26.7%	37.8%	100.0%	40.0%	40.2%	29.6%	0.0%	41.7%	37.5%	33.1%	40.4%	47.6%	40.0%	25.0%	50.0%	60.0%	0.0%	100.0%	34.9%	40.0%	46.7%	42.5%	32.5%	40.8%	
45 to 54	505	65	64	58	8	55	0	3	40	22	3	8	53	46	15	4	2	3	2	2	0	0	37	2	8	12	41	11	
	22.4%	29.8%	36.6%	36.7%	26.7%	29.7%	0.0%	20.0%	32.8%	27.2%	37.5%	33.3%	28.8%	33.1%	26.3%	19.0%	20.0%	75.0%	50.0%	20.0%	0.0%	0.0%	29.4%	40.0%	26.7%	30.0%	33.3%	22.4%	
55 to 64	233	28	26	19	7	21	0	0	8	20	0	1	27	23	3	1	3	0	0	1	1	0	17	0	2	5	19	3	
	10.3%	12.8%	14.9%	12.0%	23.3%	11.4%	0.0%	0.0%	6.6%	24.7%	0.0%	4.2%	14.7%	16.5%	5.3%	4.8%	30.0%	0.0%	0.0%	10.0%	100.0%	0.0%	13.5%	0.0%	6.7%	12.5%	15.4%	6.1%	
65 to 74	146	9	8	8	2	7	0	0	4	5	0	1	8	5	3	1	0	0	0	0	0	0	6	1	0	1	6	2	
	6.5%	4.1%	4.6%	5.1%	6.7%	3.8%	0.0%	0.0%	3.3%	6.2%	0.0%	4.2%	4.3%	3.6%	5.3%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	20.0%	0.0%	2.5%	4.9%	4.1%	
75 or older	29	1	2	2	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0	
	1.3%	0.5%	1.1%	1.3%	0.0%	0.5%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.5%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	
35 or older	1,702	182	150	134	25	154	1	9	102	71	3	20	158	121	44	16	9	4	4	9	1	2	105	5	24	35	107	36	
	75.6%	83.5%	85.7%	84.8%	83.3%	83.2%	100.0%	60.0%	83.6%	87.7%	37.5%	83.3%	85.9%	87.1%	77.2%	76.2%	90.0%	100.0%	100.0%	90.0%	100.0%	100.0%	83.3%	100.0%	80.0%	87.5%	87.0%	73.5%	
Significantly different from column:*		A																									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.

Fee-For-Service

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	219	180	---	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
Number missing or multiple answer	29	3	5	---	0	0	0	0	1	2	0	0	1	2	1	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	2,252	216	175	---	30	185	1	15	121	80	8	24	183	138	56	21	10	4	4	10	1	2	125	5	30	39	122	49	
	98.7%	98.6%	97.2%	---	100.0%	100.0%	100.0%	100.0%	99.2%	97.6%	100.0%	100.0%	99.5%	98.6%	98.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	---	100.0%	95.1%	99.2%	100.0%	
Male	304	30	23	---	30	0	0	3	16	11	2	5	23	21	7	2	1	1	0	0	0	1	19	1	4	3	19	8	
	13.5%	13.9%	13.1%	---	100.0%	0.0%	0.0%	20.0%	13.2%	13.8%	25.0%	20.8%	12.6%	15.2%	12.5%	9.5%	10.0%	25.0%	0.0%	0.0%	0.0%	50.0%	15.2%	20.0%	13.3%	7.7%	15.6%	16.3%	
Female	1,937	185	152	---	0	185	0	12	104	69	6	19	159	116	49	19	9	3	4	10	1	1	105	4	26	36	103	41	
	86.0%	85.6%	86.9%	---	0.0%	100.0%	0.0%	80.0%	86.0%	86.3%	75.0%	79.2%	86.9%	84.1%	87.5%	90.5%	90.0%	75.0%	100.0%	100.0%	100.0%	50.0%	84.0%	80.0%	86.7%	92.3%	84.4%	83.7%	
Transgender	1	0	0	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Non-binary, genderqueer, or other	10	1	0	---	0	0	1	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
	0.4%	0.5%	0.0%	---	0.0%	0.0%	100.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.5%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transgender, Non-binary, genderqueer, or other	11	1	0	---	0	0	1	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
	0.5%	0.5%	0.0%	---	0.0%	0.0%	100.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.5%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	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.

Fee-For-Service

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	219	180	159	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
Number missing or multiple answer	46	3	4	1	0	1	0	0	1	2	0	0	0	2	1	0	0	0	0	0	0	0	1	0	1	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	2,235	216	176	158	30	184	1	15	121	80	8	24	184	138	56	21	10	4	4	10	1	2	126	5	29	39	122	49	
	98.0%	98.6%	97.8%	99.4%	100.0%	99.5%	100.0%	100.0%	99.2%	97.6%	100.0%	100.0%	100.0%	98.6%	98.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%	---	96.7%	95.1%	99.2%	100.0%	
8th grade or less	89	2	6	3	0	2	0	1	1	0	2	0	0	1	1	0	0	0	0	1	0	0	1	0	0	0	2	0	
	4.0%	0.9%	3.4%	1.9%	0.0%	1.1%	0.0%	6.7%	0.8%	0.0%	25.0%	0.0%	0.0%	0.7%	1.8%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	1.6%	0.0%	
Some high school, but did not graduate	150	6	5	2	2	4	0	0	1	5	6	0	0	5	1	0	0	0	0	0	0	0	2	1	2	0	4	2	
	6.7%	2.8%	2.8%	1.3%	6.7%	2.2%	0.0%	0.0%	0.8%	6.3%	75.0%	0.0%	0.0%	3.6%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%	20.0%	6.9%	0.0%	3.3%	4.1%	
High school graduate or GED	549	24	31	23	5	19	0	3	9	12	0	24	0	13	8	3	3	0	0	5	0	1	9	0	3	6	12	5	
	24.6%	11.1%	17.6%	14.6%	16.7%	10.3%	0.0%	20.0%	7.4%	15.0%	0.0%	100.0%	0.0%	9.4%	14.3%	14.3%	30.0%	0.0%	0.0%	50.0%	0.0%	50.0%	7.1%	0.0%	10.3%	15.4%	9.8%	10.2%	
Some college or 2-year degree	912	89	66	55	9	79	1	5	53	31	0	0	89	55	24	10	3	0	3	2	1	0	53	2	13	16	51	17	
	40.8%	41.2%	37.5%	34.8%	30.0%	42.9%	100.0%	33.3%	43.8%	38.8%	0.0%	0.0%	48.4%	39.9%	42.9%	47.6%	30.0%	0.0%	75.0%	20.0%	100.0%	0.0%	42.1%	40.0%	44.8%	41.0%	41.8%	34.7%	
4-year college graduate	304	48	31	36	9	38	0	3	30	15	0	0	48	32	14	2	2	0	1	2	0	1	31	1	5	11	26	11	
	13.6%	22.2%	17.6%	22.8%	30.0%	20.7%	0.0%	20.0%	24.8%	18.8%	0.0%	0.0%	26.1%	23.2%	25.0%	9.5%	20.0%	0.0%	25.0%	20.0%	0.0%	50.0%	24.6%	20.0%	17.2%	28.2%	21.3%	22.4%	
More than 4-year college degree	231	47	37	39	5	42	0	3	27	17	0	0	47	32	8	6	2	4	0	0	0	0	30	1	6	6	27	14	
	10.3%	21.8%	21.0%	24.7%	16.7%	22.8%	0.0%	20.0%	22.3%	21.3%	0.0%	0.0%	25.5%	23.2%	14.3%	28.6%	20.0%	100.0%	0.0%	0.0%	0.0%	0.0%	23.8%	20.0%	20.7%	15.4%	22.1%	28.6%	
4-year college graduate or more	535	95	68	75	14	80	0	6	57	32	0	0	95	64	22	8	4	4	1	2	0	1	61	2	11	17	53	25	
	23.9%	44.0%	38.6%	47.5%	46.7%	43.5%	0.0%	40.0%	47.1%	40.0%	0.0%	0.0%	51.6%	46.4%	39.3%	38.1%	40.0%	100.0%	25.0%	20.0%	0.0%	50.0%	48.4%	40.0%	37.9%	43.6%	43.4%	51.0%	
Significantly different from column:*		A										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.

Fee-For-Service

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	219	180	159	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
Number missing or multiple answer	109	6	11	4	1	4	0	0	3	3	1	1	3	4	2	0	0	0	0	0	0	0	3	0	2	0	6	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,172	213	169	155	29	181	1	15	119	79	7	23	181	136	55	21	10	4	4	10	1	2	124	5	28	41	117	49	
	95.2%	97.3%	93.9%	97.5%	96.7%	97.8%	100.0%	100.0%	97.5%	96.3%	87.5%	95.8%	98.4%	97.1%	96.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.6%	---	93.3%	100.0%	95.1%	100.0%	
Mother or father	1,842	197	147	139	27	167	1	13	109	75	6	22	167	128	49	19	10	4	4	9	0	2	115	5	27	38	107	46	
	84.8%	92.5%	87.0%	89.7%	93.1%	92.3%	100.0%	86.7%	91.6%	94.9%	85.7%	95.7%	92.3%	94.1%	89.1%	90.5%	100.0%	100.0%	100.0%	90.0%	0.0%	100.0%	92.7%	100.0%	96.4%	92.7%	91.5%	93.9%	
Grandparent	167	7	15	5	2	5	0	0	5	2	0	0	7	4	2	1	0	0	0	0	0	0	5	0	0	0	2	4	1
	7.7%	3.3%	8.9%	3.2%	6.9%	2.8%	0.0%	0.0%	4.2%	2.5%	0.0%	0.0%	3.9%	2.9%	3.6%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	4.9%	3.4%	2.0%
Aunt or uncle	23	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
	1.1%	0.0%	0.6%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
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%	0.0%
Other relative	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	0	0	0	1
	0.3%	0.5%	0.0%	0.6%	0.0%	0.6%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.6%	0.0%	1.8%	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%	2.0%
Legal guardian	98	7	6	4	0	7	0	1	4	2	1	1	5	4	3	0	0	0	0	1	1	0	3	0	0	1	6	0	
	4.5%	3.3%	3.6%	2.6%	0.0%	3.9%	0.0%	6.7%	3.4%	2.5%	14.3%	4.3%	2.8%	2.9%	5.5%	0.0%	0.0%	0.0%	10.0%	100.0%	0.0%	2.4%	0.0%	0.0%	2.4%	5.1%	0.0%		
Someone else	33	1	0	4	0	1	0	1	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	0	1	
	1.5%	0.5%	0.0%	2.6%	0.0%	0.6%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	2.0%	

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

Fee-For-Service

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	219	180	---	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
Number missing or multiple answer	61	5	14	---	0	4	0	0	3	2	0	1	3	3	2	0	1	0	1	0	0	0	1	0	0	0	5	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,220	214	166	---	30	181	1	15	119	80	8	23	181	137	55	21	9	4	3	10	1	2	126	5	30	41	118	49	
	97.3%	97.7%	92.2%	---	100.0%	97.8%	100.0%	100.0%	97.5%	97.6%	100.0%	95.8%	98.4%	97.9%	96.5%	100.0%	90.0%	100.0%	75.0%	100.0%	100.0%	100.0%	99.2%	---	100.0%	100.0%	95.9%	100.0%	
Very well	1,659	135	97	---	16	118	1	5	71	59	7	14	113	99	29	6	8	3	2	6	1	1	74	4	19	26	75	29	
	74.7%	63.1%	58.4%	---	53.3%	65.2%	100.0%	33.3%	59.7%	73.8%	87.5%	60.9%	62.4%	72.3%	52.7%	28.6%	88.9%	75.0%	66.7%	60.0%	100.0%	50.0%	58.7%	80.0%	63.3%	63.4%	63.6%	59.2%	
Well	331	42	41	---	4	36	0	4	27	11	0	6	35	22	11	9	1	1	1	4	0	0	29	0	3	12	20	10	
	14.9%	19.6%	24.7%	---	13.3%	19.9%	0.0%	26.7%	22.7%	13.8%	0.0%	26.1%	19.3%	16.1%	20.0%	42.9%	11.1%	25.0%	33.3%	40.0%	0.0%	0.0%	23.0%	0.0%	10.0%	29.3%	16.9%	20.4%	
Not well	129	22	20	---	5	17	0	1	15	6	0	0	22	13	6	3	0	0	0	0	0	0	14	0	4	2	15	5	
	5.8%	10.3%	12.0%	---	16.7%	9.4%	0.0%	6.7%	12.6%	7.5%	0.0%	0.0%	12.2%	9.5%	10.9%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	13.3%	4.9%	12.7%	10.2%	
Not at all	101	15	8	---	5	10	0	5	6	4	1	3	11	3	9	3	0	0	0	0	0	1	9	1	4	1	8	5	
	4.5%	7.0%	4.8%	---	16.7%	5.5%	0.0%	33.3%	5.0%	5.0%	12.5%	13.0%	6.1%	2.2%	16.4%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	7.1%	20.0%	13.3%	2.4%	6.8%	10.2%	
Very well or Well	1,990	177	138	---	20	154	1	9	98	70	7	20	148	121	40	15	9	4	3	10	1	1	103	4	22	38	95	39	
	89.6%	82.7%	83.1%	---	66.7%	85.1%	100.0%	60.0%	82.4%	87.5%	87.5%	87.0%	81.8%	88.3%	72.7%	71.4%	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	81.7%	80.0%	73.3%	92.7%	80.5%	79.6%	
Significantly different from column:*		A			F	E								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.

Fee-For-Service

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	219	180	---	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
Number missing or multiple answer	79	8	13	---	1	6	0	2	3	3	0	3	4	3	5	0	1	0	1	0	0	0	4	0	1	0	6	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,202	211	167	---	29	179	1	13	119	79	8	21	180	137	52	21	9	4	3	10	1	2	123	5	29	41	117	47	
	96.5%	96.3%	92.8%	---	96.7%	96.8%	100.0%	86.7%	97.5%	96.3%	100.0%	87.5%	97.8%	97.9%	91.2%	100.0%	90.0%	100.0%	75.0%	100.0%	100.0%	100.0%	96.9%	---	96.7%	100.0%	95.1%	95.9%	
English	1,937	197	155	---	25	169	1	12	110	75	6	20	169	134	44	18	9	3	3	9	1	1	115	4	28	40	108	44	
	88.0%	93.4%	92.8%	---	86.2%	94.4%	100.0%	92.3%	92.4%	94.9%	75.0%	95.2%	93.9%	97.8%	84.6%	85.7%	100.0%	75.0%	100.0%	90.0%	100.0%	50.0%	93.5%	80.0%	96.6%	97.6%	92.3%	93.6%	
Spanish	180	1	4	---	0	1	0	1	0	0	1	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0
	8.2%	0.5%	2.4%	---	0.0%	0.6%	0.0%	7.7%	0.0%	0.0%	12.5%	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%	
Other	68	12	8	---	3	9	0	0	8	4	1	1	10	2	7	3	0	0	0	0	0	1	8	1	1	1	8	2	
	3.1%	5.7%	4.8%	---	10.3%	5.0%	0.0%	0.0%	6.7%	5.1%	12.5%	4.8%	5.6%	1.5%	13.5%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	6.5%	20.0%	3.4%	2.4%	6.8%	4.3%	

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

Fee-For-Service

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

Question 78

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)			
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more	
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
Number in sample	2,281	219	180	---	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
Number missing or multiple answer	46	4	8	---	0	3	0	0	2	2	0	1	2	3	0	1	1	0	1	0	0	0	1	0	0	0	3	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,235	215	172	---	30	182	1	15	120	80	8	23	182	137	57	20	9	4	3	10	1	2	126	5	30	41	120	48	
	98.0%	98.2%	95.6%	---	100.0%	98.4%	100.0%	100.0%	98.4%	97.6%	100.0%	95.8%	98.9%	97.9%	100.0%	95.2%	90.0%	100.0%	75.0%	100.0%	100.0%	100.0%	99.2%	---	100.0%	100.0%	97.6%	98.0%	
Yes	105	12	12	---	4	7	0	0	9	3	0	1	11	3	5	4	0	1	0	2	0	0	7	0	1	3	4	5	
	4.7%	5.6%	7.0%	---	13.3%	3.8%	0.0%	0.0%	7.5%	3.8%	0.0%	4.3%	6.0%	2.2%	8.8%	20.0%	0.0%	25.0%	0.0%	20.0%	0.0%	0.0%	5.6%	0.0%	3.3%	7.3%	3.3%	10.4%	
No	2,130	203	160	---	26	175	1	15	111	77	8	22	171	134	52	16	9	3	3	8	1	2	119	5	29	38	116	43	
	95.3%	94.4%	93.0%	---	86.7%	96.2%	100.0%	100.0%	92.5%	96.3%	100.0%	95.7%	94.0%	97.8%	91.2%	80.0%	100.0%	75.0%	100.0%	80.0%	100.0%	100.0%	94.4%	100.0%	96.7%	92.7%	96.7%	89.6%	
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.

Fee-For-Service

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	219	180	---	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
Number missing or multiple answer	45	3	8	---	0	2	0	0	1	2	0	1	1	3	0	0	1	0	1	0	0	0	0	0	0	0	3	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,236	216	172	---	30	183	1	15	121	80	8	23	183	137	57	21	9	4	3	10	1	2	127	5	30	41	120	49	
	98.0%	98.6%	95.6%	---	100.0%	98.9%	100.0%	100.0%	99.2%	97.6%	100.0%	95.8%	99.5%	97.9%	100.0%	100.0%	90.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	97.6%	100.0%	
Yes	43	5	5	---	2	3	0	1	2	2	0	0	5	2	2	1	0	0	0	0	0	0	4	0	1	0	5	0	
	1.9%	2.3%	2.9%	---	6.7%	1.6%	0.0%	6.7%	1.7%	2.5%	0.0%	0.0%	2.7%	1.5%	3.5%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	3.3%	0.0%	4.2%	0.0%	
No	2,193	211	167	---	28	180	1	14	119	78	8	23	178	135	55	20	9	4	3	10	1	2	123	5	29	41	115	49	
	98.1%	97.7%	97.1%	---	93.3%	98.4%	100.0%	93.3%	98.3%	97.5%	100.0%	100.0%	97.3%	98.5%	96.5%	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.9%	100.0%	96.7%	100.0%	95.8%	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.

Fee-For-Service

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	Y
Number in sample	2,281	219	180	---	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
Number missing or multiple answer	249	24	12	---	2	21	0	2	13	9	2	2	19	13	10	1	2	0	1	1	0	0	13	0	3	2	16	4	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,032	195	168	---	28	164	1	13	109	73	6	22	165	127	47	20	8	4	3	9	1	2	114	5	27	39	107	45	
	89.1%	89.0%	93.3%	---	93.3%	88.6%	100.0%	86.7%	89.3%	89.0%	75.0%	91.7%	89.7%	90.7%	82.5%	95.2%	80.0%	100.0%	75.0%	90.0%	100.0%	100.0%	89.8%	---	90.0%	95.1%	87.0%	91.8%	
Yes	78	10	12	---	0	10	0	0	9	1	1	0	9	4	2	4	0	1	0	0	0	0	6	1	0	1	6	3	
	3.8%	5.1%	7.1%	---	0.0%	6.1%	0.0%	0.0%	8.3%	1.4%	16.7%	0.0%	5.5%	3.1%	4.3%	20.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	5.3%	20.0%	0.0%	2.6%	5.6%	6.7%	
No	1,954	185	156	---	28	154	1	13	100	72	5	22	156	123	45	16	8	3	3	9	1	2	108	4	27	38	101	42	
	96.2%	94.9%	92.9%	---	100.0%	93.9%	100.0%	100.0%	91.7%	98.6%	83.3%	100.0%	94.5%	96.9%	95.7%	80.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	94.7%	80.0%	100.0%	97.4%	94.4%	93.3%	
Significantly different from column:*																													

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

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

Fee-For-Service

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

Question 81

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

Base: All respondents

	2021 State OHP	2021	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
					A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Number in sample	2,281	219	180	---	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49
Number missing or multiple answer	104	5	3	---	0	4	0	2	1	2	1	2	1	4	1	0	1	0	1	1	0	0	0	0	1	0	4	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,177	214	177	---	30	181	1	13	121	80	7	22	183	136	56	21	9	4	3	9	1	2	127	5	29	41	119	48
	95.4%	97.7%	98.3%	---	100.0%	97.8%	100.0%	86.7%	99.2%	97.6%	87.5%	91.7%	99.5%	97.1%	98.2%	100.0%	90.0%	100.0%	75.0%	90.0%	100.0%	100.0%	100.0%	---	96.7%	100.0%	96.7%	98.0%
Yes	73	12	3	---	2	10	0	0	7	5	1	1	10	5	3	4	0	0	0	1	0	0	8	0	2	3	5	4
	3.4%	5.6%	1.7%	---	6.7%	5.5%	0.0%	0.0%	5.8%	6.3%	14.3%	4.5%	5.5%	3.7%	5.4%	19.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	6.3%	0.0%	6.9%	7.3%	4.2%	8.3%
No	2,104	202	174	---	28	171	1	13	114	75	6	21	173	131	53	17	9	4	3	8	1	2	119	5	27	38	114	44
	96.6%	94.4%	98.3%	---	93.3%	94.5%	100.0%	100.0%	94.2%	93.8%	85.7%	95.5%	94.5%	96.3%	94.6%	81.0%	100.0%	100.0%	100.0%	88.9%	100.0%	100.0%	93.7%	100.0%	93.1%	92.7%	95.8%	91.7%
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.

Fee-For-Service

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	219	180	---	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
Number missing or multiple answer	52	4	3	---	1	2	0	0	2	2	0	2	1	3	1	0	1	0	1	0	0	1	0	0	0	1	3	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,229	215	177	---	29	183	1	15	120	80	8	22	183	137	56	21	9	4	3	10	1	1	127	5	30	40	120	49	
	97.7%	98.2%	98.3%	---	96.7%	98.9%	100.0%	100.0%	98.4%	97.6%	100.0%	91.7%	99.5%	97.9%	98.2%	100.0%	90.0%	100.0%	75.0%	100.0%	100.0%	50.0%	100.0%	---	100.0%	97.6%	97.6%	100.0%	
Yes	82	9	6	---	1	8	0	1	5	3	0	0	9	1	5	3	0	0	0	0	0	0	6	1	2	0	3	5	
	3.7%	4.2%	3.4%	---	3.4%	4.4%	0.0%	6.7%	4.2%	3.8%	0.0%	0.0%	4.9%	0.7%	8.9%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.7%	20.0%	6.7%	0.0%	2.5%	10.2%	
No	2,147	206	171	---	28	175	1	14	115	77	8	22	174	136	51	18	9	4	3	10	1	1	121	4	28	40	117	44	
	96.3%	95.8%	96.6%	---	96.6%	95.6%	100.0%	93.3%	95.8%	96.3%	100.0%	100.0%	95.1%	99.3%	91.1%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.3%	80.0%	93.3%	100.0%	97.5%	89.8%	
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.

Fee-For-Service

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	219	180	---	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
Number missing or multiple answer	62	4	3	---	0	3	0	0	2	2	0	1	2	3	0	1	1	0	1	1	0	0	0	0	0	1	3	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,219	215	177	---	30	182	1	15	120	80	8	23	182	137	57	20	9	4	3	9	1	2	127	5	30	40	120	49	
	97.3%	98.2%	98.3%	---	100.0%	98.4%	100.0%	100.0%	98.4%	97.6%	100.0%	95.8%	98.9%	97.9%	100.0%	95.2%	90.0%	100.0%	75.0%	90.0%	100.0%	100.0%	100.0%	---	100.0%	97.6%	97.6%	100.0%	
Yes	961	146	109	---	20	124	0	9	87	50	5	12	127	79	48	18	6	3	1	2	1	2	93	4	19	28	72	41	
	43.3%	67.9%	61.6%	---	66.7%	68.1%	0.0%	60.0%	72.5%	62.5%	62.5%	52.2%	69.8%	57.7%	84.2%	90.0%	66.7%	75.0%	33.3%	22.2%	100.0%	100.0%	73.2%	80.0%	63.3%	70.0%	60.0%	83.7%	
No	1,258	69	68	---	10	58	1	6	33	30	3	11	55	58	9	2	3	1	2	7	0	0	34	1	11	12	48	8	
	56.7%	32.1%	38.4%	---	33.3%	31.9%	100.0%	40.0%	27.5%	37.5%	37.5%	47.8%	30.2%	42.3%	15.8%	10.0%	33.3%	25.0%	66.7%	77.8%	0.0%	0.0%	26.8%	20.0%	36.7%	30.0%	40.0%	16.3%	
Significantly different from column:*		A												O,P	N	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.

Fee-For-Service

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	Y
Number in sample	2,038	208	168	---	28	176	1	4	122	82	8	22	175	135	54	18	10	4	4	9	1	2	121	5	26	40	118	44	
Number missing or multiple answer	78	5	13	---	0	4	0	0	2	3	0	1	3	4	1	0	1	0	1	0	0	0	0	0	0	1	1	3	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,960	203	155	---	28	172	1	4	120	79	8	21	172	131	53	18	9	4	3	8	1	2	121	5	25	39	115	43	
	96.2%	97.6%	92.3%	---	100.0%	97.7%	100.0%	100.0%	98.4%	96.3%	100.0%	95.5%	98.3%	97.0%	98.1%	100.0%	90.0%	100.0%	75.0%	88.9%	100.0%	100.0%	100.0%	---	96.2%	97.5%	97.5%	97.7%	
Yes	109	27	11	---	4	23	0	0	19	8	1	3	23	6	11	10	1	1	0	1	0	0	18	1	3	4	10	11	
	5.6%	13.3%	7.1%	---	14.3%	13.4%	0.0%	0.0%	15.8%	10.1%	12.5%	14.3%	13.4%	4.6%	20.8%	55.6%	11.1%	25.0%	0.0%	12.5%	0.0%	0.0%	14.9%	20.0%	12.0%	10.3%	8.7%	25.6%	
No	1,851	176	144	---	24	149	1	4	101	71	7	18	149	125	42	8	8	3	3	7	1	2	103	4	22	35	105	32	
	94.4%	86.7%	92.9%	---	85.7%	86.6%	100.0%	100.0%	84.2%	89.9%	87.5%	85.7%	86.6%	95.4%	79.2%	44.4%	88.9%	75.0%	100.0%	87.5%	100.0%	100.0%	85.1%	80.0%	88.0%	89.7%	91.3%	74.4%	
Significantly different from column:*		A												P	O												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.

Fee-For-Service

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	208	168	---	28	176	1	4	122	82	8	22	175	135	54	18	10	4	4	9	1	2	121	5	26	40	118	44
Number missing or multiple answer	80	8	13	---	0	6	0	0	3	5	0	2	5	3	0	1	0	1	1	0	0	1	0	1	2	4	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,958	200	155	---	28	170	1	4	119	77	8	20	170	130	51	18	9	4	3	8	1	2	120	5	25	38	114	43
	96.1%	96.2%	92.3%	---	100.0%	96.6%	100.0%	100.0%	97.5%	93.9%	100.0%	90.9%	97.1%	96.3%	94.4%	100.0%	90.0%	100.0%	75.0%	88.9%	100.0%	100.0%	99.2%	---	96.2%	95.0%	96.6%	97.7%
Yes	270	80	37	---	11	68	0	1	56	23	3	5	71	39	29	12	2	4	1	4	0	0	49	2	7	13	47	18
	13.8%	40.0%	23.9%	---	39.3%	40.0%	0.0%	25.0%	47.1%	29.9%	37.5%	25.0%	41.8%	30.0%	56.9%	66.7%	22.2%	100.0%	33.3%	50.0%	0.0%	0.0%	40.8%	40.0%	28.0%	34.2%	41.2%	41.9%
No	1,688	120	118	---	17	102	1	3	63	54	5	15	99	91	22	6	7	0	2	4	1	2	71	3	18	25	67	25
	86.2%	60.0%	76.1%	---	60.7%	60.0%	100.0%	75.0%	52.9%	70.1%	62.5%	75.0%	58.2%	70.0%	43.1%	33.3%	77.8%	0.0%	66.7%	50.0%	100.0%	100.0%	59.2%	60.0%	72.0%	65.8%	58.8%	58.1%
Significantly different from column:*		A,C							J	I				O,P	N	N												

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

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

Fee-For-Service

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	Y
Number in sample	2,038	208	168	---	28	176	1	4	122	82	8	22	175	135	54	18	10	4	4	9	1	2	121	5	26	40	118	44	
Number missing or multiple answer	86	6	14	---	0	5	0	0	3	3	0	1	4	5	1	0	1	0	1	0	0	0	0	0	1	1	4	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,952	202	154	---	28	171	1	4	119	79	8	21	171	130	53	18	9	4	3	8	1	2	121	5	25	39	114	43	
	95.8%	97.1%	91.7%	---	100.0%	97.2%	100.0%	100.0%	97.5%	96.3%	100.0%	95.5%	97.7%	96.3%	98.1%	100.0%	90.0%	100.0%	75.0%	88.9%	100.0%	100.0%	100.0%	---	96.2%	97.5%	96.6%	97.7%	
Yes	1,086	151	113	---	17	133	0	2	95	54	5	13	132	89	47	14	6	4	1	5	1	1	92	3	19	26	86	35	
	55.6%	74.8%	73.4%	---	60.7%	77.8%	0.0%	50.0%	79.8%	68.4%	62.5%	61.9%	77.2%	68.5%	88.7%	77.8%	66.7%	100.0%	33.3%	62.5%	100.0%	50.0%	76.0%	60.0%	76.0%	66.7%	75.4%	81.4%	
No	866	51	41	---	11	38	1	2	24	25	3	8	39	41	6	4	3	0	2	3	0	1	29	2	6	13	28	8	
	44.4%	25.2%	26.6%	---	39.3%	22.2%	100.0%	50.0%	20.2%	31.6%	37.5%	38.1%	22.8%	31.5%	11.3%	22.2%	33.3%	0.0%	66.7%	37.5%	0.0%	50.0%	24.0%	40.0%	24.0%	33.3%	24.6%	18.6%	
Significantly different from column:*		A												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.

Fee-For-Service

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	62	54	---	8	53	0	0	0	62	5	8	48	45	13	3	6	0	1	2	1	1	36	4	6	12	36	12	
Number missing or multiple answer	57	3	4	---	1	2	0	0	0	3	0	1	2	3	0	0	0	0	1	0	0	0	2	0	0	0	3	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	581	59	50	---	7	51	0	0	0	59	5	7	46	42	13	3	6	0	0	2	1	1	34	4	6	12	33	12	
	91.1%	95.2%	92.6%	---	87.5%	96.2%	---	---	---	95.2%	100.0%	87.5%	95.8%	93.3%	100.0%	100.0%	100.0%	---	0.0%	100.0%	100.0%	100.0%	94.4%	---	100.0%	100.0%	91.7%	100.0%	
Yes	207	39	31	---	4	34	0	0	0	39	2	4	32	26	9	3	4	0	0	0	0	0	25	2	3	10	20	7	
	35.6%	66.1%	62.0%	---	57.1%	66.7%	---	---	---	66.1%	40.0%	57.1%	69.6%	61.9%	69.2%	100.0%	66.7%	---	---	0.0%	0.0%	0.0%	73.5%	50.0%	50.0%	83.3%	60.6%	58.3%	
No	374	20	19	---	3	17	0	0	0	20	3	3	14	16	4	0	2	0	0	2	1	1	9	2	3	2	13	5	
	64.4%	33.9%	38.0%	---	42.9%	33.3%	---	---	---	33.9%	60.0%	42.9%	30.4%	38.1%	30.8%	0.0%	33.3%	---	---	100.0%	100.0%	100.0%	26.5%	50.0%	50.0%	16.7%	39.4%	41.7%	
Significantly different from column:*		A																											

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

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

Fee-For-Service

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	219	---	---	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
Number missing or multiple answer	435	26	---	---	3	22	0	1	18	7	1	3	21	16	8	2	0	0	0	0	0	0	0	0	0	3	17	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	193	---	---	27	163	1	14	104	75	7	21	163	124	49	19	10	4	4	10	1	2	127	5	30	38	106	44	
	80.9%	88.1%	---	---	90.0%	88.1%	100.0%	93.3%	85.2%	91.5%	87.5%	87.5%	88.6%	88.6%	86.0%	90.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	92.7%	86.2%	89.8%	
American Indian or Alaska Native	242	25	---	---	6	19	0	2	12	11	1	6	18	15	8	2	10	0	0	0	0	0	2	0	13	4	16	5	
	13.1%	13.0%	---	---	22.2%	11.7%	0.0%	14.3%	11.5%	14.7%	14.3%	28.6%	11.0%	12.1%	16.3%	10.5%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%	0.0%	43.3%	10.5%	15.1%	11.4%	
Asian	152	13	---	---	2	11	0	1	9	3	0	0	12	10	3	0	0	4	0	1	0	0	1	0	7	5	6	2	
	8.2%	6.7%	---	---	7.4%	6.7%	0.0%	7.1%	8.7%	4.0%	0.0%	0.0%	7.4%	8.1%	6.1%	0.0%	0.0%	100.0%	0.0%	10.0%	0.0%	0.0%	0.8%	0.0%	23.3%	13.2%	5.7%	4.5%	
Black or African American	160	8	---	---	0	8	0	3	3	2	1	1	6	6	2	0	0	0	4	0	0	0	0	0	4	2	4	2	
	8.7%	4.1%	---	---	0.0%	4.9%	0.0%	21.4%	2.9%	2.7%	14.3%	4.8%	3.7%	4.8%	4.1%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	13.3%	5.3%	3.8%	4.5%	
Hispanic or Latino/a	492	34	---	---	3	31	0	7	16	11	2	11	21	23	8	3	3	0	0	10	0	0	5	0	16	8	21	5	
	26.7%	17.6%	---	---	11.1%	19.0%	0.0%	50.0%	15.4%	14.7%	28.6%	52.4%	12.9%	18.5%	16.3%	15.8%	30.0%	0.0%	0.0%	100.0%	0.0%	0.0%	3.9%	0.0%	53.3%	21.1%	19.8%	11.4%	
Middle Eastern/Northern African	20	2	---	---	0	2	0	0	0	2	0	0	2	1	1	0	1	0	0	0	1	0	0	0	0	0	1	1	
	1.1%	1.0%	---	---	0.0%	1.2%	0.0%	0.0%	0.0%	2.7%	0.0%	0.0%	1.2%	0.8%	2.0%	0.0%	10.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%	2.3%	
Native Hawaiian or Pacific Islander	34	6	---	---	2	4	0	0	3	3	0	1	4	4	2	0	0	0	0	0	0	2	0	0	4	4	2	0	
	1.8%	3.1%	---	---	7.4%	2.5%	0.0%	0.0%	2.9%	4.0%	0.0%	4.8%	2.5%	3.2%	4.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	13.3%	10.5%	1.9%	0.0%	
White	1,288	159	---	---	22	134	1	11	89	59	4	13	140	101	41	16	4	0	1	2	0	0	127	0	25	26	86	42	
	69.8%	82.4%	---	---	81.5%	82.2%	100.0%	78.6%	85.6%	78.7%	57.1%	61.9%	85.9%	81.5%	83.7%	84.2%	40.0%	0.0%	25.0%	20.0%	0.0%	0.0%	100.0%	0.0%	83.3%	68.4%	81.1%	95.5%	
Other	129	7	---	---	1	6	0	0	1	6	1	1	5	4	1	2	0	0	0	0	0	0	1	5	1	1	5	1	
	7.0%	3.6%	---	---	3.7%	3.7%	0.0%	0.0%	1.0%	8.0%	14.3%	4.8%	3.1%	3.2%	2.0%	10.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	100.0%	3.3%	2.6%	4.7%	2.3%		

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

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

Fee-For-Service

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	219	---	---	30	185	1	15	122	82	8	24	184	140	57	21	10	4	4	10	1	2	127	5	30	41	123	49	
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	26	---	---	3	22	0	1	18	7	1	3	21	16	8	2	0	0	0	0	0	0	0	0	0	3	17	5	
Usable responses	1,846	193	---	---	27	163	1	14	104	75	7	21	163	124	49	19	10	4	4	10	1	2	127	5	30	38	106	44	
	80.9%	88.1%	---	---	90.0%	88.1%	100.0%	93.3%	85.2%	91.5%	87.5%	87.5%	88.6%	88.6%	86.0%	90.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	92.7%	86.2%	89.8%	
American Indian or Alaska Native	98	10	---	---	1	9	0	0	4	6	0	3	7	8	2	0	10	0	0	0	0	0	0	0	0	0	4	5	1
	5.3%	5.2%	---	---	3.7%	5.5%	0.0%	0.0%	3.8%	8.0%	0.0%	14.3%	4.3%	6.5%	4.1%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.5%	4.7%	2.3%	
Asian	79	4	---	---	1	3	0	0	3	1	0	0	4	3	1	0	0	4	0	0	0	0	0	0	0	0	1	2	1
	4.3%	2.1%	---	---	3.7%	1.8%	0.0%	0.0%	2.9%	1.3%	0.0%	0.0%	2.5%	2.4%	2.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	1.9%	2.3%	
Black or African American	94	4	---	---	0	4	0	0	3	1	0	0	4	4	0	0	0	0	4	0	0	0	0	0	0	0	1	3	0
	5.1%	2.1%	---	---	0.0%	2.5%	0.0%	0.0%	2.9%	1.3%	0.0%	0.0%	2.5%	3.2%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	2.8%	0.0%	
Hispanic or Latino/a	303	10	---	---	0	10	0	2	5	3	1	5	4	6	2	2	0	0	0	10	0	0	0	0	0	4	6	0	
	16.4%	5.2%	---	---	0.0%	6.1%	0.0%	14.3%	4.8%	4.0%	14.3%	23.8%	2.5%	4.8%	4.1%	10.5%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.5%	5.7%	0.0%	
Middle Eastern/Northern African	6	1	---	---	0	1	0	0	0	1	0	0	1	0	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0
	0.3%	0.5%	---	---	0.0%	0.6%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	0.6%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%	
Native Hawaiian or Pacific Islander	12	2	---	---	1	1	0	0	1	1	0	1	1	1	0	0	0	0	0	0	0	2	0	0	0	2	0	0	
	0.7%	1.0%	---	---	3.7%	0.6%	0.0%	0.0%	1.0%	1.3%	0.0%	4.8%	0.6%	0.8%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	5.3%	0.0%	0.0%		
White	960	127	---	---	19	105	1	7	72	48	3	9	114	82	31	13	0	0	0	0	0	0	127	0	0	19	68	35	
	52.0%	65.8%	---	---	70.4%	64.4%	100.0%	50.0%	69.2%	64.0%	42.9%	42.9%	69.9%	66.1%	63.3%	68.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	50.0%	64.2%	79.5%	
Other	38	5	---	---	1	4	0	0	1	4	1	0	4	3	1	1	0	0	0	0	0	0	0	5	0	1	3	1	
	2.1%	2.6%	---	---	3.7%	2.5%	0.0%	0.0%	1.0%	5.3%	14.3%	0.0%	2.5%	2.4%	2.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	2.6%	2.8%	2.3%	
Multiracial	256	30	---	---	4	26	0	5	15	10	2	3	24	17	10	3	0	0	0	0	0	0	0	0	30	6	18	6	
	13.9%	15.5%	---	---	14.8%	16.0%	0.0%	35.7%	14.4%	13.3%	28.6%	14.3%	14.7%	13.7%	20.4%	15.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	15.8%	17.0%	13.6%	
Significantly different from column:*																						Y			W				

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