



Report of Results

for

Mercy Care Child Population

2024 (MY 2023) CAHPS® 5.1H Medicaid Member Experience Survey

Prepared for:

Mercy Care (June 13, 2024)

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INTRODUCTION

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 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 provider communication skills.

The National Committee for Quality Assurance (NCQA) uses the Health Plan CAHPS survey in its Health Plan Accreditation Program as part of the Healthcare Effectiveness Data and Information Set (HEDIS®). HEDIS measures health plan performance on important dimensions of care and service and is designed to provide purchasers and consumers with the information they need to reliably compare the performance of health care plans. The Health Plan CAHPS survey represents the member experience component of the HEDIS measurement set. The survey measures the member 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 six months.

EXECUTIVE SUMMARY

In 2023, Aetna Better Health contracted with the Center for the Study of Services (CSS), an NCQA-certified survey vendor, to administer the CAHPS® 5.1H Child Medicaid Survey. The purpose of the survey is to assess members' experience with their health plan and health care. The overall goal of the survey is to provide actionable performance feedback to help the plan improve the member experience.

CSS administered the Child Medicaid version of the CAHPS Health Plan Survey on behalf of Mercy Care between February 13 and May 10, 2024.

The final survey sample for Mercy Care included 3,300 members. During the survey fielding period, 610 sample members completed the survey. After the final survey eligibility criteria were applied, the resulting NCQA response rate was 18.61%. (See the *Survey Response Rate* section on page 14 for the response rate formula used by NCQA.)

This *Executive Summary* focuses on key CAHPS performance metrics, including year-over-year changes in results and comparisons to relevant national multi-plan benchmarks. Unofficial estimates of NCQA's 2024 Health Plan Ratings (HPR), calculated by CSS, are provided for reference. Also identified are top organizational priorities for quality improvement based on CSS's *Key Driver Analysis*.

KEY SURVEY MEASURE RESULTS

This section provides a high-level overview of Mercy Care survey results compared to prior-year and national multi-plan benchmark rates. Table 1 highlights statistically significant improvements and declines in reported rates. Table 2 compares performance to national multi-plan benchmarks. Both tables are limited to reportable rating and composite measures (i.e., those that reached the minimum denominator of 100 or more valid responses required by NCQA). The comparisons are based on the rates of Mercy Care Child sample members rating their experience favorably (i.e., 9 or 10 for the overall rating questions and *Usually* or *Always* for all other CAHPS measures).

Table 1. Mercy Care Child Members: Statistically Significant Improvements or Declines in Performance Compared to 2023

Reportable* Rate IMPROVED	Reportable* Rate DECLINED
Plan not surveyed in 2023	Plan not surveyed in 2023

* All CAHPS ratings and composites reached the reportable denominator of 100 responses and were eligible for inclusion in this summary.

Table 2. Mercy Care Child Members: Statistically Significant Differences in Performance Compared to National Multi-Plan Benchmarks



Reportable* Rate ABOVE Benchmark	Reportable* Rate BELOW Benchmark
Benchmark: 2024 CSS Child Medicaid Average	
Rating of Health Plan (76.47% vs. 70.52% [+5.95 points])	No statistically significant differences compared to benchmark
Benchmark: 2023 (MY 2022) NCQA Quality Compass National Average (All Lines of Business)	
Rating of Health Plan (76.47% vs. 70.87% [+5.6 points])	No statistically significant differences compared to benchmark

* All CAHPS ratings and composites reached the reportable denominator of 100 responses and were eligible for inclusion in this summary.

ESTIMATED NCQA 2024 HEALTH PLAN RATINGS

Estimated 2024 Health Plan ratings are provided in Table 3 below for all relevant measures regardless of measure denominator. Since the most recent NCQA benchmarks available to date are the prior-year (2023, or MY 2022) Quality Compass benchmarks, the official HPR ratings scheduled to be released in the fall of 2024 will likely diverge from these preliminary estimates.

Table 3. Mercy Care Child Members: Estimated 2024 NCQA Health Plan Ratings

Estimated* 2024 NCQA Health Plan Rating	
	Rating of Health Care, Rating of Health Plan
	Getting Needed Care, Getting Care Quickly, Rating of Doctor

* Unofficial Health Plan Ratings were estimated by CSS based on the prior-year (2023, or MY 2022) NCQA Quality Compass national benchmarks. The official 2024 Health Plan Ratings, based on the current-year (2024, or MY 2023) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2024. Note: estimated star ratings are provided for all applicable CAHPS measures regardless of measure denominator.

QUALITY IMPROVEMENT PRIORITIES

CSS's *Key Driver Analysis* identifies the key member experience touch points that shape members' overall assessment of the health plan, as captured by the *Rating of Health Plan* question at the end of the survey. To the extent that the plan can improve these experiences, the overall rating of the plan will reflect these gains. Table 4 identifies the quality improvement opportunities that will result in the largest incremental gains in the *Rating of Health Plan* measure for Mercy Care.

Table 4. Mercy Care Child Members: Top Priorities for Quality Improvement

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 member access to care (getting urgent care)

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

WHAT IS NEW IN 2024

NCQA POLICY UPDATES

There were no substantive changes to NCQA's 2024 (MY 2023) HEDIS/CAHPS questionnaires or survey administration protocols.

CSS REPORT UPDATES

CSS made the following updates to the 2024 CAHPS Results Report:

- The report structure and appearance have been modified to improve accessibility. Specific updates include a larger font size, a higher-contrast color palette, a simplified referencing scheme for charts and tables, and improved navigation.
- The *Key Driver Model* has been refreshed using the most recent industry data (see *Key Driver Analysis* section on page 58).
- The *Health Plan Quality Improvement Resources* section has been updated and expanded (see page 62).

ABOUT THIS REPORT

The key features of this 2024 CAHPS results report are highlighted below.

- CSS calculated survey results following the NCQA scoring guidelines outlined in *HEDIS 2024, Volume 3: Specifications for Survey Measures*. All measure results adhere to these scoring guidelines but are presented regardless of denominator.
- Unofficial estimates of NCQA's 2024 Health Plan Ratings (HPR stars) are provided in advance of their planned release by NCQA in the fall of 2024. The CSS-calculated HPR stars are based on the 2023 (MY 2022) Quality Compass national benchmarks and are reported regardless of the measure denominator. Since the most recent NCQA benchmarks available to date are the prior-year (2023, or MY 2022) Quality Compass benchmarks, the official HPR ratings scheduled to be released in the fall of 2024 will likely diverge from these preliminary estimates.
- Throughout the report, the 2024 Mercy Care survey results are compared to national multi-plan benchmark rates, represented by the 2024 CSS Child Medicaid Average and the 2023 (MY 2022) NCQA Quality Compass Child Medicaid National Average for All Lines of Business (LOBs). The 2024 CSS Child Medicaid Average was calculated by pooling survey responses across 19 Child Medicaid plans surveyed and selected by CSS to represent the industry average. The 2023 (MY 2022) NCQA Quality Compass Child Medicaid National Average (All LOBs) is made up of the Child Medicaid plans that submitted data to NCQA in 2023.
- *Executive Summary* (page 5) provides a high-level overview of survey findings for Mercy Care. It highlights the areas where Mercy Care performs significantly above or below the aforementioned national multi-plan benchmarks. If prior-year survey results are available, any statistically significant improvements or declines in 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* (page 21) presents the 2024 Mercy Care survey scores on key measures, including question summary rates, global proportions, and estimated HPR ratings; changes in rates and global proportion scores from the previous year (if applicable); and comparisons to relevant national multi-plan benchmarks. Statistically significant differences in scores are noted.
- *Detailed Performance Charts* (page 23) are provided for the overall rating questions, composite measures, and individual survey items representing the various CAHPS domains of care. The 2024 Mercy Care results are compared to the 2024 CSS Child Medicaid Average on all measures. Where appropriate, the 2024 results are also compared to the 2023 (MY 2022) NCQA Quality Compass Child Medicaid National Average (All LOBs) and performance percentiles. Where available, a three-year trend in scores is also shown.

- *Membership Profile and Analysis of Plan Ratings by Member Segment* (page 47) compares the 2024 Mercy Care respondent profile to the relevant national multi-plan distribution(s) of demographic characteristics and utilization variables. Variation in the *Rating of Health Plan* measure by member segment is examined.
- *Key Driver Analysis* (page 58) identifies the touch points of member experience that are most strongly related to the overall *Rating of Health Plan* measure. The *CSS Key Driver Model* quantifies the contribution of each key driver to the overall *Rating of Health Plan*. The 2024 Mercy Care results on each key driver are compared to the best result among the 19 plans contributing to the 2024 CSS Child Medicaid Average, yielding a measure of available room for improvement on each touch point. The result is weighted by the key driver's contribution to the overall *Rating of Health Plan*. Opportunities for improvement are prioritized based on the incremental gain in the Mercy Care *Rating of Health Plan* measure expected due to improved performance on the individual key drivers. A separate section of the report, *Health Plan Quality Improvement Resources* (page 62), provides some helpful resources for health plan quality managers.
- *Appendices* (starting on page 69) include:
 - Score calculation guidelines and methodology
 - A glossary of terms
 - A one-page *Survey Results at a Glance* summary
 - Detailed cross-tabulations of survey responses for every survey question, with additional tables summarizing performance on key survey measures
 - A copy of the survey instrument and supporting materials

SURVEY METHODOLOGY

SURVEY PROTOCOL AND TIMELINE

CSS administered the Child Medicaid version of the 2024 CAHPS Health Plan Survey on behalf of Mercy Care in accordance with the NCQA methodology detailed in *HEDIS 2024, Volume 3: Specifications for Survey Measures and Quality Assurance Plan for HEDIS 2024 Survey Measures*. The survey can be administered using a mail-only or a mixed (mail with telephone follow-up) methodology. These standard survey protocols include two questionnaire mailings, each followed by a reminder postcard. Depending on the protocol chosen, non-respondents are either sent a third, final survey package (mail-only methodology) or contacted by telephone (mixed methodology).

Mercy Care elected to use an enhanced mixed methodology with email reminders to non-respondents in addition to the standard reminder mailings. An optional prenotification postcard was mailed to all sample members on February 13. Email invitations with a link to the online survey were sent to eligible members on February 13, February 16, and February 21. Members could complete the survey online by scanning a personalized QR code provided on the mailing materials.

The key milestones of the CAHPS data collection protocol are provided below:

- An initial survey package was mailed on February 16.
- An initial reminder/thank-you postcard was mailed on February 24.
- A replacement survey package was mailed on March 26.
- A second reminder/thank-you postcard was mailed on April 1.
- A telephone follow-up phase targeting non-respondents, with up to six telephone follow-up attempts at different times of the day and on different days of the week, started on March 29.
- Data collection closed on May 10.

Survey results were submitted to NCQA on May 24, 2024.

SURVEY MATERIALS

CSS designed all member-facing materials (see *Appendix D. Survey Materials*) for Aetna Better Health in accordance with the NCQA guidelines detailed in *HEDIS 2024, Volume 3: Specifications for Survey Measures and Quality Assurance Plan for HEDIS 2024 Survey Measures*. NCQA-approved text was used for all materials. Prior to being customized with the health plan name, logo, and other branding elements, all CSS-designed survey materials templates were approved by NCQA.

The survey instrument was the Child Medicaid version of the Health Plan CAHPS 5.1H survey. In addition to English, all sample members received a copy of the survey in Spanish. The cover letter was also printed in both languages.

The outer envelope used for survey mailings was manufactured from blue paper stock and marked “RESPONSE NEEDED” or “FINAL REMINDER – PLEASE RESPOND!”, depending on the mailing wave, to improve the likelihood of response. Each survey package included a postage-paid business reply envelope.

SAMPLE SELECTION

For the Child Medicaid survey, sample-eligible members were those who were 17 years old or younger as of December 31, 2023; 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.

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. CSS assigned each sampled member a unique identification number, which was used to track the member’s progress, or survey disposition, throughout the data collection process.

The standard NCQA-prescribed sample size for Child Medicaid plans is 1,650 members. NCQA’s sampling methodology does not allow disenrolled members to be removed from the sample after the start of survey administration. Health plans that were unable to identify disenrollees prior to December 31, 2023, were advised to oversample (i.e., increase their sample size to compensate for members expected to leave their plan by the time the survey was fielded). Oversampling could also be used to obtain more completed surveys. Mercy Care requested to oversample by 100%. The final survey sample for Mercy Care included 3,300 members.

DATA CAPTURE

Returned questionnaires were recorded using optical scanning. If the scanning technology was unable to identify the specific response option selected with a predefined degree of certainty, trained data entry operators were employed to ensure that each such response was accurately recorded.

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

SURVEY RESPONSE RATE

During the survey fielding period, 610 sample members completed the survey. After the final survey eligibility criteria were applied, the resulting NCQA response rate was 18.61%. Additional detail on sample member status (disposition) at the end of data collection is provided in Table 5 below.

Table 5. 2024 Mercy Care Child Medicaid CAHPS Survey: Sample Member Dispositions and Response Rate

Sample Member Disposition	2024 Your Organization		2024 CSS Child Medicaid Average
	Number and Percent of Initial Sample		Percent of Total Initial Sample
Initial Sample	3,300	100.00%	100.00%
Complete and Eligible – Mail	159	4.82%	5.46%
Complete and Eligible – Phone*	319	9.67%	8.56%
Complete and Eligible – Internet**	132	4.00%	3.43%
Complete and Eligible – Total	610	18.48%	17.45%
Eligible Population criteria not met	17	0.52%	1.06%
Incomplete (but Eligible)	131	3.97%	3.77%
Language barrier	5	0.15%	0.53%
Deceased	0	0.00%	0.01%
Refusal	57	1.73%	4.69%
Nonresponse after maximum attempts	2,293	69.48%	69.98%
Added to Do Not Call (DNC) list	187	5.67%	2.51%
NCQA Response Rate***		18.61%	17.74%

* Applies to plans following mixed methodology.

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** Any sample members who called and requested another survey were provided a unique login ID to complete the survey online. Members could also access the online survey by scanning a QR code from their mailed survey package or by clicking on the survey link in their email invitation.

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

Table 6 provides a more detailed breakdown of completed surveys by language, reflecting the language(s) in which the survey was offered. In addition to English, all sample members received a copy of the survey in Spanish. The cover letter was also printed in both languages. Members were able to complete the telephone interview in either English or Spanish.

Table 6. 2024 Mercy Care Child Medicaid CAHPS Survey: Completed Surveys By Language

Complete and Eligible Surveys by Language	2024 Your Organization	
	Number	Percent
Complete and Eligible – English	464	76.1%
Complete and Eligible – Spanish	146	23.9%
Complete and Eligible –Total	610	100.0%

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SATISFACTION WITH THE EXPERIENCE OF CARE

PATIENT EXPERIENCE OF CARE MEASURES

This section includes all CAHPS measures for which NCQA calculates results, regardless of whether the measure is featured in NCQA's Health Plan Ratings. Measures that are reported in HPR (i.e., assigned a star rating) are marked with a star symbol (★) below. Any HPR scores that appear in this report were calculated by CSS and should be treated as unofficial.

GLOBAL RATING QUESTIONS

CAHPS Health Plan Survey (version 5.1H) includes four global rating questions that utilize a scale of 0 to 10, representing the lowest and highest possible ratings. Results are based on the proportion of members selecting one of the top two ratings (9 or 10) to align with NCQA's 2024 Health Plan Ratings Methodology. For convenience and trending, the proportion of respondents rating 8, 9, or 10 is also provided.

- ★ **Rating of Personal Doctor** (0 = worst personal doctor possible; 10 = best personal doctor possible) is included in HPR as part of the Satisfaction With Plan Physicians sub-composite.
- **Rating of Specialist Seen Most Often** (0 = worst specialist possible; 10 = best specialist possible) was retired from HPR in 2023 for the Medicaid product line.
- ★ **Rating of All Health Care** (0 = worst health care possible; 10 = best health care possible) is included in HPR as part of the *Satisfaction With Plan and Plan Services* sub-composite.
- ★ **Rating of Health Plan** (0 = worst health plan possible; 10 = best health plan possible) is included in HPR as part of the *Satisfaction With Plan and Plan Services* sub-composite.

CAHPS COMPOSITE MEASURES

This section focuses on **CAHPS composites**, which are distinct from HPR 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.

- ★ **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. This measure is reported in HPR as part of the *Getting Care* HPR sub-composite. 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 with a specialist as soon as you needed?

- ★ **Getting Care Quickly** combines responses to two survey questions that address the 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. This measure is reported in HPR as part of the *Getting Care* HPR sub-composite. 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?

- **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. This measure was retired from HPR in 2023 for the Medicaid product line. 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?

- **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?

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 for 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 2024, Volume 3: Specifications for Survey Measures* or consult Appendix A.

SURVEY-WIDE 95% MARGIN OF ERROR AND CONFIDENCE INTERVALS FOR MEASURE RESULTS

A margin of error indicates the extent to which survey results reflect the experiences of the entire member population. When different samples from the same population are surveyed, some degree of variation in survey results should be expected. Results will vary more from sample to sample if the sample size is small. Larger samples are more representative of the population and will exhibit less sample-to-sample variation in results. Additionally,

the margin of error depends on the frequency of the reported response (e.g., the proportion of members answering *Yes, Usually* or *Always, 9* or *10*, etc.) and will thus vary from one survey measure to the next. The closer the reported rate is to 50%, the wider the margin of error. As the observed rate moves away from 50% in either direction, the margin of error decreases. For convenience, using the most conservative assumptions about measure rates (i.e., 50%) and the total number of completed surveys (610), the survey-wide 95% margin of error for Mercy Care is estimated to be $\pm 3.97\%$.

Measure-specific 95% confidence intervals (CI) provided in this report reflect measure rates and denominators observed in this survey sample. A 95% confidence interval around a measure rate indicates that if the same survey was fielded 100 times on different random samples drawn from the same member population, the true population rate would fall within that interval 95 of those times.

ESTIMATED NCQA HEALTH PLAN RATINGS (STAR RATINGS)

NCQA reports Health Plan Ratings to the public on a five-star scale, indicating how well a plan is performing compared to NCQA’s Quality Compass national benchmarks (see [NCQA's Health Plan Report Cards](#)). Quality measures are organized in HPR by composite (such as *Patient Experience*) and sub-composite (such as *Getting Care, Satisfaction With Plan Physicians*, and *Satisfaction With Plan and Plan Services*). Note that in the context of HPR, the terms “composite” (e.g., *Patient Experience*) and “sub-composite” (*Getting Care, Satisfaction With Plan Physicians*, and *Satisfaction With Plan and Plan Services*) are used differently than in the realm of CAHPS. NCQA’s HPR methodology refers to CAHPS composites as “individual measures.” For example, the CAHPS composite measure *Getting Care Quickly* is included as an individual measure in the calculation of the HPR sub-composite *Getting Care* and in the HPR *Patient Experience* composite.

Following is the list of *Patient Experience* measures included in NCQA’s 2024 Health Plan Ratings:

Table 7. Measures Reported in NCQA’s 2024 Health Plan Ratings

HPR Measure	Individual Measures Included in HPR (Assigned a Star Rating)
Patient Experience	
Getting Care	Getting Needed Care (percent <i>Usually</i> or <i>Always</i>) Getting Care Quickly (percent <i>Usually</i> or <i>Always</i>)
Satisfaction With Plan Physicians	Rating of Personal Doctor (percent <i>9</i> or <i>10</i>) Rating of Specialist Seen Most Often (percent <i>9</i> or <i>10</i>) – Commercial ONLY Coordination of Care (percent <i>Usually</i> or <i>Always</i>) – Commercial ONLY

HPR Measure	Individual Measures Included in HPR (Assigned a Star Rating)
Satisfaction With Plan and Plan Services	Rating of Health Plan (percent 9 or 10) Rating of All Health Care (percent 9 or 10)

According to NCQA’s 2024 HPR methodology, star ratings are assigned by comparing health plan performance on each reported measure to the current-year (2024, or MY 2023) Quality Compass National 10th, 33rd, 67th, and 90th Percentiles for All Lines of Business, subject to minimum denominator rules. For details, including measure denominator rules, refer to the [measure list and methodology for each applicable Health Plan Ratings year](#) as well as Appendix A of this report. Since the most recent NCQA benchmarks available to date are the prior-year (2023, or MY 2022) Quality Compass benchmarks, the official HPR ratings scheduled to be released in the fall of 2024 will likely diverge from these preliminary estimates. Any estimated star ratings that appear in this report were calculated by CSS and should be treated as unofficial.

NCQA MINIMUM DENOMINATOR SIZE

For a measure result to be reportable by NCQA, it needs to be based on at least 100 valid responses (measure denominator). 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). If the rate denominator is less than 100, NCQA assigns a measure result of “NA.” This report presents results for all measures, regardless of denominator size. Additional rules apply to official HPR measure denominators.

COMPARISONS TO NATIONAL MULTI-PLAN BENCHMARKS AND PRIOR-YEAR RESULTS

Throughout the report, the 2024 Mercy Care results are compared to the 2024 CSS Child Medicaid Average as well as to the 2023 (MY 2022) NCQA Quality Compass Child Medicaid National Average (All LOBs). The 2024 CSS Child Medicaid Average was calculated by pooling survey responses across 19 Child Medicaid plans surveyed and selected by CSS to represent the industry average. The 2023 (MY 2022) NCQA Quality Compass Child Medicaid National Average (All LOBs) is made up of the Child Medicaid plans that submitted data to NCQA in 2023.

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

SUMMARY OF SURVEY RESULTS

Table 8 provides a high-level Mercy Care performance overview of key survey measures. It includes the overall ratings, composite global proportions, and summary rates for additional measures. Where applicable, changes in scores over time and comparisons to relevant national multi-plan benchmarks are reported and tested for statistical significance. While all reported rates are rounded for display, all comparisons are carried out prior to rounding.

Table 8. 2024 Mercy Care Child Medicaid CAHPS Survey: Patient Experience Measures

Abbreviated Measure Name and Reported Rate	Your Organization						Benchmark Comparisons				Your Organization's Estimated 2024 NCQA Health Plan (Star) Rating	
	2024			2023		2022		2024 CSS Child Medicaid Average		2023 (MY 2022) NCQA Quality Compass National Average (All LOBs)		
	Rate	95% CI	(n)	Rate	Change	Rate	Change	Rate	Difference	Rate		Difference
PATIENT EXPERIENCE											★★★★★	
Getting Care											★★★★☆	
Getting Needed Care (% A+U)	81.10%	(±4.37)	(309)	no data		no data		82.31%	[-1.21]	82.71%	[-1.61]	★★★★☆
Getting Care Quickly (% A+U)	87.86%	(±3.67)	(305)	no data		no data		85.91%	[+1.95]	85.46%	[+2.40]	★★★★☆
Satisfaction With Plan Physicians											★★★★☆	
Rating of Doctor (% 9+10)	77.61%	(±3.56)	(527)	no data		no data		75.52%	[+2.09]	75.63%	[+1.98]	★★★★☆
Satisfaction With Plan and Plan Services											★★★★☆	
Rating of Health Plan (% 9+10)	76.47%	(±3.41)	(595)	no data		no data		70.52%	[+5.95] ✓	70.87%	[+5.60] ✓	★★★★☆
Rating of Health Care (% 9+10)	71.08%	(±4.36)	(415)	no data		no data		69.70%	[+1.38]	68.33%	[+2.75]	★★★★☆
ADDITIONAL MEASURES												
Coordination of Care (% A+U)	85.51%	(±4.72)	(214)	no data		no data		83.09%	[+2.42]	83.81%	[+1.70]	Not reported in NCQA Health Plan Ratings
Doctor Communication (% A+U)	94.21%	(±2.32)	(389)	no data		no data		92.86%	[+1.35]	93.62%	[+0.59]	
Customer Service (% A+U)	88.56%	(±4.40)	(201)	no data		no data		87.56%	[+1.00]	87.64%	[+0.92]	
Rating of Health Care (% 8+9+10)	85.78%	(±3.36)	(415)	no data		no data		86.54%	[-0.76]	86.16%	[-0.38]	
Rating of Doctor (% 8+9+10)	90.70%	(±2.48)	(527)	no data		no data		89.36%	[+1.34]	89.33%	[+1.37]	
Rating of Specialist (% 8+9+10)	88.11%	(±4.66)	(185)	no data		no data		85.66%	[+2.45]	85.63%	[+2.48]	
Rating of Specialist (% 9+10)	74.59%	(±6.27)	(185)	no data		no data		71.26%	[+3.33]	71.07%	[+3.52]	
Rating of Health Plan (% 8+9+10)	89.41%	(±2.47)	(595)	no data		no data		86.20%	[+3.21] ✓	86.21%	[+3.20] ✓	

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The 95% confidence interval (CI) and the number of valid responses (n, or measure denominator) are provided for the current-year measure rate only. Statistically significant differences between the current-year rate and the comparison rate are marked with a checkmark (✓) symbol.

Unofficial Health Plan Ratings were estimated by CSS based on the prior-year (2023, or MY 2022) NCQA Quality Compass national benchmarks. The official 2024 Health Plan Ratings, based on the current-year (2024, or MY 2023) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2024.

"No data" indicates that the survey was not conducted or the result is not available for comparison.

DETAILED PERFORMANCE CHARTS

Detailed charts are provided for CAHPS composite global proportions and question summary rates. The charts have the following features:

TREND IN RESULTS

- Survey results 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, or if the measure is new or not deemed appropriate for trending. In such cases, “no data” appears in place of the score.
- The number of valid responses (the NCQA-defined denominator, *n*) appears under each bar. If the number of responses is less than 100, “NA” appears next to the value of *n*, indicating that the result is not reportable by NCQA.
- 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. While all reported rates are rounded for display, all comparisons are carried out prior to rounding. Statistically significant differences are marked with a checkmark (✓) symbol next to the comparison rate. For example, a checkmark appearing next to the 2023 rate denotes a statistically significant difference between the 2024 and 2023 rates.

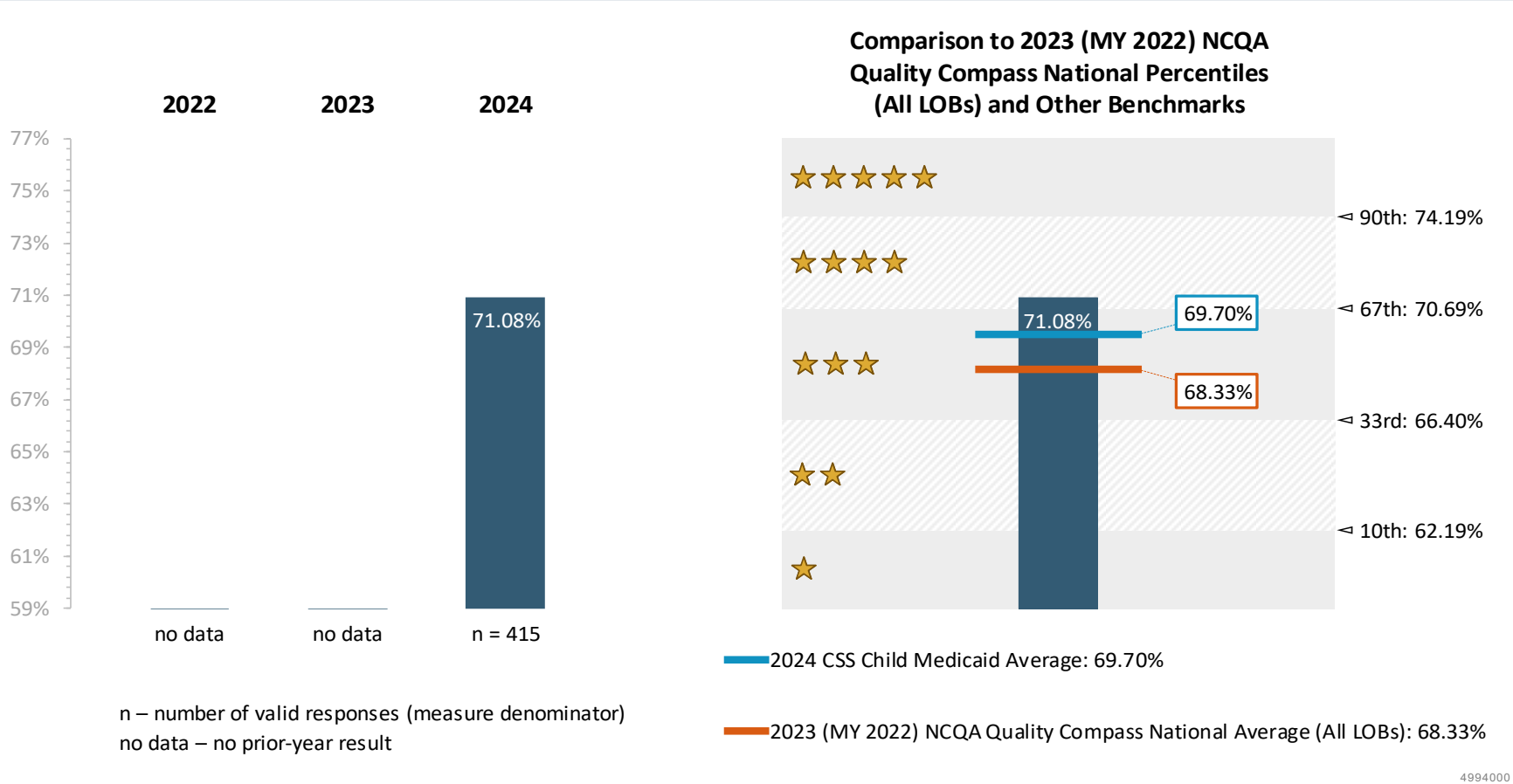
COMPARISON TO NATIONAL MULTI-PLAN BENCHMARKS AND 2023 (MY 2022) NCQA QUALITY COMPASS PERCENTILES

To help health plans evaluate their competitive performance on key CAHPS measures, CSS licensed the 2023 (MY 2022) *NCQA Quality Compass CAHPS Benchmarks*. This dataset includes question summary rates and global proportions corresponding to the national Quality Compass averages, as well as the national 10th, 33rd, 67th, and 90th health plan performance percentiles. CSS’s License Agreement with NCQA authorizes CSS to provide this information to eligible client organizations for their internal use only. Public reporting of these results is not authorized under the terms of this Agreement.

- For CAHPS ratings and composites, the bar representing the 2024 measure result is juxtaposed against the 2023 (MY 2022) NCQA percentile distribution, providing an indication of competitive performance on the measure and, if applicable, the corresponding HPR (star) rating estimate.
- The horizontal lines displayed on the charts correspond to the 2024 CSS Child Medicaid Average as well as the 2023 (MY 2022) NCQA Quality Compass Child Medicaid National Average (All LOBs). While all reported rates are rounded for display, all comparisons are carried out prior to rounding. If the 2024 result is significantly different from any of these benchmark rates at the 95% confidence level, a checkmark (✓) appears next to the relevant result.

Rating of All Health Care

Percent Responding 9 or 10 (Reported in HPR)

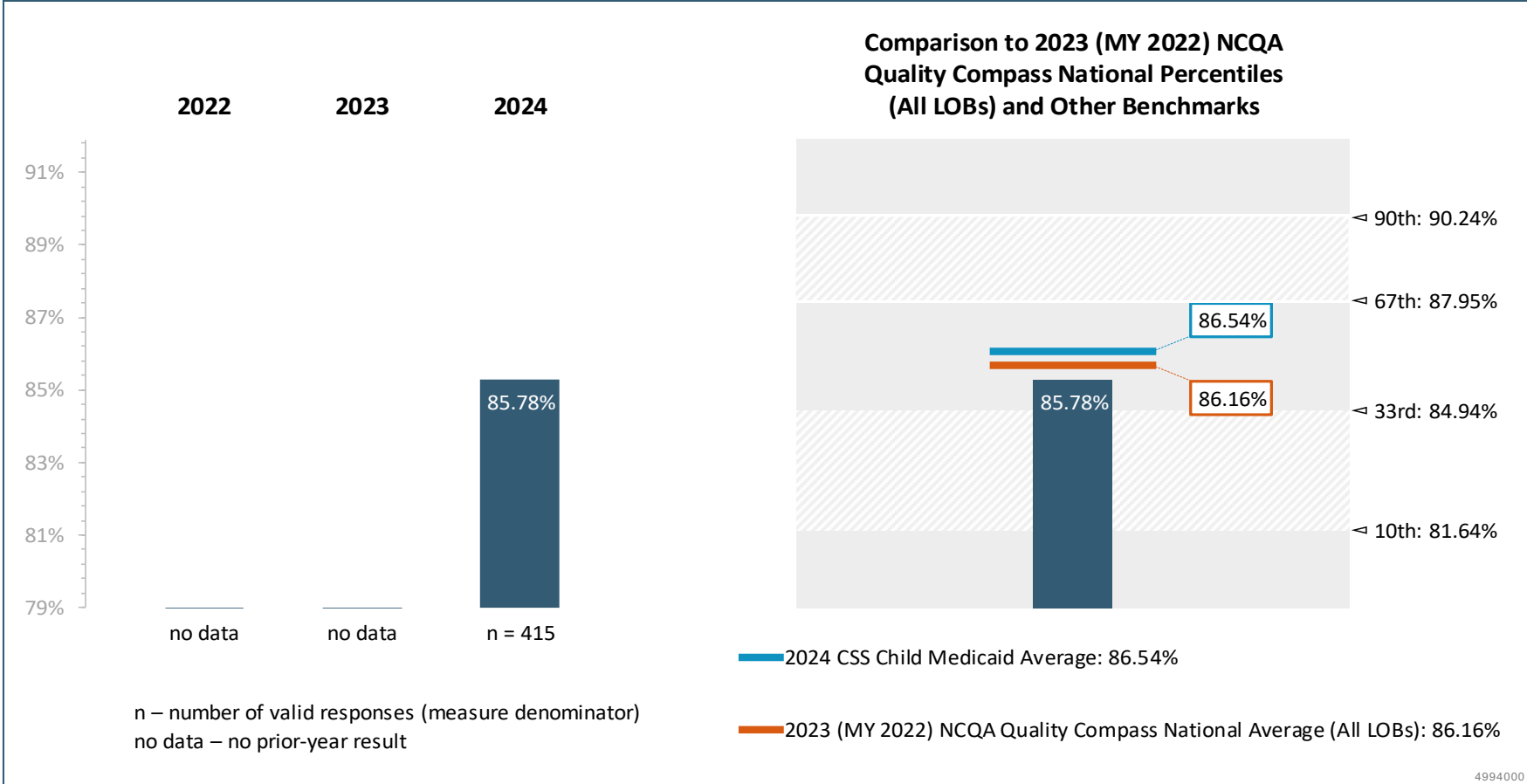


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Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate. Unofficial Health Plan Ratings were estimated by CSS based on the prior-year (2023, or MY 2022) NCQA Quality Compass national benchmarks. The official 2024 Health Plan Ratings, based on the current-year (2024, or MY 2023) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2024.

Rating of All Health Care

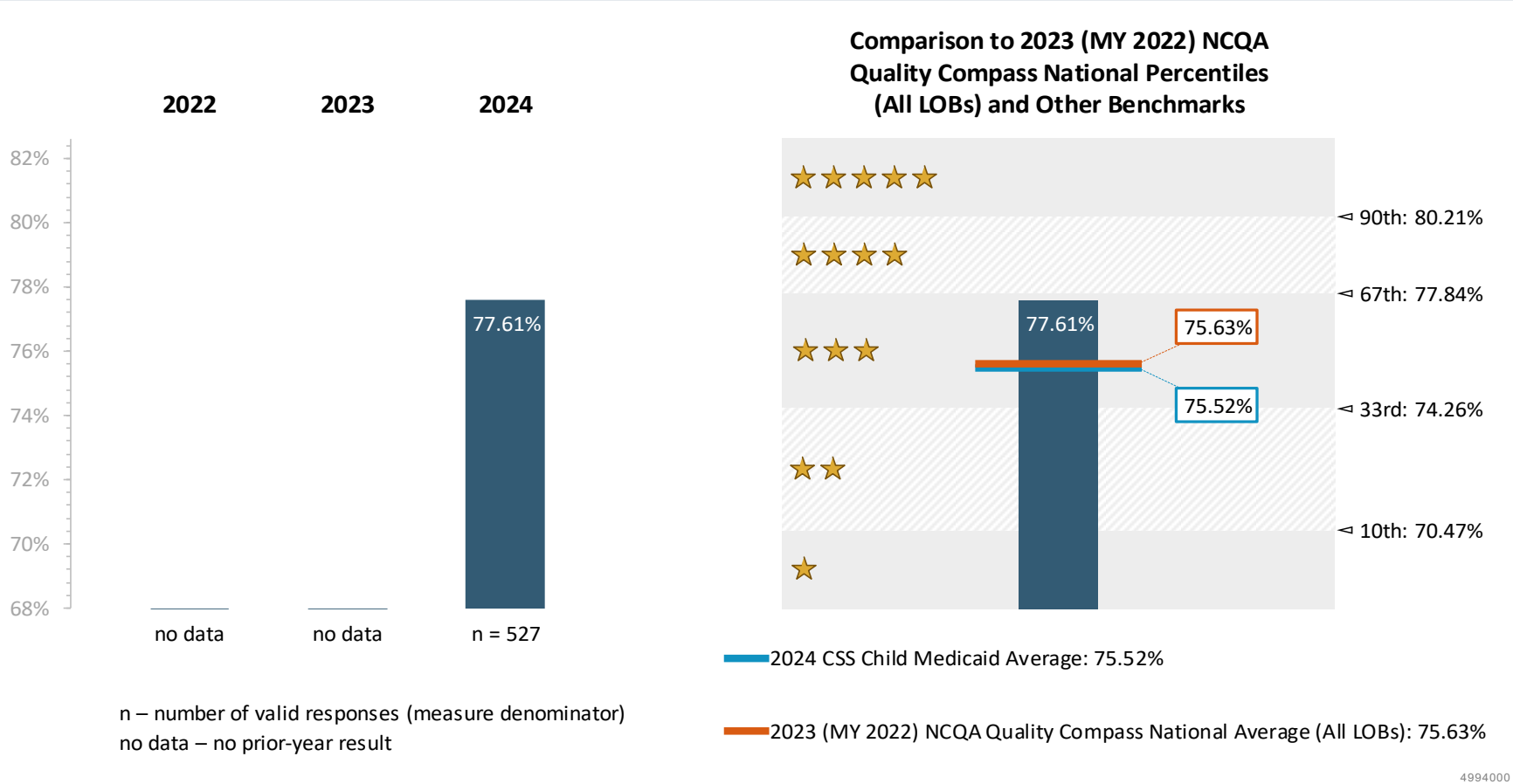
Percent Responding 8, 9 or 10 (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Rating of Personal Doctor

Percent Responding 9 or 10 (Reported in HPR)

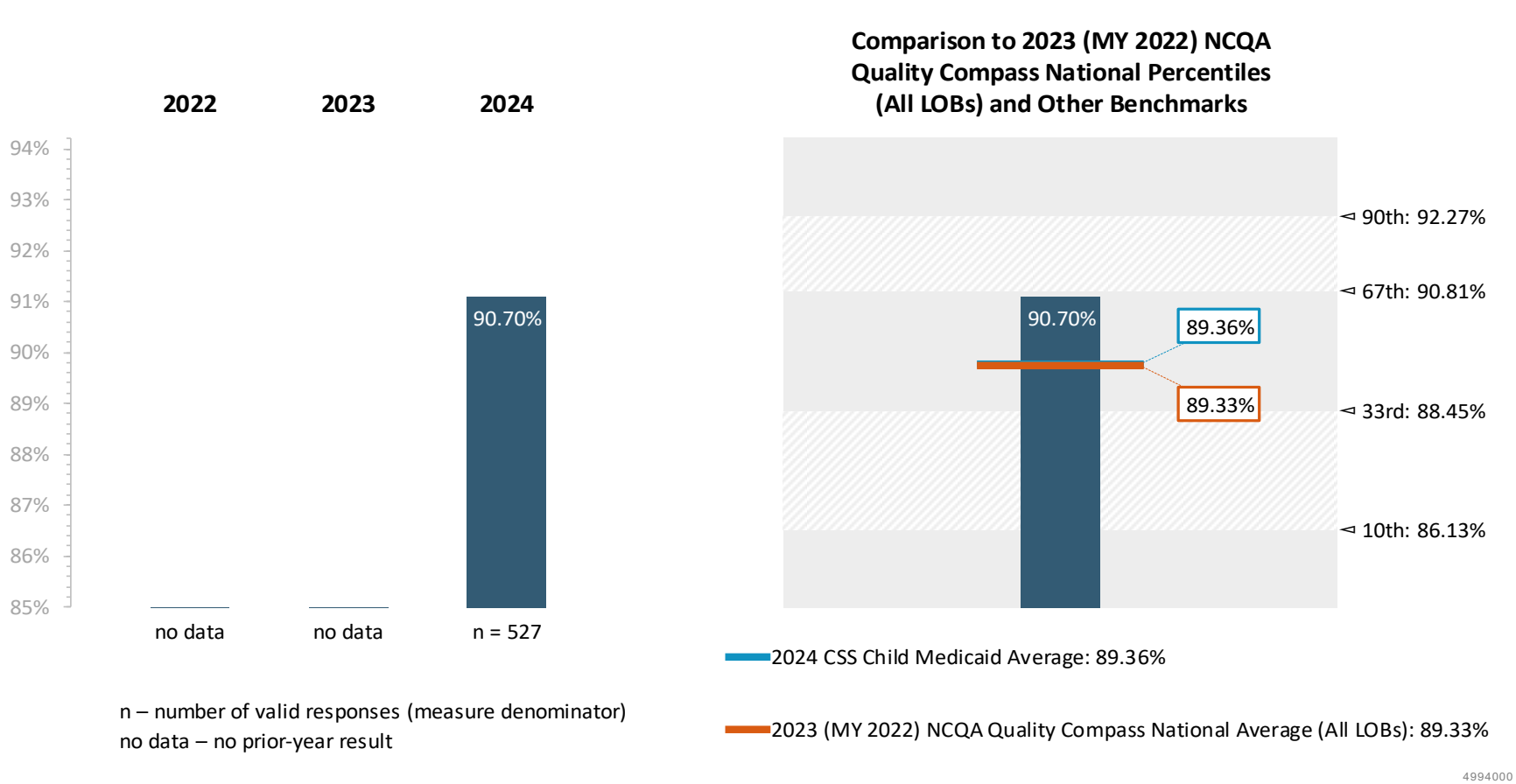


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Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate. Unofficial Health Plan Ratings were estimated by CSS based on the prior-year (2023, or MY 2022) NCQA Quality Compass national benchmarks. The official 2024 Health Plan Ratings, based on the current-year (2024, or MY 2023) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2024.

Rating of Personal Doctor

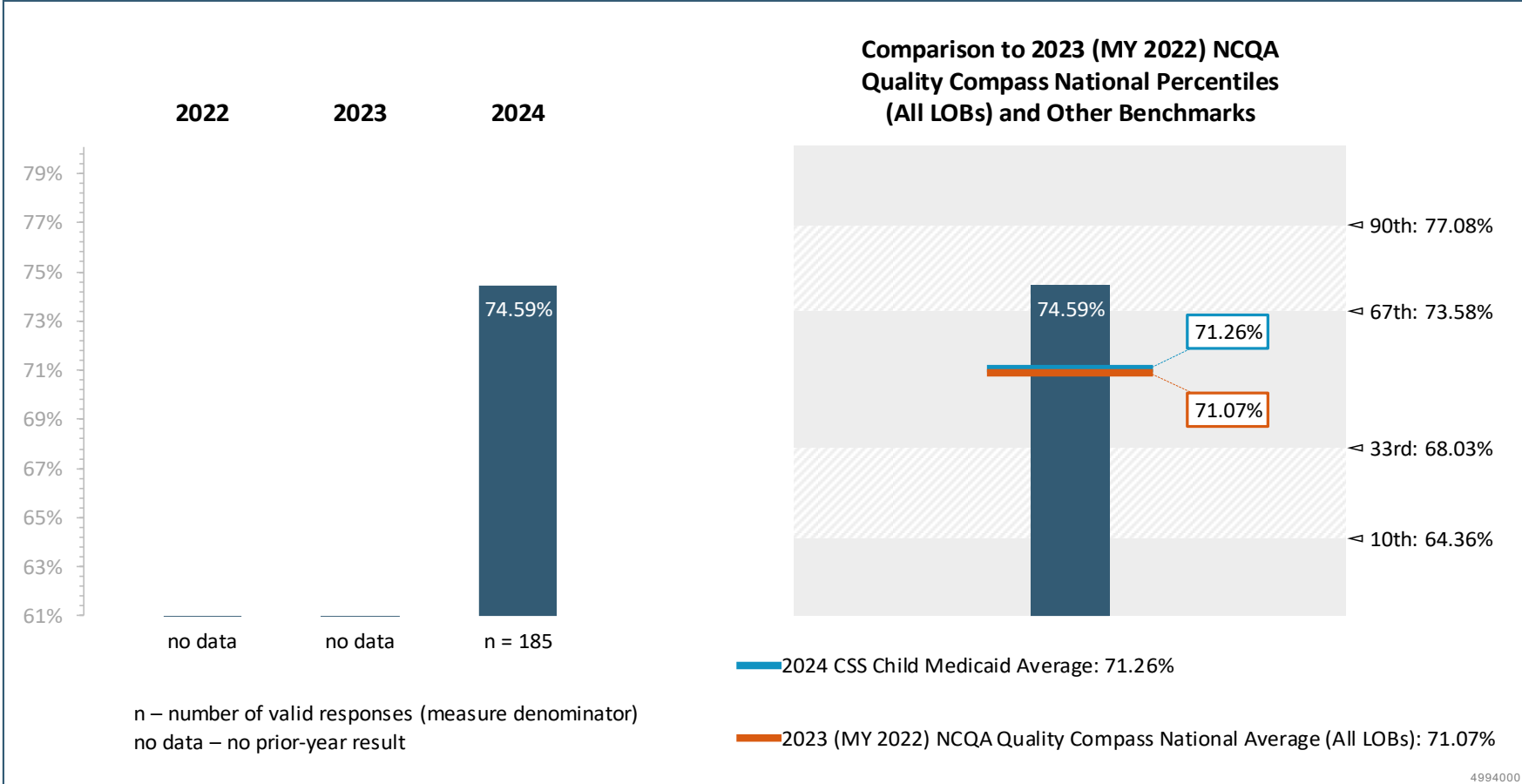
Percent Responding 8, 9 or 10 (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Rating of Specialist Seen Most Often

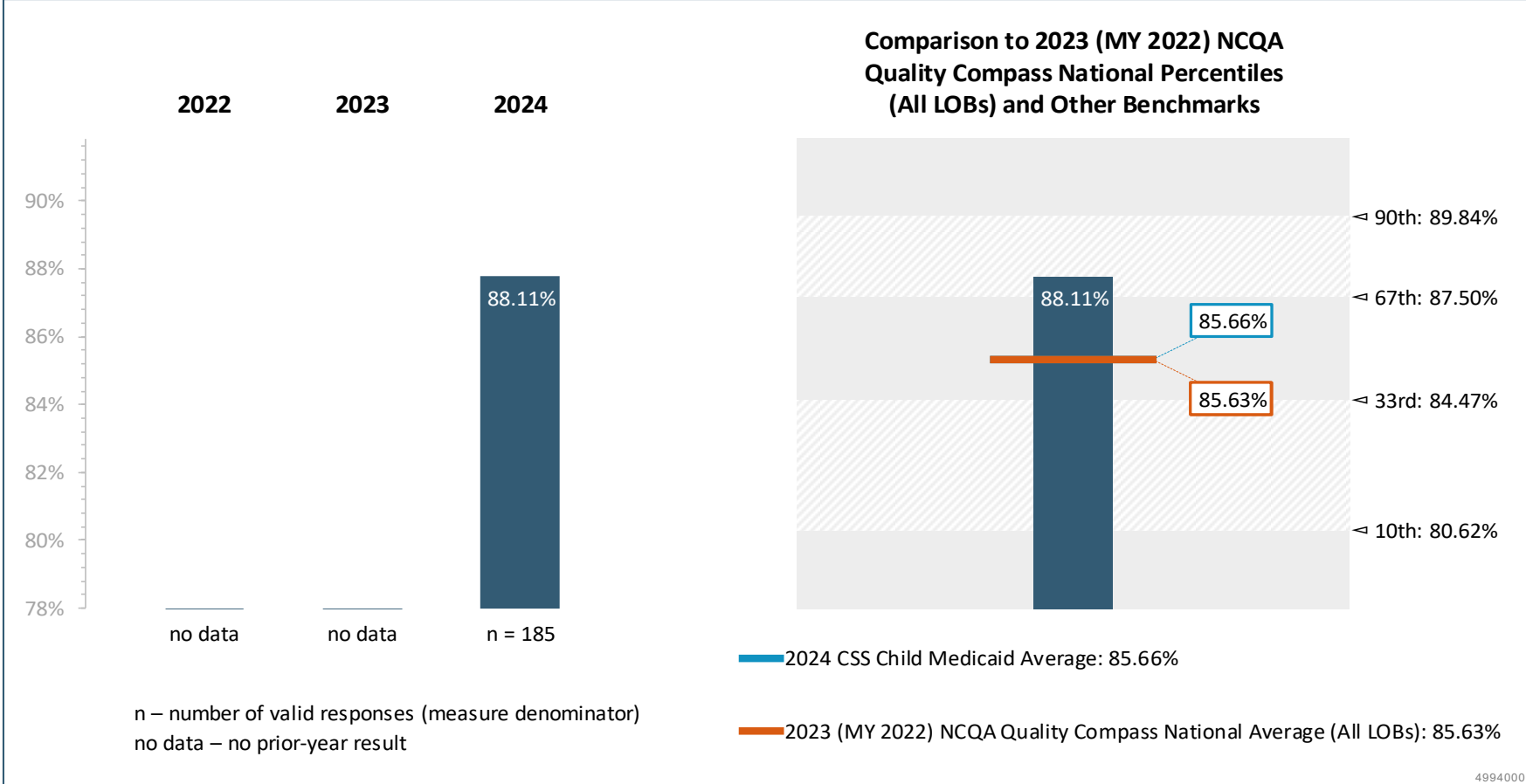
Percent Responding 9 or 10 (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Rating of Specialist Seen Most Often

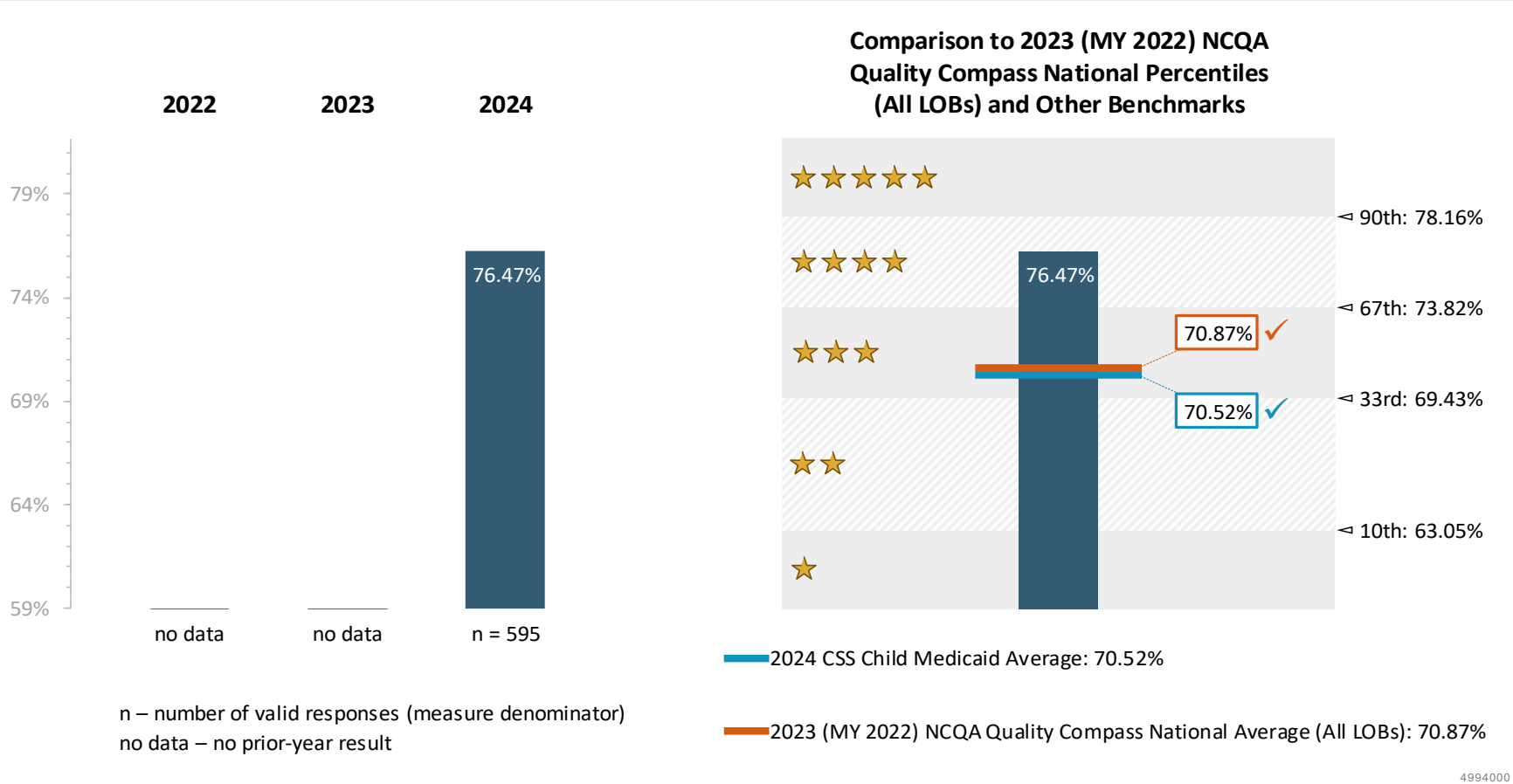
Percent Responding 8, 9 or 10 (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Rating of Health Plan

Percent Responding 9 or 10 (Reported in HPR)

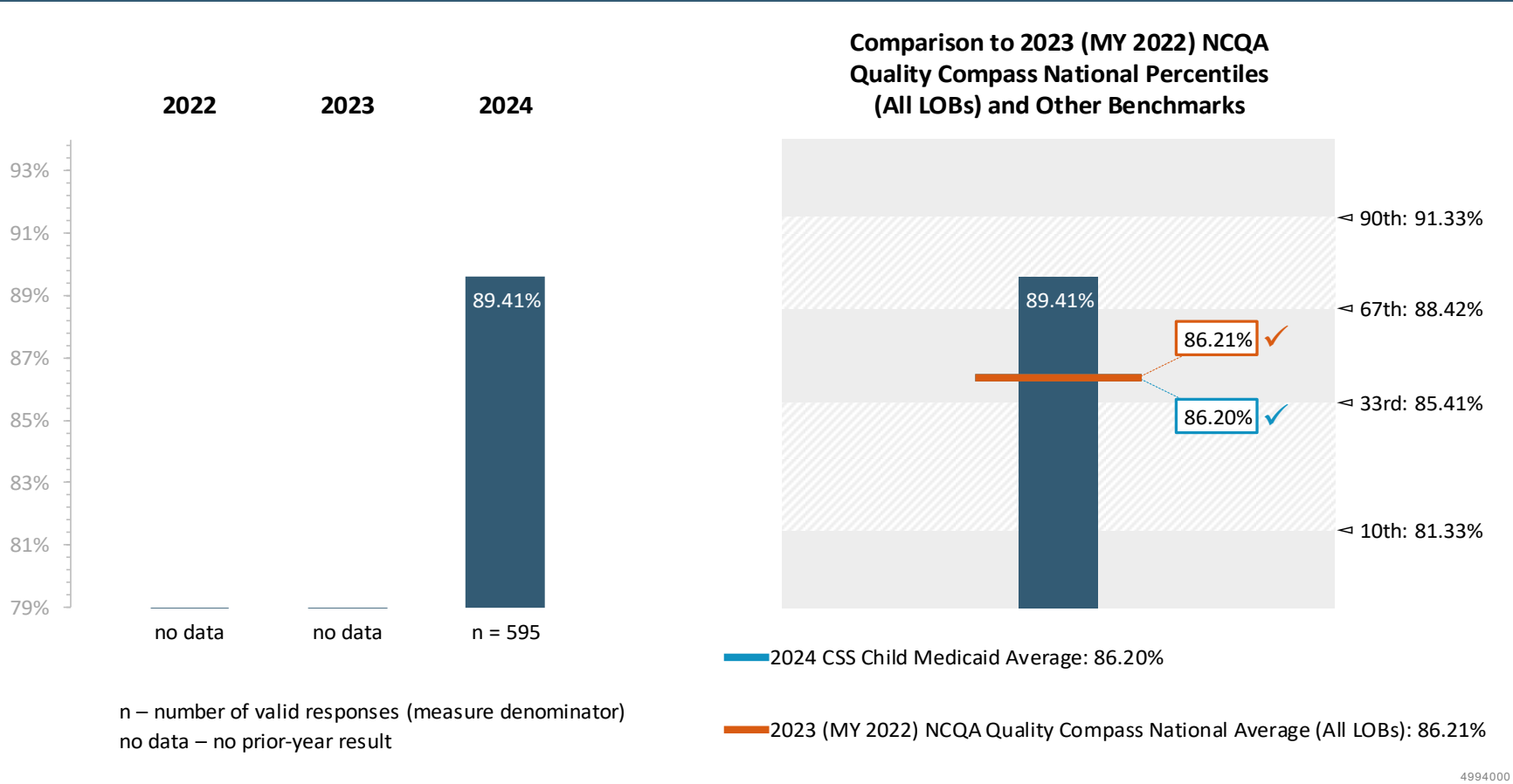


4994000

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate. Unofficial Health Plan Ratings were estimated by CSS based on the prior-year (2023, or MY 2022) NCQA Quality Compass national benchmarks. The official 2024 Health Plan Ratings, based on the current-year (2024, or MY 2023) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2024.

Rating of Health Plan

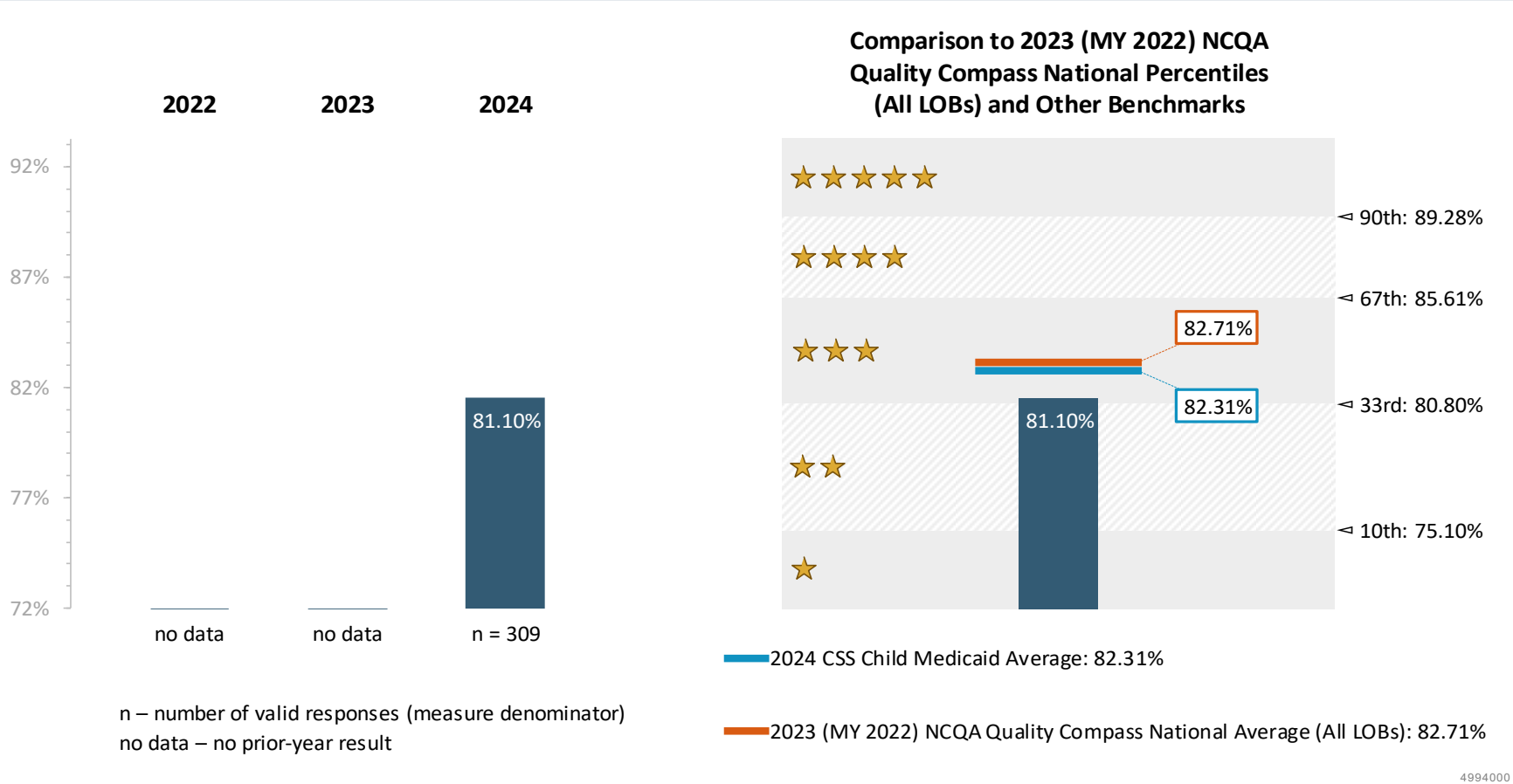
Percent Responding 8, 9 or 10 (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Getting Needed Care

Percent Responding Always or Usually (Reported in HPR)

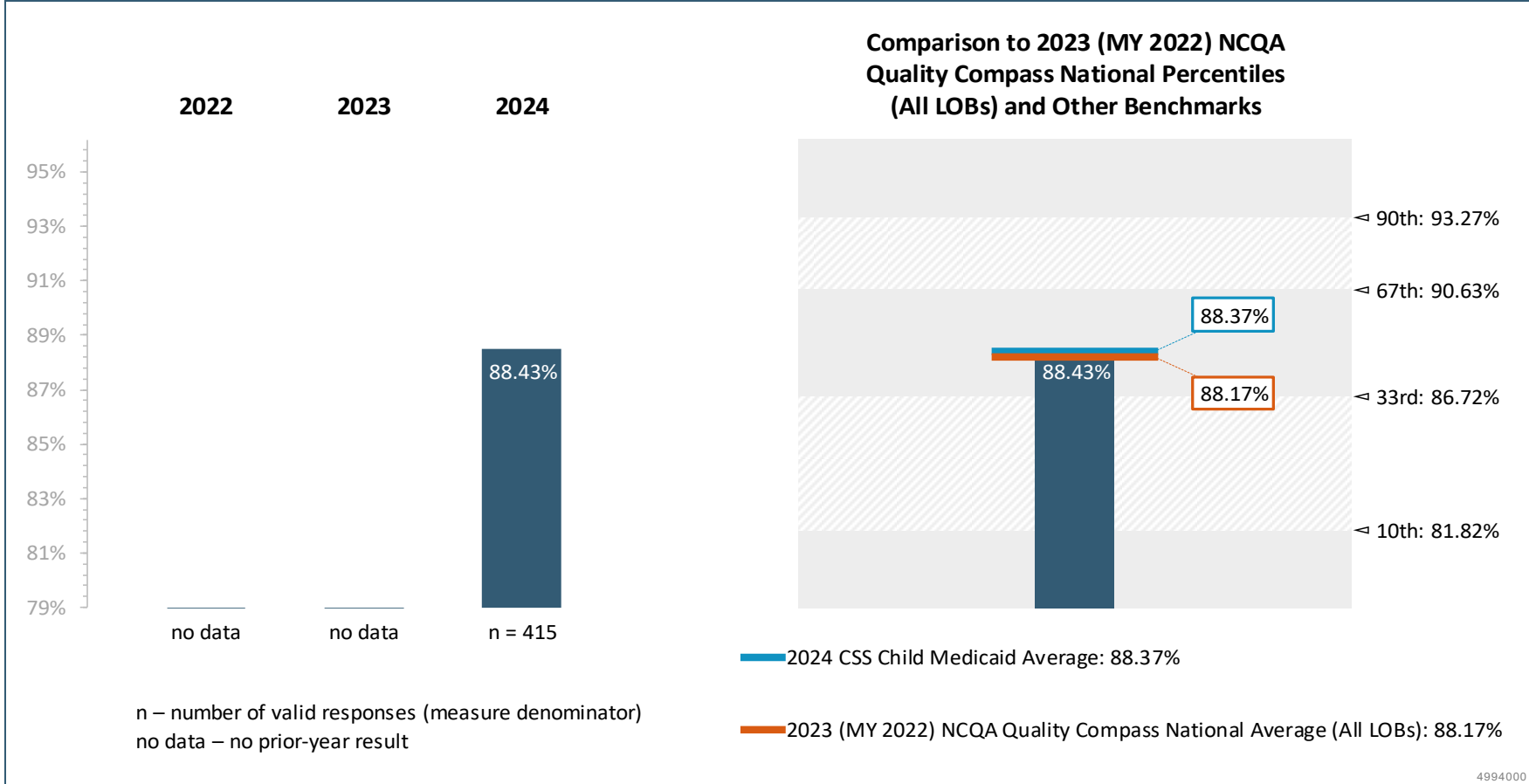


4994000

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate. Unofficial Health Plan Ratings were estimated by CSS based on the prior-year (2023, or MY 2022) NCQA Quality Compass national benchmarks. The official 2024 Health Plan Ratings, based on the current-year (2024, or MY 2023) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2024.

Getting Needed Care: Ease of Getting Needed Care (Q9)

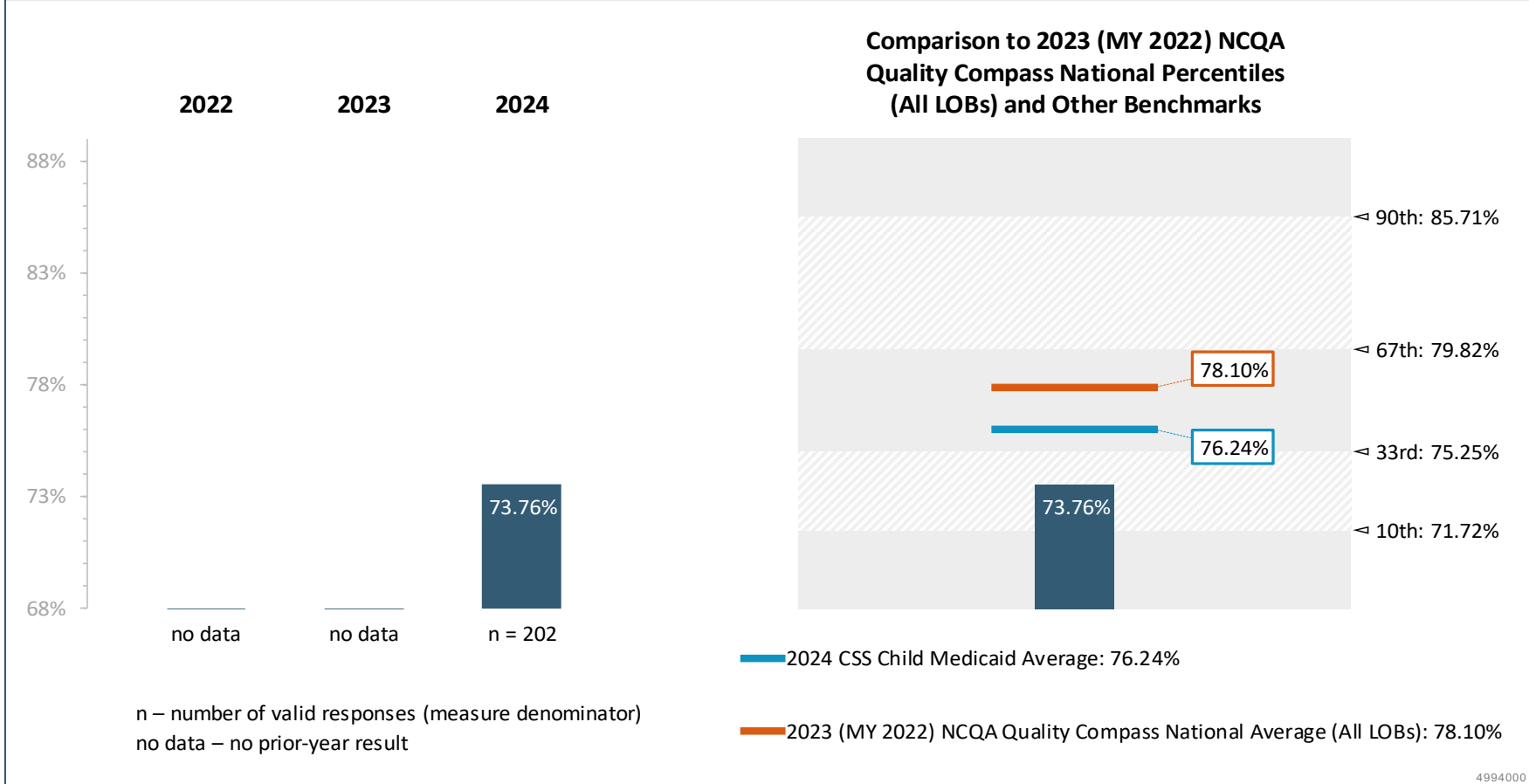
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Getting Needed Care: Ease of Seeing a Specialist (Q23)

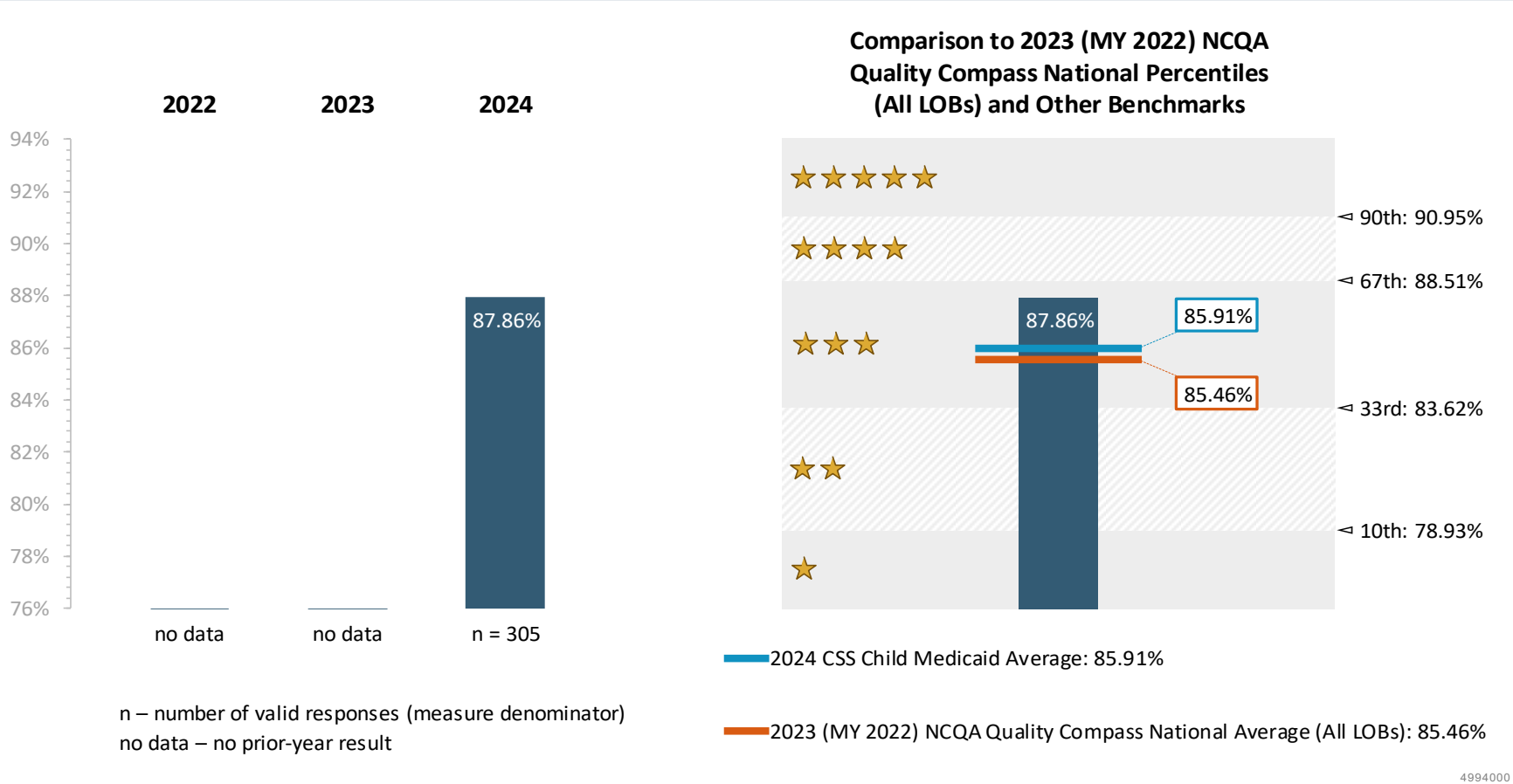
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Getting Care Quickly

Percent Responding Always or Usually (Reported in HPR)

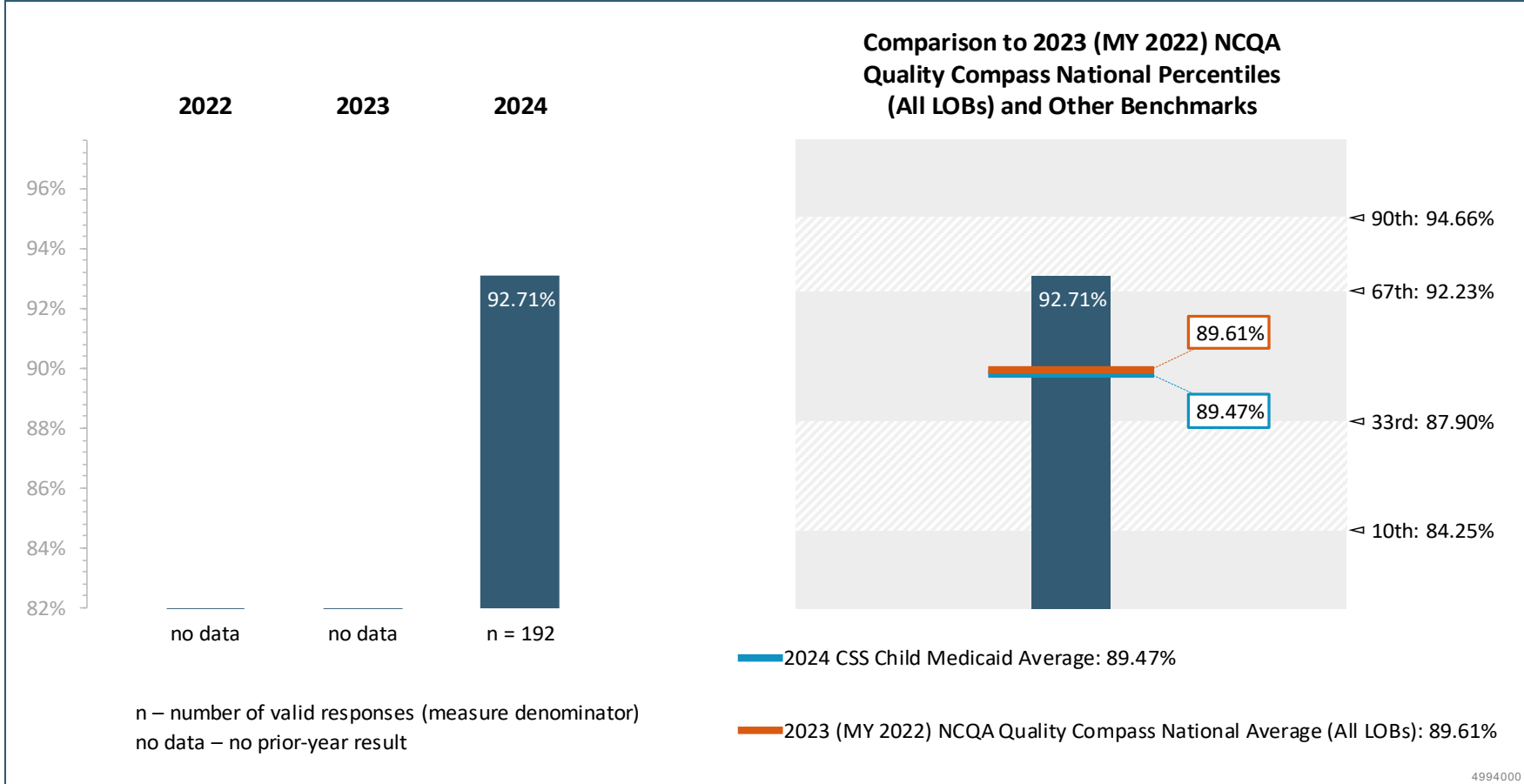


4994000

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate. Unofficial Health Plan Ratings were estimated by CSS based on the prior-year (2023, or MY 2022) NCQA Quality Compass national benchmarks. The official 2024 Health Plan Ratings, based on the current-year (2024, or MY 2023) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2024.

Getting Care Quickly: Ease of Getting Urgent Care (Q4)

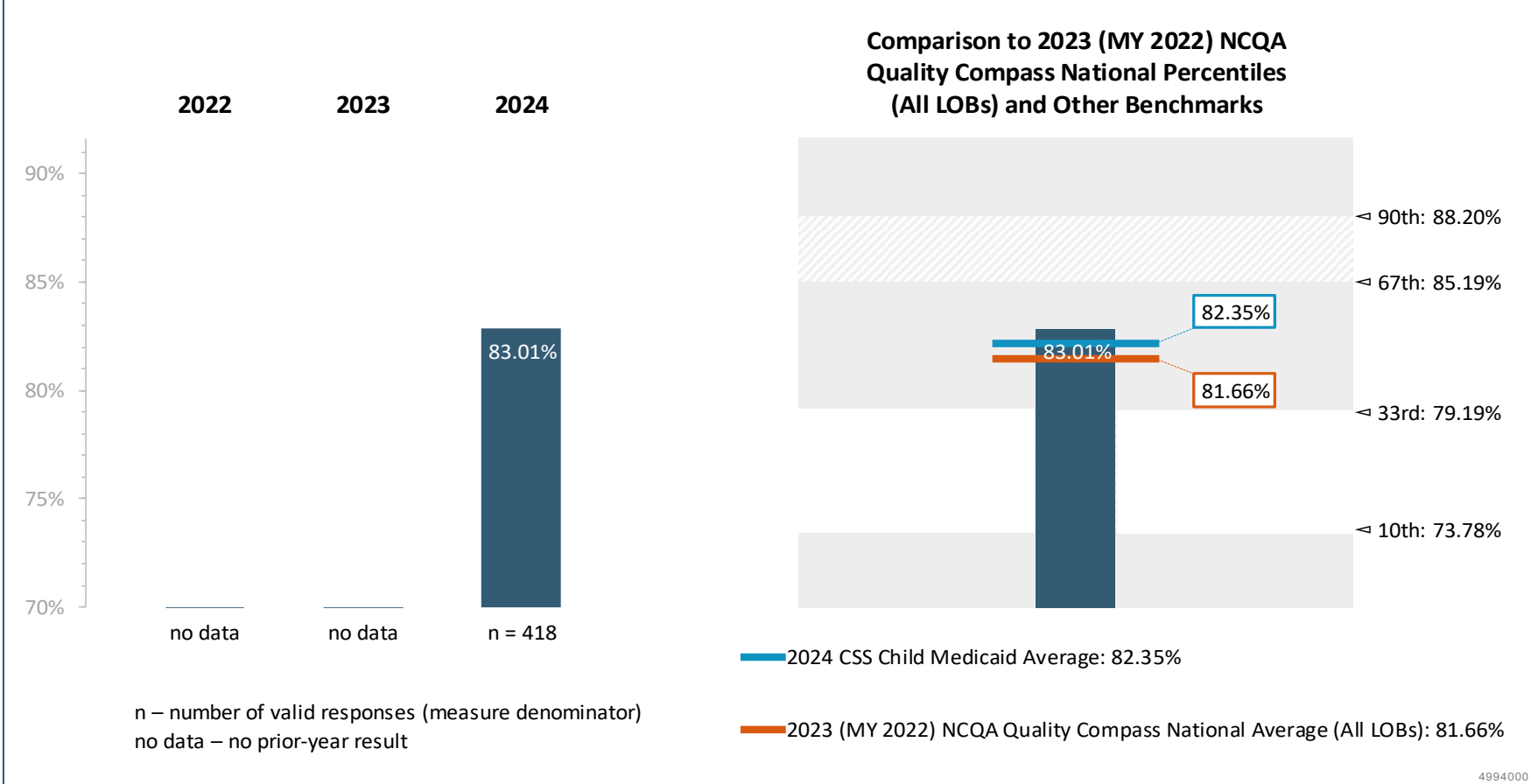
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Getting Care Quickly: Ease of Getting a Check-up or Routine Care (Q6)

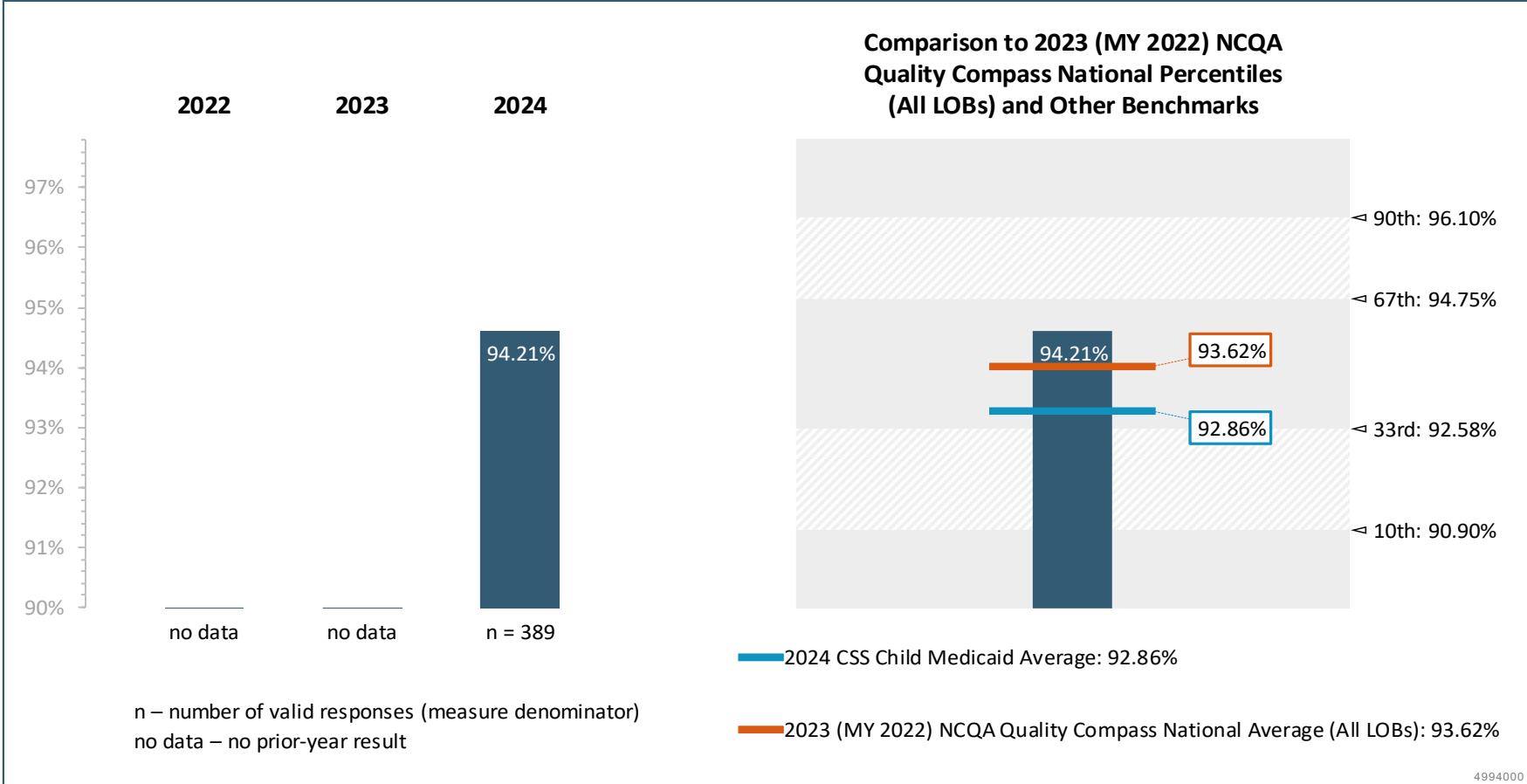
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

How Well Doctors Communicate

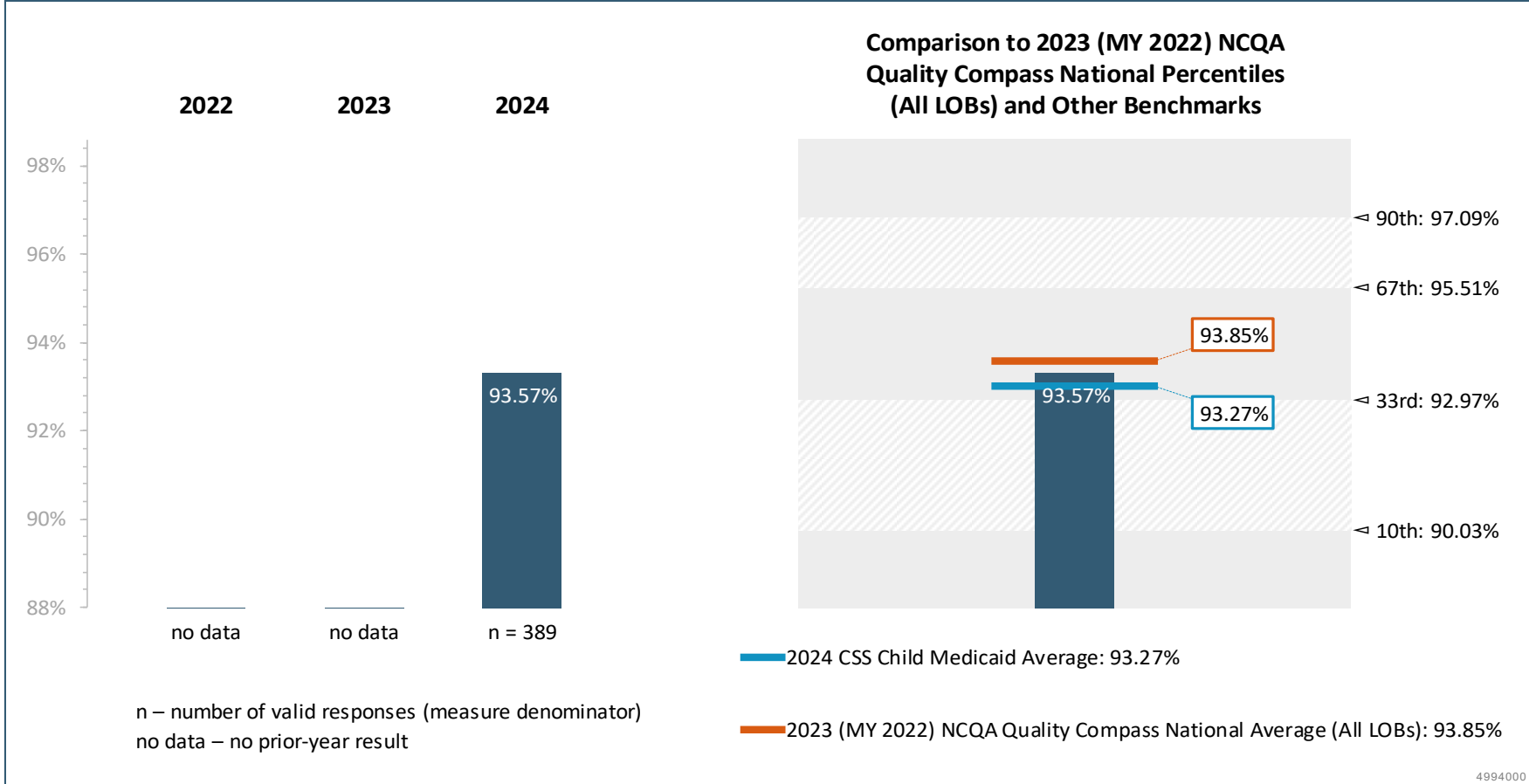
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Explained Things (Q12)

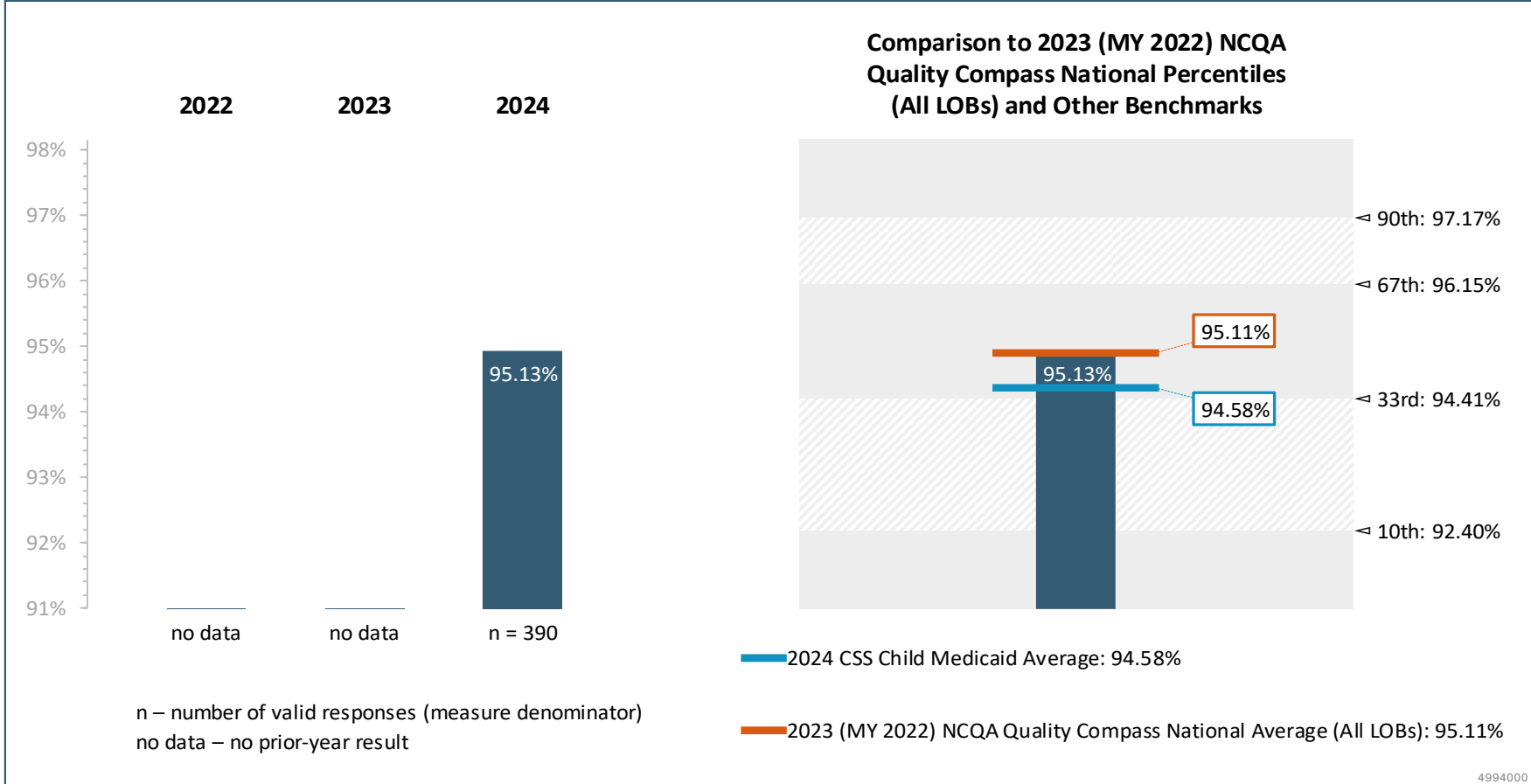
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Listened Carefully (Q13)

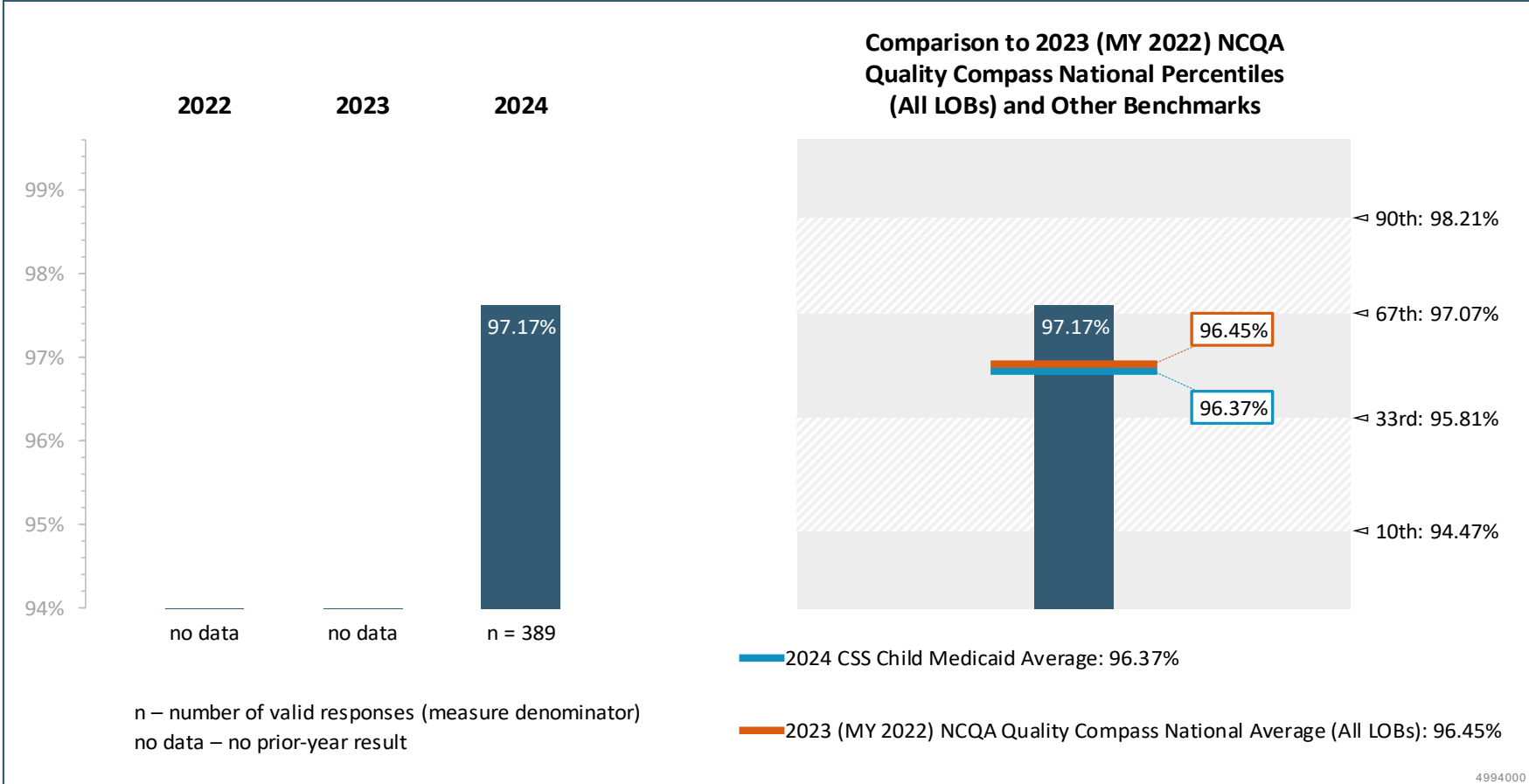
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Showed Respect (Q14)

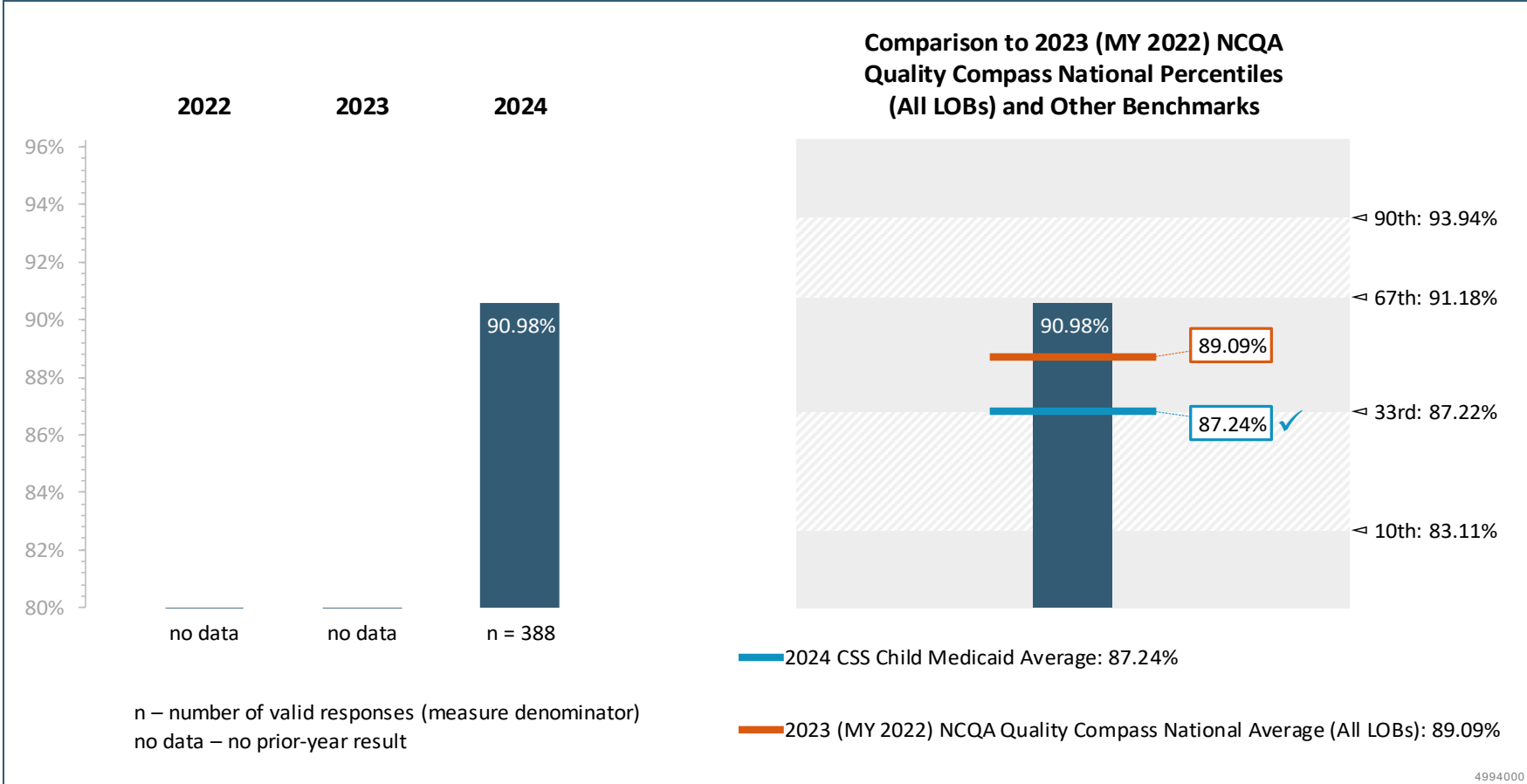
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

How Well Doctors Communicate: Doctor Spent Enough Time (Q17)

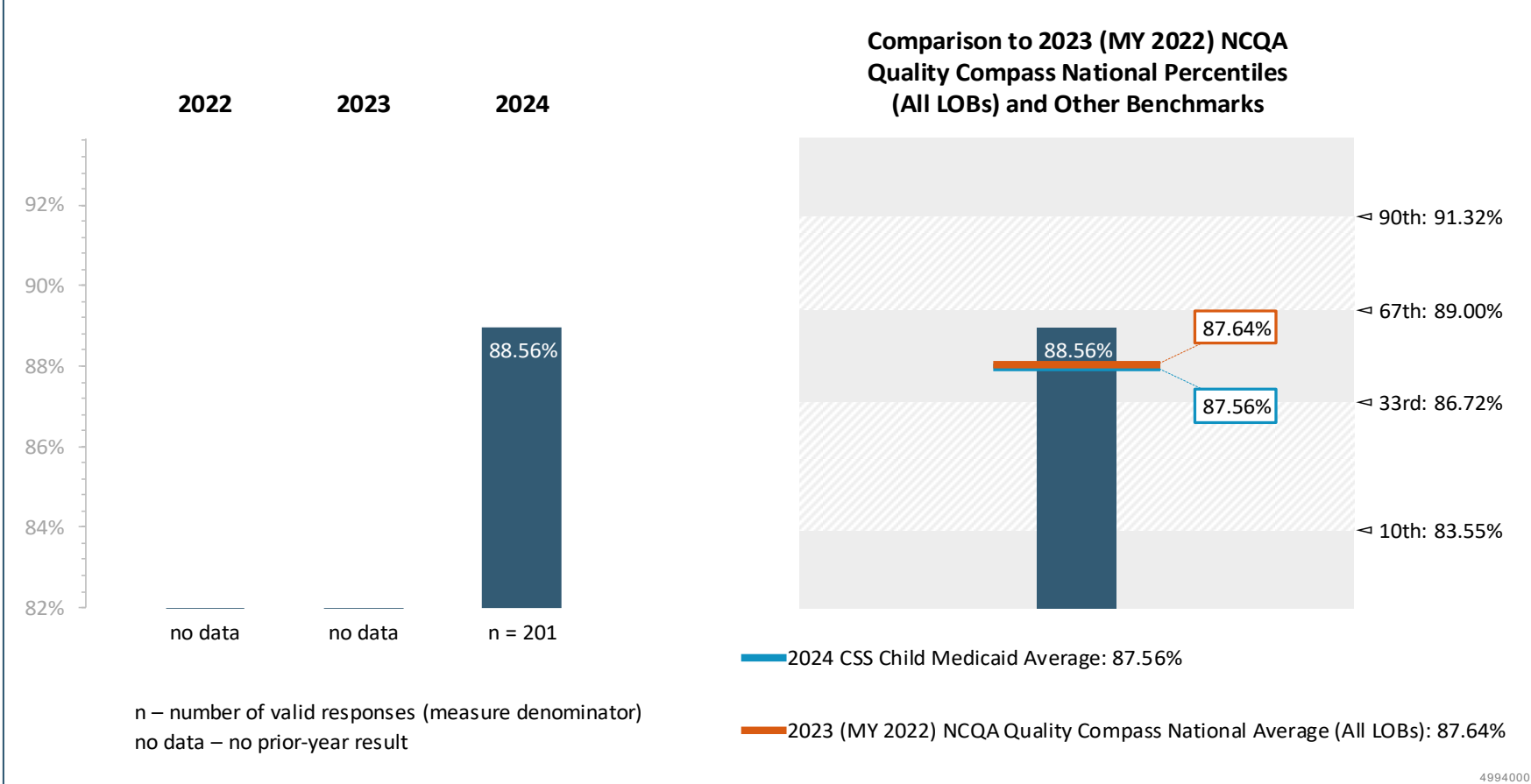
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Customer Service

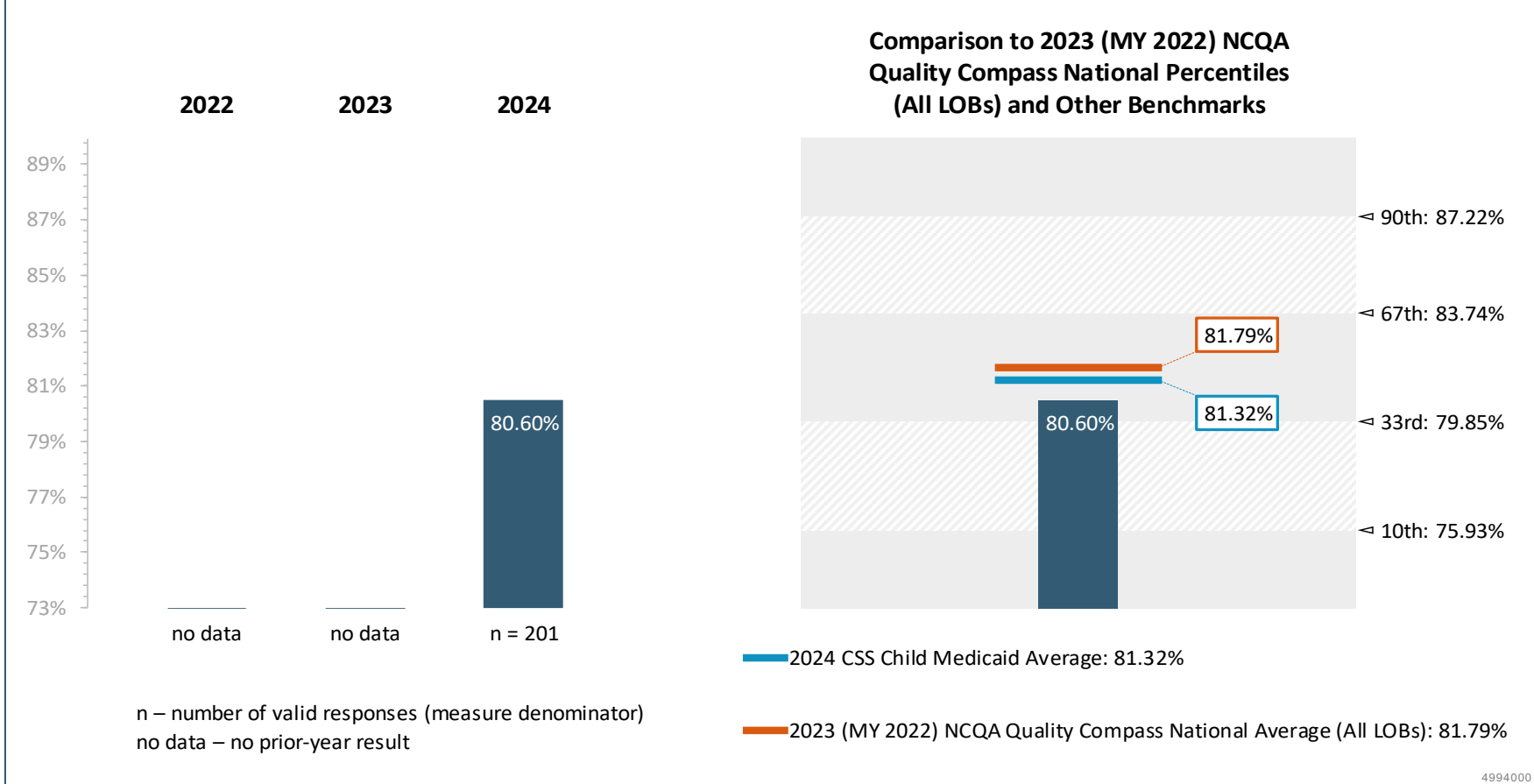
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Customer Service: Customer Service Provided Information/Help (Q27)

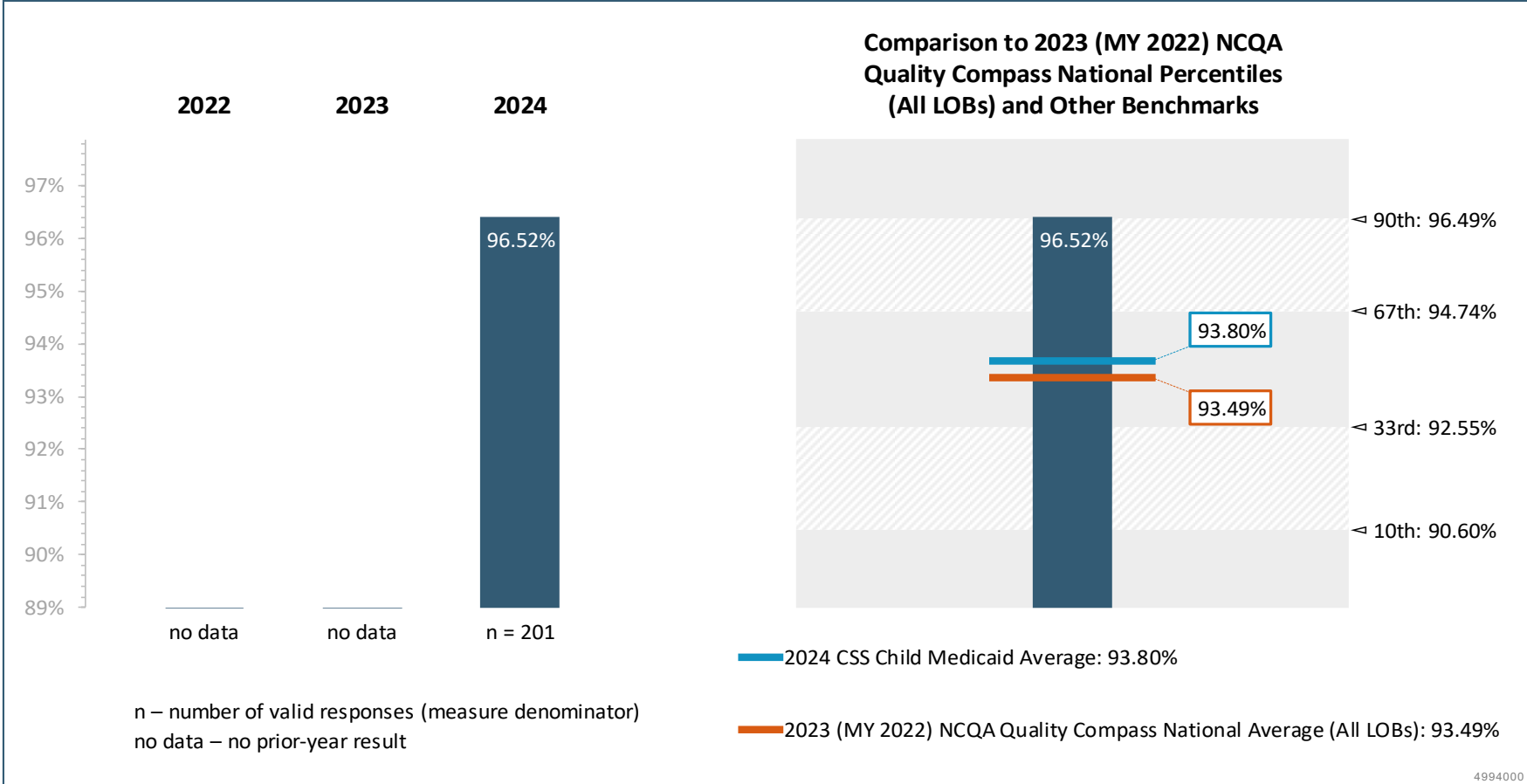
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Customer Service: Customer Service Was Courteous/Respectful (Q28)

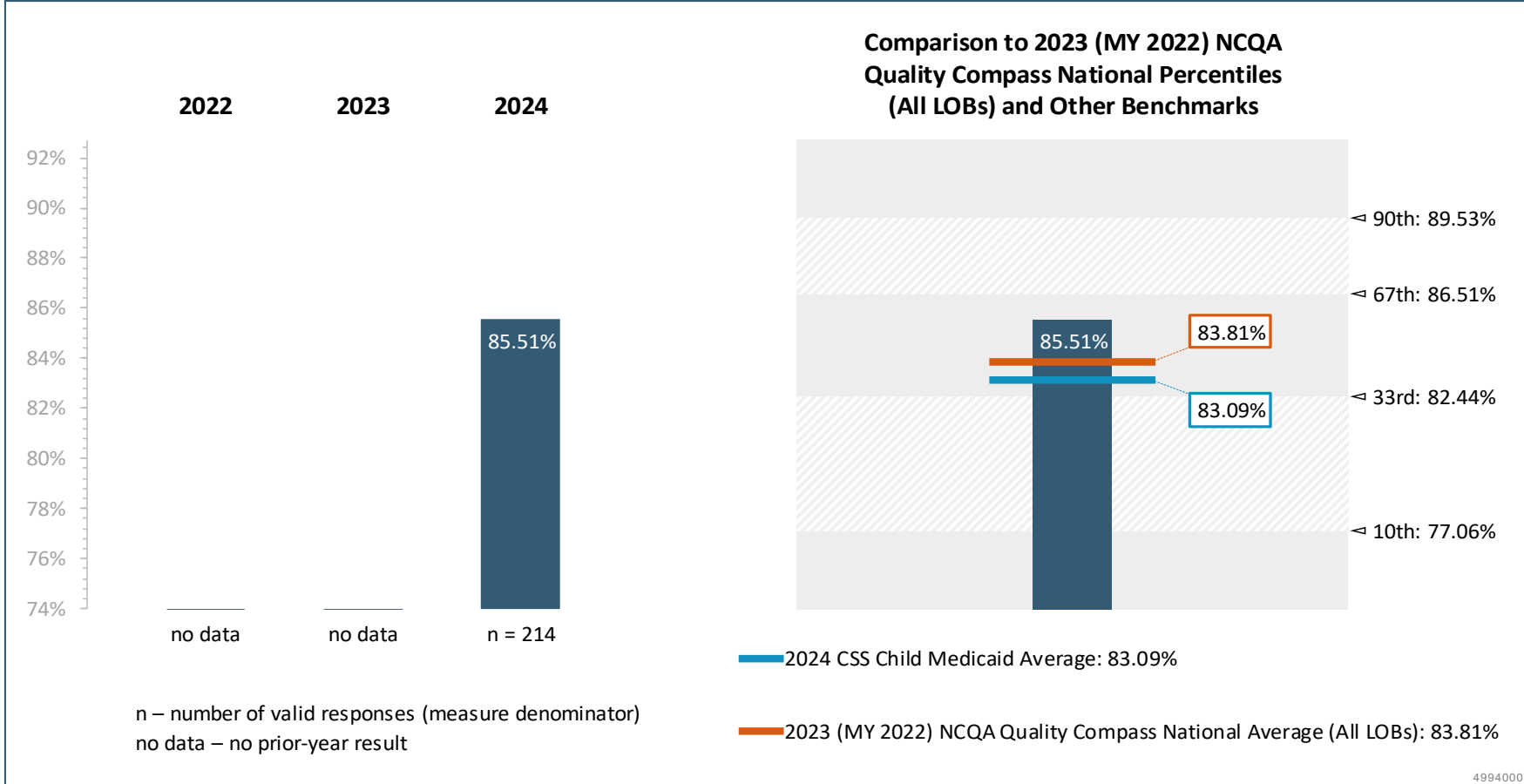
Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

Coordination of Care

Percent Responding Always or Usually (Not Reported in HPR)



Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically significant differences between the current-year rate and the relevant comparison rate are marked with a checkmark (✓) symbol next to the comparison rate.

MEMBERSHIP PROFILE AND ANALYSIS OF PLAN RATINGS BY MEMBER SEGMENT

This section of the report presents a detailed profile of the Mercy Care membership, including demographics, self-reported health status, and responses to survey questions that assess utilization of health care services.

A health plan's membership mix is shaped by multiple factors, most of which are beyond the scope of the CAHPS 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 health care needs, utilization patterns, expectations, and experiences, as well as attitudes and perceptions, their assessments of the same product, provider, or service will likely differ.

Certain member characteristics (e.g., health status) appear to be directly related to differences in health care 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 health care 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 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 gain insight into possible sources of this variation.

The charts on the following pages show how the *Rating of Health Plan* (percent responding 9 or 10) measure varies by the member subgroup of Mercy Care compared to the relevant national multi-plan benchmark distribution(s). Each demographic or utilization subgroup is represented by a "bubble" on the chart. The label above the bubble and the percentage in square brackets below it identify the subgroup and its size. The area of the bubble visually represents the size of the subgroup. Unless a member belongs to more than one subgroup (e.g., race category), subgroup sizes should add up to 100%. Note that these charts only include members who answered the relevant demographic/utilization question on the survey **and** provided a valid response to the *Rating of Health Plan* question. For this reason, the reported subgroup sizes may differ slightly from the proportions reported in the cross-tabulations.

HEALTH STATUS AND DEMOGRAPHICS

The following characteristics are profiled in this section:

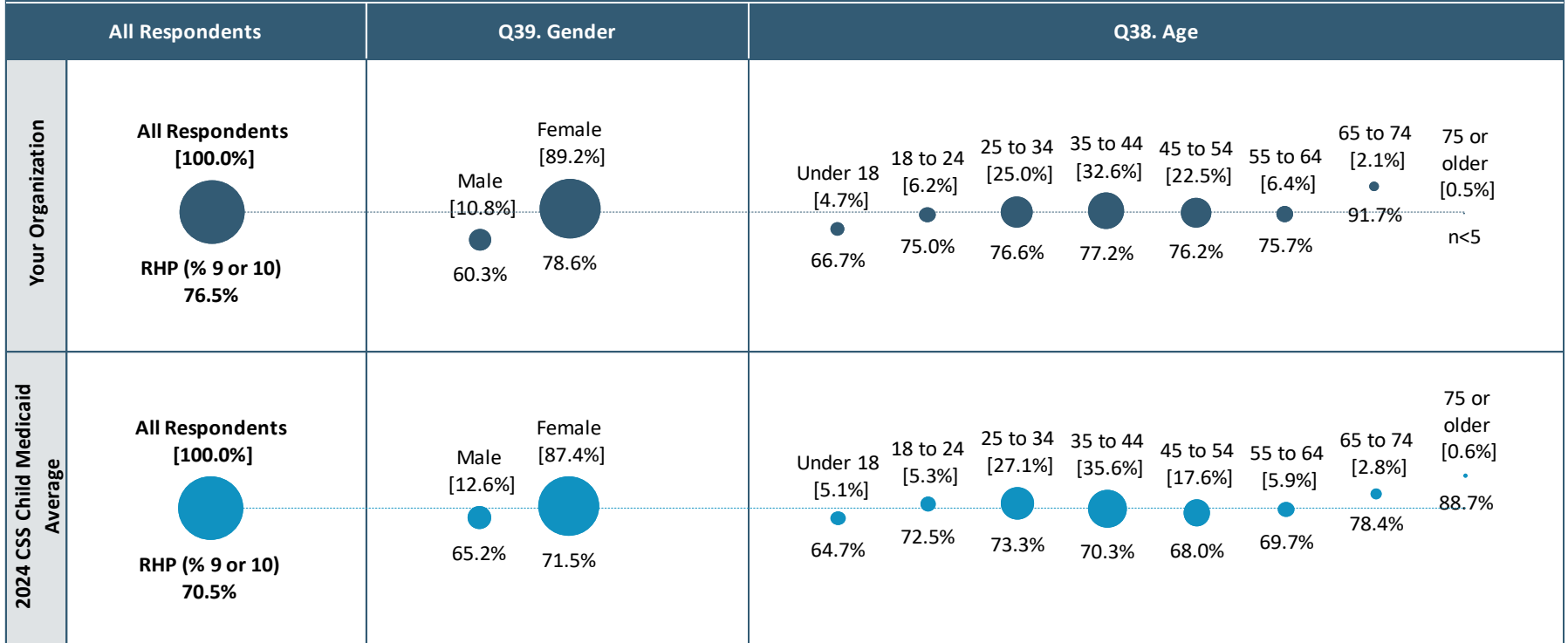
- Health status
- Gender
- Age
- Race
- Ethnicity (Hispanic or Latino)
- Education level

Member Health Status

All Respondents		Q32. Rating of Overall Health					Q33. Rating of Overall Mental or Emotional Health				
Your Organization	<p>All Respondents [100.0%]</p> <p>RHP (% 9 or 10) 76.5%</p>	<p>Excellent [41.4%]</p> <p>81.7%</p>	<p>Very good [29.8%]</p> <p>78.0%</p>	<p>Good [22.2%]</p> <p>66.7%</p>	<p>Fair [5.6%]</p> <p>81.8%</p>	<p>Poor [1.0%]</p> <p>16.7%</p>	<p>Excellent [43.0%]</p> <p>85.1%</p>	<p>Very good [23.6%]</p> <p>72.9%</p>	<p>Good [20.9%]</p> <p>71.0%</p>	<p>Fair [9.9%]</p> <p>69.5%</p>	<p>Poor [2.5%]</p> <p>46.7%</p>
	<p>All Respondents [100.0%]</p> <p>RHP (% 9 or 10) 70.5%</p>	<p>Excellent [42.7%]</p> <p>78.6%</p>	<p>Very good [32.8%]</p> <p>68.4%</p>	<p>Good [19.3%]</p> <p>61.8%</p>	<p>Fair [4.9%]</p> <p>54.5%</p>	<p>Poor [0.4%]</p> <p>34.4%</p>	<p>Excellent [44.6%]</p> <p>78.3%</p>	<p>Very good [26.9%]</p> <p>68.3%</p>	<p>Good [19.4%]</p> <p>63.3%</p>	<p>Fair [7.6%]</p> <p>57.6%</p>	<p>Poor [1.5%]</p> <p>46.7%</p>

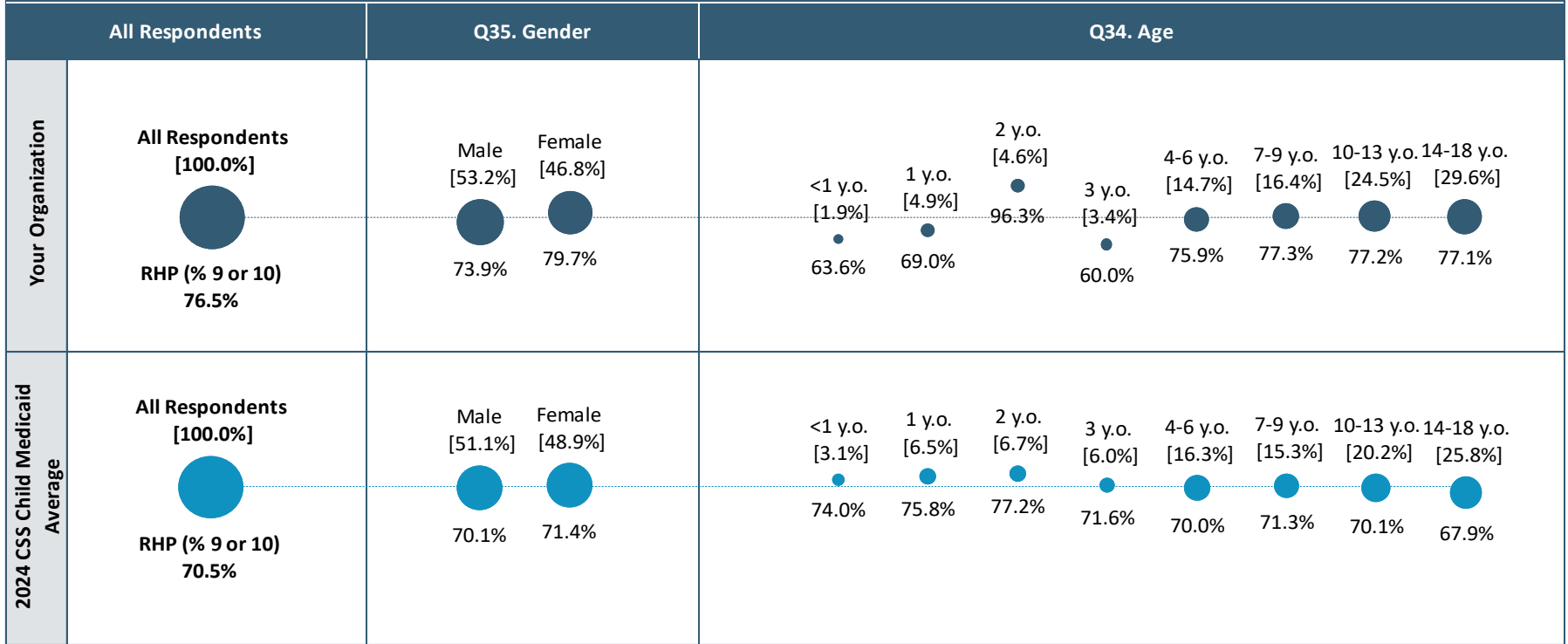
"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.

Respondent Gender and Age



"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.

Member Gender and Age
















"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.

Member Race and Ethnicity

All Respondents		Q37. Race						Q36. Hispanic or Latino Origin/Descent	
Your Organization	<p>All Respondents [100.0%]</p> <p>RHP (% 9 or 10) 76.5%</p>	<p>White [62.4%]</p> <p>77.6%</p>	<p>Black or African-American [13.6%]</p> <p>78.1%</p>	<p>Asian [5.4%]</p> <p>48.3%</p>	<p>Native Hawaiian or Pacific [1.9%]</p> <p>90.0%</p>	<p>American Indian/Native [5.2%]</p> <p>71.4%</p>	<p>Other [29.1%]</p> <p>72.4%</p>	<p>Hispanic/Latino [66.8%]</p> <p>81.3%</p>	<p>Not Hispanic/Latino [33.2%]</p> <p>67.0%</p>
	<p>All Respondents [100.0%]</p> <p>RHP (% 9 or 10) 70.5%</p>	<p>White [58.9%]</p> <p>71.8%</p>	<p>Black or African-American [23.8%]</p> <p>67.3%</p>	<p>Asian [6.2%]</p> <p>57.9%</p>	<p>Native Hawaiian or Pacific [1.4%]</p> <p>71.3%</p>	<p>American Indian/Native [3.4%]</p> <p>62.5%</p>	<p>Other [23.1%]</p> <p>71.5%</p>	<p>Hispanic/Latino [43.1%]</p> <p>76.2%</p>	<p>Not Hispanic/Latino [56.9%]</p> <p>66.7%</p>

"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.

Respondent Education Level

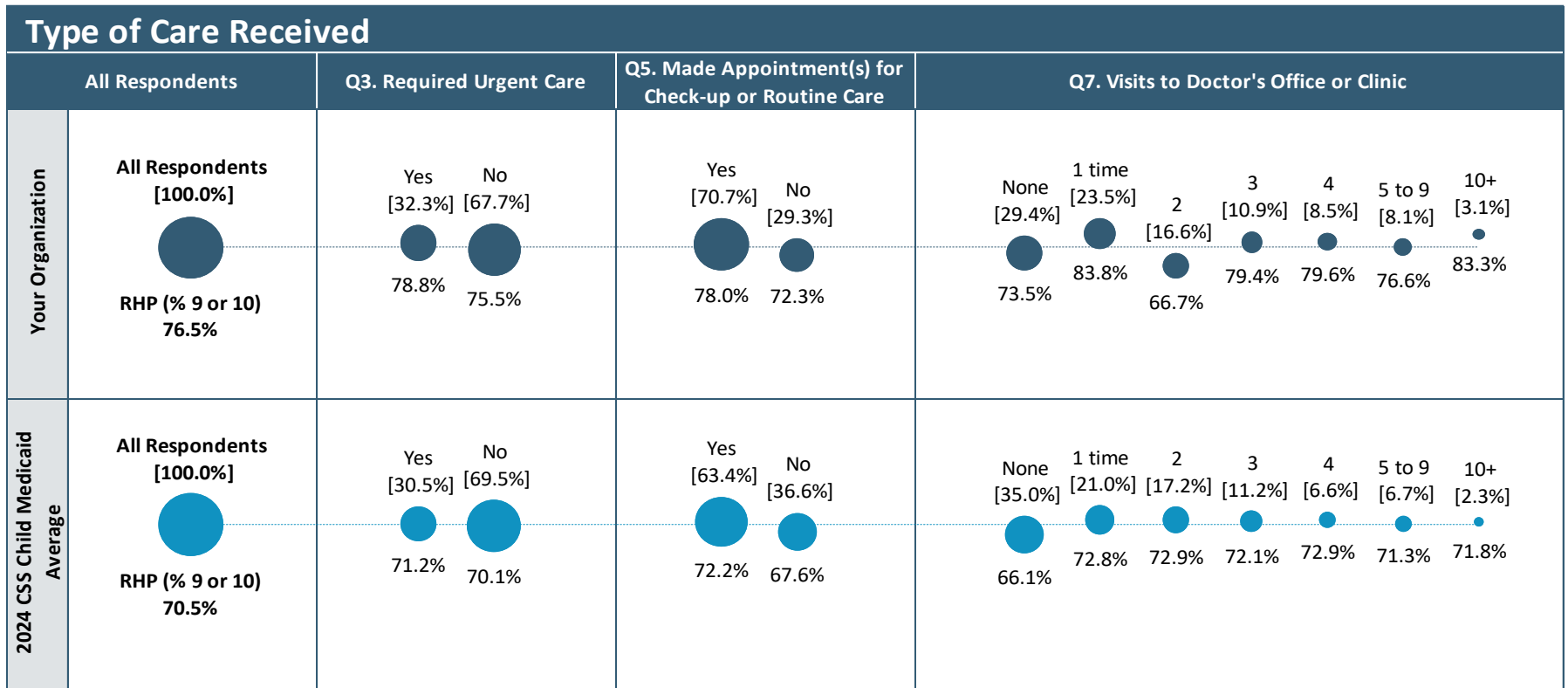
All Respondents		Q40. Education Level					
Your Organization	<p>All Respondents [100.0%]</p>  <p>RHP (% 9 or 10) 76.5%</p>	<p>8th grade or less [7.8%]</p>  <p>84.4%</p>	<p>Some HS, did not graduate [14.1%]</p>  <p>82.7%</p>	<p>HS grad. or GED [34.0%]</p>  <p>78.5%</p>	<p>Some college/ 2-yr. degree [28.0%]</p>  <p>75.2%</p>	<p>4-year college degree [9.4%]</p>  <p>74.1%</p>	<p>More than 4-yr. college degree [6.6%]</p>  <p>57.9%</p>
	2024 CSS Child Medicaid Average	<p>All Respondents [100.0%]</p>  <p>RHP (% 9 or 10) 70.5%</p>	<p>8th grade or less [10.5%]</p>  <p>79.5%</p>	<p>Some HS, did not graduate [11.7%]</p>  <p>73.4%</p>	<p>HS grad. or GED [33.0%]</p>  <p>73.1%</p>	<p>Some college/ 2-yr. degree [27.1%]</p>  <p>67.3%</p>	<p>4-year college degree [9.8%]</p>  <p>65.2%</p>

"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.

USE OF SERVICES

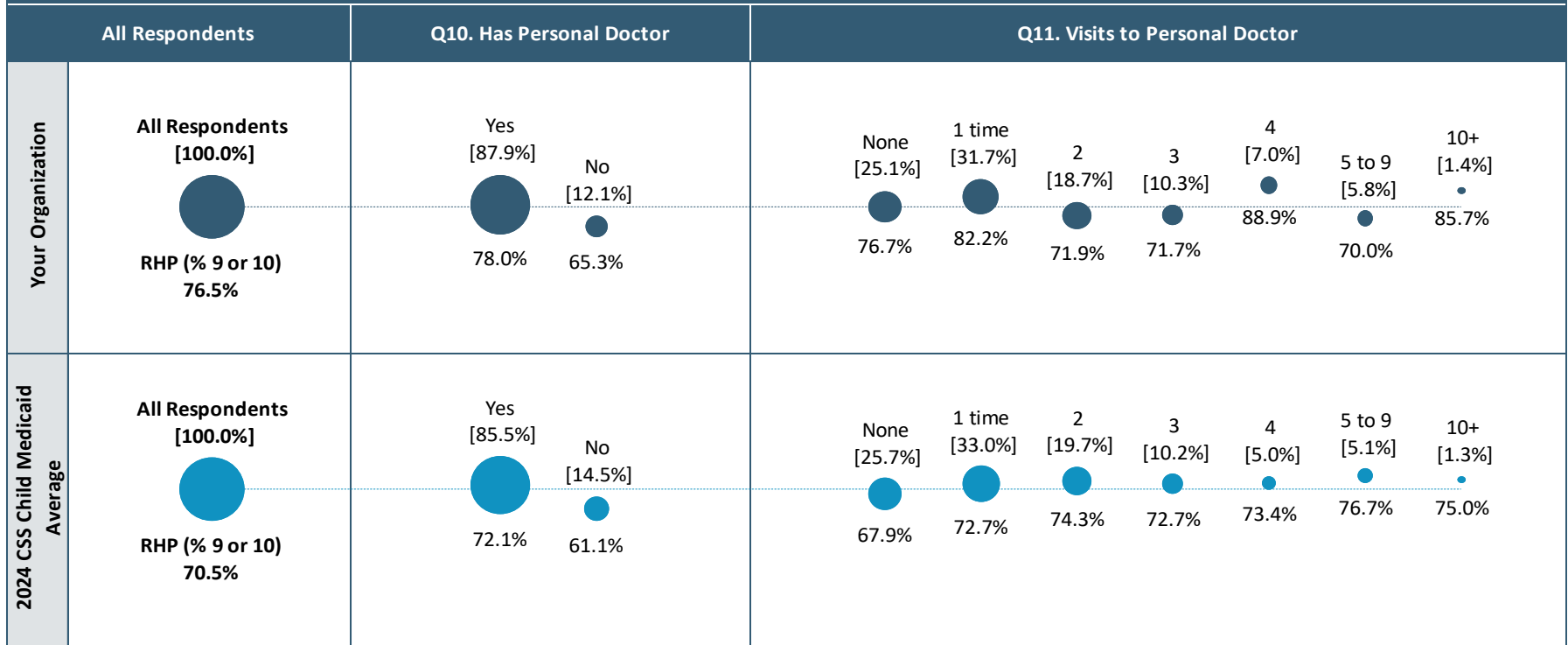
The following utilization measures are included in this section:

- Type of care received
- Frequency of visits
- Care received from personal doctor
- Specialty and other non-primary care



"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.

Personal Doctor Care



"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.

Non-Primary Care

	All Respondents	Q19. Visited Providers Besides Personal Doctor	Q22. Made Specialist Appointment(s)	Q24. Number of Specialists Seen
Your Organization	<p>All Respondents [100.0%]</p> <p>RHP (% 9 or 10) 76.5%</p>	<p>Yes [55.4%] No [44.6%]</p> <p>78.3% 77.2%</p>	<p>Yes [33.6%] No [66.4%]</p> <p>76.4% 76.6%</p>	<p>None [4.6%] 1 [54.8%] 2 [23.4%] 3 [6.1%] 4 [4.6%] 5+ [6.6%]</p> <p>55.6% 79.6% 67.4% 91.7% 100.0% 69.2%</p>
2024 CSS Child Medicaid Average	<p>All Respondents [100.0%]</p> <p>RHP (% 9 or 10) 70.5%</p>	<p>Yes [46.8%] No [53.2%]</p> <p>71.6% 75.1%</p>	<p>Yes [23.0%] No [77.0%]</p> <p>72.4% 69.9%</p>	<p>None [7.6%] 1 [56.4%] 2 [22.6%] 3 [7.6%] 4 [2.8%] 5+ [3.0%]</p> <p>64.8% 76.6% 69.4% 64.1% 74.1% 56.1%</p>

"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories with 5 or more respondents.

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 Mercy Care 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-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. For example, if all plan members report poor access to care, access measures may show a misleadingly low correlation with the overall rating of the plan. As a result, the plan may underestimate the role of access in member experience 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 a 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 rating score. Additional components of the overall score include utilization rates and demographic characteristics of the plan's membership, which are 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 member experience, the analysis must consider all of its measurable aspects.

The 2024 CSS *Key Driver Model* was developed based on survey results of 275 Medicaid plans surveyed by CSS in 2023 and 2024. CSS performed a regression analysis of health plan ratings to identify sources of variation in overall scores across the industry, using individual health plans as units of analysis. Regression analysis quantifies 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 availability of other survey questions addressing specific member experience touch points. If included, the *Rating of All Health Care* measure would account for a large portion of the variance and confound coefficient estimates for the other variables in the model.

INDUSTRY KEY DRIVER MODEL

The table below lists five 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* measure. 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% of the variation in the *Rating of Health Plan* results among Medicaid plans. Note that this ordering reflects the strength of the overall relationship between each key driver and the *Rating of Health Plan* measure *at the industry level*. It does not consider how Mercy Care is currently performing on these measures. Improvement targets identified specifically for Mercy Care, which consider both the strength of each key driver and the current level of performance, are presented graphically in the next section.

Medicaid member ratings of the plan are strongly related to having access to highly rated providers (Q21 and Q25). More generally, access to needed care, tests, and treatment (Q9), including urgent (Q4) and specialty (Q22) care, are all significant drivers of member experience.









Table 9. CSS Industry Model of Key Drivers of Medicaid Member Experience

Key Driver	Interpretation
Q25. Rating of Specialist Seen Most Often (percent 9 or 10)	The higher the proportion of members rating their child’s specialist as 9 or 10, the higher the overall plan score
Q9. Ease of getting needed care, tests, or treatment (percent <i>Usually</i> or <i>Always</i>)	The higher the proportion of plan members reporting that the necessary care, tests, or treatment for their child were easy to get, the higher the overall plan score
Q4. Got an appointment for urgent care as soon as needed (percent <i>Usually</i> or <i>Always</i>)	The higher the proportion of plan members reporting their child received urgently needed care as soon as needed, the higher the overall plan score
Q22. Made specialist appointments (percent <i>Yes</i>)	The higher the proportion of plan members who made specialist appointments for their child, the higher the overall plan score
Q21. Rating of Personal Doctor (percent 9 or 10)	The higher the proportion of members rating their child’s personal doctor as 9 or 10, the higher the overall plan score

OPPORTUNITIES FOR HEALTH PLAN QUALITY IMPROVEMENT

Specific improvement opportunities for Mercy Care are presented in Table 10. The ordering of the key drivers reflects both the strength of each key driver at the industry level and how well Mercy Care is currently performing on each measure. The middle column compares how Mercy Care is performing relative to the “best practice” rate on each key driver. CSS defined the best practice rate as the best result among the 19 plans contributing to the 2024 CSS Child Medicaid Average. Room for improvement, represented by the length of the blue arrows, is the difference between the current level of Mercy Care performance and the best practice rate. The bar on the right displays the incremental gain in the overall *Rating of Health Plan* measure that Mercy Care 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* measure.

Table 10. 2024 Mercy Care Child Medicaid CAHPS Survey: Key Areas and Priorities for Improvement

Current Key Driver Performance		Room for Improvement on Key Driver	Overall Improvement Opportunity
Your Organization's 2024 Rate		Percentage Point Difference Between Current Key Driver Rate and Best Practice Rate*	Expected Percentage Point Improvement in Rating of Health Plan (percent 9 or 10) if Key Driver Performs at Best Practice Level
Q21. Rating of Personal Doctor (percent 9 or 10)	77.61%	+5.02%  82.63%	 +2.21%
Q9. Ease of getting needed care, tests, or treatment (percent Usually or Always)	88.43%	+7.33%  95.76%	 +1.86%
Q25. Rating of Specialist Seen Most Often (percent 9 or 10)	74.59%	+4.74%  79.33%	 +0.61%
Q4. Got an appointment for urgent care as soon as needed (percent Usually or Always)	92.71%	+2.88%  95.59%	 +0.60%
Q22. Made specialist appointments (percent Yes)	33.66%	Performing at or above Best Practice Rate level 33.66%	None

* Best result among all plans included in the 2024 CSS Child Medicaid Average

4994000

HEALTH PLAN QUALITY IMPROVEMENT RESOURCES

CSS's *Key Driver Analysis* identified improvement opportunities and priorities for Mercy Care. This section, which lists some helpful publicly available quality improvement resources, is included as a guide to assist plan managers in their efforts. Inclusion of these sources should not be construed as an endorsement of any programs or activities. 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 Healthcare Research and Quality's (AHRQ) [CAHPS Ambulatory Care Improvement Guide, Section 4: Ways to Approach the Quality Improvement Process](#), which includes descriptions of QI strategies in health delivery systems.

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

- In Section 6 of its guide, AHRQ recommends a method of scheduling that leaves a 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 [Strategy 6A: Open Access Scheduling for Routine and Urgent Appointments](#).
- An article from *Healthcare Dive*, "[Same-day Scheduling Can Improve Patient Satisfaction and Your Bottom Line](#)," describes the benefits and challenges of implementing same-day scheduling as well as some short case studies.
- An article in *Patient Engagement HIT* titled "[Exploring Open Access Scheduling in Patient Access to Care](#)" explains that the greatest challenge to implementing same-day appointments is clearing the backlog.

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 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 AHRQ's [Improving Patient Flow and Reducing Emergency Department Crowding: A Guide for Hospitals](#) to help plan and implement patient flow improvement strategies.
- **VIDEO** A webinar on YouTube from the Virginia Mason Institute, "[Fundamentals for Improving Flow in the Ambulatory Setting](#)," demonstrates how Virginia Mason Franciscan Health approached this process in their facility.

Patient-Centered Medical Homes (PCMH)

- For AHRQ's resources detailing transitioning a practice to a patient-centered medical home model, see [Patient Centered Medical Home \(PCMH\): Transforming the Organization and Delivery of Primary Care](#), as well as links to additional resources at [Defining the PCMH](#).
- **VIDEO** "[Quality Improvement and Patient Centered Medical Home \(PCMH\) for Clinical Leaders & Their Care Teams: A System-Based Approach](#)" is a webinar from the National Association of Community Health Centers featuring presenters from The Joint Commission and the National Committee for Quality Assurance speaking about quality improvement as it relates to patient-centered medical homes (watch on YouTube).
- For more background on the patient-centered medical home model of care and health equity, see "[Defining and Measuring the Patient-Centered Medical Home](#)" and "[The Patient-Centered Medical Home: A Path Toward Health Equity?](#)"

Alternative Access Centers

- A brief from the Robert Wood Johnson Foundation, "[The Value Proposition of Retail Clinics](#)," 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.
- "[Personalized Telehealth in the Future: A Global Research Agenda](#)," an article in the NIH's National Library of Medicine, describes how providing patients with alternatives like telehealth to access health care, rather than the traditional doctor's office or hospital, lowers barriers to care.

- An article in *Patient Engagement HIT*, "[Retail Health Clinics Are Key on the Path to Health Equity](#)," concludes that retail health clinics and virtual care improve health equity by providing greater access to care.
- In its data brief "[Urgent Care Center and Retail Health Clinic Utilization Among Adults: United States, 2019](#)," the National Center for Health Statistics provides statistics on utilization by sex, race, age, and education level.

Telehealth Solutions to Pandemic-Related Issues

- The COVID-19 pandemic has accelerated the usage and acceptance of telehealth by providers and patients alike. An article in *The Lancet* details "[Opportunities and Challenges for Telehealth Within, and Beyond, a Pandemic](#)."
- Telehealth also can be implemented to solve deferral of care issues brought about by the pandemic (see "[Consumer Reported Care Deferrals Due to the COVID-19 Pandemic, and the Role and Potential of Telemedicine: Cross-Sectional Analysis](#)").
- Telemedicine was underutilized until the pandemic, when changes to regulations and payment policies permitted its rapid growth. Telemedicine improves access and equity, though barriers remain (see "[The State of Telehealth Before and After the COVID-19 Pandemic](#)").
- **VIDEO** The webinar "[Telehealth and Its Emergence During the Pandemic](#)" discusses "how people, processes, regulation, and technology work together to support a successful telehealth transformation... potentially improving access, quality and costs."
- **PODCAST** "[AMA Moving Medicine: What Physicians Need to Know About Telehealth](#)" describes how, post-pandemic, telehealth is key to the future of digitally enabled care, which integrates in-person and virtual care in a clinically appropriate manner.

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 improved patient ratings of doctors.

Improve Physician Communication

- Seminars and workshops for physicians serve as a resource for physicians to learn and practice patient-centered communication techniques. For general recommendations, see AHRQ's ambulatory care improvement guide, [Strategy 6G: Training to Advance Physicians' Communication Skills](#).

- An article in *Physicians Practice* shares “[Nine Ways to Improve Your Patient Communications.](#)” Click through the slides at the top of the page to read information on each strategy.
- Similarly, a *HealthStream* blog post shares “[10 Ways to Encourage Better Physician Communication](#)” using the RELATE (Reassure, Explain, Listen, Answer questions, Take action, and Express appreciation) model.
- Much of patient dissatisfaction stems from a failure of effective physician communication. For a review of the literature on doctor-patient communication, see “[Doctor-Patient Communication: A Review.](#)”

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 [Strategy 6I: Shared Decisionmaking](#) and [Strategy 6H: Tools to Help Patients Communicate Their Needs](#) in the improvement guide.
- **TOOL** The Robert Wood Johnson Foundation provides a [sample discharge preparation/care transition document](#) that health care providers can distribute to patients before or during visits.
- **TOOL** The National Institutes of Health offers five [worksheets](#) to help patients choose a new health care provider and talk to their provider about family health history, medications, life changes, and health or other concerns.
- **TOOL** AHRQ provides [tips for patients to become more engaged in their health care](#) before, during, and after the appointment. A two-page PDF file can be downloaded from the linked page.
- **TOOL** AHRQ also provides a Question Builder tool that patients can use to customize a list of questions for their appointments. The tool is available for [printing online](#) and in a [downloadable app](#) in the Apple App Store and Google Play.

Build Physician-Patient Relationships

- A positive physician-patient relationship may correlate with better health care outcomes. “[3 Key Traits of a Positive Patient-Provider Relationship](#)” describes three essential elements: empathy, communication, and shared decision-making.

- AHRQ describes the [SHARE Approach to shared decision-making](#) and provides links to SHARE Approach resources on their website.
- Cultural competence is increasingly important to the physician-patient relationship. Tips and resources are available at [The SHARE Approach – Taking Steps Toward Cultural Competence: A Fact Sheet](#).

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 coordination of care and case management can increase patient satisfaction with specialists. In “[Communication Lays the Groundwork for Successful Physician Referral Strategies](#),” the Medical Group Management Association gives tips for building relationships with specialists.
- AHRQ’s [Health Literacy Universal Precautions Toolkit, 3rd Edition](#) includes a section on [making the referral process easier for patients](#).
- High-functioning referral networks are critical for positive patient outcomes and require communication, measurement, and monitoring (see “[Optimizing Physician Referrals: A Key to Successful Population Health Management](#)”).
- A survey of Veterans Health Administration specialists found that the use of referral templates was seen as helpful in improving the quality of referrals; service agreements and e-consults were less so (see “[Tools to Improve Referrals From Primary Care to Specialty Care](#)”).

IMPROVING CUSTOMER SERVICE AND HEALTH PLAN-RELATED INFORMATION

It is important that health plan information is both easily available and useful to members. As representatives of the plan, customer service staff must ensure that members have confidence and trust in their ability to address their questions and 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 the plan. After developing these standards, monitor performance and promote accountability among staff. For more information, see [Strategy 6Q: Standards for Customer Service](#) in AHRQ’s ambulatory care improvement guide.

Iterative Improvement for Member Services

- The RAND paper “[Improving Performance for Health Plan Customer Service: A Case Study of a Successful CAHPS Quality Improvement Intervention](#)” 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.

Implement Service Recovery Procedures

- When members 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 AHRQ’s ambulatory care improvement guide [Strategy 6P: Service Recovery Programs](#).
- An article in *Forbes*, “[Service Recovery in Healthcare: Effective Strategies to Retain Unsatisfied Patients](#),” defines service recovery and describes effective strategies to implement it in your practice.
- **VIDEO** [Service Recovery in Health Care](#), a four-part training series, was developed as part of a grant from the Health Resources & Services Administration (HRSA). The videos total one hour and focus on why service recovery matters, eight steps for front-line staff, tips for de-escalation, and embedding service recovery into everyday practice.

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 the 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 “[Who Values Information From a Health Plan Internet-Based Decision Tool and Why: A Demographic and Utilization Analysis](#).”
- The article “[The Critical Role of Web Accessibility in Health Information Access, Understanding, and Use](#)” addresses the importance of website accessibility for older adults and persons with disabilities to obtain, understand, and use health information.
- The Centers for Medicare & Medicaid Services (CMS) provides information on communication accessibility planning for individuals who are [blind or have low vision](#), those who are [deaf or hard-of-hearing](#), and those with [limited English proficiency](#).

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. Improved access to trusted health information has been shown to lead to improved outcomes (see “[Health Information Technology Continues to Show Positive Effect on Medical Outcomes: Systematic Review](#)”).
- The James Madison University Library’s [Consumer Health](#) microsite includes sub-pages with links to reliable sources of health information, information for teens and young adults, and information about medications and supplements, among others.

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.
- The CDC’s National Prevention Information Network also offers [health communication language and literacy tools](#) to create health materials in plain language to reduce health disparities.
- HHS has a strong focus on health literacy in its Healthy People 2030 initiative, with six objectives related to the topic. See information on these goals and the updated definitions of personal and organizational health literacy at [Health Literacy in Healthy People 2030](#), as well as resources on their [Health Literacy](#) webpages.

Improve Patient Health Literacy

- [Health literacy resources](#) assembled by the Office of Disease Prevention and Health Promotion outline steps to improve health literacy, which may help patients to better absorb the information they obtain from written materials or the internet.
- AHRQ also has developed its own health literacy toolkit to support physicians, the [Health Literacy Universal Precautions Toolkit, 3rd Edition](#).
- The companion [Guide to Implementing the AHRQ Health Literacy Universal Precautions Toolkit](#) presents advice based on the experiences of 12 primary-care practices that implemented the Toolkit.

APPENDIX A. SCORING METHODOLOGY AND GLOSSARY

NCQA CALCULATION GUIDELINES FOR RATING AND COMPOSITE GLOBAL PROPORTIONS

NCQA's *HEDIS 2024, 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 the definition of the submission entity (for example, if a health plan changes how it reports CAHPS results from one year to the next).

COMPOSITE GLOBAL PROPORTIONS

Global proportions are the 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 as illustrated in Table 11 below. These are the composite global proportions. All questions in a composite are weighted equally, regardless of how many members responded.

Table 11. Example of Calculating a Composite Global Proportion

Response option	Question 4	Question 6	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% and 75% of members respectively provided favorable responses to the *Getting Care Quickly* questions 4 and 6. Averaging these two proportions yields the global proportion score of 77.5% for the *Getting Care Quickly* composite.

NCQA HEALTH PLAN RATINGS METHODOLOGY

[NCQA's Health Plan Report Cards](#) rate health plans based on their combined HEDIS® and CAHPS® scores and NCQA Accreditation status. NCQA evaluates health plans on the quality of care patients receive, how happy patients are with their care, and health plans' efforts to keep improving. Accredited plans earn an overall star rating (on a five-star scale) as well as measure-level, HPR composite-level, and HPR sub-composite-level star ratings. Note that HPR uses the terms “composite” and “sub-composite” to refer to groupings of individual measures. HPR composites (e.g., *Patient Experience*) are different from CAHPS composites (e.g., *Getting Care Quickly*).

The list of measures included in NCQA's 2024 Health Plan Ratings is provided in the *Estimated NCQA Health Plan Ratings (Star Ratings)* section (see Table 7 on page 19). Below are the steps to assign star ratings to applicable measures.

ASSIGNMENT OF STAR RATINGS

Step 1

Compare reported rates to the current-year National Percentiles for All Lines of Business. For any reports CSS issues **prior** to NCQA releasing the current-year benchmarks (usually in September), HPR scores are estimated based on the prior-year benchmarks. The reports CSS issues **after** NCQA releases the current-year benchmarks use these updated benchmarks. The reported rate is translated into a measure rating score – the 1-5 score derived by comparing the plan's reported rate to the current-year national 10th, 33rd, 67th, and 90th percentiles for All Lines of Business, unless the measure has a trending concern.

Step 2

Assign individual measure star ratings. The individual measure rating score (ultimately reported as a star rating) is calculated as follows:

- 5 stars: a plan that is in the top one-tenth (decile) of all plans
- 4 stars: a plan that is in the top one-third of plans, but not in the top decile
- 3 stars: a plan in the middle one-third of all plans
- 2 stars: a plan that is in the bottom one-third of plans, but not in the bottom decile

- 1 star: a plan that is in the bottom decile of plans

Step 3

Assign domain (HPR “composite”) and sub-domain (HPR “sub-composite”) star ratings. Measure rating scores for the *Patient Experience* domain and its three sub-domains (*Getting Care*, *Satisfaction With Plan Physicians*, and *Satisfaction With Plan Services*) are calculated using the formula:

$$\text{Domain or Sub-Domain Measure Rating Score} = \frac{\sum (\text{Measure Rating} * \text{Measure Weight})}{\sum \text{Weights}}$$

All CAHPS measures have a weight of 1.5.

For example, if a plan earns 3 stars on *Getting Needed Care* and 4 stars on *Getting Care Quickly*, the plan’s *Getting Care* sub-domain score is calculated as $(3 * 1.5 + 4 * 1.5) / (1.5 + 1.5) = 3.5$ stars.

SMALL DENOMINATORS

To be included in HPR scoring, individual *Patient Experience* (CAHPS) measures must achieve a reportable denominator of at least 100 valid responses. An HPR composite or sub-composite star rating is calculated only if at least half of all individual measures comprising the composite or sub-composite have reportable denominators. (Note: CSS ignores individual measure denominators in calculating estimated HPR stars.)

GLOSSARY OF TERMS

Attributes	Areas of health plan performance and member experience assessed with the CAHPS survey.
Benchmark	A reference score (e.g., the NCQA National Average rate, the CSS multi-plan average, or the plan's own prior-year rate) against which performance on the measure is assessed.
Best Practice	The result of the top-performing plan on a given measure among all plans included in a reference distribution (e.g., the plans included in the calculation of the CSS multi-plan average).
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 Interval	A confidence interval (CI) is a range of values that is likely to contain the value of an unknown population parameter (e.g., mean or proportion). Since it is usually impossible to measure entire populations, these parameters are estimated using samples. Parameter estimates are subject to random sampling error. A confidence interval places a margin of error around the sample estimate to help us understand how wrong the estimate might be. A narrower CI indicates a more precise estimate, while a wider CI indicates a less precise estimate. For example, suppose the proportion of sample members rating their plan as 9 or 10 is 52%. A 95% confidence interval for the proportion was computed to be [49%, 55%], or 52 (±3%). This means that we are 95% confident that the proportion of the plan population that would rate it as 9 or 10 is between 49% and 55%.

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 the NCQA-required minimum of 100 responses, NCQA assigns a measure result of “NA.”
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: <ul style="list-style-type: none"> • Current enrollment (as of the date the sample frame is generated). Some members may no longer be enrolled by the time they complete the survey. They become ineligible and will be excluded from survey results based on their responses to the first two questions on the survey, which confirm membership. • Continuous enrollment (twelve months for Commercial and six months for Medicaid, with no more than one enrollment break of 45 days or less). • Member age (18 years old or older for the Adult survey and 17 years old or younger for the Child survey as of December 31 of the measurement year).

	<ul style="list-style-type: none"> • Primary coverage (through Medicaid or a commercial product line for Medicaid and Commercial surveys, respectively).
Global Proportions	Applies to composite measures. The proportion of respondents selecting the favorable response(s) (e.g., <i>Usually</i> or <i>Always</i>) averaged across the questions that make up the composite.
Health Plan Ratings (HPR)	<p>NCQA rates health plans in three categories: private/commercial plans in which people enroll through work or on their own; plans that serve Medicare beneficiaries in the Medicare Advantage program (not supplemental plans); and plans that serve Medicaid beneficiaries. NCQA ratings are based on three types of quality measures: measures of clinical quality from NCQA’s Healthcare Effectiveness Data and Information Set (HEDIS); measures of patient experience using the Consumer Assessment of Healthcare Providers and Systems (CAHPS); and results from NCQA’s review of a health plan’s health quality processes (NCQA Accreditation). NCQA rates health plans that choose to report measures publicly.</p> <p>The overall rating is the weighted average of a plan’s HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the plan is Accredited by NCQA), rounded to the nearest half point and displayed as stars. The overall rating is based on performance on dozens of measures of care and is calculated on a 0-5 (5 is highest) scale in half points. Performance includes three subcategories (also scored 0-5 in half points):</p> <ul style="list-style-type: none"> • Patient Experience: Patient-reported experience of care, including experience with doctors, services, and customer service (measures in the Patient Experience category). • Rates for Clinical Measures: The proportion of eligible members who received preventive services (prevention measures) and the proportion of eligible members who received recommended care for certain conditions (treatment measures). • NCQA Health Plan Accreditation: For a plan with an Accredited or Provisional status, 0.5 bonus points are added to the overall rating before being rounded to the nearest half point and displayed as stars. A plan with an Interim status receives 0.15 bonus points added to the overall rating before being rounded to the nearest half point and displayed as stars.
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 when viewed from the industry perspective, helps to distinguish highly 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, medical groups, and health plans. 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.
Oversampling	Sampling more than the minimum NCQA-specified sample size for a given survey type. A health plan must oversample if it cannot eliminate disenrolled members from membership files; correct addresses and, when appropriate, telephone numbers; provide updated, accurate sample frames to the survey vendor by the required date; or if it anticipates a high rate of disenrollment after providing the sample frame to the survey vendor. In such cases, oversampling will help ensure that enough survey-eligible members remain in the sample. Another reason to oversample is to obtain a greater number of completed surveys. For example, the health plan may oversample if it has a prior history of low survey response rates or if it anticipates that a considerable number of the telephone numbers in the membership files are inaccurate. Collecting more completed surveys will help the plan to achieve reportable results and/or detect statistically significant differences or changes in scores. The oversampling rate must be a whole number representing the percent of the base sample to be oversampled (e.g., 7).
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 <i>Never, Sometimes, Usually, or Always</i> response scale, with <i>Always</i> being the most favorable outcome. Results are typically reported as the proportion of members selecting <i>Usually</i> or <i>Always</i> .
Regression Analysis	Regression analysis is a statistical technique used to identify which variables (e.g., member experience touch points) have a measurable impact on an outcome measure of interest (e.g., overall rating of the health plan).

Response Rate	<p>Survey response rate is calculated by NCQA using the following formula:</p> $\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{[\text{Complete and Eligible} + \text{Incomplete (but Eligible)} + \text{Refusal} + \text{Nonresponse after maximum attempts} + \text{Added to Do Not Call (DNC) List}]}$
Rolling Average Rate Calculation Method	The rolling averages method was introduced by NCQA to accommodate measures with small denominators. To report the results of these measures, there must be at least 100 responses collected over two years of survey administration. The numerators and the denominators of these measures are combined over a two-year period to calculate the final reported rate.
Sample Size	The NCQA-required sample size is 1,100 for Adult Commercial plans, 1,350 for Adult Medicaid plans, and 1,650 for Child Medicaid plans.
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 multi-plan 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 (<i>n</i>)	See <i>Denominator</i> .
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.

APPENDIX B. SURVEY RESULTS AT A GLANCE

2024 (MY 2023) CAHPS® 5.1H Survey Results at a Glance



Mercy Care (Child Medicaid Survey)

Abbreviated Measure Name and Reported Rate	Your Organization						Benchmark Comparisons				Your Organization's Estimated 2024 NCQA Health Plan Rating (HPR)	
	2024			2023		2022		2024 CSS Child Medicaid Average		2023 (MY 2022) NCQA Quality Compass National Average (All LOBs)		
	Rate	95% CI	(n)	Rate	Change	Rate	Change	Rate	Difference	Rate		Difference
PATIENT EXPERIENCE											★★★★★	
Getting Care											★★★★☆	
Getting Needed Care (% A+U)	81.10%	(±4.37)	(309)	no data		no data		82.31%	[-1.21]	82.71%	[-1.61]	★★★★☆
Ease of Getting Needed Care	88.43%	(±3.08)	(415)	no data		no data		88.37%	[+0.06]	88.17%	[+0.26]	Not reported in HPR
Ease of Seeing a Specialist	73.76%	(±6.07)	(202)	no data		no data		76.24%	[-2.48]	78.10%	[-4.34]	Not reported in HPR
Getting Care Quickly (% A+U)	87.86%	(±3.67)	(305)	no data		no data		85.91%	[+1.95]	85.46%	[+2.40]	★★★★☆
Ease of Getting Urgent Care	92.71%	(±3.68)	(192)	no data		no data		89.47%	[+3.24]	89.61%	[+3.10]	Not reported in HPR
Ease of Getting Routine Care	83.01%	(±3.60)	(418)	no data		no data		82.35%	[+0.66]	81.66%	[+1.35]	Not reported in HPR
Satisfaction With Plan Physicians											★★★★☆	
Rating of Doctor (% 9+10)	77.61%	(±3.56)	(527)	no data		no data		75.52%	[+2.09]	75.63%	[+1.98]	★★★★☆
Satisfaction With Plan and Plan Services											★★★★☆	
Rating of Health Plan (% 9+10)	76.47%	(±3.41)	(595)	no data		no data		70.52%	[+5.95] ✓	70.87%	[+5.60] ✓	★★★★☆
Rating of Health Care (% 9+10)	71.08%	(±4.36)	(415)	no data		no data		69.70%	[+1.38]	68.33%	[+2.75]	★★★★☆
ADDITIONAL MEASURES AND RATES												
Coordination of Care (% A+U)	85.51%	(±4.72)	(214)	no data		no data		83.09%	[+2.42]	83.81%	[+1.70]	Not reported in HPR
Doctor Communication (% A+U)	94.21%	(±2.32)	(389)	no data		no data		92.86%	[+1.35]	93.62%	[+0.59]	
Doctor Explained Things	93.57%	(±2.44)	(389)	no data		no data		93.27%	[+0.30]	93.85%	[-0.28]	
Doctor Listened Carefully	95.13%	(±2.14)	(390)	no data		no data		94.58%	[+0.55]	95.11%	[+0.02]	
Doctor Showed Respect	97.17%	(±1.65)	(389)	no data		no data		96.37%	[+0.81]	96.45%	[+0.72]	
Doctor Spent Enough Time	90.98%	(±2.85)	(388)	no data		no data		87.24%	[+3.74] ✓	89.09%	[+1.89]	
Customer Service (% A+U)	88.56%	(±4.40)	(201)	no data		no data		87.56%	[+1.00]	87.64%	[+0.92]	
Customer Service Provided Info/Help	80.60%	(±5.47)	(201)	no data		no data		81.32%	[-0.72]	81.79%	[-1.19]	
Customer Service Courteous/Respectful	96.52%	(±2.53)	(201)	no data		no data		93.80%	[+2.72]	93.49%	[+3.03]	
Rating of Health Care (% 8+9+10)	85.78%	(±3.36)	(415)	no data		no data		86.54%	[-0.76]	86.16%	[-0.38]	
Rating of Doctor (% 8+9+10)	90.70%	(±2.48)	(527)	no data		no data		89.36%	[+1.34]	89.33%	[+1.37]	
Rating of Specialist (% 8+9+10)	88.11%	(±4.66)	(185)	no data		no data		85.66%	[+2.45]	85.63%	[+2.48]	
Rating of Specialist (% 9+10)	74.59%	(±6.27)	(185)	no data		no data		71.26%	[+3.33]	71.07%	[+3.52]	
Rating of Health Plan (% 8+9+10)	89.41%	(±2.47)	(595)	no data		no data		86.20%	[+3.21] ✓	86.21%	[+3.20] ✓	

The 95% confidence interval (CI) and the number of valid responses (n, or measure denominator) are provided for the current-year measure rate only. Statistically significant differences between the current-year rate and the comparison rate are marked with a checkmark (✓) symbol.

Unofficial Health Plan Ratings were estimated by CSS based on the prior-year (2023, or MY 2022) NCQA Quality Compass national benchmarks. The official 2024 Health Plan Ratings, based on the current-year (2024, or MY 2023) national benchmarks, will be posted by NCQA on the Health Plan Report Card website in September of 2024.

"No data" indicates that the survey was not conducted or the result is not available for comparison.

APPENDIX C. CROSS-TABULATIONS

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Patient Experience Measures

	Reportable Rates			Estimated Health Plan Rating (HPR)	
	2023 NCQA Quality Compass Average, All LOBs	2024 CSS Average	Plan Rate	Percentile	Stars
			2024		
Consumer Satisfaction					3.5
Getting Care					3.0
Getting Needed Care	82.71%	82.31%	81.10%	33rd	3.0
Getting Care Quickly	85.46%	85.91%	87.86%	33rd	3.0
Satisfaction with Plan Physicians					3.0
Rating of Personal Doctor	75.63%	75.52%	77.61%	33rd	3.0
Satisfaction with Plan Services					4.0
Rating of All Health Care	68.33%	69.70%	71.08%	67th	4.0
Rating of Health Plan	70.87%	70.52%	76.47%	67th	4.0
Non-HPR Measures					
Rating of Specialist Seen Most Often	71.07%	71.26%	74.59%		
Coordination of Care	83.81%	83.09%	85.51%		
How Well Doctors Communicate	93.62%	92.86%	94.21%		
Customer Service	87.64%	87.56%	88.56%		

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Note: The official Health Plan Ratings (HPR) scores will be released by NCQA in September 2024 using current year (2024 or MY 2023) benchmarks. The results presented in this report use the 2023 benchmarks (MY 2022) released by NCQA to estimate the MY 2023 HPR; therefore the HPR scores presented in this report should be treated as estimates. Results are presented for NCQA's top-box rates (% 9+10 or % Usually+Always). At least 100 valid responses must be collected for a measure to be reportable by NCQA. A lighter display is used to indicate that a result is not reportable by NCQA due to insufficient denominator (fewer than 100 responses). In such cases, CSS calculates measure results only for internal plan reporting.

Question 3

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

Base: All respondents

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,712	610	143	276	177	316	278	392	196	272	45	223	63	523	323	162	92
Number missing or multiple answer	109	10	2	5	3	6	4	8	2	5	0	2	1	9	6	3	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,603 98.7%	600 98.4%	141 98.6%	271 98.2%	174 98.3%	310 98.1%	274 98.6%	384 98.0%	194 99.0%	267 98.2%	45 100.0%	221 99.1%	62 98.4%	514 98.3%	317 98.1%	159 98.1%	91 98.9%
Yes	2,616 30.4%	195 32.5%	45 31.9%	80 29.5%	63 36.2%	116 37.4%	71 25.9%	120 31.3%	66 34.0%	97 36.3%	17 37.8%	64 29.0%	20 32.3%	169 32.9%	85 26.8%	63 39.6%	37 40.7%
No	5,987 69.6%	405 67.5%	96 68.1%	191 70.5%	111 63.8%	194 62.6%	203 74.1%	264 68.8%	128 66.0%	170 63.7%	28 62.2%	157 71.0%	42 67.7%	345 67.1%	232 73.2%	96 60.4%	54 59.3%
Significantly different from column:*						G	F								PQ	O	O

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

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Question 3

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

Base: All respondents

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	8,712	610	175	350	66	10	176	14	427	133	39	397	126	74
Number missing or multiple answer	109	10	1	5	4	1	7	0	3	2	5	4	3	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,603 98.7%	600 98.4%	174 99.4%	345 98.6%	62 93.9%	9 90.0%	169 96.0%	14 100.0%	424 99.3%	131 98.5%	34 87.2%	393 99.0%	123 97.6%	71 95.9%
Yes	2,616 30.4%	195 32.5%	26 14.9%	125 36.2%	40 64.5%	4 44.4%	80 47.3%	12 85.7%	126 29.7%	45 34.4%	20 58.8%	119 30.3%	40 32.5%	31 43.7%
No	5,987 69.6%	405 67.5%	148 85.1%	220 63.8%	22 35.5%	5 55.6%	89 52.7%	2 14.3%	298 70.3%	86 65.6%	14 41.2%	274 69.7%	83 67.5%	40 56.3%
Significantly different from column:*			DE	CE	CD		H	G	K	K	IJ	N		L

NA - Not applicable

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

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

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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 needed care right away (Q3)

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	2,616	195	45	80	63	116	71	120	66	97	17	64	20	169	85	63	37
Number missing or multiple answer	34	3	0	1	1	1	1	1	1	1	2	0	0	3	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,582	192	45	79	62	115	70	119	65	96	15	64	20	166	83	63	37
	98.7%	98.5%	100.0%	98.8%	98.4%	99.1%	98.6%	99.2%	98.5%	99.0%	88.2%	100.0%	100.0%	98.2%	97.6%	100.0%	100.0%
Never	43	2	0	1	0	0	1	1	0	1	0	0	0	1	1	0	0
	1.7%	1.0%	0.0%	1.3%	0.0%	0.0%	1.4%	0.8%	0.0%	1.0%	0.0%	0.0%	0.0%	0.6%	1.2%	0.0%	0.0%
Sometimes	229	12	4	6	2	8	4	7	4	4	2	4	1	11	8	4	0
	8.9%	6.3%	8.9%	7.6%	3.2%	7.0%	5.7%	5.9%	6.2%	4.2%	13.3%	6.3%	5.0%	6.6%	9.6%	6.3%	0.0%
Usually	350	37	10	13	14	21	16	21	16	19	2	15	1	36	13	11	12
	13.6%	19.3%	22.2%	16.5%	22.6%	18.3%	22.9%	17.6%	24.6%	19.8%	13.3%	23.4%	5.0%	21.7%	15.7%	17.5%	32.4%
Always	1,960	141	31	59	46	86	49	90	45	72	11	45	18	118	61	48	25
	75.9%	73.4%	68.9%	74.7%	74.2%	74.8%	70.0%	75.6%	69.2%	75.0%	73.3%	70.3%	90.0%	71.1%	73.5%	76.2%	67.6%
Significantly different from column:*																	
Usually or Always	2,310	178	41	72	60	107	65	111	61	91	13	60	19	154	74	59	37
	89.5%	92.7%	91.1%	91.1%	96.8%	93.0%	92.9%	93.3%	93.8%	94.8%	86.7%	93.8%	95.0%	92.8%	89.2%	93.7%	100.0%
Significantly different from column:*																	

NA - Not applicable

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

Mercy Care

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

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 needed care right away (Q3)

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	2,616	195	26	125	40	4	80	12	126	45	20	119	40	31
Number missing or multiple answer	34	3	0	2	0	0	1	0	2	0	1	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,582	192	26	123	40	4	79	12	124	45	19	117	40	31
	98.7%	98.5%	100.0%	98.4%	100.0%	100.0%	98.8%	100.0%	98.4%	100.0%	95.0%	98.3%	100.0%	100.0%
Never	43	2	2	0	0	1	0	0	1	0	1	1	0	1
	1.7%	1.0%	7.7%	0.0%	0.0%	25.0%	0.0%	0.0%	0.8%	0.0%	5.3%	0.9%	0.0%	3.2%
Sometimes	229	12	2	7	3	0	5	1	7	3	2	6	4	2
	8.9%	6.3%	7.7%	5.7%	7.5%	0.0%	6.3%	8.3%	5.6%	6.7%	10.5%	5.1%	10.0%	6.5%
Usually	350	37	2	24	11	0	13	6	19	14	4	14	13	10
	13.6%	19.3%	7.7%	19.5%	27.5%	0.0%	16.5%	50.0%	15.3%	31.1%	21.1%	12.0%	32.5%	32.3%
Always	1,960	141	20	92	26	3	61	5	97	28	12	96	23	18
	75.9%	73.4%	76.9%	74.8%	65.0%	75.0%	77.2%	41.7%	78.2%	62.2%	63.2%	82.1%	57.5%	58.1%
Significantly different from column:*									J	I		MN	L	L
Usually or Always	2,310	178	22	116	37	3	74	11	116	42	16	110	36	28
	89.5%	92.7%	84.6%	94.3%	92.5%	75.0%	93.7%	91.7%	93.5%	93.3%	84.2%	94.0%	90.0%	90.3%
Significantly different from column:*														

NA - Not applicable

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

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

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,712	610	143	276	177	316	278	392	196	272	45	223	63	523	323	162	92
Number missing or multiple answer	96	4	1	3	0	2	2	3	1	2	0	1	0	4	2	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,616 98.9%	606 99.3%	142 99.3%	273 98.9%	177 100.0%	314 99.4%	276 99.3%	389 99.2%	195 99.5%	270 99.3%	45 100.0%	222 99.6%	63 100.0%	519 99.2%	321 99.4%	162 100.0%	91 98.9%
Yes	5,446 63.2%	426 70.3%	109 76.8%	190 69.6%	119 67.2%	220 70.1%	197 71.4%	274 70.4%	139 71.3%	201 74.4%	29 64.4%	155 69.8%	42 66.7%	372 71.7%	223 69.5%	114 70.4%	70 76.9%
No	3,170 36.8%	180 29.7%	33 23.2%	83 30.4%	58 32.8%	94 29.9%	79 28.6%	115 29.6%	56 28.7%	69 25.6%	16 35.6%	67 30.2%	21 33.3%	147 28.3%	98 30.5%	48 29.6%	21 23.1%
Significantly different from column:*		A															

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

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

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	8,712	610	175	350	66	10	176	14	427	133	39	397	126	74
Number missing or multiple answer	96	4	2	0	1	0	1	0	3	1	0	3	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,616 98.9%	606 99.3%	173 98.9%	350 100.0%	65 98.5%	10 100.0%	175 99.4%	14 100.0%	424 99.3%	132 99.2%	39 100.0%	394 99.2%	125 99.2%	74 100.0%
Yes	5,446 63.2%	426 70.3%	56 32.4%	293 83.7%	62 95.4%	7 70.0%	157 89.7%	13 92.9%	291 68.6%	98 74.2%	32 82.1%	273 69.3%	97 77.6%	50 67.6%
No	3,170 36.8%	180 29.7%	117 67.6%	57 16.3%	3 4.6%	3 30.0%	18 10.3%	1 7.1%	133 31.4%	34 25.8%	7 17.9%	121 30.7%	28 22.4%	24 32.4%
Significantly different from column:*			DE	CE	CD									

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

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 a check-up or routine care (Q5)

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	5,446	426	109	190	119	220	197	274	139	201	29	155	42	372	223	114	70
Number missing or multiple answer	103	8	1	5	2	5	3	3	4	4	1	2	2	6	5	0	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,343 98.1%	418 98.1%	108 99.1%	185 97.4%	117 98.3%	215 97.7%	194 98.5%	271 98.9%	135 97.1%	197 98.0%	28 96.6%	153 98.7%	40 95.2%	366 98.4%	218 97.8%	114 100.0%	67 95.7%
Never	98 1.8%	8 1.9%	1 0.9%	5 2.7%	1 0.9%	2 0.9%	5 2.6%	3 1.1%	4 3.0%	3 1.5%	0 0.0%	4 2.6%	1 2.5%	6 1.6%	2 0.9%	2 1.8%	3 4.5%
Sometimes	845 15.8%	63 15.1%	8 7.4%	33 17.8%	21 17.9%	34 15.8%	28 14.4%	38 14.0%	23 17.0%	23 11.7%	5 17.9%	31 20.3%	8 20.0%	53 14.5%	35 16.1%	15 13.2%	10 14.9%
Usually	1,052 19.7%	98 23.4%	26 24.1%	43 23.2%	28 23.9%	53 24.7%	44 22.7%	57 21.0%	40 29.6%	47 23.9%	4 14.3%	35 22.9%	8 20.0%	87 23.8%	52 23.9%	24 21.1%	16 23.9%
Always	3,348 62.7%	249 59.6%	73 67.6%	104 56.2%	67 57.3%	126 58.6%	117 60.3%	173 63.8%	68 50.4%	124 62.9%	19 67.9%	83 54.2%	23 57.5%	220 60.1%	129 59.2%	73 64.0%	38 56.7%
Significantly different from column:*								I	H								
Usually or Always	4,400 82.4%	347 83.0%	99 91.7%	147 79.5%	95 81.2%	179 83.3%	161 83.0%	230 84.9%	108 80.0%	171 86.8%	23 82.1%	118 77.1%	31 77.5%	307 83.9%	181 83.0%	97 85.1%	54 80.6%
Significantly different from column:*			DE	C	C					L	J						

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

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 a check-up or routine care (Q5)

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	5,446	426	56	293	62	7	157	13	291	98	32	273	97	50
Number missing or multiple answer	103	8	3	5	0	0	4	0	5	2	1	4	3	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,343 98.1%	418 98.1%	53 94.6%	288 98.3%	62 100.0%	7 100.0%	153 97.5%	13 100.0%	286 98.3%	96 98.0%	31 96.9%	269 98.5%	94 96.9%	49 98.0%
Never	98 1.8%	8 1.9%	3 5.7%	4 1.4%	1 1.6%	1 14.3%	1 0.7%	0 0.0%	4 1.4%	3 3.1%	1 3.2%	4 1.5%	2 2.1%	2 4.1%
Sometimes	845 15.8%	63 15.1%	13 24.5%	44 15.3%	5 8.1%	0 0.0%	23 15.0%	1 7.7%	42 14.7%	18 18.8%	3 9.7%	44 16.4%	13 13.8%	5 10.2%
Usually	1,052 19.7%	98 23.4%	7 13.2%	73 25.3%	17 27.4%	3 42.9%	40 26.1%	7 53.8%	54 18.9%	33 34.4%	10 32.3%	51 19.0%	29 30.9%	17 34.7%
Always	3,348 62.7%	249 59.6%	30 56.6%	167 58.0%	39 62.9%	3 42.9%	89 58.2%	5 38.5%	186 65.0%	42 43.8%	17 54.8%	170 63.2%	50 53.2%	25 51.0%
Significantly different from column:*									J	I				
Usually or Always	4,400 82.4%	347 83.0%	37 69.8%	240 83.3%	56 90.3%	6 85.7%	129 84.3%	12 92.3%	240 83.9%	75 78.1%	27 87.1%	221 82.2%	79 84.0%	42 85.7%
Significantly different from column:*			DE	C	C									

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

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

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,712	610	143	276	177	316	278	392	196	272	45	223	63	523	323	162	92
Number missing or multiple answer	296	19	6	9	3	8	10	13	4	3	1	10	4	14	0	2	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	8,416	591	137	267	174	308	268	379	192	269	44	213	59	509	309	162	90
	96.6%	96.9%	95.8%	96.7%	98.3%	97.5%	96.4%	96.7%	98.0%	98.9%	97.8%	95.5%	93.7%	97.3%	95.7%	100.0%	97.8%
None	2,979	175	33	78	59	95	73	111	53	69	16	63	23	143	102	40	21
	35.4%	29.6%	24.1%	29.2%	33.9%	30.8%	27.2%	29.3%	27.6%	25.7%	36.4%	29.6%	39.0%	28.1%	33.0%	24.7%	23.3%
1 time	1,759	138	20	71	43	68	66	96	39	59	11	56	10	124	69	37	27
	20.9%	23.4%	14.6%	26.6%	24.7%	22.1%	24.6%	25.3%	20.3%	21.9%	25.0%	26.3%	16.9%	24.4%	22.3%	22.8%	30.0%
2	1,446	97	29	36	31	51	45	59	35	46	5	35	14	77	55	24	11
	17.2%	16.4%	21.2%	13.5%	17.8%	16.6%	16.8%	15.6%	18.2%	17.1%	11.4%	16.4%	23.7%	15.1%	17.8%	14.8%	12.2%
3	931	65	18	25	20	29	34	43	20	31	3	24	7	56	31	23	9
	11.1%	11.0%	13.1%	9.4%	11.5%	9.4%	12.7%	11.3%	10.4%	11.5%	6.8%	11.3%	11.9%	11.0%	10.0%	14.2%	10.0%
4	548	50	20	24	5	24	25	27	22	28	3	15	4	45	22	18	8
	6.5%	8.5%	14.6%	9.0%	2.9%	7.8%	9.3%	7.1%	11.5%	10.4%	6.8%	7.0%	6.8%	8.8%	7.1%	11.1%	8.9%
5 to 9	561	48	12	26	10	30	18	34	14	26	3	16	1	46	23	15	9
	6.7%	8.1%	8.8%	9.7%	5.7%	9.7%	6.7%	9.0%	7.3%	9.7%	6.8%	7.5%	1.7%	9.0%	7.4%	9.3%	10.0%
10 or more times	192	18	5	7	6	11	7	9	9	10	3	4	0	18	7	5	5
	2.3%	3.0%	3.6%	2.6%	3.4%	3.6%	2.6%	2.4%	4.7%	3.7%	6.8%	1.9%	0.0%	3.5%	2.3%	3.1%	5.6%
5 or more times	753	66	17	33	16	41	25	43	23	36	6	20	1	64	30	20	14
	8.9%	11.2%	12.4%	12.4%	9.2%	13.3%	9.3%	11.3%	12.0%	13.4%	13.6%	9.4%	1.7%	12.6%	9.7%	12.3%	15.6%
Significantly different from column:*													N	M			

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

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

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	8,712	610	175	350	66	10	176	14	427	133	39	397	126	74
Number missing or multiple answer	296	19	0	0	0	2	4	0	13	4	1	9	6	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,416 96.6%	591 96.9%	175 100.0%	350 100.0%	66 100.0%	8 80.0%	172 97.7%	14 100.0%	414 97.0%	129 97.0%	38 97.4%	388 97.7%	120 95.2%	73 98.6%
None	2,979 35.4%	175 29.6%	175 100.0%	0 0.0%	0 0.0%	2 25.0%	17 9.9%	1 7.1%	130 31.4%	36 27.9%	6 15.8%	124 32.0%	29 24.2%	19 26.0%
1 time	1,759 20.9%	138 23.4%	0 0.0%	138 39.4%	0 0.0%	2 25.0%	30 17.4%	0 0.0%	105 25.4%	26 20.2%	5 13.2%	95 24.5%	29 24.2%	12 16.4%
2	1,446 17.2%	97 16.4%	0 0.0%	97 27.7%	0 0.0%	2 25.0%	33 19.2%	2 14.3%	68 16.4%	19 14.7%	8 21.1%	52 13.4%	29 24.2%	14 19.2%
3	931 11.1%	65 11.0%	0 0.0%	65 18.6%	0 0.0%	1 12.5%	30 17.4%	2 14.3%	48 11.6%	13 10.1%	2 5.3%	50 12.9%	7 5.8%	6 8.2%
4	548 6.5%	50 8.5%	0 0.0%	50 14.3%	0 0.0%	1 12.5%	27 15.7%	0 0.0%	29 7.0%	16 12.4%	4 10.5%	32 8.2%	10 8.3%	7 9.6%
5 to 9	561 6.7%	48 8.1%	0 0.0%	0 0.0%	48 72.7%	0 0.0%	25 14.5%	4 28.6%	28 6.8%	12 9.3%	8 21.1%	24 6.2%	14 11.7%	10 13.7%
10 or more times	192 2.3%	18 3.0%	0 0.0%	0 0.0%	18 27.3%	0 0.0%	10 5.8%	5 35.7%	6 1.4%	7 5.4%	5 13.2%	11 2.8%	2 1.7%	5 6.8%
5 or more times	753 8.9%	66 11.2%	0 0.0%	0 0.0%	66 100.0%	0 0.0%	35 20.3%	9 64.3%	34 8.2%	19 14.7%	13 34.2%	35 9.0%	16 13.3%	15 20.5%
Significantly different from column:*			E	E	CD				J	IK	J	N		L

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 8

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 to get care (Q7)

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	5,437	416	104	189	115	213	195	268	139	200	28	150	36	366	207	122	69
Number missing or multiple answer	34	1	0	0	1	1	0	1	0	0	0	1	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,403 99.4%	415 99.8%	104 100.0%	189 100.0%	114 99.1%	212 99.5%	195 100.0%	267 99.6%	139 100.0%	200 100.0%	28 100.0%	149 99.3%	36 100.0%	365 99.7%	206 99.5%	122 100.0%	69 100.0%
0 Worst health care possible	8 0.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
1	15 0.3%	4 1.0%	0 0.0%	4 2.1%	0 0.0%	1 0.5%	3 1.5%	2 0.7%	1 0.7%	2 1.0%	0 0.0%	1 0.7%	0 0.0%	3 0.8%	2 1.0%	1 0.8%	0 0.0%
2	13 0.2%	1 0.2%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	1 0.5%	1 0.4%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	1 0.3%	1 0.5%	0 0.0%	0 0.0%
3	28 0.5%	3 0.7%	0 0.0%	3 1.6%	0 0.0%	2 0.9%	1 0.5%	2 0.7%	1 0.7%	1 0.5%	0 0.0%	2 1.3%	0 0.0%	3 0.8%	2 1.0%	1 0.8%	0 0.0%
4	29 0.5%	4 1.0%	1 1.0%	1 0.5%	2 1.8%	2 0.9%	2 1.0%	3 1.1%	1 0.7%	1 0.5%	0 0.0%	3 2.0%	0 0.0%	4 1.1%	2 1.0%	0 0.0%	1 1.4%
5	132 2.4%	8 1.9%	1 1.0%	4 2.1%	3 2.6%	4 1.9%	4 2.1%	3 1.1%	5 3.6%	4 2.0%	0 0.0%	4 2.7%	0 0.0%	8 2.2%	4 1.9%	2 1.6%	2 2.9%
6	135 2.5%	10 2.4%	4 3.8%	4 2.1%	1 0.9%	5 2.4%	4 2.1%	6 2.2%	3 2.2%	4 2.0%	0 0.0%	4 2.7%	0 0.0%	9 2.5%	4 1.9%	3 2.5%	2 2.9%
7	367 6.8%	29 7.0%	6 5.8%	16 8.5%	7 6.1%	16 7.5%	13 6.7%	16 6.0%	13 9.4%	11 5.5%	4 14.3%	13 8.7%	3 8.3%	25 6.8%	11 5.3%	9 7.4%	8 11.6%
8	910 16.8%	61 14.7%	19 18.3%	26 13.8%	14 12.3%	31 14.6%	28 14.4%	32 12.0%	27 19.4%	31 15.5%	1 3.6%	21 14.1%	3 8.3%	55 15.1%	21 10.2%	24 19.7%	12 17.4%
9	958 17.7%	66 15.9%	13 12.5%	26 13.8%	25 21.9%	38 17.9%	26 13.3%	43 16.1%	21 15.1%	35 17.5%	4 14.3%	22 14.8%	8 22.2%	57 15.6%	35 17.0%	17 13.9%	12 17.4%
10 Best health care possible	2,808 52.0%	229 55.2%	60 57.7%	104 55.0%	62 54.4%	113 53.3%	113 57.9%	159 59.6%	67 48.2%	110 55.0%	19 67.9%	79 53.0%	22 61.1%	200 54.8%	124 60.2%	65 53.3%	32 46.4%

NA - Not applicable

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 8

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 to get care (Q7)

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	5,437	416	0	350	66	6	155	13	284	93	32	264	91	54
Number missing or multiple answer	34	1	0	1	0	0	0	0	0	1	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,403 99.4%	415 99.8%	0 ---	349 99.7%	66 100.0%	6 100.0%	155 100.0%	13 100.0%	284 100.0%	92 98.9%	32 100.0%	264 100.0%	90 98.9%	54 100.0%
0 Worst health care possible	8 0.1%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
1	15 0.3%	4 1.0%	0 ---	4 1.1%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	2 0.7%	1 1.1%	0 0.0%	2 0.8%	1 1.1%	0 0.0%
2	13 0.2%	1 0.2%	0 ---	1 0.3%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	1 0.4%	0 0.0%	0 0.0%	1 0.4%	0 0.0%	0 0.0%
3	28 0.5%	3 0.7%	0 ---	3 0.9%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	1 1.1%	2 6.3%	2 0.8%	0 0.0%	1 1.9%
4	29 0.5%	4 1.0%	0 ---	3 0.9%	1 1.5%	0 0.0%	1 0.6%	1 7.7%	1 0.4%	2 2.2%	1 3.1%	0 0.0%	4 4.4%	0 0.0%
5	132 2.4%	8 1.9%	0 ---	7 2.0%	1 1.5%	0 0.0%	4 2.6%	1 7.7%	3 1.1%	4 4.3%	1 3.1%	5 1.9%	1 1.1%	2 3.7%
6	135 2.5%	10 2.4%	0 ---	7 2.0%	3 4.5%	1 16.7%	2 1.3%	1 7.7%	4 1.4%	5 5.4%	0 0.0%	5 1.9%	3 3.3%	1 1.9%
7	367 6.8%	29 7.0%	0 ---	26 7.4%	3 4.5%	0 0.0%	14 9.0%	0 0.0%	16 5.6%	10 10.9%	3 9.4%	12 4.5%	10 11.1%	7 13.0%
8	910 16.8%	61 14.7%	0 ---	46 13.2%	15 22.7%	1 16.7%	22 14.2%	4 30.8%	36 12.7%	16 17.4%	7 21.9%	32 12.1%	12 13.3%	15 27.8%
9	958 17.7%	66 15.9%	0 ---	57 16.3%	9 13.6%	2 33.3%	25 16.1%	1 7.7%	42 14.8%	14 15.2%	9 28.1%	35 13.3%	15 16.7%	15 27.8%
10 Best health care possible	2,808 52.0%	229 55.2%	0 ---	195 55.9%	34 51.5%	2 33.3%	84 54.2%	5 38.5%	179 63.0%	39 42.4%	9 28.1%	170 64.4%	44 48.9%	13 24.1%

NA - Not applicable

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 8

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 to get care (Q7)

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	5,437	416	104	189	115	213	195	268	139	200	28	150	36	366	207	122	69
Number missing or multiple answer	34	1	0	0	1	1	0	1	0	0	0	1	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,403 99.4%	415 99.8%	104 100.0%	189 100.0%	114 99.1%	212 99.5%	195 100.0%	267 99.6%	139 100.0%	200 100.0%	28 100.0%	149 99.3%	36 100.0%	365 99.7%	206 99.5%	122 100.0%	69 100.0%
0 to 4	93 1.7%	12 2.9%	1 1.0%	9 4.8%	2 1.8%	5 2.4%	7 3.6%	8 3.0%	3 2.2%	5 2.5%	0 0.0%	6 4.0%	0 0.0%	11 3.0%	7 3.4%	2 1.6%	1 1.4%
5	132 2.4%	8 1.9%	1 1.0%	4 2.1%	3 2.6%	4 1.9%	4 2.1%	3 1.1%	5 3.6%	4 2.0%	0 0.0%	4 2.7%	0 0.0%	8 2.2%	4 1.9%	2 1.6%	2 2.9%
6 to 7	502 9.3%	39 9.4%	10 9.6%	20 10.6%	8 7.0%	21 9.9%	17 8.7%	22 8.2%	16 11.5%	15 7.5%	4 14.3%	17 11.4%	3 8.3%	34 9.3%	15 7.3%	12 9.8%	10 14.5%
8 to 10	4,676 86.5%	356 85.8%	92 88.5%	156 82.5%	101 88.6%	182 85.8%	167 85.6%	234 87.6%	115 82.7%	176 88.0%	24 85.7%	122 81.9%	33 91.7%	312 85.5%	180 87.4%	106 86.9%	56 81.2%
Significantly different from column:*																	
0 to 6	360 6.7%	30 7.2%	6 5.8%	17 9.0%	6 5.3%	14 6.6%	15 7.7%	17 6.4%	11 7.9%	13 6.5%	0 0.0%	14 9.4%	0 0.0%	28 7.7%	15 7.3%	7 5.7%	5 7.2%
7 to 8	1,277 23.6%	90 21.7%	25 24.0%	42 22.2%	21 18.4%	47 22.2%	41 21.0%	48 18.0%	40 28.8%	42 21.0%	5 17.9%	34 22.8%	6 16.7%	80 21.9%	32 15.5%	33 27.0%	20 29.0%
9 to 10	3,766 69.7%	295 71.1%	73 70.2%	130 68.8%	87 76.3%	151 71.2%	139 71.3%	202 75.7%	88 63.3%	145 72.5%	23 82.1%	101 67.8%	30 83.3%	257 70.4%	159 77.2%	82 67.2%	44 63.8%
Significantly different from column:*								I	H						PQ	O	O

NA - Not applicable

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

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 8

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 to get care (Q7)

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	5,437	416	0	350	66	6	155	13	284	93	32	264	91	54
Number missing or multiple answer	34	1	0	1	0	0	0	0	0	1	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,403 99.4%	415 99.8%	0 ---	349 99.7%	66 100.0%	6 100.0%	155 100.0%	13 100.0%	284 100.0%	92 98.9%	32 100.0%	264 100.0%	90 98.9%	54 100.0%
0 to 4	93 1.7%	12 2.9%	0 ---	11 3.2%	1 1.5%	0 0.0%	4 2.6%	1 7.7%	4 1.4%	4 4.3%	3 9.4%	5 1.9%	5 5.6%	1 1.9%
5	132 2.4%	8 1.9%	0 ---	7 2.0%	1 1.5%	0 0.0%	4 2.6%	1 7.7%	3 1.1%	4 4.3%	1 3.1%	5 1.9%	1 1.1%	2 3.7%
6 to 7	502 9.3%	39 9.4%	0 ---	33 9.5%	6 9.1%	1 16.7%	16 10.3%	1 7.7%	20 7.0%	15 16.3%	3 9.4%	17 6.4%	13 14.4%	8 14.8%
8 to 10	4,676 86.5%	356 85.8%	0 ---	298 85.4%	58 87.9%	5 83.3%	131 84.5%	10 76.9%	257 90.5%	69 75.0%	25 78.1%	237 89.8%	71 78.9%	43 79.6%
Significantly different from column:*									J	I		MN	L	L
0 to 6	360 6.7%	30 7.2%	0 ---	25 7.2%	5 7.6%	1 16.7%	10 6.5%	3 23.1%	11 3.9%	13 14.1%	4 12.5%	15 5.7%	9 10.0%	4 7.4%
7 to 8	1,277 23.6%	90 21.7%	0 ---	72 20.6%	18 27.3%	1 16.7%	36 23.2%	4 30.8%	52 18.3%	26 28.3%	10 31.3%	44 16.7%	22 24.4%	22 40.7%
9 to 10	3,766 69.7%	295 71.1%	0 ---	252 72.2%	43 65.2%	4 66.7%	109 70.3%	6 46.2%	221 77.8%	53 57.6%	18 56.3%	205 77.7%	59 65.6%	28 51.9%
Significantly different from column:*									JK	I	I	MN	L	L

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 9

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 to get care (Q7)

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	5,437	416	104	189	115	213	195	268	139	200	28	150	36	366	207	122	69
Number missing or multiple answer	36	1	1	0	0	0	1	1	0	0	0	1	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,401 99.3%	415 99.8%	103 99.0%	189 100.0%	115 100.0%	213 100.0%	194 99.5%	267 99.6%	139 100.0%	200 100.0%	28 100.0%	149 99.3%	36 100.0%	365 99.7%	206 99.5%	122 100.0%	69 100.0%
Never	83 1.5%	10 2.4%	0 0.0%	9 4.8%	1 0.9%	5 2.3%	5 2.6%	8 3.0%	2 1.4%	2 1.0%	0 0.0%	7 4.7%	0 0.0%	10 2.7%	8 3.9%	1 0.8%	1 1.4%
Sometimes	545 10.1%	38 9.2%	7 6.8%	17 9.0%	12 10.4%	22 10.3%	14 7.2%	17 6.4%	19 13.7%	20 10.0%	2 7.1%	14 9.4%	3 8.3%	33 9.0%	16 7.8%	11 9.0%	8 11.6%
Usually	1,265 23.4%	113 27.2%	30 29.1%	50 26.5%	32 27.8%	58 27.2%	54 27.8%	63 23.6%	48 34.5%	55 27.5%	9 32.1%	37 24.8%	13 36.1%	96 26.3%	51 24.8%	35 28.7%	20 29.0%
Always	3,508 65.0%	254 61.2%	66 64.1%	113 59.8%	70 60.9%	128 60.1%	121 62.4%	179 67.0%	70 50.4%	123 61.5%	17 60.7%	91 61.1%	20 55.6%	226 61.9%	131 63.6%	75 61.5%	40 58.0%
Significantly different from column:*								I	H								
Usually or Always	4,773 88.4%	367 88.4%	96 93.2%	163 86.2%	102 88.7%	186 87.3%	175 90.2%	242 90.6%	118 84.9%	178 89.0%	26 92.9%	128 85.9%	33 91.7%	322 88.2%	182 88.3%	110 90.2%	60 87.0%
Significantly different from column:*																	

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 9

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 to get care (Q7)

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	5,437	416	0	350	66	6	155	13	284	93	32	264	91	54
Number missing or multiple answer	36	1	0	1	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
Usable responses	5,401 99.3%	415 99.8%	0 ---	349 99.7%	66 100.0%	6 100.0%	155 100.0%	13 100.0%	283 99.6%	93 100.0%	32 100.0%	263 99.6%	91 100.0%	54 100.0%
Never	83 1.5%	10 2.4%	0 ---	10 2.9%	0 0.0%	0 0.0%	3 1.9%	0 0.0%	5 1.8%	4 4.3%	1 3.1%	7 2.7%	1 1.1%	2 3.7%
Sometimes	545 10.1%	38 9.2%	0 ---	33 9.5%	5 7.6%	1 16.7%	17 11.0%	3 23.1%	19 6.7%	12 12.9%	5 15.6%	18 6.8%	13 14.3%	5 9.3%
Usually	1,265 23.4%	113 27.2%	0 ---	94 26.9%	19 28.8%	3 50.0%	45 29.0%	7 53.8%	62 21.9%	35 37.6%	15 46.9%	58 22.1%	31 34.1%	23 42.6%
Always	3,508 65.0%	254 61.2%	0 ---	212 60.7%	42 63.6%	2 33.3%	90 58.1%	3 23.1%	197 69.6%	42 45.2%	11 34.4%	180 68.4%	46 50.5%	24 44.4%
Significantly different from column:*							H	G	JK	I	I	MN	L	L
Usually or Always	4,773 88.4%	367 88.4%	0 ---	306 87.7%	61 92.4%	5 83.3%	135 87.1%	10 76.9%	259 91.5%	77 82.8%	26 81.3%	238 90.5%	77 84.6%	47 87.0%
Significantly different from column:*									J	I				

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 10

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

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,712	610	143	276	177	316	278	392	196	272	45	223	63	523	323	162	92
Number missing or multiple answer	90	1	0	1	0	0	1	0	1	0	1	0	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,622	609	143	275	177	316	277	392	195	272	44	223	63	522	322	162	92
	99.0%	99.8%	100.0%	99.6%	100.0%	100.0%	99.6%	100.0%	99.5%	100.0%	97.8%	100.0%	100.0%	99.8%	99.7%	100.0%	100.0%
Yes	7,350	533	125	244	152	278	243	333	182	245	36	190	54	460	267	150	89
	85.2%	87.5%	87.4%	88.7%	85.9%	88.0%	87.7%	84.9%	93.3%	90.1%	81.8%	85.2%	85.7%	88.1%	82.9%	92.6%	96.7%
No	1,272	76	18	31	25	38	34	59	13	27	8	33	9	62	55	12	3
	14.8%	12.5%	12.6%	11.3%	14.1%	12.0%	12.3%	15.1%	6.7%	9.9%	18.2%	14.8%	14.3%	11.9%	17.1%	7.4%	3.3%
Significantly different from column:*								I	H						PQ	O	O

NA - Not applicable

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

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 10

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

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	8,712	610	175	350	66	10	176	14	427	133	39	397	126	74
Number missing or multiple answer	90	1	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
Usable responses	8,622 99.0%	609 99.8%	174 99.4%	350 100.0%	66 100.0%	10 100.0%	176 100.0%	14 100.0%	426 99.8%	133 100.0%	39 100.0%	396 99.7%	126 100.0%	74 100.0%
Yes	7,350 85.2%	533 87.5%	139 79.9%	312 89.1%	64 97.0%	9 90.0%	169 96.0%	13 92.9%	372 87.3%	117 88.0%	35 89.7%	345 87.1%	107 84.9%	70 94.6%
No	1,272 14.8%	76 12.5%	35 20.1%	38 10.9%	2 3.0%	1 10.0%	7 4.0%	1 7.1%	54 12.7%	16 12.0%	4 10.3%	51 12.9%	19 15.1%	4 5.4%
Significantly different from column:*			DE	CE	CD								N	M

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 11

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 (Q10)

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	7,350	533	125	244	152	278	243	333	182	245	36	190	54	460	267	150	89
Number missing or multiple answer	163	10	2	4	4	6	4	7	2	2	1	4	1	9	6	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,187 97.8%	523 98.1%	123 98.4%	240 98.4%	148 97.4%	272 97.8%	239 98.4%	326 97.9%	180 98.9%	243 99.2%	35 97.2%	186 97.9%	53 98.1%	451 98.0%	261 97.8%	149 99.3%	88 98.9%
None	1,860 25.9%	133 25.4%	20 16.3%	68 28.3%	40 27.0%	69 25.4%	59 24.7%	78 23.9%	47 26.1%	57 23.5%	12 34.3%	45 24.2%	15 28.3%	110 24.4%	62 23.8%	34 22.8%	27 30.7%
1 time	2,375 33.0%	164 31.4%	26 21.1%	77 32.1%	57 38.5%	83 30.5%	77 32.2%	98 30.1%	62 34.4%	80 32.9%	10 28.6%	58 31.2%	12 22.6%	147 32.6%	75 28.7%	47 31.5%	35 39.8%
2	1,404 19.5%	98 18.7%	38 30.9%	37 15.4%	22 14.9%	51 18.8%	46 19.2%	64 19.6%	32 17.8%	48 19.8%	4 11.4%	39 21.0%	14 26.4%	80 17.7%	55 21.1%	32 21.5%	6 6.8%
3	731 10.2%	54 10.3%	10 8.1%	27 11.3%	16 10.8%	29 10.7%	24 10.0%	35 10.7%	17 9.4%	22 9.1%	4 11.4%	20 10.8%	4 7.5%	49 10.9%	32 12.3%	15 10.1%	6 6.8%
4	358 5.0%	36 6.9%	15 12.2%	18 7.5%	3 2.0%	20 7.4%	16 6.7%	27 8.3%	9 5.0%	14 5.8%	2 5.7%	15 8.1%	4 7.5%	32 7.1%	17 6.5%	16 10.7%	3 3.4%
5 to 9	368 5.1%	31 5.9%	12 9.8%	10 4.2%	8 5.4%	16 5.9%	14 5.9%	20 6.1%	10 5.6%	17 7.0%	2 5.7%	8 4.3%	3 5.7%	27 6.0%	17 6.5%	5 3.4%	7 8.0%
10 or more times	91 1.3%	7 1.3%	2 1.6%	3 1.3%	2 1.4%	4 1.5%	3 1.3%	4 1.2%	3 1.7%	5 2.1%	1 2.9%	1 0.5%	1 1.9%	6 1.3%	3 1.1%	0 0.0%	4 4.5%
2 or more times	2,952 41.1%	226 43.2%	77 62.6%	95 39.6%	51 34.5%	120 44.1%	103 43.1%	150 46.0%	71 39.4%	106 43.6%	13 37.1%	83 44.6%	26 49.1%	194 43.0%	124 47.5%	68 45.6%	26 29.5%
Significantly different from column:*			DE	C	C										Q	Q	OP

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 11

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 (Q10)

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	7,350	533	139	312	64	9	169	13	372	117	35	345	107	70
Number missing or multiple answer	163	10	2	2	0	1	2	0	6	2	2	6	1	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,187 97.8%	523 98.1%	137 98.6%	310 99.4%	64 100.0%	8 88.9%	167 98.8%	13 100.0%	366 98.4%	115 98.3%	33 94.3%	339 98.3%	106 99.1%	68 97.1%
None	1,860 25.9%	133 25.4%	91 66.4%	35 11.3%	5 7.8%	3 37.5%	22 13.2%	1 7.7%	97 26.5%	28 24.3%	3 9.1%	92 27.1%	16 15.1%	19 27.9%
1 time	2,375 33.0%	164 31.4%	28 20.4%	122 39.4%	10 15.6%	2 25.0%	51 30.5%	1 7.7%	120 32.8%	35 30.4%	8 24.2%	103 30.4%	43 40.6%	17 25.0%
2	1,404 19.5%	98 18.7%	7 5.1%	75 24.2%	12 18.8%	0 0.0%	37 22.2%	3 23.1%	74 20.2%	17 14.8%	6 18.2%	68 20.1%	18 17.0%	11 16.2%
3	731 10.2%	54 10.3%	5 3.6%	44 14.2%	5 7.8%	2 25.0%	25 15.0%	1 7.7%	35 9.6%	16 13.9%	2 6.1%	36 10.6%	10 9.4%	7 10.3%
4	358 5.0%	36 6.9%	4 2.9%	26 8.4%	5 7.8%	0 0.0%	14 8.4%	0 0.0%	24 6.6%	8 7.0%	4 12.1%	23 6.8%	6 5.7%	7 10.3%
5 to 9	368 5.1%	31 5.9%	1 0.7%	7 2.3%	22 34.4%	1 12.5%	14 8.4%	6 46.2%	12 3.3%	9 7.8%	9 27.3%	12 3.5%	13 12.3%	5 7.4%
10 or more times	91 1.3%	7 1.3%	1 0.7%	1 0.3%	5 7.8%	0 0.0%	4 2.4%	1 7.7%	4 1.1%	2 1.7%	1 3.0%	5 1.5%	0 0.0%	2 2.9%
2 or more times	2,952 41.1%	226 43.2%	18 13.1%	153 49.4%	49 76.6%	3 37.5%	94 56.3%	11 84.6%	149 40.7%	52 45.2%	22 66.7%	144 42.5%	47 44.3%	32 47.1%
Significantly different from column:*			DE	CE	CD		H	G	K	K	IJ			

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 12

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 that personal doctor to get care (Q10 & Q11)

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	5,327	390	103	172	108	203	180	248	133	186	23	141	38	341	199	115	61
Number missing or multiple answer	20	1	0	0	1	1	0	1	0	1	0	0	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,307 99.6%	389 99.7%	103 100.0%	172 100.0%	107 99.1%	202 99.5%	180 100.0%	247 99.6%	133 100.0%	185 99.5%	23 100.0%	141 100.0%	38 100.0%	340 99.7%	198 99.5%	115 100.0%	61 100.0%
Never	72 1.4%	6 1.5%	1 1.0%	4 2.3%	1 0.9%	6 3.0%	0 0.0%	4 1.6%	2 1.5%	1 0.5%	0 0.0%	4 2.8%	2 5.3%	4 1.2%	6 3.0%	0 0.0%	0 0.0%
Sometimes	285 5.4%	19 4.9%	3 2.9%	10 5.8%	6 5.6%	9 4.5%	10 5.6%	11 4.5%	8 6.0%	8 4.3%	0 0.0%	10 7.1%	2 5.3%	17 5.0%	9 4.5%	4 3.5%	5 8.2%
Usually	743 14.0%	51 13.1%	12 11.7%	23 13.4%	16 15.0%	32 15.8%	19 10.6%	33 13.4%	18 13.5%	21 11.4%	3 13.0%	21 14.9%	4 10.5%	46 13.5%	28 14.1%	15 13.0%	6 9.8%
Always	4,207 79.3%	313 80.5%	87 84.5%	135 78.5%	84 78.5%	155 76.7%	151 83.9%	199 80.6%	105 78.9%	155 83.8%	20 87.0%	106 75.2%	30 78.9%	273 80.3%	155 78.3%	96 83.5%	50 82.0%
Significantly different from column:*																	
Usually or Always	4,950 93.3%	364 93.6%	99 96.1%	158 91.9%	100 93.5%	187 92.6%	170 94.4%	232 93.9%	123 92.5%	176 95.1%	23 100.0%	127 90.1%	34 89.5%	319 93.8%	183 92.4%	111 96.5%	56 91.8%
Significantly different from column:*																	

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 12

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 that personal doctor to get care (Q10 & Q11)

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	5,327	390	46	275	59	5	145	12	269	87	30	247	90	49
Number missing or multiple answer	20	1	0	1	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
Usable responses	5,307 99.6%	389 99.7%	46 100.0%	274 99.6%	59 100.0%	5 100.0%	145 100.0%	12 100.0%	268 99.6%	87 100.0%	30 100.0%	246 99.6%	90 100.0%	49 100.0%
Never	72 1.4%	6 1.5%	2 4.3%	4 1.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	4 1.5%	0 0.0%	2 6.7%	4 1.6%	0 0.0%	2 4.1%
Sometimes	285 5.4%	19 4.9%	6 13.0%	11 4.0%	2 3.4%	0 0.0%	6 4.1%	2 16.7%	11 4.1%	6 6.9%	2 6.7%	11 4.5%	6 6.7%	2 4.1%
Usually	743 14.0%	51 13.1%	7 15.2%	34 12.4%	10 16.9%	1 20.0%	22 15.2%	2 16.7%	31 11.6%	16 18.4%	4 13.3%	28 11.4%	13 14.4%	10 20.4%
Always	4,207 79.3%	313 80.5%	31 67.4%	225 82.1%	47 79.7%	4 80.0%	117 80.7%	8 66.7%	222 82.8%	65 74.7%	22 73.3%	203 82.5%	71 78.9%	35 71.4%
Significantly different from column:*			D	C										
Usually or Always	4,950 93.3%	364 93.6%	38 82.6%	259 94.5%	57 96.6%	5 100.0%	139 95.9%	10 83.3%	253 94.4%	81 93.1%	26 86.7%	231 93.9%	84 93.3%	45 91.8%
Significantly different from column:*														

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 13

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 that personal doctor to get care (Q10 & Q11)

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	5,327	390	103	172	108	203	180	248	133	186	23	141	38	341	199	115	61
Number missing or multiple answer	14	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
Usable responses	5,313	390	103	172	108	203	180	248	133	186	23	141	38	341	199	115	61
	99.7%	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%
Never	43	3	0	2	1	2	1	3	0	1	0	1	1	2	2	1	0
	0.8%	0.8%	0.0%	1.2%	0.9%	1.0%	0.6%	1.2%	0.0%	0.5%	0.0%	0.7%	2.6%	0.6%	1.0%	0.9%	0.0%
Sometimes	245	16	4	8	4	11	5	6	10	5	0	9	1	14	8	3	3
	4.6%	4.1%	3.9%	4.7%	3.7%	5.4%	2.8%	2.4%	7.5%	2.7%	0.0%	6.4%	2.6%	4.1%	4.0%	2.6%	4.9%
Usually	678	51	12	23	15	28	22	31	20	21	4	21	4	47	26	14	10
	12.8%	13.1%	11.7%	13.4%	13.9%	13.8%	12.2%	12.5%	15.0%	11.3%	17.4%	14.9%	10.5%	13.8%	13.1%	12.2%	16.4%
Always	4,347	320	87	139	88	162	152	208	103	159	19	110	32	278	163	97	48
	81.8%	82.1%	84.5%	80.8%	81.5%	79.8%	84.4%	83.9%	77.4%	85.5%	82.6%	78.0%	84.2%	81.5%	81.9%	84.3%	78.7%
Significantly different from column:*																	
Usually or Always	5,025	371	99	162	103	190	174	239	123	180	23	131	36	325	189	111	58
	94.6%	95.1%	96.1%	94.2%	95.4%	93.6%	96.7%	96.4%	92.5%	96.8%	100.0%	92.9%	94.7%	95.3%	95.0%	96.5%	95.1%
Significantly different from column:*																	

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 13

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 that personal doctor to get care (Q10 & Q11)

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	5,327	390	46	275	59	5	145	12	269	87	30	247	90	49
Number missing or multiple answer	14	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
Usable responses	5,313 99.7%	390 100.0%	46 100.0%	275 100.0%	59 100.0%	5 100.0%	145 100.0%	12 100.0%	269 100.0%	87 100.0%	30 100.0%	247 100.0%	90 100.0%	49 100.0%
Never	43 0.8%	3 0.8%	0 0.0%	3 1.1%	0 0.0%	0 0.0%	1 0.7%	0 0.0%	1 0.4%	1 1.1%	1 3.3%	1 0.4%	0 0.0%	2 4.1%
Sometimes	245 4.6%	16 4.1%	2 4.3%	11 4.0%	2 3.4%	0 0.0%	4 2.8%	2 16.7%	8 3.0%	5 5.7%	3 10.0%	10 4.0%	3 3.3%	3 6.1%
Usually	678 12.8%	51 13.1%	7 15.2%	33 12.0%	10 16.9%	0 0.0%	21 14.5%	2 16.7%	37 13.8%	10 11.5%	4 13.3%	31 12.6%	14 15.6%	6 12.2%
Always	4,347 81.8%	320 82.1%	37 80.4%	228 82.9%	47 79.7%	5 100.0%	119 82.1%	8 66.7%	223 82.9%	71 81.6%	22 73.3%	205 83.0%	73 81.1%	38 77.6%
Significantly different from column:*														
Usually or Always	5,025 94.6%	371 95.1%	44 95.7%	261 94.9%	57 96.6%	5 100.0%	140 96.6%	10 83.3%	260 96.7%	81 93.1%	26 86.7%	236 95.5%	87 96.7%	44 89.8%
Significantly different from column:*														

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 14

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 that personal doctor to get care (Q10 & Q11)

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	5,327	390	103	172	108	203	180	248	133	186	23	141	38	341	199	115	61
Number missing or multiple answer	15	1	0	1	0	1	0	1	0	0	0	1	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,312 99.7%	389 99.7%	103 100.0%	171 99.4%	108 100.0%	202 99.5%	180 100.0%	247 99.6%	133 100.0%	186 100.0%	23 100.0%	140 99.3%	38 100.0%	340 99.7%	198 99.5%	115 100.0%	61 100.0%
Never	33 0.6%	2 0.5%	1 1.0%	1 0.6%	0 0.0%	1 0.5%	1 0.6%	2 0.8%	0 0.0%	0 0.0%	0 0.0%	1 0.7%	0 0.0%	2 0.6%	2 1.0%	0 0.0%	0 0.0%
Sometimes	160 3.0%	9 2.3%	0 0.0%	6 3.5%	3 2.8%	5 2.5%	4 2.2%	4 1.6%	5 3.8%	3 1.6%	0 0.0%	6 4.3%	0 0.0%	9 2.6%	4 2.0%	4 3.5%	1 1.6%
Usually	569 10.7%	49 12.6%	10 9.7%	21 12.3%	17 15.7%	26 12.9%	22 12.2%	27 10.9%	22 16.5%	20 10.8%	4 17.4%	20 14.3%	4 10.5%	44 12.9%	24 12.1%	14 12.2%	10 16.4%
Always	4,550 85.7%	329 84.6%	92 89.3%	143 83.6%	88 81.5%	170 84.2%	153 85.0%	214 86.6%	106 79.7%	163 87.6%	19 82.6%	113 80.7%	34 89.5%	285 83.8%	168 84.8%	97 84.3%	50 82.0%
Significantly different from column:*																	
Usually or Always	5,119 96.4%	378 97.2%	102 99.0%	164 95.9%	105 97.2%	196 97.0%	175 97.2%	241 97.6%	128 96.2%	183 98.4%	23 100.0%	133 95.0%	38 100.0%	329 96.8%	192 97.0%	111 96.5%	60 98.4%
Significantly different from column:*																	

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 14

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 that personal doctor to get care (Q10 & Q11)

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	5,327	390	46	275	59	5	145	12	269	87	30	247	90	49
Number missing or multiple answer	15	1	0	1	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
Usable responses	5,312 99.7%	389 99.7%	46 100.0%	274 99.6%	59 100.0%	5 100.0%	145 100.0%	12 100.0%	268 99.6%	87 100.0%	30 100.0%	246 99.6%	90 100.0%	49 100.0%
Never	33 0.6%	2 0.5%	0 0.0%	2 0.7%	0 0.0%	0 0.0%	1 0.7%	0 0.0%	0 0.0%	1 1.1%	1 3.3%	0 0.0%	0 0.0%	2 4.1%
Sometimes	160 3.0%	9 2.3%	1 2.2%	7 2.6%	1 1.7%	0 0.0%	3 2.1%	0 0.0%	4 1.5%	4 4.6%	1 3.3%	6 2.4%	3 3.3%	0 0.0%
Usually	569 10.7%	49 12.6%	5 10.9%	35 12.8%	9 15.3%	0 0.0%	21 14.5%	3 25.0%	30 11.2%	13 14.9%	6 20.0%	29 11.8%	11 12.2%	9 18.4%
Always	4,550 85.7%	329 84.6%	40 87.0%	230 83.9%	49 83.1%	5 100.0%	120 82.8%	9 75.0%	234 87.3%	69 79.3%	22 73.3%	211 85.8%	76 84.4%	38 77.6%
Significantly different from column:*														
Usually or Always	5,119 96.4%	378 97.2%	45 97.8%	265 96.7%	58 98.3%	5 100.0%	141 97.2%	12 100.0%	264 98.5%	82 94.3%	28 93.3%	240 97.6%	87 96.7%	47 95.9%
Significantly different from column:*														

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 15

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 that personal doctor to get care (Q10 & Q11)

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	5,327	390	103	172	108	203	180	248	133	186	23	141	38	341	199	115	61
Number missing or multiple answer	37	1	0	1	0	1	0	0	0	1	0	0	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,290	389	103	171	108	202	180	248	133	185	23	141	38	340	198	115	61
	99.3%	99.7%	100.0%	99.4%	100.0%	99.5%	100.0%	100.0%	100.0%	99.5%	100.0%	100.0%	100.0%	99.7%	99.5%	100.0%	100.0%
Yes	3,449	272	30	138	98	131	135	188	78	126	16	96	24	239	141	79	40
	65.2%	69.9%	29.1%	80.7%	90.7%	64.9%	75.0%	75.8%	58.6%	68.1%	69.6%	68.1%	63.2%	70.3%	71.2%	68.7%	65.6%
No	1,841	117	73	33	10	71	45	60	55	59	7	45	14	101	57	36	21
	34.8%	30.1%	70.9%	19.3%	9.3%	35.1%	25.0%	24.2%	41.4%	31.9%	30.4%	31.9%	36.8%	29.7%	28.8%	31.3%	34.4%
Significantly different from column:*			DE	CE	CD	G	F	I	H								

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 15

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 that personal doctor to get care (Q10 & Q11)

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	5,327	390	46	275	59	5	145	12	269	87	30	247	90	49
Number missing or multiple answer	37	1	1	0	0	0	1	0	0	1	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,290 99.3%	389 99.7%	45 97.8%	275 100.0%	59 100.0%	5 100.0%	144 99.3%	12 100.0%	269 100.0%	86 98.9%	30 100.0%	247 100.0%	89 98.9%	49 100.0%
Yes	3,449 65.2%	272 69.9%	25 55.6%	205 74.5%	36 61.0%	3 60.0%	100 69.4%	5 41.7%	197 73.2%	56 65.1%	15 50.0%	176 71.3%	64 71.9%	28 57.1%
No	1,841 34.8%	117 30.1%	20 44.4%	70 25.5%	23 39.0%	2 40.0%	44 30.6%	7 58.3%	72 26.8%	30 34.9%	15 50.0%	71 28.7%	25 28.1%	21 42.9%
Significantly different from column:*			D	CE	D				K		I			

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 16

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 that personal doctor to get care, and is able to talk with his/her doctors (Q10, Q11, & Q15)

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	3,449	272	30	138	98	131	135	188	78	126	16	96	24	239	141	79	40
Number missing or multiple answer	15	2	0	1	1	1	1	2	0	2	0	0	1	1	1	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,434	270	30	137	97	130	134	186	78	124	16	96	23	238	140	79	39
	99.6%	99.3%	100.0%	99.3%	99.0%	99.2%	99.3%	98.9%	100.0%	98.4%	100.0%	100.0%	95.8%	99.6%	99.3%	100.0%	97.5%
Never	40	1	0	1	0	1	0	1	0	0	0	1	0	1	1	0	0
	1.2%	0.4%	0.0%	0.7%	0.0%	0.8%	0.0%	0.5%	0.0%	0.0%	0.0%	1.0%	0.0%	0.4%	0.7%	0.0%	0.0%
Sometimes	209	17	3	8	5	10	6	9	8	7	0	10	1	16	9	2	5
	6.1%	6.3%	10.0%	5.8%	5.2%	7.7%	4.5%	4.8%	10.3%	5.6%	0.0%	10.4%	4.3%	6.7%	6.4%	2.5%	12.8%
Usually	601	57	6	33	18	30	27	37	20	30	3	17	4	53	28	20	8
	17.5%	21.1%	20.0%	24.1%	18.6%	23.1%	20.1%	19.9%	25.6%	24.2%	18.8%	17.7%	17.4%	22.3%	20.0%	25.3%	20.5%
Always	2,584	195	21	95	74	89	101	139	50	87	13	68	18	168	102	57	26
	75.2%	72.2%	70.0%	69.3%	76.3%	68.5%	75.4%	74.7%	64.1%	70.2%	81.3%	70.8%	78.3%	70.6%	72.9%	72.2%	66.7%
Significantly different from column:*																	
Usually or Always	3,185	252	27	128	92	119	128	176	70	117	16	85	22	221	130	77	34
	92.7%	93.3%	90.0%	93.4%	94.8%	91.5%	95.5%	94.6%	89.7%	94.4%	100.0%	88.5%	95.7%	92.9%	92.9%	97.5%	87.2%
Significantly different from column:*																	

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 16

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 that personal doctor to get care, and is able to talk with his/her doctors (Q10, Q11, & Q15)

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	3,449	272	25	205	36	3	100	5	197	56	15	176	64	28
Number missing or multiple answer	15	2	0	1	0	0	1	0	2	0	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,434 99.6%	270 99.3%	25 100.0%	204 99.5%	36 100.0%	3 100.0%	99 99.0%	5 100.0%	195 99.0%	56 100.0%	15 100.0%	175 99.4%	63 98.4%	28 100.0%
Never	40 1.2%	1 0.4%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	0 0.0%
Sometimes	209 6.1%	17 6.3%	0 0.0%	16 7.8%	1 2.8%	0 0.0%	5 5.1%	2 40.0%	11 5.6%	4 7.1%	2 13.3%	10 5.7%	4 6.3%	3 10.7%
Usually	601 17.5%	57 21.1%	7 28.0%	40 19.6%	8 22.2%	1 33.3%	18 18.2%	1 20.0%	43 22.1%	11 19.6%	3 20.0%	32 18.3%	17 27.0%	8 28.6%
Always	2,584 75.2%	195 72.2%	18 72.0%	147 72.1%	27 75.0%	2 66.7%	76 76.8%	2 40.0%	140 71.8%	41 73.2%	10 66.7%	132 75.4%	42 66.7%	17 60.7%
Significantly different from column:*														
Usually or Always	3,185 92.7%	252 93.3%	25 100.0%	187 91.7%	35 97.2%	3 100.0%	94 94.9%	3 60.0%	183 93.8%	52 92.9%	13 86.7%	164 93.7%	59 93.7%	25 89.3%
Significantly different from column:*														

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 17

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 that personal doctor to get care (Q10 & Q11)

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	5,327	390	103	172	108	203	180	248	133	186	23	141	38	341	199	115	61
Number missing or multiple answer	45	2	0	1	1	1	1	1	1	1	0	1	0	2	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,282 99.2%	388 99.5%	103 100.0%	171 99.4%	107 99.1%	202 99.5%	179 99.4%	247 99.6%	132 99.2%	185 99.5%	23 100.0%	140 99.3%	38 100.0%	339 99.4%	198 99.5%	114 99.1%	61 100.0%
Never	156 3.0%	10 2.6%	4 3.9%	4 2.3%	2 1.9%	7 3.5%	3 1.7%	7 2.8%	3 2.3%	5 2.7%	0 0.0%	4 2.9%	1 2.6%	9 2.7%	8 4.0%	0 0.0%	2 3.3%
Sometimes	518 9.8%	25 6.4%	8 7.8%	11 6.4%	6 5.6%	15 7.4%	10 5.6%	15 6.1%	10 7.6%	11 5.9%	1 4.3%	9 6.4%	1 2.6%	22 6.5%	11 5.6%	6 5.3%	6 9.8%
Usually	1,121 21.2%	100 25.8%	26 25.2%	44 25.7%	29 27.1%	51 25.2%	48 26.8%	70 28.3%	30 22.7%	49 26.5%	4 17.4%	33 23.6%	10 26.3%	89 26.3%	57 28.8%	28 24.6%	12 19.7%
Always	3,487 66.0%	253 65.2%	65 63.1%	112 65.5%	70 65.4%	129 63.9%	118 65.9%	155 62.8%	89 67.4%	120 64.9%	18 78.3%	94 67.1%	26 68.4%	219 64.6%	122 61.6%	80 70.2%	41 67.2%
Significantly different from column:*																	
Usually or Always	4,608 87.2%	353 91.0%	91 88.3%	156 91.2%	99 92.5%	180 89.1%	166 92.7%	225 91.1%	119 90.2%	169 91.4%	22 95.7%	127 90.7%	36 94.7%	308 90.9%	179 90.4%	108 94.7%	53 86.9%
Significantly different from column:*		A															

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 17

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 that personal doctor to get care (Q10 & Q11)

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	5,327	390	46	275	59	5	145	12	269	87	30	247	90	49
Number missing or multiple answer	45	2	0	2	0	0	1	0	2	0	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,282 99.2%	388 99.5%	46 100.0%	273 99.3%	59 100.0%	5 100.0%	144 99.3%	12 100.0%	267 99.3%	87 100.0%	30 100.0%	245 99.2%	90 100.0%	49 100.0%
Never	156 3.0%	10 2.6%	3 6.5%	7 2.6%	0 0.0%	0 0.0%	3 2.1%	0 0.0%	7 2.6%	2 2.3%	1 3.3%	4 1.6%	3 3.3%	3 6.1%
Sometimes	518 9.8%	25 6.4%	3 6.5%	18 6.6%	4 6.8%	0 0.0%	9 6.3%	2 16.7%	14 5.2%	7 8.0%	4 13.3%	14 5.7%	4 4.4%	7 14.3%
Usually	1,121 21.2%	100 25.8%	14 30.4%	66 24.2%	18 30.5%	2 40.0%	39 27.1%	2 16.7%	68 25.5%	23 26.4%	9 30.0%	62 25.3%	22 24.4%	16 32.7%
Always	3,487 66.0%	253 65.2%	26 56.5%	182 66.7%	37 62.7%	3 60.0%	93 64.6%	8 66.7%	178 66.7%	55 63.2%	16 53.3%	165 67.3%	61 67.8%	23 46.9%
Significantly different from column:*												N	N	LM
Usually or Always	4,608 87.2%	353 91.0%	40 87.0%	248 90.8%	55 93.2%	5 100.0%	132 91.7%	10 83.3%	246 92.1%	78 89.7%	25 83.3%	227 92.7%	83 92.2%	39 79.6%
Significantly different from column:*													N	M

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 18

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 that personal doctor to get care (Q10 & Q11)

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	5,327	390	103	172	108	203	180	248	133	186	23	141	38	341	199	115	61
Number missing or multiple answer	35	2	1	1	0	2	0	1	0	1	0	1	0	2	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,292	388	102	171	108	201	180	247	133	185	23	140	38	339	198	115	61
	99.3%	99.5%	99.0%	99.4%	100.0%	99.0%	100.0%	99.6%	100.0%	99.5%	100.0%	99.3%	100.0%	99.4%	99.5%	100.0%	100.0%
Yes	4,753	353	95	155	97	185	162	232	114	168	22	125	36	307	178	109	54
	89.8%	91.0%	93.1%	90.6%	89.8%	92.0%	90.0%	93.9%	85.7%	90.8%	95.7%	89.3%	94.7%	90.6%	89.9%	94.8%	88.5%
No	539	35	7	16	11	16	18	15	19	17	1	15	2	32	20	6	7
	10.2%	9.0%	6.9%	9.4%	10.2%	8.0%	10.0%	6.1%	14.3%	9.2%	4.3%	10.7%	5.3%	9.4%	10.1%	5.2%	11.5%
Significantly different from column:*								I	H								

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 18

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 that personal doctor to get care (Q10 & Q11)

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	5,327	390	46	275	59	5	145	12	269	87	30	247	90	49
Number missing or multiple answer	35	2	1	0	1	0	1	1	0	1	1	0	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,292 99.3%	388 99.5%	45 97.8%	275 100.0%	58 98.3%	5 100.0%	144 99.3%	11 91.7%	269 100.0%	86 98.9%	29 96.7%	247 100.0%	89 98.9%	48 98.0%
Yes	4,753 89.8%	353 91.0%	43 95.6%	243 88.4%	58 100.0%	5 100.0%	133 92.4%	10 90.9%	245 91.1%	78 90.7%	27 93.1%	229 92.7%	79 88.8%	42 87.5%
No	539 10.2%	35 9.0%	2 4.4%	32 11.6%	0 0.0%	0 0.0%	11 7.6%	1 9.1%	24 8.9%	8 9.3%	2 6.9%	18 7.3%	10 11.2%	6 12.5%
Significantly different from column:*				E	D									

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 19

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 that personal doctor to get care (Q10 & Q11)

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	5,327	390	103	172	108	203	180	248	133	186	23	141	38	341	199	115	61
Number missing or multiple answer	36	2	0	1	1	2	0	1	1	0	0	2	0	2	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,291 99.3%	388 99.5%	103 100.0%	171 99.4%	107 99.1%	201 99.0%	180 100.0%	247 99.6%	132 99.2%	186 100.0%	23 100.0%	139 98.6%	38 100.0%	339 99.4%	197 99.0%	115 100.0%	61 100.0%
Yes	2,481 46.9%	216 55.7%	41 39.8%	96 56.1%	75 70.1%	119 59.2%	93 51.7%	135 54.7%	76 57.6%	104 55.9%	10 43.5%	79 56.8%	21 55.3%	188 55.5%	103 52.3%	66 57.4%	36 59.0%
No	2,810 53.1%	172 44.3%	62 60.2%	75 43.9%	32 29.9%	82 40.8%	87 48.3%	112 45.3%	56 42.4%	82 44.1%	13 56.5%	60 43.2%	17 44.7%	151 44.5%	94 47.7%	49 42.6%	25 41.0%
Significantly different from column:*		A	DE	CE	CD												

NA - Not applicable

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

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 19

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 that personal doctor to get care (Q10 & Q11)

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	5,327	390	46	275	59	5	145	12	269	87	30	247	90	49
Number missing or multiple answer	36	2	1	1	0	0	2	0	1	1	0	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,291 99.3%	388 99.5%	45 97.8%	274 99.6%	59 100.0%	5 100.0%	143 98.6%	12 100.0%	268 99.6%	86 98.9%	30 100.0%	247 100.0%	88 97.8%	49 100.0%
Yes	2,481 46.9%	216 55.7%	19 42.2%	150 54.7%	42 71.2%	2 40.0%	110 76.9%	11 91.7%	129 48.1%	58 67.4%	26 86.7%	122 49.4%	52 59.1%	39 79.6%
No	2,810 53.1%	172 44.3%	26 57.8%	124 45.3%	17 28.8%	3 60.0%	33 23.1%	1 8.3%	139 51.9%	28 32.6%	4 13.3%	125 50.6%	36 40.9%	10 20.4%
Significantly different from column:*			E	E	CD				JK	IK	IJ	N	N	LM

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 20

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 that personal doctor, and got care from another health provider besides his/her personal doctor (Q10, Q11, & Q19)

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	2,481	216	41	96	75	119	93	135	76	104	10	79	21	188	103	66	36
Number missing or multiple answer	21	2	0	0	2	1	1	1	1	1	0	1	0	2	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,460	214	41	96	73	118	92	134	75	103	10	78	21	186	102	65	36
	99.2%	99.1%	100.0%	100.0%	97.3%	99.2%	98.9%	99.3%	98.7%	99.0%	100.0%	98.7%	100.0%	98.9%	99.0%	98.5%	100.0%
Never	118	7	0	4	3	2	5	6	1	3	0	4	0	7	5	1	1
	4.8%	3.3%	0.0%	4.2%	4.1%	1.7%	5.4%	4.5%	1.3%	2.9%	0.0%	5.1%	0.0%	3.8%	4.9%	1.5%	2.8%
Sometimes	298	24	4	12	8	19	5	13	10	10	1	9	1	22	8	9	6
	12.1%	11.2%	9.8%	12.5%	11.0%	16.1%	5.4%	9.7%	13.3%	9.7%	10.0%	11.5%	4.8%	11.8%	7.8%	13.8%	16.7%
Usually	591	58	9	28	20	36	21	33	24	30	2	22	5	51	31	12	11
	24.0%	27.1%	22.0%	29.2%	27.4%	30.5%	22.8%	24.6%	32.0%	29.1%	20.0%	28.2%	23.8%	27.4%	30.4%	18.5%	30.6%
Always	1,453	125	28	52	42	61	61	82	40	60	7	43	15	106	58	43	18
	59.1%	58.4%	68.3%	54.2%	57.5%	51.7%	66.3%	61.2%	53.3%	58.3%	70.0%	55.1%	71.4%	57.0%	56.9%	66.2%	50.0%
Significantly different from column:*						G	F										
Usually or Always	2,044	183	37	80	62	97	82	115	64	90	9	65	20	157	89	55	29
	83.1%	85.5%	90.2%	83.3%	84.9%	82.2%	89.1%	85.8%	85.3%	87.4%	90.0%	83.3%	95.2%	84.4%	87.3%	84.6%	80.6%
Significantly different from column:*																	

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 20

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 that personal doctor, and got care from another health provider besides his/her personal doctor (Q10, Q11, & Q19)

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	2,481	216	19	150	42	2	110	11	129	58	26	122	52	39
Number missing or multiple answer	21	2	0	2	0	0	2	0	1	1	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,460	214	19	148	42	2	108	11	128	57	26	121	51	39
	99.2%	99.1%	100.0%	98.7%	100.0%	100.0%	98.2%	100.0%	99.2%	98.3%	100.0%	99.2%	98.1%	100.0%
Never	118	7	0	7	0	0	5	0	4	1	2	4	0	3
	4.8%	3.3%	0.0%	4.7%	0.0%	0.0%	4.6%	0.0%	3.1%	1.8%	7.7%	3.3%	0.0%	7.7%
Sometimes	298	24	1	20	3	0	12	1	13	8	3	10	6	8
	12.1%	11.2%	5.3%	13.5%	7.1%	0.0%	11.1%	9.1%	10.2%	14.0%	11.5%	8.3%	11.8%	20.5%
Usually	591	58	10	30	17	0	26	2	33	16	9	28	19	11
	24.0%	27.1%	52.6%	20.3%	40.5%	0.0%	24.1%	18.2%	25.8%	28.1%	34.6%	23.1%	37.3%	28.2%
Always	1,453	125	8	91	22	2	65	8	78	32	12	79	26	17
	59.1%	58.4%	42.1%	61.5%	52.4%	100.0%	60.2%	72.7%	60.9%	56.1%	46.2%	65.3%	51.0%	43.6%
Significantly different from column:*												N		L
Usually or Always	2,044	183	18	121	39	2	91	10	111	48	21	107	45	28
	83.1%	85.5%	94.7%	81.8%	92.9%	100.0%	84.3%	90.9%	86.7%	84.2%	80.8%	88.4%	88.2%	71.8%
Significantly different from column:*												N	N	LM

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 21

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 (Q10)

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	7,350	533	125	244	152	278	243	333	182	245	36	190	54	460	267	150	89
Number missing or multiple answer	112	6	0	3	3	3	3	5	1	2	0	2	0	6	2	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,238 98.5%	527 98.9%	125 100.0%	241 98.8%	149 98.0%	275 98.9%	240 98.8%	328 98.5%	181 99.5%	243 99.2%	36 100.0%	188 98.9%	54 100.0%	454 98.7%	265 99.3%	148 98.7%	88 98.9%
0 Worst personal doctor possible	10 0.1%	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%
1	17 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%
2	12 0.2%	1 0.2%	0 0.0%	1 0.4%	0 0.0%	1 0.4%	0 0.0%	1 0.3%	0 0.0%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	1 0.2%	1 0.4%	0 0.0%	0 0.0%
3	36 0.5%	2 0.4%	0 0.0%	1 0.4%	1 0.7%	1 0.4%	1 0.4%	0 0.0%	2 1.1%	1 0.4%	0 0.0%	1 0.5%	0 0.0%	2 0.4%	1 0.4%	1 0.7%	0 0.0%
4	35 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%
5	142 2.0%	9 1.7%	2 1.6%	6 2.5%	1 0.7%	4 1.5%	5 2.1%	7 2.1%	2 1.1%	2 0.8%	1 2.8%	6 3.2%	0 0.0%	9 2.0%	6 2.3%	2 1.4%	1 1.1%
6	139 1.9%	8 1.5%	1 0.8%	5 2.1%	2 1.3%	7 2.5%	1 0.4%	2 0.6%	6 3.3%	2 0.8%	0 0.0%	6 3.2%	0 0.0%	8 1.8%	3 1.1%	1 0.7%	4 4.5%
7	379 5.2%	28 5.3%	7 5.6%	10 4.1%	11 7.4%	18 6.5%	10 4.2%	14 4.3%	14 7.7%	12 4.9%	0 0.0%	12 6.4%	2 3.7%	24 5.3%	10 3.8%	9 6.1%	7 8.0%
8	1,002 13.8%	69 13.1%	19 15.2%	32 13.3%	17 11.4%	36 13.1%	32 13.3%	37 11.3%	29 16.0%	32 13.2%	4 11.1%	25 13.3%	11 20.4%	55 12.1%	33 12.5%	20 13.5%	12 13.6%
9	1,151 15.9%	77 14.6%	18 14.4%	32 13.3%	24 16.1%	43 15.6%	31 12.9%	53 16.2%	22 12.2%	26 10.7%	3 8.3%	37 19.7%	5 9.3%	70 15.4%	38 14.3%	21 14.2%	16 18.2%
10 Best personal doctor possible	4,315 59.6%	332 63.0%	78 62.4%	154 63.9%	93 62.4%	165 60.0%	160 66.7%	214 65.2%	106 58.6%	168 69.1%	28 77.8%	100 53.2%	36 66.7%	285 62.8%	173 65.3%	94 63.5%	48 54.5%

NA - Not applicable

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 21

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 (Q10)

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	7,350	533	139	312	64	9	169	13	372	117	35	345	107	70
Number missing or multiple answer	112	6	2	4	0	0	1	0	3	3	0	4	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,238 98.5%	527 98.9%	137 98.6%	308 98.7%	64 100.0%	9 100.0%	168 99.4%	13 100.0%	369 99.2%	114 97.4%	35 100.0%	341 98.8%	106 99.1%	69 98.6%
0 Worst personal doctor possible	10 0.1%	1 0.2%	1 0.7%	0 0.0%	0 0.0%	1 11.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 2.9%	0 0.0%	0 0.0%	1 1.4%
1	17 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%
2	12 0.2%	1 0.2%	0 0.0%	1 0.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 2.9%	0 0.0%	0 0.0%	1 1.4%
3	36 0.5%	2 0.4%	0 0.0%	1 0.3%	1 1.6%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	0 0.0%	2 5.7%	1 0.3%	0 0.0%	1 1.4%
4	35 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%
5	142 2.0%	9 1.7%	0 0.0%	7 2.3%	2 3.1%	0 0.0%	4 2.4%	0 0.0%	5 1.4%	4 3.5%	0 0.0%	6 1.8%	3 2.8%	0 0.0%
6	139 1.9%	8 1.5%	4 2.9%	4 1.3%	0 0.0%	0 0.0%	3 1.8%	0 0.0%	6 1.6%	2 1.8%	0 0.0%	5 1.5%	1 0.9%	2 2.9%
7	379 5.2%	28 5.3%	8 5.8%	18 5.8%	2 3.1%	0 0.0%	7 4.2%	2 15.4%	17 4.6%	10 8.8%	1 2.9%	16 4.7%	7 6.6%	5 7.2%
8	1,002 13.8%	69 13.1%	23 16.8%	35 11.4%	6 9.4%	0 0.0%	22 13.1%	0 0.0%	42 11.4%	21 18.4%	5 14.3%	44 12.9%	12 11.3%	11 15.9%
9	1,151 15.9%	77 14.6%	19 13.9%	47 15.3%	11 17.2%	3 33.3%	28 16.7%	0 0.0%	55 14.9%	15 13.2%	5 14.3%	44 12.9%	17 16.0%	14 20.3%
10 Best personal doctor possible	4,315 59.6%	332 63.0%	82 59.9%	195 63.3%	42 65.6%	5 55.6%	103 61.3%	11 84.6%	244 66.1%	62 54.4%	20 57.1%	225 66.0%	66 62.3%	34 49.3%

NA - Not applicable

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 21

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 (Q10)

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	7,350	533	125	244	152	278	243	333	182	245	36	190	54	460	267	150	89
Number missing or multiple answer	112	6	0	3	3	3	3	5	1	2	0	2	0	6	2	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,238 98.5%	527 98.9%	125 100.0%	241 98.8%	149 98.0%	275 98.9%	240 98.8%	328 98.5%	181 99.5%	243 99.2%	36 100.0%	188 98.9%	54 100.0%	454 98.7%	265 99.3%	148 98.7%	88 98.9%
0 to 4	110 1.5%	4 0.8%	0 0.0%	2 0.8%	1 0.7%	2 0.7%	1 0.4%	1 0.3%	2 1.1%	1 0.4%	0 0.0%	2 1.1%	0 0.0%	3 0.7%	2 0.8%	1 0.7%	0 0.0%
5	142 2.0%	9 1.7%	2 1.6%	6 2.5%	1 0.7%	4 1.5%	5 2.1%	7 2.1%	2 1.1%	2 0.8%	1 2.8%	6 3.2%	0 0.0%	9 2.0%	6 2.3%	2 1.4%	1 1.1%
6 to 7	518 7.2%	36 6.8%	8 6.4%	15 6.2%	13 8.7%	25 9.1%	11 4.6%	16 4.9%	20 11.0%	14 5.8%	0 0.0%	18 9.6%	2 3.7%	32 7.0%	13 4.9%	10 6.8%	11 12.5%
8 to 10	6,468 89.4%	478 90.7%	115 92.0%	218 90.5%	134 89.9%	244 88.7%	223 92.9%	304 92.7%	157 86.7%	226 93.0%	35 97.2%	162 86.2%	52 96.3%	410 90.3%	244 92.1%	135 91.2%	76 86.4%
Significantly different from column:*								I	H	L		J					
0 to 6	391 5.4%	21 4.0%	3 2.4%	13 5.4%	4 2.7%	13 4.7%	7 2.9%	10 3.0%	10 5.5%	5 2.1%	1 2.8%	14 7.4%	0 0.0%	20 4.4%	11 4.2%	4 2.7%	5 5.7%
7 to 8	1,381 19.1%	97 18.4%	26 20.8%	42 17.4%	28 18.8%	54 19.6%	42 17.5%	51 15.5%	43 23.8%	44 18.1%	4 11.1%	37 19.7%	13 24.1%	79 17.4%	43 16.2%	29 19.6%	19 21.6%
9 to 10	5,466 75.5%	409 77.6%	96 76.8%	186 77.2%	117 78.5%	208 75.6%	191 79.6%	267 81.4%	128 70.7%	194 79.8%	31 86.1%	137 72.9%	41 75.9%	355 78.2%	211 79.6%	115 77.7%	64 72.7%
Significantly different from column:*								I	H								

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 21

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 (Q10)

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	7,350	533	139	312	64	9	169	13	372	117	35	345	107	70
Number missing or multiple answer	112	6	2	4	0	0	1	0	3	3	0	4	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,238	527	137	308	64	9	168	13	369	114	35	341	106	69
	98.5%	98.9%	98.6%	98.7%	100.0%	100.0%	99.4%	100.0%	99.2%	97.4%	100.0%	98.8%	99.1%	98.6%
0 to 4	110	4	1	2	1	1	1	0	0	0	4	1	0	3
	1.5%	0.8%	0.7%	0.6%	1.6%	11.1%	0.6%	0.0%	0.0%	0.0%	11.4%	0.3%	0.0%	4.3%
5	142	9	0	7	2	0	4	0	5	4	0	6	3	0
	2.0%	1.7%	0.0%	2.3%	3.1%	0.0%	2.4%	0.0%	1.4%	3.5%	0.0%	1.8%	2.8%	0.0%
6 to 7	518	36	12	22	2	0	10	2	23	12	1	21	8	7
	7.2%	6.8%	8.8%	7.1%	3.1%	0.0%	6.0%	15.4%	6.2%	10.5%	2.9%	6.2%	7.5%	10.1%
8 to 10	6,468	478	124	277	59	8	153	11	341	98	30	313	95	59
	89.4%	90.7%	90.5%	89.9%	92.2%	88.9%	91.1%	84.6%	92.4%	86.0%	85.7%	91.8%	89.6%	85.5%
Significantly different from column:*									J	I				
0 to 6	391	21	5	13	3	1	8	0	11	6	4	12	4	5
	5.4%	4.0%	3.6%	4.2%	4.7%	11.1%	4.8%	0.0%	3.0%	5.3%	11.4%	3.5%	3.8%	7.2%
7 to 8	1,381	97	31	53	8	0	29	2	59	31	6	60	19	16
	19.1%	18.4%	22.6%	17.2%	12.5%	0.0%	17.3%	15.4%	16.0%	27.2%	17.1%	17.6%	17.9%	23.2%
9 to 10	5,466	409	101	242	53	8	131	11	299	77	25	269	83	48
	75.5%	77.6%	73.7%	78.6%	82.8%	88.9%	78.0%	84.6%	81.0%	67.5%	71.4%	78.9%	78.3%	69.6%
Significantly different from column:*									J	I				

NA - Not applicable

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Mercy Care

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 22

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?

Base: All respondents

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,712	610	143	276	177	316	278	392	196	272	45	223	63	523	323	162	92
Number missing or multiple answer	49	4	1	2	1	2	2	3	1	0	1	2	1	3	2	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,663 99.4%	606 99.3%	142 99.3%	274 99.3%	176 99.4%	314 99.4%	276 99.3%	389 99.2%	195 99.5%	272 100.0%	44 97.8%	221 99.1%	62 98.4%	520 99.4%	321 99.4%	161 99.4%	91 98.9%
Yes	1,998 23.1%	204 33.7%	43 30.3%	90 32.8%	65 36.9%	114 36.3%	83 30.1%	122 31.4%	72 36.9%	96 35.3%	18 40.9%	65 29.4%	18 29.0%	178 34.2%	92 28.7%	65 40.4%	35 38.5%
No	6,665 76.9%	402 66.3%	99 69.7%	184 67.2%	111 63.1%	200 63.7%	193 69.9%	267 68.6%	123 63.1%	176 64.7%	26 59.1%	156 70.6%	44 71.0%	342 65.8%	229 71.3%	96 59.6%	56 61.5%
Significantly different from column:*		A													P	O	

NA - Not applicable

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Mercy Care

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 22

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?

Base: All respondents

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	8,712	610	175	350	66	10	176	14	427	133	39	397	126	74
Number missing or multiple answer	49	4	1	1	1	0	0	0	4	0	0	4	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,663 99.4%	606 99.3%	174 99.4%	349 99.7%	65 98.5%	10 100.0%	176 100.0%	14 100.0%	423 99.1%	133 100.0%	39 100.0%	393 99.0%	126 100.0%	74 100.0%
Yes	1,998 23.1%	204 33.7%	21 12.1%	132 37.8%	45 69.2%	10 100.0%	176 100.0%	14 100.0%	112 26.5%	62 46.6%	26 66.7%	113 28.8%	44 34.9%	42 56.8%
No	6,665 76.9%	402 66.3%	153 87.9%	217 62.2%	20 30.8%	0 0.0%	0 0.0%	0 0.0%	311 73.5%	71 53.4%	13 33.3%	280 71.2%	82 65.1%	32 43.2%
Significantly different from column:*			DE	CE	CD				JK	IK	IJ	N	N	LM

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 23

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 (Q22)

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,998	204	43	90	65	114	83	122	72	96	18	65	18	178	92	65	35
Number missing or multiple answer	24	2	0	0	1	0	1	0	1	1	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
Usable responses	1,974	202	43	90	64	114	82	122	71	95	18	65	18	177	92	64	35
	98.8%	99.0%	100.0%	100.0%	98.5%	100.0%	98.8%	100.0%	98.6%	99.0%	100.0%	100.0%	100.0%	99.4%	100.0%	98.5%	100.0%
Never	101	17	4	4	7	9	6	9	6	8	2	5	2	13	5	7	3
	5.1%	8.4%	9.3%	4.4%	10.9%	7.9%	7.3%	7.4%	8.5%	8.4%	11.1%	7.7%	11.1%	7.3%	5.4%	10.9%	8.6%
Sometimes	368	36	6	17	11	24	10	14	20	16	3	11	2	32	14	11	8
	18.6%	17.8%	14.0%	18.9%	17.2%	21.1%	12.2%	11.5%	28.2%	16.8%	16.7%	16.9%	11.1%	18.1%	15.2%	17.2%	22.9%
Usually	459	47	18	19	10	27	20	32	12	25	3	12	2	44	18	15	10
	23.3%	23.3%	41.9%	21.1%	15.6%	23.7%	24.4%	26.2%	16.9%	26.3%	16.7%	18.5%	11.1%	24.9%	19.6%	23.4%	28.6%
Always	1,046	102	15	50	36	54	46	67	33	46	10	37	12	88	55	31	14
	53.0%	50.5%	34.9%	55.6%	56.3%	47.4%	56.1%	54.9%	46.5%	48.4%	55.6%	56.9%	66.7%	49.7%	59.8%	48.4%	40.0%
Significantly different from column:*			DE	C	C										Q		O
Usually or Always	1,505	149	33	69	46	81	66	99	45	71	13	49	14	132	73	46	24
	76.2%	73.8%	76.7%	76.7%	71.9%	71.1%	80.5%	81.1%	63.4%	74.7%	72.2%	75.4%	77.8%	74.6%	79.3%	71.9%	68.6%
Significantly different from column:*								I	H								

NA - Not applicable

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Mercy Care

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CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 23

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 (Q22)

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	1,998	204	21	132	45	10	176	14	112	62	26	113	44	42
Number missing or multiple answer	24	2	1	1	0	0	0	0	0	1	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,974 98.8%	202 99.0%	20 95.2%	131 99.2%	45 100.0%	10 100.0%	176 100.0%	14 100.0%	112 100.0%	61 98.4%	26 100.0%	113 100.0%	44 100.0%	41 97.6%
Never	101 5.1%	17 8.4%	1 5.0%	14 10.7%	2 4.4%	3 30.0%	12 6.8%	1 7.1%	8 7.1%	5 8.2%	3 11.5%	7 6.2%	6 13.6%	3 7.3%
Sometimes	368 18.6%	36 17.8%	3 15.0%	26 19.8%	5 11.1%	4 40.0%	27 15.3%	5 35.7%	20 17.9%	12 19.7%	3 11.5%	16 14.2%	5 11.4%	14 34.1%
Usually	459 23.3%	47 23.3%	6 30.0%	28 21.4%	12 26.7%	1 10.0%	42 23.9%	4 28.6%	19 17.0%	19 31.1%	9 34.6%	21 18.6%	18 40.9%	7 17.1%
Always	1,046 53.0%	102 50.5%	10 50.0%	63 48.1%	26 57.8%	2 20.0%	95 54.0%	4 28.6%	65 58.0%	25 41.0%	11 42.3%	69 61.1%	15 34.1%	17 41.5%
Significantly different from column:*									J	I		MN	L	L
Usually or Always	1,505 76.2%	149 73.8%	16 80.0%	91 69.5%	38 84.4%	3 30.0%	137 77.8%	8 57.1%	84 75.0%	44 72.1%	20 76.9%	90 79.6%	33 75.0%	24 58.5%
Significantly different from column:*												N		L

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 24

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 (Q22)

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,998	204	43	90	65	114	83	122	72	96	18	65	18	178	92	65	35
Number missing or multiple answer	33	4	1	0	1	0	2	1	1	2	0	0	0	2	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,965 98.3%	200 98.0%	42 97.7%	90 100.0%	64 98.5%	114 100.0%	81 97.6%	121 99.2%	71 98.6%	94 97.9%	18 100.0%	65 100.0%	18 100.0%	176 98.9%	91 98.9%	64 98.5%	35 100.0%
None	153 7.8%	10 5.0%	2 4.8%	3 3.3%	3 4.7%	8 7.0%	0 0.0%	6 5.0%	2 2.8%	1 1.1%	2 11.1%	3 4.6%	1 5.6%	7 4.0%	6 6.6%	1 1.6%	1 2.9%
1 specialist	1,106 56.3%	109 54.5%	19 45.2%	53 58.9%	36 56.3%	56 49.1%	52 64.2%	76 62.8%	31 43.7%	50 53.2%	9 50.0%	38 58.5%	9 50.0%	98 55.7%	56 61.5%	36 56.3%	14 40.0%
2	445 22.6%	46 23.0%	13 31.0%	20 22.2%	13 20.3%	27 23.7%	19 23.5%	25 20.7%	19 26.8%	23 24.5%	3 16.7%	16 24.6%	6 33.3%	39 22.2%	16 17.6%	18 28.1%	11 31.4%
3	148 7.5%	12 6.0%	0 0.0%	7 7.8%	5 7.8%	7 6.1%	5 6.2%	6 5.0%	6 8.5%	7 7.4%	2 11.1%	3 4.6%	1 5.6%	11 6.3%	5 5.5%	3 4.7%	4 11.4%
4	55 2.8%	9 4.5%	2 4.8%	4 4.4%	3 4.7%	6 5.3%	3 3.7%	4 3.3%	5 7.0%	5 5.3%	0 0.0%	3 4.6%	0 0.0%	9 5.1%	3 3.3%	4 6.3%	1 2.9%
5 or more specialists	58 3.0%	14 7.0%	6 14.3%	3 3.3%	4 6.3%	10 8.8%	2 2.5%	4 3.3%	8 11.3%	8 8.5%	2 11.1%	2 3.1%	1 5.6%	12 6.8%	5 5.5%	2 3.1%	4 11.4%
3 or more specialists	261 13.3%	35 17.5%	8 19.0%	14 15.6%	12 18.8%	23 20.2%	10 12.3%	14 11.6%	19 26.8%	20 21.3%	4 22.2%	8 12.3%	2 11.1%	32 18.2%	13 14.3%	9 14.1%	9 25.7%
Significantly different from column:*								I	H								

NA - Not applicable

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Question 24

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 (Q22)

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	1,998	204	21	132	45	10	176	14	112	62	26	113	44	42
Number missing or multiple answer	33	4	1	2	1	0	0	0	0	1	1	0	0	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,965 98.3%	200 98.0%	20 95.2%	130 98.5%	44 97.8%	10 100.0%	176 100.0%	14 100.0%	112 100.0%	61 98.4%	25 96.2%	113 100.0%	44 100.0%	40 95.2%
None	153 7.8%	10 5.0%	2 10.0%	6 4.6%	0 0.0%	10 100.0%	0 0.0%	0 0.0%	3 2.7%	3 4.9%	3 12.0%	2 1.8%	3 6.8%	4 10.0%
1 specialist	1,106 56.3%	109 54.5%	9 45.0%	79 60.8%	19 43.2%	0 0.0%	109 61.9%	0 0.0%	69 61.6%	31 50.8%	9 36.0%	70 61.9%	23 52.3%	15 37.5%
2	445 22.6%	46 23.0%	5 25.0%	29 22.3%	11 25.0%	0 0.0%	46 26.1%	0 0.0%	26 23.2%	16 26.2%	4 16.0%	28 24.8%	10 22.7%	8 20.0%
3	148 7.5%	12 6.0%	2 10.0%	7 5.4%	3 6.8%	0 0.0%	12 6.8%	0 0.0%	7 6.3%	4 6.6%	1 4.0%	5 4.4%	1 2.3%	6 15.0%
4	55 2.8%	9 4.5%	1 5.0%	5 3.8%	2 4.5%	0 0.0%	9 5.1%	0 0.0%	4 3.6%	1 1.6%	4 16.0%	5 4.4%	1 2.3%	3 7.5%
5 or more specialists	58 3.0%	14 7.0%	1 5.0%	4 3.1%	9 20.5%	0 0.0%	0 0.0%	14 100.0%	3 2.7%	6 9.8%	4 16.0%	3 2.7%	6 13.6%	4 10.0%
3 or more specialists	261 13.3%	35 17.5%	4 20.0%	16 12.3%	14 31.8%	0 0.0%	21 11.9%	14 100.0%	14 12.5%	11 18.0%	9 36.0%	13 11.5%	8 18.2%	13 32.5%
Significantly different from column:*				E	D							N		L

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 25

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?

Base: All respondents whose child saw a specialist (Q22 & Q24)

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,812	190	40	87	61	106	81	115	69	93	16	62	17	169	85	63	34
Number missing or multiple answer	27	5	1	2	1	2	2	2	2	3	0	1	0	4	1	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,785	185	39	85	60	104	79	113	67	90	16	61	17	165	84	60	34
	98.5%	97.4%	97.5%	97.7%	98.4%	98.1%	97.5%	98.3%	97.1%	96.8%	100.0%	98.4%	100.0%	97.6%	98.8%	95.2%	100.0%
0 Worst specialist possible	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	9	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%
3	16	1	0	1	0	0	1	1	0	0	0	1	0	1	0	1	0
	0.9%	0.5%	0.0%	1.2%	0.0%	0.0%	1.3%	0.9%	0.0%	0.0%	0.0%	1.6%	0.0%	0.6%	0.0%	1.7%	0.0%
4	17	3	1	1	1	2	1	0	3	2	0	1	0	3	0	1	2
	1.0%	1.6%	2.6%	1.2%	1.7%	1.9%	1.3%	0.0%	4.5%	2.2%	0.0%	1.6%	0.0%	1.8%	0.0%	1.7%	5.9%
5	57	5	1	1	2	3	1	1	4	1	1	3	1	4	1	3	1
	3.2%	2.7%	2.6%	1.2%	3.3%	2.9%	1.3%	0.9%	6.0%	1.1%	6.3%	4.9%	5.9%	2.4%	1.2%	5.0%	2.9%
6	44	5	2	2	1	4	1	4	1	4	0	1	0	5	3	1	1
	2.5%	2.7%	5.1%	2.4%	1.7%	3.8%	1.3%	3.5%	1.5%	4.4%	0.0%	1.6%	0.0%	3.0%	3.6%	1.7%	2.9%
7	104	8	3	3	2	3	5	7	1	3	0	4	0	8	2	4	2
	5.8%	4.3%	7.7%	3.5%	3.3%	2.9%	6.3%	6.2%	1.5%	3.3%	0.0%	6.6%	0.0%	4.8%	2.4%	6.7%	5.9%
8	257	25	5	10	10	15	10	15	10	11	3	7	3	21	8	10	6
	14.4%	13.5%	12.8%	11.8%	16.7%	14.4%	12.7%	13.3%	14.9%	12.2%	18.8%	11.5%	17.6%	12.7%	9.5%	16.7%	17.6%
9	276	29	5	15	9	17	12	18	9	13	1	12	2	27	15	9	4
	15.5%	15.7%	12.8%	17.6%	15.0%	16.3%	15.2%	15.9%	13.4%	14.4%	6.3%	19.7%	11.8%	16.4%	17.9%	15.0%	11.8%
10 Best specialist possible	996	109	22	52	35	60	48	67	39	56	11	32	11	96	55	31	18
	55.8%	58.9%	56.4%	61.2%	58.3%	57.7%	60.8%	59.3%	58.2%	62.2%	68.8%	52.5%	64.7%	58.2%	65.5%	51.7%	52.9%

NA - Not applicable

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 25

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?

Base: All respondents whose child saw a specialist (Q22 & Q24)

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	1,812	190	18	124	44	0	176	14	109	58	22	111	41	36
Number missing or multiple answer	27	5	0	4	1	0	4	1	4	0	0	3	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,785	185	18	120	43	0	172	13	105	58	22	108	40	36
	98.5%	97.4%	100.0%	96.8%	97.7%	---	97.7%	92.9%	96.3%	100.0%	100.0%	97.3%	97.6%	100.0%
0 Worst specialist possible	5	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	4	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	9	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%
3	16	1	0	1	0	0	1	0	0	1	0	1	0	0
	0.9%	0.5%	0.0%	0.8%	0.0%	---	0.6%	0.0%	0.0%	1.7%	0.0%	0.9%	0.0%	0.0%
4	17	3	0	3	0	0	2	1	1	1	1	0	1	2
	1.0%	1.6%	0.0%	2.5%	0.0%	---	1.2%	7.7%	1.0%	1.7%	4.5%	0.0%	2.5%	5.6%
5	57	5	0	4	1	0	5	0	4	1	0	5	0	0
	3.2%	2.7%	0.0%	3.3%	2.3%	---	2.9%	0.0%	3.8%	1.7%	0.0%	4.6%	0.0%	0.0%
6	44	5	0	4	1	0	5	0	1	2	2	2	3	0
	2.5%	2.7%	0.0%	3.3%	2.3%	---	2.9%	0.0%	1.0%	3.4%	9.1%	1.9%	7.5%	0.0%
7	104	8	2	6	0	0	8	0	5	3	0	5	2	1
	5.8%	4.3%	11.1%	5.0%	0.0%	---	4.7%	0.0%	4.8%	5.2%	0.0%	4.6%	5.0%	2.8%
8	257	25	1	15	8	0	22	3	11	10	4	11	6	8
	14.4%	13.5%	5.6%	12.5%	18.6%	---	12.8%	23.1%	10.5%	17.2%	18.2%	10.2%	15.0%	22.2%
9	276	29	2	21	6	0	28	1	15	12	2	17	6	6
	15.5%	15.7%	11.1%	17.5%	14.0%	---	16.3%	7.7%	14.3%	20.7%	9.1%	15.7%	15.0%	16.7%
10 Best specialist possible	996	109	13	66	27	0	101	8	68	28	13	67	22	19
	55.8%	58.9%	72.2%	55.0%	62.8%	---	58.7%	61.5%	64.8%	48.3%	59.1%	62.0%	55.0%	52.8%

NA - Not applicable

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 25

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?

Base: All respondents whose child saw a specialist (Q22 & Q24)

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	1,812	190	40	87	61	106	81	115	69	93	16	62	17	169	85	63	34
Number missing or multiple answer	27	5	1	2	1	2	2	2	2	3	0	1	0	4	1	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,785	185	39	85	60	104	79	113	67	90	16	61	17	165	84	60	34
	98.5%	97.4%	97.5%	97.7%	98.4%	98.1%	97.5%	98.3%	97.1%	96.8%	100.0%	98.4%	100.0%	97.6%	98.8%	95.2%	100.0%
0 to 4	51	4	1	2	1	2	2	1	3	2	0	2	0	4	0	2	2
	2.9%	2.2%	2.6%	2.4%	1.7%	1.9%	2.5%	0.9%	4.5%	2.2%	0.0%	3.3%	0.0%	2.4%	0.0%	3.3%	5.9%
5	57	5	1	1	2	3	1	1	4	1	1	3	1	4	1	3	1
	3.2%	2.7%	2.6%	1.2%	3.3%	2.9%	1.3%	0.9%	6.0%	1.1%	6.3%	4.9%	5.9%	2.4%	1.2%	5.0%	2.9%
6 to 7	148	13	5	5	3	7	6	11	2	7	0	5	0	13	5	5	3
	8.3%	7.0%	12.8%	5.9%	5.0%	6.7%	7.6%	9.7%	3.0%	7.8%	0.0%	8.2%	0.0%	7.9%	6.0%	8.3%	8.8%
8 to 10	1,529	163	32	77	54	92	70	100	58	80	15	51	16	144	78	50	28
	85.7%	88.1%	82.1%	90.6%	90.0%	88.5%	88.6%	88.5%	86.6%	88.9%	93.8%	83.6%	94.1%	87.3%	92.9%	83.3%	82.4%
Significantly different from column:*																	
0 to 6	152	14	4	5	4	9	4	6	8	7	1	6	1	13	4	6	4
	8.5%	7.6%	10.3%	5.9%	6.7%	8.7%	5.1%	5.3%	11.9%	7.8%	6.3%	9.8%	5.9%	7.9%	4.8%	10.0%	11.8%
7 to 8	361	33	8	13	12	18	15	22	11	14	3	11	3	29	10	14	8
	20.2%	17.8%	20.5%	15.3%	20.0%	17.3%	19.0%	19.5%	16.4%	15.6%	18.8%	18.0%	17.6%	17.6%	11.9%	23.3%	23.5%
9 to 10	1,272	138	27	67	44	77	60	85	48	69	12	44	13	123	70	40	22
	71.3%	74.6%	69.2%	78.8%	73.3%	74.0%	75.9%	75.2%	71.6%	76.7%	75.0%	72.1%	76.5%	74.5%	83.3%	66.7%	64.7%
Significantly different from column:*															PQ	O	O

NA - Not applicable

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

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 25

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?

Base: All respondents whose child saw a specialist (Q22 & Q24)

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	1,812	190	18	124	44	0	176	14	109	58	22	111	41	36
Number missing or multiple answer	27	5	0	4	1	0	4	1	4	0	0	3	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,785	185	18	120	43	0	172	13	105	58	22	108	40	36
	98.5%	97.4%	100.0%	96.8%	97.7%	---	97.7%	92.9%	96.3%	100.0%	100.0%	97.3%	97.6%	100.0%
0 to 4	51	4	0	4	0	0	3	1	1	2	1	1	1	2
	2.9%	2.2%	0.0%	3.3%	0.0%	---	1.7%	7.7%	1.0%	3.4%	4.5%	0.9%	2.5%	5.6%
5	57	5	0	4	1	0	5	0	4	1	0	5	0	0
	3.2%	2.7%	0.0%	3.3%	2.3%	---	2.9%	0.0%	3.8%	1.7%	0.0%	4.6%	0.0%	0.0%
6 to 7	148	13	2	10	1	0	13	0	6	5	2	7	5	1
	8.3%	7.0%	11.1%	8.3%	2.3%	---	7.6%	0.0%	5.7%	8.6%	9.1%	6.5%	12.5%	2.8%
8 to 10	1,529	163	16	102	41	0	151	12	94	50	19	95	34	33
	85.7%	88.1%	88.9%	85.0%	95.3%	---	87.8%	92.3%	89.5%	86.2%	86.4%	88.0%	85.0%	91.7%
Significantly different from column:*														
0 to 6	152	14	0	12	2	0	13	1	6	5	3	8	4	2
	8.5%	7.6%	0.0%	10.0%	4.7%	---	7.6%	7.7%	5.7%	8.6%	13.6%	7.4%	10.0%	5.6%
7 to 8	361	33	3	21	8	0	30	3	16	13	4	16	8	9
	20.2%	17.8%	16.7%	17.5%	18.6%	---	17.4%	23.1%	15.2%	22.4%	18.2%	14.8%	20.0%	25.0%
9 to 10	1,272	138	15	87	33	0	129	9	83	40	15	84	28	25
	71.3%	74.6%	83.3%	72.5%	76.7%	---	75.0%	69.2%	79.0%	69.0%	68.2%	77.8%	70.0%	69.4%
Significantly different from column:*														

NA - Not applicable

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Question 26

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

Base: All respondents

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,712	610	143	276	177	316	278	392	196	272	45	223	63	523	323	162	92
Number missing or multiple answer	162	13	1	3	2	2	4	6	0	2	1	3	2	4	4	0	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,550	597	142	273	175	314	274	386	196	270	44	220	61	519	319	162	90
	98.1%	97.9%	99.3%	98.9%	98.9%	99.4%	98.6%	98.5%	100.0%	99.3%	97.8%	98.7%	96.8%	99.2%	98.8%	100.0%	97.8%
Yes	2,578	207	49	93	63	114	90	138	62	84	17	81	21	178	107	64	24
	30.2%	34.7%	34.5%	34.1%	36.0%	36.3%	32.8%	35.8%	31.6%	31.1%	38.6%	36.8%	34.4%	34.3%	33.5%	39.5%	26.7%
No	5,972	390	93	180	112	200	184	248	134	186	27	139	40	341	212	98	66
	69.8%	65.3%	65.5%	65.9%	64.0%	63.7%	67.2%	64.2%	68.4%	68.9%	61.4%	63.2%	65.6%	65.7%	66.5%	60.5%	73.3%
Significantly different from column:*		A														Q	P

NA - Not applicable

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

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 26

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

Base: All respondents

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	8,712	610	175	350	66	10	176	14	427	133	39	397	126	74
Number missing or multiple answer	162	13	5	6	2	0	4	1	3	2	1	5	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,550 98.1%	597 97.9%	170 97.1%	344 98.3%	64 97.0%	10 100.0%	172 97.7%	13 92.9%	424 99.3%	131 98.5%	38 97.4%	392 98.7%	125 99.2%	74 100.0%
Yes	2,578 30.2%	207 34.7%	42 24.7%	130 37.8%	27 42.2%	8 80.0%	89 51.7%	7 53.8%	135 31.8%	50 38.2%	21 55.3%	129 32.9%	38 30.4%	38 51.4%
No	5,972 69.8%	390 65.3%	128 75.3%	214 62.2%	37 57.8%	2 20.0%	83 48.3%	6 46.2%	289 68.2%	81 61.8%	17 44.7%	263 67.1%	87 69.6%	36 48.6%
Significantly different from column:*			DE	C	C				K		I	N	N	LM

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 27

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 or help from child's health plan's customer service (Q26)

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	2,578	207	49	93	63	114	90	138	62	84	17	81	21	178	107	64	24
Number missing or multiple answer	41	6	0	3	3	3	3	4	1	2	1	3	0	6	3	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,537 98.4%	201 97.1%	49 100.0%	90 96.8%	60 95.2%	111 97.4%	87 96.7%	134 97.1%	61 98.4%	82 97.6%	16 94.1%	78 96.3%	21 100.0%	172 96.6%	104 97.2%	62 96.9%	24 100.0%
Never	72 2.8%	5 2.5%	0 0.0%	3 3.3%	1 1.7%	1 0.9%	3 3.4%	3 2.2%	1 1.6%	1 1.2%	0 0.0%	3 3.8%	0 0.0%	4 2.3%	2 1.9%	2 3.2%	0 0.0%
Sometimes	402 15.8%	34 16.9%	6 12.2%	14 15.6%	13 21.7%	20 18.0%	13 14.9%	20 14.9%	11 18.0%	13 15.9%	3 18.8%	13 16.7%	4 19.0%	28 16.3%	18 17.3%	9 14.5%	5 20.8%
Usually	653 25.7%	56 27.9%	22 44.9%	19 21.1%	15 25.0%	30 27.0%	26 29.9%	40 29.9%	16 26.2%	20 24.4%	4 25.0%	23 29.5%	4 19.0%	51 29.7%	26 25.0%	20 32.3%	7 29.2%
Always	1,410 55.6%	106 52.7%	21 42.9%	54 60.0%	31 51.7%	60 54.1%	45 51.7%	71 53.0%	33 54.1%	48 58.5%	9 56.3%	39 50.0%	13 61.9%	89 51.7%	58 55.8%	31 50.0%	12 50.0%
Significantly different from column:*																	
Usually or Always	2,063 81.3%	162 80.6%	43 87.8%	73 81.1%	46 76.7%	90 81.1%	71 81.6%	111 82.8%	49 80.3%	68 82.9%	13 81.3%	62 79.5%	17 81.0%	140 81.4%	84 80.8%	51 82.3%	19 79.2%
Significantly different from column:*																	

NA - Not applicable

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

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 27

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 or help from child's health plan's customer service (Q26)

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	2,578	207	42	130	27	8	89	7	135	50	21	129	38	38
Number missing or multiple answer	41	6	0	4	1	0	1	0	5	1	0	4	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,537 98.4%	201 97.1%	42 100.0%	126 96.9%	26 96.3%	8 100.0%	88 98.9%	7 100.0%	130 96.3%	49 98.0%	21 100.0%	125 96.9%	37 97.4%	38 100.0%
Never	72 2.8%	5 2.5%	0 0.0%	3 2.4%	1 3.8%	1 12.5%	3 3.4%	0 0.0%	2 1.5%	1 2.0%	1 4.8%	4 3.2%	0 0.0%	0 0.0%
Sometimes	402 15.8%	34 16.9%	9 21.4%	18 14.3%	6 23.1%	1 12.5%	16 18.2%	1 14.3%	19 14.6%	11 22.4%	4 19.0%	17 13.6%	7 18.9%	10 26.3%
Usually	653 25.7%	56 27.9%	10 23.8%	37 29.4%	7 26.9%	1 12.5%	24 27.3%	3 42.9%	34 26.2%	15 30.6%	7 33.3%	34 27.2%	10 27.0%	12 31.6%
Always	1,410 55.6%	106 52.7%	23 54.8%	68 54.0%	12 46.2%	5 62.5%	45 51.1%	3 42.9%	75 57.7%	22 44.9%	9 42.9%	70 56.0%	20 54.1%	16 42.1%
Significantly different from column:*														
Usually or Always	2,063 81.3%	162 80.6%	33 78.6%	105 83.3%	19 73.1%	6 75.0%	69 78.4%	6 85.7%	109 83.8%	37 75.5%	16 76.2%	104 83.2%	30 81.1%	28 73.7%
Significantly different from column:*														

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 28

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 or help from child's health plan's customer service (Q26)

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	2,578	207	49	93	63	114	90	138	62	84	17	81	21	178	107	64	24
Number missing or multiple answer	45	6	1	2	2	3	2	4	1	1	0	3	0	5	2	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,533 98.3%	201 97.1%	48 98.0%	91 97.8%	61 96.8%	111 97.4%	88 97.8%	134 97.1%	61 98.4%	83 98.8%	17 100.0%	78 96.3%	21 100.0%	173 97.2%	105 98.1%	62 96.9%	24 100.0%
Never	36 1.4%	3 1.5%	1 2.1%	1 1.1%	1 1.6%	1 0.9%	2 2.3%	2 1.5%	1 1.6%	1 1.2%	0 0.0%	2 2.6%	0 0.0%	3 1.7%	2 1.9%	1 1.6%	0 0.0%
Sometimes	121 4.8%	4 2.0%	0 0.0%	1 1.1%	2 3.3%	2 1.8%	1 1.1%	1 0.7%	2 3.3%	0 0.0%	0 0.0%	3 3.8%	0 0.0%	3 1.7%	3 2.9%	0 0.0%	0 0.0%
Usually	422 16.7%	32 15.9%	12 25.0%	15 16.5%	5 8.2%	16 14.4%	16 18.2%	21 15.7%	10 16.4%	14 16.9%	3 17.6%	13 16.7%	3 14.3%	27 15.6%	14 13.3%	12 19.4%	4 16.7%
Always	1,954 77.1%	162 80.6%	35 72.9%	74 81.3%	53 86.9%	92 82.9%	69 78.4%	110 82.1%	48 78.7%	68 81.9%	14 82.4%	60 76.9%	18 85.7%	140 80.9%	86 81.9%	49 79.0%	20 83.3%
Significantly different from column:*																	
Usually or Always	2,376 93.8%	194 96.5%	47 97.9%	89 97.8%	58 95.1%	108 97.3%	85 96.6%	131 97.8%	58 95.1%	82 98.8%	17 100.0%	73 93.6%	21 100.0%	167 96.5%	100 95.2%	61 98.4%	24 100.0%
Significantly different from column:*																	

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 28

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 or help from child's health plan's customer service (Q26)

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	2,578	207	42	130	27	8	89	7	135	50	21	129	38	38
Number missing or multiple answer	45	6	0	3	2	1	0	1	3	1	1	3	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,533 98.3%	201 97.1%	42 100.0%	127 97.7%	25 92.6%	7 87.5%	89 100.0%	6 85.7%	132 97.8%	49 98.0%	20 95.2%	126 97.7%	37 97.4%	37 97.4%
Never	36 1.4%	3 1.5%	1 2.4%	1 0.8%	1 4.0%	0 0.0%	2 2.2%	0 0.0%	1 0.8%	1 2.0%	1 5.0%	3 2.4%	0 0.0%	0 0.0%
Sometimes	121 4.8%	4 2.0%	2 4.8%	2 1.6%	0 0.0%	1 14.3%	1 1.1%	0 0.0%	3 2.3%	0 0.0%	1 5.0%	2 1.6%	1 2.7%	1 2.7%
Usually	422 16.7%	32 15.9%	4 9.5%	23 18.1%	3 12.0%	0 0.0%	15 16.9%	0 0.0%	20 15.2%	10 20.4%	2 10.0%	21 16.7%	8 21.6%	3 8.1%
Always	1,954 77.1%	162 80.6%	35 83.3%	101 79.5%	21 84.0%	6 85.7%	71 79.8%	6 100.0%	108 81.8%	38 77.6%	16 80.0%	100 79.4%	28 75.7%	33 89.2%
Significantly different from column:*														
Usually or Always	2,376 93.8%	194 96.5%	39 92.9%	124 97.6%	24 96.0%	6 85.7%	86 96.6%	6 100.0%	128 97.0%	48 98.0%	18 90.0%	121 96.0%	36 97.3%	36 97.3%
Significantly different from column:*														

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 29

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

Base: All respondents

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,712	610	143	276	177	316	278	392	196	272	45	223	63	523	323	162	92
Number missing or multiple answer	258	26	2	7	9	8	10	14	4	5	0	7	2	15	10	3	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,454	584	141	269	168	308	268	378	192	267	45	216	61	508	313	159	89
	97.0%	95.7%	98.6%	97.5%	94.9%	97.5%	96.4%	96.4%	98.0%	98.2%	100.0%	96.9%	96.8%	97.1%	96.9%	98.1%	96.7%
Yes	2,301	163	35	74	51	93	66	112	46	66	10	66	20	137	90	47	20
	27.2%	27.9%	24.8%	27.5%	30.4%	30.2%	24.6%	29.6%	24.0%	24.7%	22.2%	30.6%	32.8%	27.0%	28.8%	29.6%	22.5%
No	6,153	421	106	195	117	215	202	266	146	201	35	150	41	371	223	112	69
	72.8%	72.1%	75.2%	72.5%	69.6%	69.8%	75.4%	70.4%	76.0%	75.3%	77.8%	69.4%	67.2%	73.0%	71.2%	70.4%	77.5%
Significantly different from column:*																	

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 29

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

Base: All respondents

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	8,712	610	175	350	66	10	176	14	427	133	39	397	126	74
Number missing or multiple answer	258	26	8	13	1	2	6	2	10	7	1	10	6	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,454	584	167	337	65	8	170	12	417	126	38	387	120	73
	97.0%	95.7%	95.4%	96.3%	98.5%	80.0%	96.6%	85.7%	97.7%	94.7%	97.4%	97.5%	95.2%	98.6%
Yes	2,301	163	32	113	15	4	67	3	113	33	16	105	33	24
	27.2%	27.9%	19.2%	33.5%	23.1%	50.0%	39.4%	25.0%	27.1%	26.2%	42.1%	27.1%	27.5%	32.9%
No	6,153	421	135	224	50	4	103	9	304	93	22	282	87	49
	72.8%	72.1%	80.8%	66.5%	76.9%	50.0%	60.6%	75.0%	72.9%	73.8%	57.9%	72.9%	72.5%	67.1%
Significantly different from column:*			D	C					K		I			

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 30

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

Base: All respondents whose child's health plan gave them forms to fill out (Q29)

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	8,454	584	141	269	168	308	268	378	192	267	45	216	61	508	313	159	89
Number missing or multiple answer	54	2	0	0	1	1	0	1	0	0	0	1	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,400	582	141	269	167	307	268	377	192	267	45	215	61	507	312	159	89
	99.4%	99.7%	100.0%	100.0%	99.4%	99.7%	100.0%	99.7%	100.0%	100.0%	100.0%	99.5%	100.0%	99.8%	99.7%	100.0%	100.0%
Never	85	6	0	2	4	4	2	4	2	3	0	1	0	5	3	1	1
	1.0%	1.0%	0.0%	0.7%	2.4%	1.3%	0.7%	1.1%	1.0%	1.1%	0.0%	0.5%	0.0%	1.0%	1.0%	0.6%	1.1%
Sometimes	385	31	6	14	10	20	10	20	9	7	4	15	4	25	14	10	5
	4.6%	5.3%	4.3%	5.2%	6.0%	6.5%	3.7%	5.3%	4.7%	2.6%	8.9%	7.0%	6.6%	4.9%	4.5%	6.3%	5.6%
Usually	618	33	7	18	7	18	14	22	11	15	0	15	3	30	21	11	1
	7.4%	5.7%	5.0%	6.7%	4.2%	5.9%	5.2%	5.8%	5.7%	5.6%	0.0%	7.0%	4.9%	5.9%	6.7%	6.9%	1.1%
Always	7,312	512	128	235	146	265	242	331	170	242	41	184	54	447	274	137	82
	87.0%	88.0%	90.8%	87.4%	87.4%	86.3%	90.3%	87.8%	88.5%	90.6%	91.1%	85.6%	88.5%	88.2%	87.8%	86.2%	92.1%
Significantly different from column:*																	
Usually or Always	7,930	545	135	253	153	283	256	353	181	257	41	199	57	477	295	148	83
	94.4%	93.6%	95.7%	94.1%	91.6%	92.2%	95.5%	93.6%	94.3%	96.3%	91.1%	92.6%	93.4%	94.1%	94.6%	93.1%	93.3%
Significantly different from column:*																	

NA - Not applicable

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

**Respondents answering "No" to question 29 are reported to NCQA as "Always" in question 30, and are used in calculating the Question Summary Rate.

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 30

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

Base: All respondents whose child's health plan gave them forms to fill out (Q29)

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	8,454	584	167	337	65	8	170	12	417	126	38	387	120	73
Number missing or multiple answer	54	2	0	2	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
Usable responses	8,400 99.4%	582 99.7%	167 100.0%	335 99.4%	65 100.0%	8 100.0%	170 100.0%	12 100.0%	417 100.0%	126 100.0%	37 97.4%	387 100.0%	119 99.2%	73 100.0%
Never	85 1.0%	6 1.0%	0 0.0%	6 1.8%	0 0.0%	1 12.5%	1 0.6%	1 8.3%	3 0.7%	1 0.8%	2 5.4%	3 0.8%	2 1.7%	1 1.4%
Sometimes	385 4.6%	31 5.3%	9 5.4%	16 4.8%	5 7.7%	1 12.5%	11 6.5%	1 8.3%	19 4.6%	8 6.3%	4 10.8%	16 4.1%	7 5.9%	8 11.0%
Usually	618 7.4%	33 5.7%	5 3.0%	27 8.1%	0 0.0%	0 0.0%	15 8.8%	0 0.0%	25 6.0%	5 4.0%	3 8.1%	25 6.5%	7 5.9%	1 1.4%
Always	7,312 87.0%	512 88.0%	153 91.6%	286 85.4%	60 92.3%	6 75.0%	143 84.1%	10 83.3%	370 88.7%	112 88.9%	28 75.7%	343 88.6%	103 86.6%	63 86.3%
Significantly different from column:*			D	C						K	J			
Usually or Always	7,930 94.4%	545 93.6%	158 94.6%	313 93.4%	60 92.3%	6 75.0%	158 92.9%	10 83.3%	395 94.7%	117 92.9%	31 83.8%	368 95.1%	110 92.4%	64 87.7%
Significantly different from column:*														

NA - Not applicable

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

**Respondents answering "No" to question 29 are reported to NCQA as "Always" in question 30, and are used in calculating the Question Summary Rate.

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 31

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

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,712	610	143	276	177	316	278	392	196	272	45	223	63	523	323	162	92
Number missing or multiple answer	238	15	1	2	2	2	2	1	2	0	2	1	0	4	2	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,474 97.3%	595 97.5%	142 99.3%	274 99.3%	175 98.9%	314 99.4%	276 99.3%	391 99.7%	194 99.0%	272 100.0%	43 95.6%	222 99.6%	63 100.0%	519 99.2%	321 99.4%	161 99.4%	92 100.0%
0 Worst health plan possible	40 0.5%	3 0.5%	0 0.0%	1 0.4%	2 1.1%	3 1.0%	0 0.0%	3 0.8%	0 0.0%	1 0.4%	0 0.0%	1 0.5%	2 3.2%	1 0.2%	2 0.6%	1 0.6%	0 0.0%
1	21 0.2%	1 0.2%	0 0.0%	0 0.0%	1 0.6%	1 0.3%	0 0.0%	1 0.3%	0 0.0%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	1 0.2%	1 0.3%	0 0.0%	0 0.0%
2	21 0.2%	1 0.2%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	1 0.4%	1 0.3%	0 0.0%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	1 0.2%	1 0.3%	0 0.0%	0 0.0%
3	37 0.4%	4 0.7%	0 0.0%	2 0.7%	2 1.1%	3 1.0%	1 0.4%	0 0.0%	4 2.1%	1 0.4%	0 0.0%	3 1.4%	1 1.6%	3 0.6%	2 0.6%	0 0.0%	1 1.1%
4	41 0.5%	2 0.3%	0 0.0%	0 0.0%	1 0.6%	1 0.3%	0 0.0%	1 0.3%	0 0.0%	0 0.0%	0 0.0%	1 0.5%	1 1.6%	0 0.0%	1 0.3%	0 0.0%	0 0.0%
5	244 2.9%	14 2.4%	2 1.4%	7 2.6%	5 2.9%	10 3.2%	4 1.4%	4 1.0%	10 5.2%	5 1.8%	2 4.7%	7 3.2%	0 0.0%	14 2.7%	5 1.6%	5 3.1%	4 4.3%
6	235 2.8%	9 1.5%	2 1.4%	5 1.8%	2 1.1%	4 1.3%	5 1.8%	5 1.3%	4 2.1%	6 2.2%	0 0.0%	3 1.4%	1 1.6%	8 1.5%	2 0.6%	5 3.1%	2 2.2%
7	530 6.3%	29 4.9%	8 5.6%	13 4.7%	8 4.6%	12 3.8%	17 6.2%	17 4.3%	11 5.7%	12 4.4%	2 4.7%	12 5.4%	6 9.5%	21 4.0%	13 4.0%	10 6.2%	3 3.3%
8	1,329 15.7%	77 12.9%	23 16.2%	35 12.8%	18 10.3%	48 15.3%	28 10.1%	41 10.5%	35 18.0%	30 11.0%	4 9.3%	36 16.2%	14 22.2%	62 11.9%	36 11.2%	19 11.8%	20 21.7%
9	1,376 16.2%	79 13.3%	17 12.0%	37 13.5%	25 14.3%	41 13.1%	38 13.8%	52 13.3%	26 13.4%	35 12.9%	4 9.3%	35 15.8%	2 3.2%	77 14.8%	39 12.1%	25 15.5%	14 15.2%
10 Best health plan possible	4,600 54.3%	376 63.2%	90 63.4%	174 63.5%	110 62.9%	191 60.8%	182 65.9%	266 68.0%	104 53.6%	182 66.9%	31 72.1%	122 55.0%	36 57.1%	331 63.8%	219 68.2%	96 59.6%	48 52.2%

NA - Not applicable

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 31

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

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	8,712	610	175	350	66	10	176	14	427	133	39	397	126	74
Number missing or multiple answer	238	15	5	6	1	1	1	1	4	1	0	2	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,474 97.3%	595 97.5%	170 97.1%	344 98.3%	65 98.5%	9 90.0%	175 99.4%	13 92.9%	423 99.1%	132 99.2%	39 100.0%	395 99.5%	124 98.4%	74 100.0%
0 Worst health plan possible	40 0.5%	3 0.5%	1 0.6%	2 0.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 1.5%	1 2.6%	1 0.3%	0 0.0%	2 2.7%
1	21 0.2%	1 0.2%	0 0.0%	1 0.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.8%	0 0.0%	0 0.0%	1 0.8%	0 0.0%
2	21 0.2%	1 0.2%	0 0.0%	1 0.3%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	1 0.8%	0 0.0%	1 0.3%	0 0.0%	0 0.0%
3	37 0.4%	4 0.7%	1 0.6%	3 0.9%	0 0.0%	0 0.0%	1 0.6%	1 7.7%	2 0.5%	2 1.5%	0 0.0%	0 0.0%	3 2.4%	1 1.4%
4	41 0.5%	2 0.3%	2 1.2%	0 0.0%	0 0.0%	1 11.1%	0 0.0%	0 0.0%	0 0.0%	1 0.8%	1 2.6%	1 0.3%	0 0.0%	1 1.4%
5	244 2.9%	14 2.4%	3 1.8%	10 2.9%	1 1.5%	0 0.0%	4 2.3%	1 7.7%	8 1.9%	5 3.8%	1 2.6%	6 1.5%	4 3.2%	4 5.4%
6	235 2.8%	9 1.5%	2 1.2%	6 1.7%	1 1.5%	0 0.0%	1 0.6%	0 0.0%	5 1.2%	3 2.3%	1 2.6%	5 1.3%	3 2.4%	1 1.4%
7	530 6.3%	29 4.9%	8 4.7%	17 4.9%	4 6.2%	2 22.2%	9 5.1%	0 0.0%	16 3.8%	10 7.6%	2 5.1%	12 3.0%	11 8.9%	5 6.8%
8	1,329 15.7%	77 12.9%	28 16.5%	37 10.8%	8 12.3%	1 11.1%	22 12.6%	2 15.4%	53 12.5%	19 14.4%	5 12.8%	50 12.7%	14 11.3%	12 16.2%
9	1,376 16.2%	79 13.3%	22 12.9%	43 12.5%	12 18.5%	0 0.0%	26 14.9%	2 15.4%	48 11.3%	22 16.7%	9 23.1%	43 10.9%	18 14.5%	18 24.3%
10 Best health plan possible	4,600 54.3%	376 63.2%	103 60.6%	224 65.1%	39 60.0%	5 55.6%	111 63.4%	7 53.8%	291 68.8%	66 50.0%	19 48.7%	276 69.9%	70 56.5%	30 40.5%

NA - Not applicable

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 31

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

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,712	610	143	276	177	316	278	392	196	272	45	223	63	523	323	162	92
Number missing or multiple answer	238	15	1	2	2	2	2	1	2	0	2	1	0	4	2	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,474 97.3%	595 97.5%	142 99.3%	274 99.3%	175 98.9%	314 99.4%	276 99.3%	391 99.7%	194 99.0%	272 100.0%	43 95.6%	222 99.6%	63 100.0%	519 99.2%	321 99.4%	161 99.4%	92 100.0%
0 to 4	160 1.9%	11 1.8%	0 0.0%	3 1.1%	7 4.0%	8 2.5%	2 0.7%	6 1.5%	4 2.1%	2 0.7%	0 0.0%	7 3.2%	4 6.3%	6 1.2%	7 2.2%	1 0.6%	1 1.1%
5	244 2.9%	14 2.4%	2 1.4%	7 2.6%	5 2.9%	10 3.2%	4 1.4%	4 1.0%	10 5.2%	5 1.8%	2 4.7%	7 3.2%	0 0.0%	14 2.7%	5 1.6%	5 3.1%	4 4.3%
6 to 7	765 9.0%	38 6.4%	10 7.0%	18 6.6%	10 5.7%	16 5.1%	22 8.0%	22 5.6%	15 7.7%	18 6.6%	2 4.7%	15 6.8%	7 11.1%	29 5.6%	15 4.7%	15 9.3%	5 5.4%
8 to 10	7,305 86.2%	532 89.4%	130 91.5%	246 89.8%	153 87.4%	280 89.2%	248 89.9%	359 91.8%	165 85.1%	247 90.8%	39 90.7%	193 86.9%	52 82.5%	470 90.6%	294 91.6%	140 87.0%	82 89.1%
Significantly different from column:*		A						I	H				N	M			
0 to 6	639 7.5%	34 5.7%	4 2.8%	15 5.5%	14 8.0%	22 7.0%	11 4.0%	15 3.8%	18 9.3%	13 4.8%	2 4.7%	17 7.7%	5 7.9%	28 5.4%	14 4.4%	11 6.8%	7 7.6%
7 to 8	1,859 21.9%	106 17.8%	31 21.8%	48 17.5%	26 14.9%	60 19.1%	45 16.3%	58 14.8%	46 23.7%	42 15.4%	6 14.0%	48 21.6%	20 31.7%	83 16.0%	49 15.3%	29 18.0%	23 25.0%
9 to 10	5,976 70.5%	455 76.5%	107 75.4%	211 77.0%	135 77.1%	232 73.9%	220 79.7%	318 81.3%	130 67.0%	217 79.8%	35 81.4%	157 70.7%	38 60.3%	408 78.6%	258 80.4%	121 75.2%	62 67.4%
Significantly different from column:*		A						I	H	L	J		N	M	Q		O

NA - Not applicable

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

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 31

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

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	8,712	610	175	350	66	10	176	14	427	133	39	397	126	74
Number missing or multiple answer	238	15	5	6	1	1	1	1	4	1	0	2	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,474 97.3%	595 97.5%	170 97.1%	344 98.3%	65 98.5%	9 90.0%	175 99.4%	13 92.9%	423 99.1%	132 99.2%	39 100.0%	395 99.5%	124 98.4%	74 100.0%
0 to 4	160 1.9%	11 1.8%	4 2.4%	7 2.0%	0 0.0%	1 11.1%	2 1.1%	1 7.7%	2 0.5%	7 5.3%	2 5.1%	3 0.8%	4 3.2%	4 5.4%
5	244 2.9%	14 2.4%	3 1.8%	10 2.9%	1 1.5%	0 0.0%	4 2.3%	1 7.7%	8 1.9%	5 3.8%	1 2.6%	6 1.5%	4 3.2%	4 5.4%
6 to 7	765 9.0%	38 6.4%	10 5.9%	23 6.7%	5 7.7%	2 22.2%	10 5.7%	0 0.0%	21 5.0%	13 9.8%	3 7.7%	17 4.3%	14 11.3%	6 8.1%
8 to 10	7,305 86.2%	532 89.4%	153 90.0%	304 88.4%	59 90.8%	6 66.7%	159 90.9%	11 84.6%	392 92.7%	107 81.1%	33 84.6%	369 93.4%	102 82.3%	60 81.1%
Significantly different from column:*									J	I		MN	L	L
0 to 6	639 7.5%	34 5.7%	9 5.3%	23 6.7%	2 3.1%	1 11.1%	7 4.0%	2 15.4%	15 3.5%	15 11.4%	4 10.3%	14 3.5%	11 8.9%	9 12.2%
7 to 8	1,859 21.9%	106 17.8%	36 21.2%	54 15.7%	12 18.5%	3 33.3%	31 17.7%	2 15.4%	69 16.3%	29 22.0%	7 17.9%	62 15.7%	25 20.2%	17 23.0%
9 to 10	5,976 70.5%	455 76.5%	125 73.5%	267 77.6%	51 78.5%	5 55.6%	137 78.3%	9 69.2%	339 80.1%	88 66.7%	28 71.8%	319 80.8%	88 71.0%	48 64.9%
Significantly different from column:*									J	I		MN	L	L

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 32

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

Base: All respondents

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,712	610	143	276	177	316	278	392	196	272	45	223	63	523	323	162	92
Number missing or multiple answer	193	11	0	1	0	0	1	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
Usable responses	8,519	599	143	275	177	316	277	392	196	272	45	223	63	523	323	162	92
	97.8%	98.2%	100.0%	99.6%	100.0%	100.0%	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Poor	33	6	2	2	1	4	1	4	1	3	0	2	0	5	2	0	2
	0.4%	1.0%	1.4%	0.7%	0.6%	1.3%	0.4%	1.0%	0.5%	1.1%	0.0%	0.9%	0.0%	1.0%	0.6%	0.0%	2.2%
Fair	418	33	4	10	19	20	13	25	8	17	3	11	2	31	18	10	4
	4.9%	5.5%	2.8%	3.6%	10.7%	6.3%	4.7%	6.4%	4.1%	6.3%	6.7%	4.9%	3.2%	5.9%	5.6%	6.2%	4.3%
Good	1,647	133	22	60	51	77	56	87	44	58	5	52	11	119	78	32	19
	19.3%	22.2%	15.4%	21.8%	28.8%	24.4%	20.2%	22.2%	22.4%	21.3%	11.1%	23.3%	17.5%	22.8%	24.1%	19.8%	20.7%
Very good	2,789	179	37	86	55	92	85	109	67	79	8	76	17	157	92	52	28
	32.7%	29.9%	25.9%	31.3%	31.1%	29.1%	30.7%	27.8%	34.2%	29.0%	17.8%	34.1%	27.0%	30.0%	28.5%	32.1%	30.4%
Excellent	3,632	248	78	117	51	123	122	167	76	115	29	82	33	211	133	68	39
	42.6%	41.4%	54.5%	42.5%	28.8%	38.9%	44.0%	42.6%	38.8%	42.3%	64.4%	36.8%	52.4%	40.3%	41.2%	42.0%	42.4%
Significantly different from column:*			DE	CE	CD					K	JL	K					
Excellent or Very good	6,421	427	115	203	106	215	207	276	143	194	37	158	50	368	225	120	67
	75.4%	71.3%	80.4%	73.8%	59.9%	68.0%	74.7%	70.4%	73.0%	71.3%	82.2%	70.9%	79.4%	70.4%	69.7%	74.1%	72.8%
Significantly different from column:*		A	E	E	CD												

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 32

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

Base: All respondents

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	8,712	610	175	350	66	10	176	14	427	133	39	397	126	74
Number missing or multiple answer	193	11	3	7	0	1	0	1	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,519 97.8%	599 98.2%	172 98.3%	343 98.0%	66 100.0%	9 90.0%	176 100.0%	13 92.9%	427 100.0%	133 100.0%	39 100.0%	397 100.0%	126 100.0%	74 100.0%
Poor	33 0.4%	6 1.0%	1 0.6%	2 0.6%	3 4.5%	1 11.1%	1 0.6%	2 15.4%	0 0.0%	0 0.0%	6 15.4%	0 0.0%	0 0.0%	6 8.1%
Fair	418 4.9%	33 5.5%	5 2.9%	17 5.0%	10 15.2%	2 22.2%	17 9.7%	2 15.4%	0 0.0%	0 0.0%	33 84.6%	7 1.8%	8 6.3%	18 24.3%
Good	1,647 19.3%	133 22.2%	36 20.9%	74 21.6%	19 28.8%	3 33.3%	52 29.5%	6 46.2%	0 0.0%	133 100.0%	0 0.0%	47 11.8%	57 45.2%	28 37.8%
Very good	2,789 32.7%	179 29.9%	42 24.4%	115 33.5%	17 25.8%	2 22.2%	52 29.5%	2 15.4%	179 41.9%	0 0.0%	0 0.0%	123 31.0%	41 32.5%	14 18.9%
Excellent	3,632 42.6%	248 41.4%	88 51.2%	135 39.4%	17 25.8%	1 11.1%	54 30.7%	1 7.7%	248 58.1%	0 0.0%	0 0.0%	220 55.4%	20 15.9%	8 10.8%
Significantly different from column:*			DE	CE	CD				JK	I	I	MN	L	L
Excellent or Very good	6,421 75.4%	427 71.3%	130 75.6%	250 72.9%	34 51.5%	3 33.3%	106 60.2%	3 23.1%	427 100.0%	0 0.0%	0 0.0%	343 86.4%	61 48.4%	22 29.7%
Significantly different from column:*			E	E	CD		H	G	J	I		MN	LN	LM

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 33

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

Base: All respondents

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,712	610	143	276	177	316	278	392	196	272	45	223	63	523	323	162	92
Number missing or multiple answer	203	13	0	1	2	0	3	1	0	0	1	0	0	2	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,509	597	143	275	175	316	275	391	196	272	44	223	63	521	322	162	92
	97.7%	97.9%	100.0%	99.6%	98.9%	100.0%	98.9%	99.7%	100.0%	100.0%	97.8%	100.0%	100.0%	99.6%	99.7%	100.0%	100.0%
Poor	125	15	2	8	5	10	5	10	5	7	0	7	1	14	6	4	5
	1.5%	2.5%	1.4%	2.9%	2.9%	3.2%	1.8%	2.6%	2.6%	2.6%	0.0%	3.1%	1.6%	2.7%	1.9%	2.5%	5.4%
Fair	649	59	4	29	25	32	26	29	27	24	7	19	4	52	21	19	15
	7.6%	9.9%	2.8%	10.5%	14.3%	10.1%	9.5%	7.4%	13.8%	8.8%	15.9%	8.5%	6.3%	10.0%	6.5%	11.7%	16.3%
Good	1,656	126	25	55	46	73	52	77	45	56	4	50	12	111	73	35	10
	19.5%	21.1%	17.5%	20.0%	26.3%	23.1%	18.9%	19.7%	23.0%	20.6%	9.1%	22.4%	19.0%	21.3%	22.7%	21.6%	10.9%
Very good	2,290	141	27	70	42	76	63	89	52	77	12	47	15	125	69	39	32
	26.9%	23.6%	18.9%	25.5%	24.0%	24.1%	22.9%	22.8%	26.5%	28.3%	27.3%	21.1%	23.8%	24.0%	21.4%	24.1%	34.8%
Excellent	3,789	256	85	113	57	125	129	186	67	108	21	100	31	219	153	65	30
	44.5%	42.9%	59.4%	41.1%	32.6%	39.6%	46.9%	47.6%	34.2%	39.7%	47.7%	44.8%	49.2%	42.0%	47.5%	40.1%	32.6%
Significantly different from column:*			DE	C	C			I	H						Q		O
Excellent or Very good	6,079	397	112	183	99	201	192	275	119	185	33	147	46	344	222	104	62
	71.4%	66.5%	78.3%	66.5%	56.6%	63.6%	69.8%	70.3%	60.7%	68.0%	75.0%	65.9%	73.0%	66.0%	68.9%	64.2%	67.4%
Significantly different from column:*		A	DE	CE	CD			I	H								

NA - Not applicable

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

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 33

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

Base: All respondents

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	8,712	610	175	350	66	10	176	14	427	133	39	397	126	74
Number missing or multiple answer	203	13	3	7	0	1	1	1	1	1	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,509 97.7%	597 97.9%	172 98.3%	343 98.0%	66 100.0%	9 90.0%	175 99.4%	13 92.9%	426 99.8%	132 99.2%	39 100.0%	397 100.0%	126 100.0%	74 100.0%
Poor	125 1.5%	15 2.5%	2 1.2%	7 2.0%	5 7.6%	1 11.1%	5 2.9%	2 15.4%	2 0.5%	5 3.8%	8 20.5%	0 0.0%	0 0.0%	15 20.3%
Fair	649 7.6%	59 9.9%	17 9.9%	32 9.3%	10 15.2%	3 33.3%	27 15.4%	2 15.4%	20 4.7%	23 17.4%	16 41.0%	0 0.0%	0 0.0%	59 79.7%
Good	1,656 19.5%	126 21.1%	29 16.9%	75 21.9%	16 24.2%	3 33.3%	35 20.0%	6 46.2%	61 14.3%	57 43.2%	8 20.5%	0 0.0%	126 100.0%	0 0.0%
Very good	2,290 26.9%	141 23.6%	39 22.7%	86 25.1%	14 21.2%	0 0.0%	42 24.0%	1 7.7%	110 25.8%	27 20.5%	4 10.3%	141 35.5%	0 0.0%	0 0.0%
Excellent	3,789 44.5%	256 42.9%	85 49.4%	143 41.7%	21 31.8%	2 22.2%	66 37.7%	2 15.4%	233 54.7%	20 15.2%	3 7.7%	256 64.5%	0 0.0%	0 0.0%
Significantly different from column:*			E		C				JK	I	I	MN	L	L
Excellent or Very good	6,079 71.4%	397 66.5%	124 72.1%	229 66.8%	35 53.0%	2 22.2%	108 61.7%	3 23.1%	343 80.5%	47 35.6%	7 17.9%	397 100.0%	0 0.0%	0 0.0%
Significantly different from column:*			E	E	CD		H	G	JK	IK	IJ	MN	L	L

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 34

What is your child's age?

Base: All respondents

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,712	610	143	276	177	316	278	392	196	272	45	223	63	523	323	162	92
Number missing or multiple answer	322	14	0	0	0	0	0	1	1	0	1	1	0	2	1	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,390 96.3%	596 97.7%	143 100.0%	276 100.0%	177 100.0%	316 100.0%	278 100.0%	391 99.7%	195 99.5%	272 100.0%	44 97.8%	222 99.6%	63 100.0%	521 99.6%	322 99.7%	162 100.0%	91 98.9%
Less than 1 year old	259 3.1%	11 1.8%	11 7.7%	0 0.0%	0 0.0%	3 0.9%	7 2.5%	5 1.3%	5 2.6%	4 1.5%	2 4.5%	5 2.3%	3 4.8%	8 1.5%	7 2.2%	1 0.6%	3 3.3%
1 year old	542 6.5%	29 4.9%	29 20.3%	0 0.0%	0 0.0%	17 5.4%	12 4.3%	23 5.9%	6 3.1%	18 6.6%	1 2.3%	9 4.1%	0 0.0%	28 5.4%	18 5.6%	8 4.9%	2 2.2%
2 years old	557 6.6%	27 4.5%	27 18.9%	0 0.0%	0 0.0%	16 5.1%	11 4.0%	17 4.3%	10 5.1%	12 4.4%	2 4.5%	9 4.1%	4 6.3%	22 4.2%	13 4.0%	8 4.9%	3 3.3%
3 years old	507 6.0%	21 3.5%	21 14.7%	0 0.0%	0 0.0%	10 3.2%	11 4.0%	12 3.1%	9 4.6%	9 3.3%	1 2.3%	9 4.1%	2 3.2%	19 3.6%	12 3.7%	8 4.9%	1 1.1%
4 to 6 years old	1,362 16.2%	87 14.6%	55 38.5%	32 11.6%	0 0.0%	44 13.9%	43 15.5%	56 14.3%	30 15.4%	34 12.5%	6 13.6%	38 17.1%	10 15.9%	76 14.6%	49 15.2%	24 14.8%	11 12.1%
7 to 9 years old	1,286 15.3%	98 16.4%	0 0.0%	98 35.5%	0 0.0%	59 18.7%	39 14.0%	59 15.1%	38 19.5%	44 16.2%	9 20.5%	37 16.7%	11 17.5%	87 16.7%	44 13.7%	35 21.6%	17 18.7%
10 to 13 years old	1,696 20.2%	146 24.5%	0 0.0%	146 52.9%	0 0.0%	80 25.3%	66 23.7%	99 25.3%	44 22.6%	69 25.4%	9 20.5%	51 23.0%	13 20.6%	128 24.6%	73 22.7%	40 24.7%	28 30.8%
14 to 18 years old	2,181 26.0%	177 29.7%	0 0.0%	0 0.0%	177 100.0%	87 27.5%	89 32.0%	120 30.7%	53 27.2%	82 30.1%	14 31.8%	64 28.8%	20 31.7%	153 29.4%	106 32.9%	38 23.5%	26 28.6%
3 years old or younger	1,865 22.2%	88 14.8%	88 61.5%	0 0.0%	0 0.0%	46 14.6%	41 14.7%	57 14.6%	30 15.4%	43 15.8%	6 13.6%	32 14.4%	9 14.3%	77 14.8%	50 15.5%	25 15.4%	9 9.9%
Significantly different from column:*		A	DE	C	C												

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 34

What is your child's age?

Base: All respondents

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	8,712	610	175	350	66	10	176	14	427	133	39	397	126	74
Number missing or multiple answer	322	14	5	8	0	2	1	1	3	0	1	3	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,390 96.3%	596 97.7%	170 97.1%	342 97.7%	66 100.0%	8 80.0%	175 99.4%	13 92.9%	424 99.3%	133 100.0%	38 97.4%	394 99.2%	126 100.0%	73 98.6%
Less than 1 year old	259 3.1%	11 1.8%	3 1.8%	5 1.5%	2 3.0%	0 0.0%	1 0.6%	1 7.7%	9 2.1%	1 0.8%	1 2.6%	10 2.5%	0 0.0%	1 1.4%
1 year old	542 6.5%	29 4.9%	4 2.4%	19 5.6%	5 7.6%	1 12.5%	5 2.9%	0 0.0%	26 6.1%	2 1.5%	1 2.6%	25 6.3%	3 2.4%	1 1.4%
2 years old	557 6.6%	27 4.5%	7 4.1%	16 4.7%	3 4.5%	0 0.0%	8 4.6%	2 15.4%	20 4.7%	7 5.3%	0 0.0%	18 4.6%	9 7.1%	0 0.0%
3 years old	507 6.0%	21 3.5%	6 3.5%	12 3.5%	2 3.0%	0 0.0%	6 3.4%	0 0.0%	14 3.3%	7 5.3%	0 0.0%	14 3.6%	5 4.0%	2 2.7%
4 to 6 years old	1,362 16.2%	87 14.6%	24 14.1%	50 14.6%	9 13.6%	1 12.5%	23 13.1%	3 23.1%	70 16.5%	12 9.0%	5 13.2%	65 16.5%	16 12.7%	6 8.2%
7 to 9 years old	1,286 15.3%	98 16.4%	24 14.1%	57 16.7%	14 21.2%	1 12.5%	32 18.3%	1 7.7%	69 16.3%	26 19.5%	3 7.9%	67 17.0%	17 13.5%	14 19.2%
10 to 13 years old	1,696 20.2%	146 24.5%	43 25.3%	84 24.6%	15 22.7%	2 25.0%	43 24.6%	2 15.4%	110 25.9%	27 20.3%	8 21.1%	96 24.4%	30 23.8%	19 26.0%
14 to 18 years old	2,181 26.0%	177 29.7%	59 34.7%	99 28.9%	16 24.2%	3 37.5%	57 32.6%	4 30.8%	106 25.0%	51 38.3%	20 52.6%	99 25.1%	46 36.5%	30 41.1%
3 years old or younger	1,865 22.2%	88 14.8%	20 11.8%	52 15.2%	12 18.2%	1 12.5%	20 11.4%	3 23.1%	69 16.3%	17 12.8%	2 5.3%	67 17.0%	17 13.5%	4 5.5%
Significantly different from column:*												N		L

NA - Not applicable

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Question 35

Is your child male or female?

Base: All respondents

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,712	610	143	276	177	316	278	392	196	272	45	223	63	523	323	162	92
Number missing or multiple answer	321	16	1	0	1	0	0	1	1	0	2	1	1	2	2	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,391 96.3%	594 97.4%	142 99.3%	276 100.0%	176 99.4%	316 100.0%	278 100.0%	391 99.7%	195 99.5%	272 100.0%	43 95.6%	222 99.6%	62 98.4%	521 99.6%	321 99.4%	162 100.0%	91 98.9%
Male	4,299 51.2%	316 53.2%	71 50.0%	158 57.2%	87 49.4%	316 100.0%	0 0.0%	199 50.9%	112 57.4%	144 52.9%	27 62.8%	117 52.7%	37 59.7%	274 52.6%	168 52.3%	84 51.9%	56 61.5%
Female	4,092 48.8%	278 46.8%	71 50.0%	118 42.8%	89 50.6%	0 0.0%	278 100.0%	192 49.1%	83 42.6%	128 47.1%	16 37.2%	105 47.3%	25 40.3%	247 47.4%	153 47.7%	78 48.1%	35 38.5%
Significantly different from column:*						G	F										

NA - Not applicable

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Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 35

Is your child male or female?

Base: All respondents

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	8,712	610	175	350	66	10	176	14	427	133	39	397	126	74
Number missing or multiple answer	321	16	7	8	0	2	1	2	5	0	1	4	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,391 96.3%	594 97.4%	168 96.0%	342 97.7%	66 100.0%	8 80.0%	175 99.4%	12 85.7%	422 98.8%	133 100.0%	38 97.4%	393 99.0%	125 99.2%	73 98.6%
Male	4,299 51.2%	316 53.2%	95 56.5%	172 50.3%	41 62.1%	8 100.0%	96 54.9%	10 83.3%	215 50.9%	77 57.9%	24 63.2%	201 51.1%	73 58.4%	42 57.5%
Female	4,092 48.8%	278 46.8%	73 43.5%	170 49.7%	25 37.9%	0 0.0%	79 45.1%	2 16.7%	207 49.1%	56 42.1%	14 36.8%	192 48.9%	52 41.6%	31 42.5%
Significantly different from column:*														

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 36

Is your child of Hispanic or Latino origin or descent?

Base: All respondents

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,712	610	143	276	177	316	278	392	196	272	45	223	63	523	323	162	92
Number missing or multiple answer	425	22	2	4	4	5	3	0	0	2	2	1	1	6	4	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,287	588	141	272	173	311	275	392	196	270	43	222	62	517	319	160	92
	95.1%	96.4%	98.6%	98.6%	97.7%	98.4%	98.9%	100.0%	100.0%	99.3%	95.6%	99.6%	98.4%	98.9%	98.8%	98.8%	100.0%
Yes, Hispanic or Latino	3,559	392	92	179	120	199	192	392	0	175	13	156	31	358	248	99	38
	42.9%	66.7%	65.2%	65.8%	69.4%	64.0%	69.8%	100.0%	0.0%	64.8%	30.2%	70.3%	50.0%	69.2%	77.7%	61.9%	41.3%
No, not Hispanic or Latino	4,728	196	49	93	53	112	83	0	196	95	30	66	31	159	71	61	54
	57.1%	33.3%	34.8%	34.2%	30.6%	36.0%	30.2%	0.0%	100.0%	35.2%	69.8%	29.7%	50.0%	30.8%	22.3%	38.1%	58.7%
Significantly different from column:*		A						I	H	K	JL	K	N	M	PQ	OQ	OP

NA - Not applicable

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

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 36

Is your child of Hispanic or Latino origin or descent?

Base: All respondents

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	8,712	610	175	350	66	10	176	14	427	133	39	397	126	74
Number missing or multiple answer	425	22	11	9	0	2	4	2	8	2	1	3	4	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,287 95.1%	588 96.4%	164 93.7%	341 97.4%	66 100.0%	8 80.0%	172 97.7%	12 85.7%	419 98.1%	131 98.5%	38 97.4%	394 99.2%	122 96.8%	71 95.9%
Yes, Hispanic or Latino	3,559 42.9%	392 66.7%	111 67.7%	225 66.0%	43 65.2%	6 75.0%	111 64.5%	4 33.3%	276 65.9%	87 66.4%	29 76.3%	275 69.8%	77 63.1%	39 54.9%
No, not Hispanic or Latino	4,728 57.1%	196 33.3%	53 32.3%	116 34.0%	23 34.8%	2 25.0%	61 35.5%	8 66.7%	143 34.1%	44 33.6%	9 23.7%	119 30.2%	45 36.9%	32 45.1%
Significantly different from column:*												N		L

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 37

What is your child’s race? Mark one or more.

Base: All respondents

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,712	610	143	276	177	316	278	392	196	272	45	223	63	523	323	162	92
Number missing or multiple answer	784	70	13	28	17	28	29	48	5	0	0	4	43	37	5	3	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	7,928	540	130	248	160	288	249	344	191	272	45	223	59	480	286	157	89
	91.0%	88.5%	90.9%	89.9%	90.4%	91.1%	89.6%	87.8%	97.4%	100.0%	100.0%	100.0%	93.7%	91.8%	88.5%	96.9%	96.7%
White	4,671	335	82	154	99	176	159	211	122	272	0	63	33	301	160	105	65
	58.9%	62.0%	63.1%	62.1%	61.9%	61.1%	63.9%	61.3%	63.9%	100.0%	0.0%	28.3%	55.9%	62.7%	55.9%	66.9%	73.0%
Black or African-American	1,887	75	23	31	20	43	30	23	50	0	45	30	11	64	34	27	13
	23.8%	13.9%	17.7%	12.5%	12.5%	14.9%	12.0%	6.7%	26.2%	0.0%	100.0%	13.5%	18.6%	13.3%	11.9%	17.2%	14.6%
Asian	497	29	6	16	6	17	11	6	23	0	0	29	7	22	12	6	8
	6.3%	5.4%	4.6%	6.5%	3.8%	5.9%	4.4%	1.7%	12.0%	0.0%	0.0%	13.0%	11.9%	4.6%	4.2%	3.8%	9.0%
Native Hawaiian or other Pacific Islander	111	10	2	5	3	3	7	6	4	0	0	10	0	10	4	4	2
	1.4%	1.9%	1.5%	2.0%	1.9%	1.0%	2.8%	1.7%	2.1%	0.0%	0.0%	4.5%	0.0%	2.1%	1.4%	2.5%	2.2%
American Indian or Alaska Native	271	29	6	16	7	14	15	14	15	0	0	29	3	26	16	10	3
	3.4%	5.4%	4.6%	6.5%	4.4%	4.9%	6.0%	4.1%	7.9%	0.0%	0.0%	13.0%	5.1%	5.4%	5.6%	6.4%	3.4%
Other	1,826	156	37	71	48	82	74	134	21	0	0	156	16	140	113	27	15
	23.0%	28.9%	28.5%	28.6%	30.0%	28.5%	29.7%	39.0%	11.0%	0.0%	0.0%	70.0%	27.1%	29.2%	39.5%	17.2%	16.9%

NA - Not applicable

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

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 37

What is your child’s race? Mark one or more.

Base: All respondents

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	8,712	610	175	350	66	10	176	14	427	133	39	397	126	74
Number missing or multiple answer	784	70	27	34	4	4	17	2	38	18	3	32	16	10
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,928	540	148	316	62	6	159	12	389	115	36	365	110	64
	91.0%	88.5%	84.6%	90.3%	93.9%	60.0%	90.3%	85.7%	91.1%	86.5%	92.3%	91.9%	87.3%	86.5%
White	4,671	335	83	203	40	2	105	8	239	74	22	226	73	36
	58.9%	62.0%	56.1%	64.2%	64.5%	33.3%	66.0%	66.7%	61.4%	64.3%	61.1%	61.9%	66.4%	56.3%
Black or African-American	1,887	75	27	38	7	2	22	2	60	12	3	53	9	12
	23.8%	13.9%	18.2%	12.0%	11.3%	33.3%	13.8%	16.7%	15.4%	10.4%	8.3%	14.5%	8.2%	18.8%
Asian	497	29	9	16	1	0	7	1	22	7	0	17	8	4
	6.3%	5.4%	6.1%	5.1%	1.6%	0.0%	4.4%	8.3%	5.7%	6.1%	0.0%	4.7%	7.3%	6.3%
Native Hawaiian or other Pacific Islander	111	10	3	7	0	0	4	0	8	1	1	7	1	2
	1.4%	1.9%	2.0%	2.2%	0.0%	0.0%	2.5%	0.0%	2.1%	0.9%	2.8%	1.9%	0.9%	3.1%
American Indian or Alaska Native	271	29	6	18	5	0	12	0	20	8	1	17	8	4
	3.4%	5.4%	4.1%	5.7%	8.1%	0.0%	7.5%	0.0%	5.1%	7.0%	2.8%	4.7%	7.3%	6.3%
Other	1,826	156	48	87	15	3	39	1	110	34	12	108	33	15
	23.0%	28.9%	32.4%	27.5%	24.2%	50.0%	24.5%	8.3%	28.3%	29.6%	33.3%	29.6%	30.0%	23.4%

NA - Not applicable

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

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 38

What is your age?

Base: All respondents

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,712	610	143	276	177	316	278	392	196	272	45	223	63	523	323	162	92
Number missing or multiple answer	450	27	3	8	4	7	7	5	7	3	0	0	1	2	1	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,262 94.8%	583 95.6%	140 97.9%	268 97.1%	173 97.7%	309 97.8%	271 97.5%	387 98.7%	189 96.4%	269 98.9%	45 100.0%	223 100.0%	62 98.4%	521 99.6%	322 99.7%	162 100.0%	91 98.9%
Under 18	427 5.2%	27 4.6%	3 2.1%	11 4.1%	13 7.5%	20 6.5%	7 2.6%	17 4.4%	10 5.3%	11 4.1%	7 15.6%	6 2.7%	5 8.1%	22 4.2%	16 5.0%	8 4.9%	3 3.3%
18 to 24	432 5.2%	36 6.2%	28 20.0%	5 1.9%	3 1.7%	19 6.1%	17 6.3%	28 7.2%	8 4.2%	14 5.2%	1 2.2%	19 8.5%	4 6.5%	32 6.1%	29 9.0%	7 4.3%	0 0.0%
25 to 34	2,232 27.0%	145 24.9%	60 42.9%	75 28.0%	10 5.8%	77 24.9%	68 25.1%	101 26.1%	43 22.8%	66 24.5%	10 22.2%	62 27.8%	9 14.5%	136 26.1%	82 25.5%	52 32.1%	10 11.0%
35 to 44	2,935 35.5%	191 32.8%	42 30.0%	99 36.9%	49 28.3%	107 34.6%	82 30.3%	134 34.6%	55 29.1%	93 34.6%	16 35.6%	64 28.7%	19 30.6%	172 33.0%	97 30.1%	57 35.2%	34 37.4%
45 to 54	1,453 17.6%	131 22.5%	7 5.0%	50 18.7%	73 42.2%	55 17.8%	75 27.7%	80 20.7%	49 25.9%	55 20.4%	7 15.6%	54 24.2%	15 24.2%	116 22.3%	72 22.4%	26 16.0%	30 33.0%
55 to 64	496 6.0%	37 6.3%	0 0.0%	19 7.1%	18 10.4%	21 6.8%	16 5.9%	19 4.9%	18 9.5%	21 7.8%	2 4.4%	13 5.8%	6 9.7%	31 6.0%	18 5.6%	9 5.6%	10 11.0%
65 to 74	234 2.8%	13 2.2%	0 0.0%	6 2.2%	7 4.0%	7 2.3%	6 2.2%	6 1.6%	5 2.6%	7 2.6%	1 2.2%	5 2.2%	3 4.8%	10 1.9%	8 2.5%	1 0.6%	3 3.3%
75 or older	53 0.6%	3 0.5%	0 0.0%	3 1.1%	0 0.0%	3 1.0%	0 0.0%	2 0.5%	1 0.5%	2 0.7%	1 2.2%	0 0.0%	1 1.6%	2 0.4%	0 0.0%	2 1.2%	1 1.1%
35 or older	5,171 62.6%	375 64.3%	49 35.0%	177 66.0%	147 85.0%	193 62.5%	179 66.1%	241 62.3%	128 67.7%	178 66.2%	27 60.0%	136 61.0%	44 71.0%	331 63.5%	195 60.6%	95 58.6%	78 85.7%
Significantly different from column:*			DE	CE	CD										Q	Q	OP

NA - Not applicable

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

Mercy Care

4994000

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 38

What is your age?

Base: All respondents

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	8,712	610	175	350	66	10	176	14	427	133	39	397	126	74
Number missing or multiple answer	450	27	11	14	1	2	3	1	11	4	1	8	5	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,262 94.8%	583 95.6%	164 93.7%	336 96.0%	65 98.5%	8 80.0%	173 98.3%	13 92.9%	416 97.4%	129 97.0%	38 97.4%	389 98.0%	121 96.0%	71 95.9%
Under 18	427 5.2%	27 4.6%	10 6.1%	15 4.5%	2 3.1%	1 12.5%	8 4.6%	1 7.7%	19 4.6%	4 3.1%	4 10.5%	16 4.1%	6 5.0%	5 7.0%
18 to 24	432 5.2%	36 6.2%	10 6.1%	19 5.7%	3 4.6%	0 0.0%	5 2.9%	0 0.0%	34 8.2%	2 1.6%	0 0.0%	33 8.5%	3 2.5%	0 0.0%
25 to 34	2,232 27.0%	145 24.9%	41 25.0%	87 25.9%	15 23.1%	2 25.0%	37 21.4%	3 23.1%	113 27.2%	22 17.1%	10 26.3%	107 27.5%	26 21.5%	12 16.9%
35 to 44	2,935 35.5%	191 32.8%	50 30.5%	108 32.1%	27 41.5%	3 37.5%	63 36.4%	6 46.2%	127 30.5%	53 41.1%	11 28.9%	126 32.4%	40 33.1%	25 35.2%
45 to 54	1,453 17.6%	131 22.5%	35 21.3%	80 23.8%	12 18.5%	1 12.5%	41 23.7%	2 15.4%	90 21.6%	33 25.6%	8 21.1%	81 20.8%	35 28.9%	14 19.7%
55 to 64	496 6.0%	37 6.3%	12 7.3%	19 5.7%	5 7.7%	0 0.0%	13 7.5%	1 7.7%	22 5.3%	11 8.5%	4 10.5%	18 4.6%	7 5.8%	12 16.9%
65 to 74	234 2.8%	13 2.2%	5 3.0%	6 1.8%	1 1.5%	1 12.5%	5 2.9%	0 0.0%	8 1.9%	4 3.1%	1 2.6%	5 1.3%	4 3.3%	3 4.2%
75 or older	53 0.6%	3 0.5%	1 0.6%	2 0.6%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	3 0.7%	0 0.0%	0 0.0%	3 0.8%	0 0.0%	0 0.0%
35 or older	5,171 62.6%	375 64.3%	103 62.8%	215 64.0%	45 69.2%	5 62.5%	123 71.1%	9 69.2%	250 60.1%	101 78.3%	24 63.2%	233 59.9%	86 71.1%	54 76.1%
Significantly different from column:*									J	I		MN	L	L

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 39

Are you male or female?

Base: All respondents

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,712	610	143	276	177	316	278	392	196	272	45	223	63	523	323	162	92
Number missing or multiple answer	420	24	3	5	4	5	6	3	6	1	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
Usable responses	8,292	586	140	271	173	311	272	389	190	271	45	223	63	523	323	162	92
	95.2%	96.1%	97.9%	98.2%	97.7%	98.4%	97.8%	99.2%	96.9%	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Male	1,050	63	17	26	20	37	25	31	31	26	10	23	63	0	34	10	17
	12.7%	10.8%	12.1%	9.6%	11.6%	11.9%	9.2%	8.0%	16.3%	9.6%	22.2%	10.3%	100.0%	0.0%	10.5%	6.2%	18.5%
Female	7,242	523	123	245	153	274	247	358	159	245	35	200	0	523	289	152	75
	87.3%	89.2%	87.9%	90.4%	88.4%	88.1%	90.8%	92.0%	83.7%	90.4%	77.8%	89.7%	0.0%	100.0%	89.5%	93.8%	81.5%
Significantly different from column:*								I	H	K	JL	K	N	M	Q	Q	OP

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 39

Are you male or female?

Base: All respondents

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	8,712	610	175	350	66	10	176	14	427	133	39	397	126	74
Number missing or multiple answer	420	24	9	13	1	2	3	1	9	3	1	7	3	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,292 95.2%	586 96.1%	166 94.9%	337 96.3%	65 98.5%	8 80.0%	173 98.3%	13 92.9%	418 97.9%	130 97.7%	38 97.4%	390 98.2%	123 97.6%	71 95.9%
Male	1,050 12.7%	63 10.8%	23 13.9%	35 10.4%	1 1.5%	1 12.5%	16 9.2%	1 7.7%	50 12.0%	11 8.5%	2 5.3%	46 11.8%	12 9.8%	5 7.0%
Female	7,242 87.3%	523 89.2%	143 86.1%	302 89.6%	64 98.5%	7 87.5%	157 90.8%	12 92.3%	368 88.0%	119 91.5%	36 94.7%	344 88.2%	111 90.2%	66 93.0%
Significantly different from column:*			E	E	CD									

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 40

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

Base: All respondents

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,712	610	143	276	177	316	278	392	196	272	45	223	63	523	323	162	92
Number missing or multiple answer	537	33	7	7	7	8	12	7	10	3	1	4	2	7	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,175	577	136	269	170	308	266	385	186	269	44	219	61	516	323	162	92
	93.8%	94.6%	95.1%	97.5%	96.0%	97.5%	95.7%	98.2%	94.9%	98.9%	97.8%	98.2%	96.8%	98.7%	100.0%	100.0%	100.0%
8th grade or less	857	45	5	22	18	25	20	37	7	12	0	23	2	43	45	0	0
	10.5%	7.8%	3.7%	8.2%	10.6%	8.1%	7.5%	9.6%	3.8%	4.5%	0.0%	10.5%	3.3%	8.3%	13.9%	0.0%	0.0%
Some high school, but did not graduate	957	81	11	31	39	33	47	73	7	36	3	32	13	68	81	0	0
	11.7%	14.0%	8.1%	11.5%	22.9%	10.7%	17.7%	19.0%	3.8%	13.4%	6.8%	14.6%	21.3%	13.2%	25.1%	0.0%	0.0%
High school graduate or GED	2,698	197	60	87	49	110	86	138	57	80	14	86	19	178	197	0	0
	33.0%	34.1%	44.1%	32.3%	28.8%	35.7%	32.3%	35.8%	30.6%	29.7%	31.8%	39.3%	31.1%	34.5%	61.0%	0.0%	0.0%
Some college or 2-year degree	2,216	162	42	82	38	84	78	99	61	89	20	48	10	152	0	162	0
	27.1%	28.1%	30.9%	30.5%	22.4%	27.3%	29.3%	25.7%	32.8%	33.1%	45.5%	21.9%	16.4%	29.5%	0.0%	100.0%	0.0%
4-year college graduate	802	54	11	26	16	31	22	25	29	30	3	18	8	46	0	0	54
	9.8%	9.4%	8.1%	9.7%	9.4%	10.1%	8.3%	6.5%	15.6%	11.2%	6.8%	8.2%	13.1%	8.9%	0.0%	0.0%	58.7%
More than 4-year college degree	645	38	7	21	10	25	13	13	25	22	4	12	9	29	0	0	38
	7.9%	6.6%	5.1%	7.8%	5.9%	8.1%	4.9%	3.4%	13.4%	8.2%	9.1%	5.5%	14.8%	5.6%	0.0%	0.0%	41.3%
4-year college graduate or more	1,447	92	18	47	26	56	35	38	54	52	7	30	17	75	0	0	92
	17.7%	15.9%	13.2%	17.5%	15.3%	18.2%	13.2%	9.9%	29.0%	19.3%	15.9%	13.7%	27.9%	14.5%	0.0%	0.0%	100.0%
Significantly different from column:*								I	H				N	M	Q	Q	OP

NA - Not applicable

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

Question 40

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

Base: All respondents

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	8,712	610	175	350	66	10	176	14	427	133	39	397	126	74
Number missing or multiple answer	537	33	12	16	2	2	5	3	15	4	3	9	8	4
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,175 93.8%	577 94.6%	163 93.1%	334 95.4%	64 97.0%	8 80.0%	171 97.2%	11 78.6%	412 96.5%	129 97.0%	36 92.3%	388 97.7%	118 93.7%	70 94.6%
8th grade or less	857 10.5%	45 7.8%	13 8.0%	28 8.4%	2 3.1%	2 25.0%	11 6.4%	0 0.0%	27 6.6%	14 10.9%	4 11.1%	24 6.2%	13 11.0%	8 11.4%
Some high school, but did not graduate	957 11.7%	81 14.0%	24 14.7%	49 14.7%	5 7.8%	1 12.5%	18 10.5%	1 9.1%	55 13.3%	22 17.1%	4 11.1%	58 14.9%	20 16.9%	3 4.3%
High school graduate or GED	2,698 33.0%	197 34.1%	65 39.9%	100 29.9%	23 35.9%	3 37.5%	51 29.8%	4 36.4%	143 34.7%	42 32.6%	12 33.3%	140 36.1%	40 33.9%	16 22.9%
Some college or 2-year degree	2,216 27.1%	162 28.1%	40 24.5%	102 30.5%	20 31.3%	1 12.5%	61 35.7%	2 18.2%	120 29.1%	32 24.8%	10 27.8%	104 26.8%	35 29.7%	23 32.9%
4-year college graduate	802 9.8%	54 9.4%	12 7.4%	30 9.0%	11 17.2%	1 12.5%	16 9.4%	2 18.2%	40 9.7%	10 7.8%	4 11.1%	39 10.1%	5 4.2%	10 14.3%
More than 4-year college degree	645 7.9%	38 6.6%	9 5.5%	25 7.5%	3 4.7%	0 0.0%	14 8.2%	2 18.2%	27 6.6%	9 7.0%	2 5.6%	23 5.9%	5 4.2%	10 14.3%
4-year college graduate or more	1,447 17.7%	92 15.9%	21 12.9%	55 16.5%	14 21.9%	1 12.5%	30 17.5%	4 36.4%	67 16.3%	19 14.7%	6 16.7%	62 16.0%	10 8.5%	20 28.6%
Significantly different from column:*												MN	LN	LM

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 41

How are you related to the child?

Base: All respondents

	2024 CSS Average	2024	Child's Age (Q34)			Child's Gender (Q35)		Child's Ethnicity (Q36)		Child's Race (Q37)			Respondent's Gender (Q39)		Respondent's Education (Q40)		
			0 to 5	6 to 13	14 to 18	Male	Female	Hispanic	Non-Hispanic	White	African-American	Other	Male	Female	HS grad or less	Some college	College grad or more
			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	8,712	610	143	276	177	316	278	392	196	272	45	223	63	523	323	162	92
Number missing or multiple answer	573	35	4	11	8	12	10	7	13	9	0	3	1	10	3	2	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,139 93.4%	575 94.3%	139 97.2%	265 96.0%	169 95.5%	304 96.2%	268 96.4%	385 98.2%	183 93.4%	263 96.7%	45 100.0%	220 98.7%	62 98.4%	513 98.1%	320 99.1%	160 98.8%	89 96.7%
Mother or father	7,505 92.2%	527 91.7%	136 97.8%	247 93.2%	142 84.0%	282 92.8%	242 90.3%	358 93.0%	164 89.6%	246 93.5%	38 84.4%	197 89.5%	54 87.1%	473 92.2%	293 91.6%	147 91.9%	83 93.3%
Grandparent	400 4.9%	30 5.2%	3 2.2%	12 4.5%	15 8.9%	12 3.9%	18 6.7%	17 4.4%	12 6.6%	13 4.9%	5 11.1%	11 5.0%	5 8.1%	25 4.9%	15 4.7%	9 5.6%	5 5.6%
Aunt or uncle	57 0.7%	3 0.5%	0 0.0%	0 0.0%	3 1.8%	1 0.3%	2 0.7%	2 0.5%	1 0.5%	1 0.4%	1 2.2%	1 0.5%	0 0.0%	3 0.6%	2 0.6%	0 0.0%	1 1.1%
Older brother or sister	27 0.3%	4 0.7%	0 0.0%	1 0.4%	3 1.8%	4 1.3%	0 0.0%	2 0.5%	2 1.1%	0 0.0%	0 0.0%	4 1.8%	2 3.2%	2 0.4%	4 1.3%	0 0.0%	0 0.0%
Other relative	10 0.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Legal guardian	124 1.5%	10 1.7%	0 0.0%	5 1.9%	5 3.0%	5 1.6%	5 1.9%	6 1.6%	3 1.6%	3 1.1%	1 2.2%	6 2.7%	1 1.6%	9 1.8%	6 1.9%	4 2.5%	0 0.0%
Someone else	16 0.2%	1 0.2%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	1 0.4%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	1 0.2%	0 0.0%	0 0.0%	0 0.0%

NA - Not applicable

Mercy Care

CAHPS® 5.1H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4994000

Question 41

How are you related to the child?

Base: All respondents

	2024 CSS Average	2024	Child's Health Care Visits in Last 6 Mos. (Q7)			Child's Specialist Visits in Last 6 Mos. (Q24)			Child's Health Status (Q32)			Child's Mental Health Status (Q33)		
			None	1 to 4	5 or more	None	1 to 4	5 or more	Excellent or Very Good	Good	Fair or Poor	Excellent or Very Good	Good	Fair or Poor
			A	B	C	D	E	F	G	H	I	J	K	L
Number in sample	8,712	610	175	350	66	10	176	14	427	133	39	397	126	74
Number missing or multiple answer	573	35	13	18	3	2	6	2	16	4	4	13	5	6
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,139 93.4%	575 94.3%	162 92.6%	332 94.9%	63 95.5%	8 80.0%	170 96.6%	12 85.7%	411 96.3%	129 97.0%	35 89.7%	384 96.7%	121 96.0%	68 91.9%
Mother or father	7,505 92.2%	527 91.7%	142 87.7%	311 93.7%	57 90.5%	7 87.5%	155 91.2%	10 83.3%	379 92.2%	116 89.9%	32 91.4%	355 92.4%	109 90.1%	62 91.2%
Grandparent	400 4.9%	30 5.2%	11 6.8%	15 4.5%	3 4.8%	1 12.5%	10 5.9%	0 0.0%	18 4.4%	9 7.0%	3 8.6%	16 4.2%	8 6.6%	5 7.4%
Aunt or uncle	57 0.7%	3 0.5%	2 1.2%	1 0.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.5%	1 0.8%	0 0.0%	2 0.5%	1 0.8%	0 0.0%
Older brother or sister	27 0.3%	4 0.7%	3 1.9%	1 0.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 0.7%	1 0.8%	0 0.0%	3 0.8%	1 0.8%	0 0.0%
Other relative	10 0.1%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Legal guardian	124 1.5%	10 1.7%	4 2.5%	3 0.9%	3 4.8%	0 0.0%	5 2.9%	1 8.3%	8 1.9%	2 1.6%	0 0.0%	8 2.1%	1 0.8%	1 1.5%
Someone else	16 0.2%	1 0.2%	0 0.0%	1 0.3%	0 0.0%	0 0.0%	0 0.0%	1 8.3%	1 0.2%	0 0.0%	0 0.0%	0 0.0%	1 0.8%	0 0.0%

NA - Not applicable

APPENDIX D. SURVEY MATERIALS



mercy care

CSS Processing
PO Box 3416
Hopkins, MN 55343

***Scan here to take
the survey online!***

***¡Escanee aquí
para completar la
encuesta en línea!***

PRST FIRST CLASS
U.S. POSTAGE
PAID
BALTIMORE, MD
PERMIT 5745

MER4_P-S

We need your help! Mercy Care is conducting a survey to find out about the services that it provides to children. Your child's name was selected at random to tell us what you think.

You can complete the survey online, right now, by scanning the QR code on the front of this postcard with your smart phone.

In a few days you'll be receiving a printed survey in the mail if you prefer to complete it on paper. The person who knows the most about your child's healthcare should take the survey.

If you have questions about the survey, please call CSS, an independent research firm working with us on this survey, at the toll-free number 1-800-874-5561 or e-mail them at questions@cssresearch.org.

Thanks again for your help!

¡Necesitamos su ayuda! Mercy Care está realizando una encuesta para averiguar sobre los servicios que proporciona a los niños. El nombre de su hijo(a) fue seleccionado al azar para que nos diga lo que piensa.

Puede completar la encuesta en línea, ahora mismo, escaneando con su teléfono celular el código QR que se encuentra al frente de esta tarjeta.

Si prefiere completar la encuesta en formato papel, recibirá una encuesta impresa por correo postal en los próximos días. La persona que sepa más sobre la atención médica de su hijo(a) debe responder la encuesta.

Si usted tiene preguntas sobre esta encuesta, llame a CSS, una firma independiente de investigaciones, al número de teléfono gratuito 1-800-874-5561 o por correo electrónico a questions@cssresearch.org.

¡Muchas gracias de nuevo por su ayuda!



mercy care

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**RESPONSE
NEEDED**



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Baltimore, MD

FINAL REMINDER – PLEASE RESPOND!



MER4B_1

How can Mercy Care serve your family better? How can people choose the health care plan that is best for them?

This survey gives you the chance to tell us what you think about the services we provide to your child at Mercy Care. It will take less than 20 minutes to complete. The person who knows the most about your child's health care should fill out the survey.

The survey is part of a national project by the National Committee for Quality Assurance (NCQA), a non-profit group that helps people learn more about health care plans.

The Center for the Study of Services (CSS) is an independent research firm that is helping us conduct the survey. No one but the staff at CSS and NCQA will see your answers. Your answers will not have your name on them and will be part of a pool of information from others like you. Please call CSS at the toll-free number 1-800-874-5561 or e-mail them at questions@cssresearch.org if you have any questions.

You can complete the survey right now, online, by using a phone to scan the QR code at the top of this letter, which will take you directly to the survey. If you prefer to complete a paper survey, you may return the included survey using the enclosed postage paid envelope.

Because we are asking only a few people to take the survey, **it is very important that you complete the survey right away.**

Thank you for helping to make health care better for all children.

Sincerely,

Sandra Wendt
V.P. of Quality Management



MER4B_3

About three weeks ago, we sent you a survey about the services we provide to your child at Mercy Care. If you responded, thank you for your help! You can ignore this letter.

We sent you another survey, just in case you misplaced the first one. Please take a little time to complete it. It will take less than 20 minutes to complete. The person who knows the most about your child's health care should fill out the survey.

You can complete the survey right now, online, by using a phone to scan the QR code at the top of this letter, which will take you directly to the survey. If you prefer to complete a paper survey, you may return the included survey using the enclosed postage paid envelope.

The survey is part of a national project by the National Committee for Quality Assurance (NCQA), a non-profit group that helps people learn more about health care plans.

The Center for the Study of Services (CSS) is an independent research firm that is helping us conduct the survey. No one but the staff at CSS and NCQA will see your answers. Your answers will not have your name on them and will be part of a pool of information from others like you. Please call CSS at the toll-free number 1-800-874-5561 or e-mail them at questions@cssresearch.org if you have any questions.

Because we asked only a few people to take the survey, **it is very important that you complete the survey right away.** If you completed the paper survey, please return it in the pre-paid envelope.

Thank you for helping to make health care better for all children.

Sincerely,

Sandra Wendt
V.P. of Quality Management



mercy care

CSS Processing
PO Box 3416
Hopkins, MN 55343

***Scan here to take
the survey online!***

***¡Escanee aquí
para completar la
encuesta en línea!***

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MER4-S

We need your help! Recently, we sent you a short survey about your child's health care. Your answers will help us improve the services we provide to children. The survey will also help other people learn more about health care plans, but it will help only if everyone who gets the survey sends it back.

If you have already sent in your survey, thank you! You can ignore this reminder.

If you did not get the survey, or if you misplaced it, please call CSS at the toll-free number 1-800-874-5561 or e-mail them at questions@cssresearch.org. They will mail you another one. You can also call that number if you have any questions.

You can complete the survey online, right now, by scanning the QR code on the front of this postcard with your smart phone.

Thanks again for your help!

¡Necesitamos su ayuda! Hace poco le enviamos una breve encuesta sobre la atención médica de su hijo(a). Sus respuestas nos ayudarán a mejorar los servicios que ofrecemos a los niños. La encuesta también ayudará a otras personas a informarse mejor sobre los planes de atención médica, pero solamente será útil si todos los que la reciban la devuelven.

Si ya ha devuelto la encuesta, se lo agradecemos de sobremanera. De ser el caso, puede ignorar este recordatorio.

Si no recibió la encuesta o si se le ha perdido, llame a CSS al número de teléfono gratuito 1-800-874-5561 o por correo electrónico a questions@cssresearch.org. Ellos le enviarán otra por correo. También puede llamar a dicho número si tiene alguna pregunta.

Puede completar la encuesta en línea, ahora mismo, escaneando con su teléfono celular el código QR que se encuentra al frente de esta tarjeta.

¡Muchas gracias de nuevo por su ayuda!



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 your child receives. 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 1-800-874-5561.

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 Mercy Care. 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 10*
- ₁ 1 time
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5 to 9
- ₆ 10 or more times

8. 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					

9. 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

YOUR CHILD'S PERSONAL DOCTOR

10. 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 22**

11. 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 21**
- ₁ 1 time
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5 to 9
- ₆ 10 or more times

12. 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

13. 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

14. 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

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

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

16. 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

17. 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

18. 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

19. 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 21**

20. 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

21. 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					

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.

22. 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 26**

23. 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

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

₀ None → **If None, Go to Question 26**
₁ 1 specialist
₂ 2
₃ 3
₄ 4
₅ 5 or more specialists

25. 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.

26. 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 29**

27. 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

28. 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

29. 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 31**

30. 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

31. 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					

ABOUT YOUR CHILD AND YOU

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

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

33. 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

34. What is your child's age?

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

35. Is your child male or female?

- ₁ Male
- ₂ Female

36. Is your child of Hispanic or Latino origin or descent?

- ₁ Yes, Hispanic or Latino
- ₂ No, not Hispanic or Latino

37. What is your child's race? Mark one or more.

- _a White
- _b Black or African-American
- _c Asian
- _d Native Hawaiian or other Pacific Islander
- _e American Indian or Alaska Native
- _f Other

38. 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

39. Are you male or female?

- ₁ Male
- ₂ Female

40. 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

41. 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

THANK YOU

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

Center for the Study of Services
PO Box 3416
Hopkins, MN 55343

Please do not include any other correspondence.



MER4B_1-S

¿Cómo puede Mercy Care servirle mejor a su familia? ¿Cómo pueden las personas escoger el plan de atención médica más conveniente para ellas?

Esta encuesta le brinda la oportunidad de decirnos lo que piensa sobre los servicios que le ofrecemos a su hijo en Mercy Care. Le tomará menos de 20 minutos responderla. La persona que sepa más sobre la atención médica de su hijo debe responder la encuesta.

La encuesta forma parte de un proyecto nacional del Comité Nacional de Control de Calidad (NCQA, por sus siglas en inglés), una organización sin fines de lucro que ayuda a las personas a informarse mejor sobre los planes de atención médica.

Center for the Study of Services (CSS) es una firma independiente de investigaciones que nos está ayudando a llevar a cabo la encuesta. Solamente el personal de CSS y de NCQA podrá ver sus respuestas. Sus respuestas no llevarán su nombre y serán parte de un conjunto de información de otras personas como usted. Comuníquese con CSS al número de teléfono gratuito 1-800-874-5561 o por correo electrónico a questions@cssresearch.org si tiene alguna pregunta.

Puede completar la encuesta, en línea, ahora mismo escaneando con su teléfono celular el código QR que se encuentra en la parte superior de esta carta. Este le redireccionará directamente a la encuesta. Si prefiere completar la encuesta en formato papel, sírvase enviar la encuesta aquí incluida en el sobre adjunto con porte pagado.

Debido a que le pedimos solo a unas pocas personas que participen en la encuesta, **es muy importante que usted complete la encuesta y la devuelva de inmediato.**

Gracias por contribuir a que la atención médica sea mejor para todos los niños.

Atentamente,

Sandra Wendt
V.P. of Quality Management



MER4B_3-S

Hace unas tres semanas le enviamos una encuesta sobre los servicios que le proporcionamos a su hijo en Mercy Care. Si devolvió su encuesta, se lo agradecemos de sobremanera. De ser el caso, puede ignorar esta carta.

Le enviamos otra encuesta, en caso de que haya perdido la primera. Le pedimos que se tome un poco de tiempo para completarla. Le tomará menos de 20 minutos responderla. La persona que sepa más sobre la atención médica de su hijo debe responder la encuesta.

Puede completar la encuesta, en línea, ahora mismo escaneando con su teléfono celular el código QR que se encuentra en la parte superior de esta carta. Este le redireccionará directamente a la encuesta. Si prefiere completar la encuesta en formato papel, sírvase enviar la encuesta aquí incluida en el sobre adjunto con porte pagado.

La encuesta forma parte de un proyecto nacional del Comité Nacional de Control de Calidad (NCQA, por sus siglas en inglés), una organización sin fines de lucro que ayuda a las personas a informarse mejor sobre los planes de atención médica.

Center for the Study of Services (CSS) es una firma independiente de investigaciones que nos está ayudando a llevar a cabo la encuesta. Solamente el personal de CSS y de NCQA podrá ver sus respuestas. Sus respuestas no llevarán su nombre y serán parte de un conjunto de información de otras personas como usted. Comuníquese con CSS al número de teléfono gratuito 1-800-874-5561 o por correo electrónico a questions@cssresearch.org si tiene alguna pregunta.

Debido a que le pedimos solo a unas pocas personas que participen en la encuesta, **es muy importante que complete la encuesta de inmediato**. Si completó la encuesta en papel, favor de retornarla en el sobre con porte pagado.

Gracias por contribuir a que la atención médica sea mejor para todos los niños.

Atentamente,

Sandra Wendt
V.P. of Quality Management



INSTRUCCIONES PARA EL CUESTIONARIO

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

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

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

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

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

Si quiere informarse más sobre este estudio, llame al 1-800-874-5561.

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

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

LA ATENCIÓN MÉDICA QUE RECIBIÓ SU NIÑO EN LOS ÚLTIMOS 6 MESES

Estas preguntas se refieren a la atención médica que su niño recibió en una clínica, sala de emergencias o consultorio médico. Esto incluye la atención que su niño recibió en persona, por teléfono o por videollamada. **No** incluya la atención que su niño recibió cuando pasó la noche hospitalizado. **No** incluya las consultas de su niño al dentista.

- En los últimos 6 meses, ¿su niño tuvo una enfermedad, lesión o problema de salud para el cual necesitó atención inmediata?
₁ Sí
₂ No → ***Si contestó "No", pase a la pregunta 5***

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

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

- En los últimos 6 meses, ¿hizo alguna cita en persona, por teléfono o por videollamada para una consulta o atención de rutina para su niño?
₁ Sí
₂ No → ***Si contestó "No", pase a la pregunta 7***

- En los últimos 6 meses, ¿con qué frecuencia consiguió una cita para una consulta o atención de rutina para su niño tan pronto como lo necesitaba?

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

- En los últimos 6 meses, sin contar las veces que su niño fue a una sala de emergencias, ¿cuántas veces su niño recibió atención médica en persona, por teléfono o por videollamada?

₀ Ninguna vez → ***Si contestó "Ninguna vez", pase a la pregunta 10***

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

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

0	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"/>
La peor atención médica posible					La mejor atención médica posible					

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

Nunca	A veces	La mayoría de las veces	Siempre
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

EL DOCTOR PERSONAL DE SU NIÑO

10. El doctor personal es aquel a quien su niño va si necesita un chequeo, tiene un problema de salud, o si se enferma o lastima. ¿Tiene su niño un doctor personal?

₁ Sí
 ₂ No → **Si contestó "No", pase a la pregunta 22**

11. En los últimos 6 meses, ¿cuántas veces su niño tuvo una consulta en persona, por teléfono o por videollamada con su doctor personal?

₀ Ninguna vez → **Si contestó "Ninguna vez", pase a la pregunta 21**

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

12. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le explicó los aspectos sobre la salud de su niño de una manera fácil de entender?

Nunca	A veces	La mayoría de las veces	Siempre
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le escuchó a usted con atención?

Nunca	A veces	La mayoría de las veces	Siempre
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Nunca	A veces	La mayoría de las veces	Siempre
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. ¿Puede su niño hablar con los doctores sobre su atención médica?

₁ Sí
 ₂ No → **Si contestó "No", pase a la pregunta 17**

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

Nunca	A veces	La mayoría de las veces	Siempre
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Nunca	A veces	La mayoría de las veces	Siempre
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

₁ Sí
 ₂ No

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

₁ Sí
 ₂ No → **Si contestó "No", pase a la pregunta 21**

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

Nunca	A veces	La mayoría de las veces	Siempre
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

0	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"/>
El peor doctor personal posible						El mejor doctor personal posible				

25. Queremos saber cómo califica el especialista con quien su niño habló con más frecuencia en los últimos 6 meses. Usando cualquier número del 0 al 10, siendo 0 es el peor especialista posible y 10 es el mejor especialista posible, ¿qué número usaría para evaluar a ese especialista?

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"/>
El peor especialista posible						El mejor especialista posible				

LA ATENCIÓN MÉDICA QUE RECIBIÓ DE ESPECIALISTAS

Quando responda las siguientes preguntas, incluya la atención que su niño recibió en persona, por teléfono o por videollamada. **No** incluya las consultas al dentista ni la atención que su niño recibió cuando pasó la noche hospitalizado.

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

₁ Sí
₂ No → **Si contestó "No", pase a la pregunta 26**

23. En los últimos 6 meses, ¿con qué frecuencia consiguió citas para su niño con un especialista tan pronto como lo necesitaba?

Nunca	A veces	La mayoría de las veces	Siempre
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄

24. ¿Con cuántos especialistas ha hablado su niño en los últimos 6 meses?

₀ Ninguno → **Si contestó "Ninguno", pase a la pregunta 26**

₁ 1 especialista
₂ 2
₃ 3
₄ 4
₅ 5 especialistas o más

EL PLAN DE SALUD DE SU NIÑO

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

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

₁ Sí
₂ No → **Si contestó "No", pase a la pregunta 29**

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

Nunca	A veces	La mayoría de las veces	Siempre
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄

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

Nunca	A veces	La mayoría de las veces	Siempre
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄

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

₁ Sí
₂ No → **Si contestó "No", pase a la pregunta 31**

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

Nunca	A veces	La mayoría de las veces	Siempre
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄

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

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

El peor plan de salud posible El mejor plan de salud posible

ACERCA DE USTED Y DE SU NIÑO

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

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

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

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

34. ¿Qué edad tiene su niño?

- ₀₀ Menos de un año
_____ AÑOS (*escriba la respuesta*)

35. ¿Es su niño de sexo masculino o femenino?

- ₁ Masculino
₂ Femenino

36. ¿Es su niño de origen o ascendencia hispano o latino?

- ₁ Sí, hispano o latino
₂ No, ni hispano ni latino

37. ¿A qué raza pertenece su niño? Marque una o más.

- _a Blanco
_b Negro o afroamericano
_c Asiático
_d Nativo de Hawái o de otras islas del Pacífico
_e Indígena americano o nativo de Alaska
_f Otra

38. ¿Qué edad tiene usted?

- ₀ Menos de 18 años
₁ 18 a 24
₂ 25 a 34
₃ 35 a 44
₄ 45 a 54
₅ 55 a 64
₆ 65 a 74
₇ 75 años o más

39. ¿Es usted hombre o mujer?

- ₁ Hombre
₂ Mujer

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

- ₁ 8 años de escuela o menos
₂ 9 a 12 años de escuela, pero sin graduarse
₃ Graduado de la escuela secundaria (*high school*), Diploma de escuela secundaria, preparatoria o su equivalente (o GED)
₄ Algunos cursos universitarios o un título universitario de un programa de 2 años
₅ Título universitario de 4 años
₆ Título universitario de más de 4 años

41. ¿Qué relación tiene con el niño?

- ₁ Madre o padre
₂ Abuela o abuelo
₃ Tía o tío
₄ Hermana o hermano mayor
₅ Otro familiar
₆ Tutor legal del niño
₇ Otra persona

GRACIAS

Utilice el sobre con el franqueo pagado para devolver la encuesta a:

Center for the Study of Services
PO Box 3416
Hopkins, MN 55343

Por favor no incluya cualquier otra correspondencia.