



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, 628 sample members completed the survey. After the final survey eligibility criteria were applied, the resulting NCQA response rate was 19.24%. (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
No statistically significant improvements compared to 2023	No statistically significant declines compared to 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 (79.29% vs. 70.52% [+8.77 points]) Customer Service (92.34% vs. 87.56% [+4.78 points])	No statistically significant differences compared to benchmark
Benchmark: 2023 (MY 2022) NCQA Quality Compass National Average (All Lines of Business)	
Rating of Health Care (73.23% vs. 68.33% [+4.9 points]) Rating of Health Plan (79.29% vs. 70.87% [+8.42 points]) Customer Service (92.34% vs. 87.64% [+4.7 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 Plan
	Getting Needed Care, Getting Care Quickly, Rating of Health Care
	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 (getting specialty care)
3. Improving member access to care (ease of getting needed care, tests, or treatment)
4. Improving member access to care (getting urgent care)
5. Improving health plan provider network (highly-rated specialists)

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 57).
- The *Health Plan Quality Improvement Resources* section has been updated and expanded (see page 61).

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 22) 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 46) 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 57) 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 61), provides some helpful resources for health plan quality managers.
- *Appendices* (starting on page 68) 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, 628 sample members completed the survey. After the final survey eligibility criteria were applied, the resulting NCQA response rate was 19.24%. 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	122	3.70%	5.46%
Complete and Eligible – Phone*	343	10.39%	8.56%
Complete and Eligible – Internet**	163	4.94%	3.43%
Complete and Eligible – Total	628	19.03%	17.45%
Eligible Population criteria not met	25	0.76%	1.06%
Incomplete (but Eligible)	123	3.73%	3.77%
Language barrier	9	0.27%	0.53%
Deceased	2	0.06%	0.01%
Refusal	51	1.55%	4.69%
Nonresponse after maximum attempts	2,262	68.55%	69.98%
Added to Do Not Call (DNC) list	200	6.06%	2.51%
NCQA Response Rate***		19.24%	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	457	72.8%
Complete and Eligible – Spanish	171	27.2%
Complete and Eligible –Total	628	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 (628), the survey-wide 95% margin of error for Mercy Care is estimated to be $\pm 3.91\%$.

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)	86.60%	(±3.97)	(283)	82.90%	[+3.70]	83.96%	[+2.65]	82.31%	[+4.29]	82.71%	[+3.89]	★★★★☆
Getting Care Quickly (% A+U)	89.49%	(±3.52)	(292)	85.60%	[+3.89]	86.99%	[+2.50]	85.91%	[+3.58]	85.46%	[+4.03]	★★★★☆
Satisfaction With Plan Physicians											★★★★☆	
Rating of Doctor (% 9+10)	74.72%	(±3.66)	(542)	77.03%	[-2.31]	82.38%	[-7.65]	75.52%	[-0.79]	75.63%	[-0.91]	★★★★☆
Satisfaction With Plan and Plan Services											★★★★★	
Rating of Health Plan (% 9+10)	79.29%	(±3.20)	(618)	81.29%	[-2.01]	81.21%	[-1.92]	70.52%	[+8.77]	70.87%	[+8.42]	★★★★★
Rating of Health Care (% 9+10)	73.23%	(±4.36)	(396)	71.11%	[+2.12]	75.98%	[-2.75]	69.70%	[+3.53]	68.33%	[+4.90]	★★★★★
ADDITIONAL MEASURES											Not reported in NCQA Health Plan Ratings	
Coordination of Care (% A+U)	84.50%	(±5.02)	(200)	80.34%	[+4.16]	89.16%	[-4.66]	83.09%	[+1.41]	83.81%		[+0.69]
Doctor Communication (% A+U)	93.58%	(±2.41)	(397)	92.26%	[+1.32]	92.97%	[+0.61]	92.86%	[+0.71]	93.62%		[-0.04]
Customer Service (% A+U)	92.34%	(±3.61)	(209)	87.14%	[+5.20]	90.40%	[+1.93]	87.56%	[+4.78]	87.64%		[+4.70]
Rating of Health Care (% 8+9+10)	90.15%	(±2.93)	(396)	88.89%	[+1.26]	90.50%	[-0.35]	86.54%	[+3.61]	86.16%		[+3.99]
Rating of Doctor (% 8+9+10)	88.93%	(±2.64)	(542)	90.04%	[-1.11]	92.34%	[-3.41]	89.36%	[-0.43]	89.33%		[-0.40]
Rating of Specialist (% 8+9+10)	89.24%	(±4.83)	(158)	92.36%	[-3.12]	87.30%	[+1.94]	85.66%	[+3.58]	85.63%		[+3.61]
Rating of Specialist (% 9+10)	76.58%	(±6.60)	(158)	77.08%	[-0.50]	82.54%	[-5.96]	71.26%	[+5.32]	71.07%		[+5.51]
Rating of Health Plan (% 8+9+10)	92.23%	(±2.11)	(618)	91.91%	[+0.33]	89.60%	[+2.64]	86.20%	[+6.03]	86.21%	[+6.02]	

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.

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.

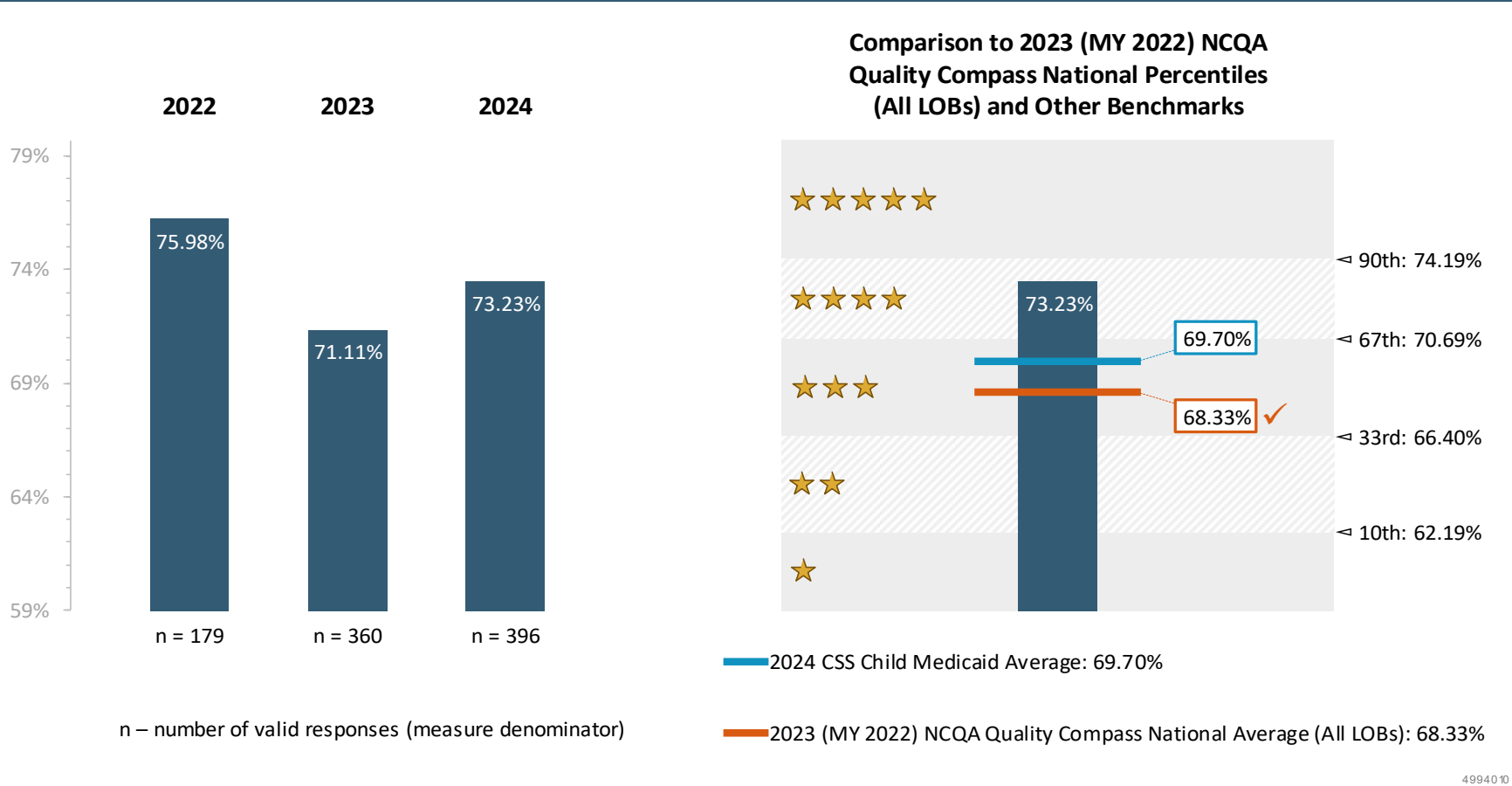
COMPARISON TO NATIONAL MULTI-PLAN BENCHMARKS AND 2023 (MY 2022) NCQA QUALITY COMPASS PERCENTILES

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)

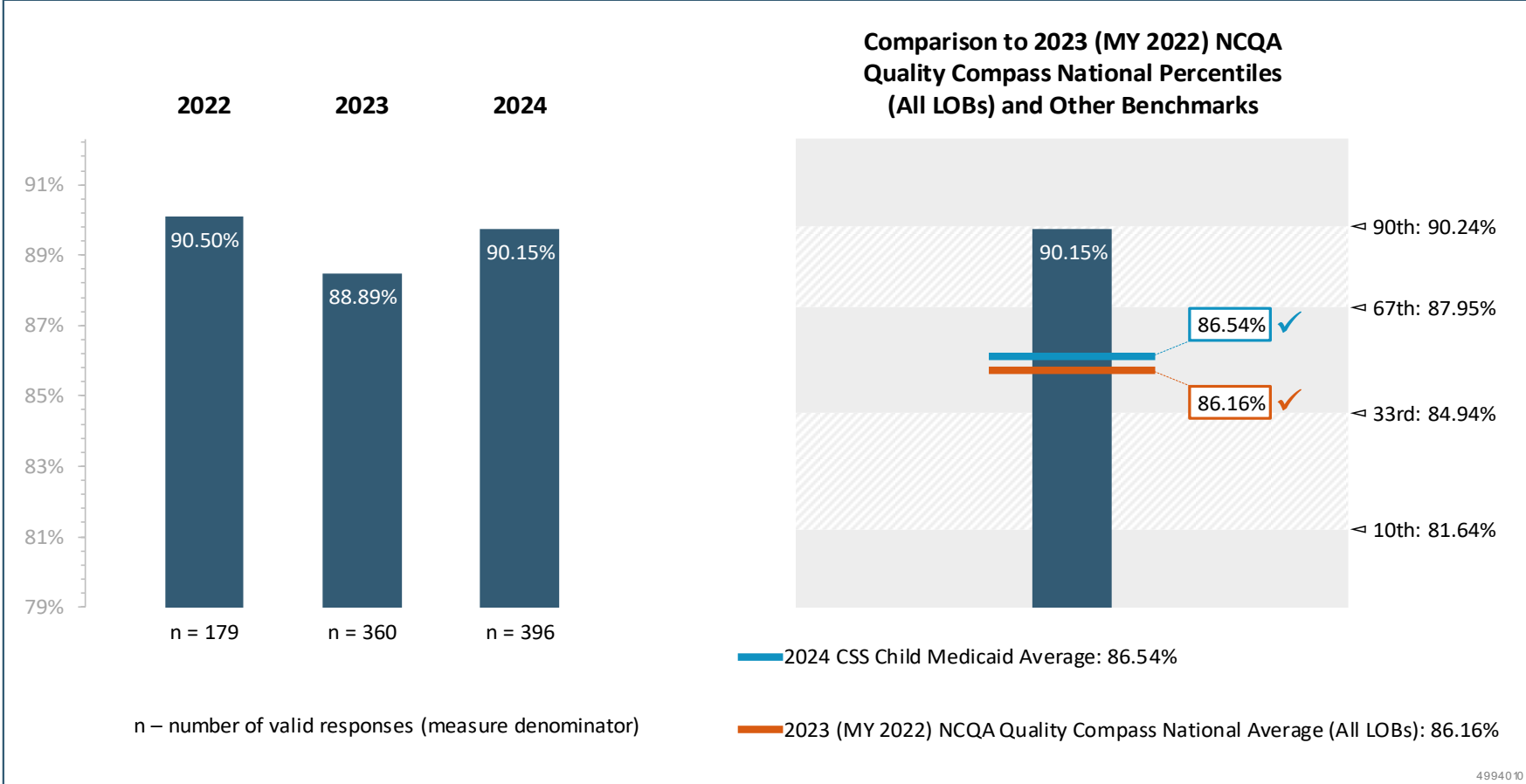


49940.10

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

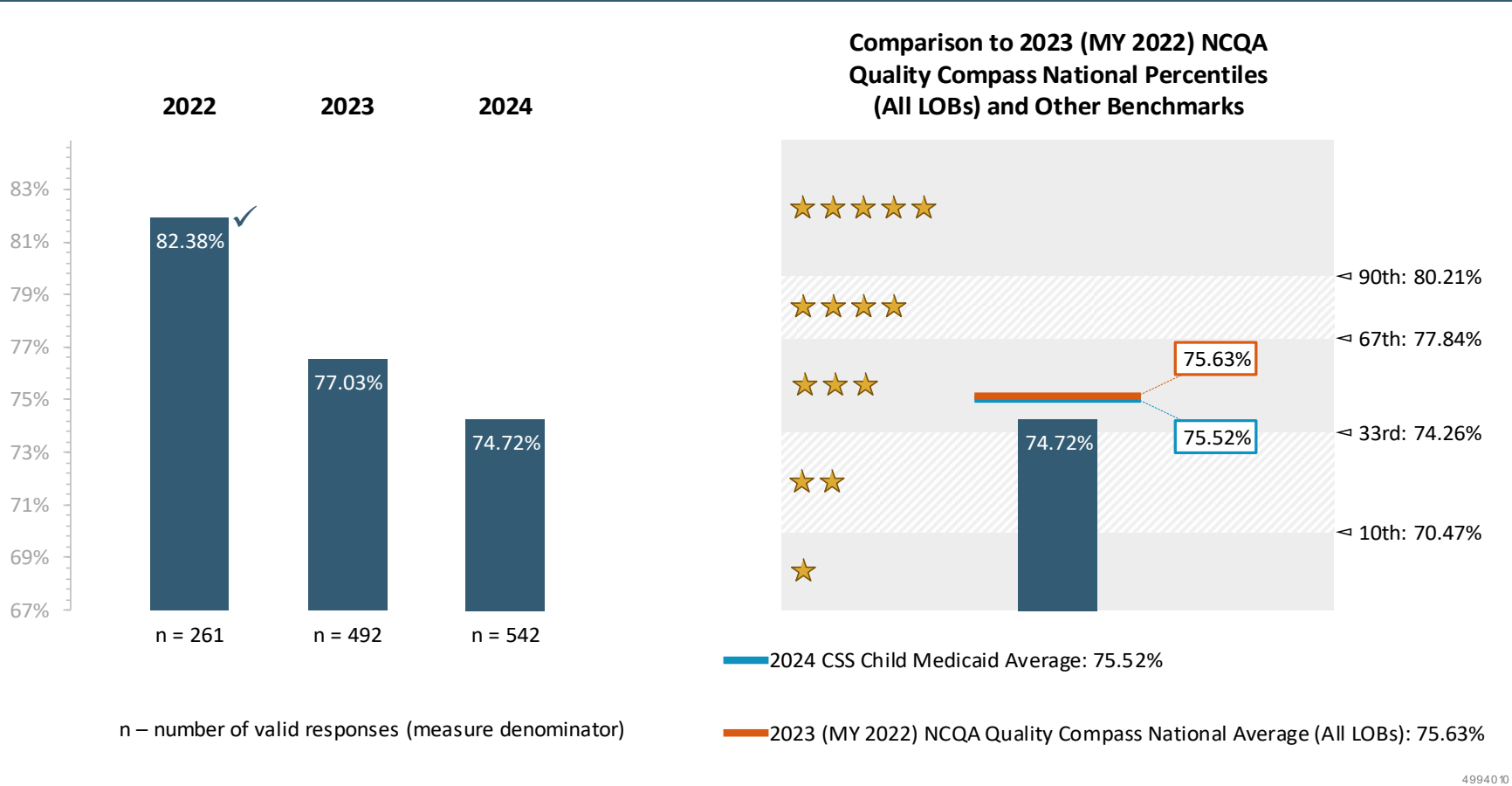
Percent Responding 8, 9 or 10 (Not Reported in HPR)



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)

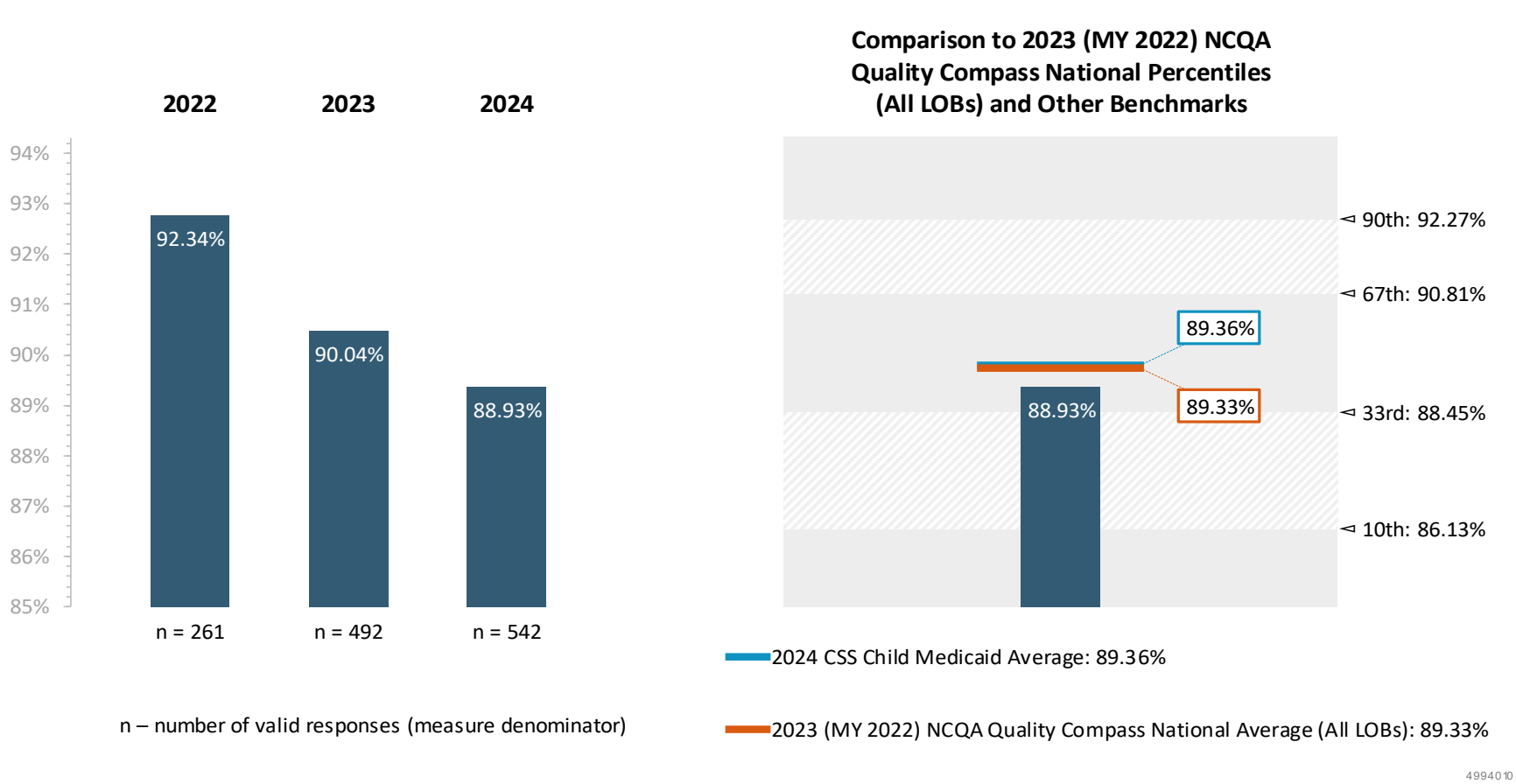


4994010

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

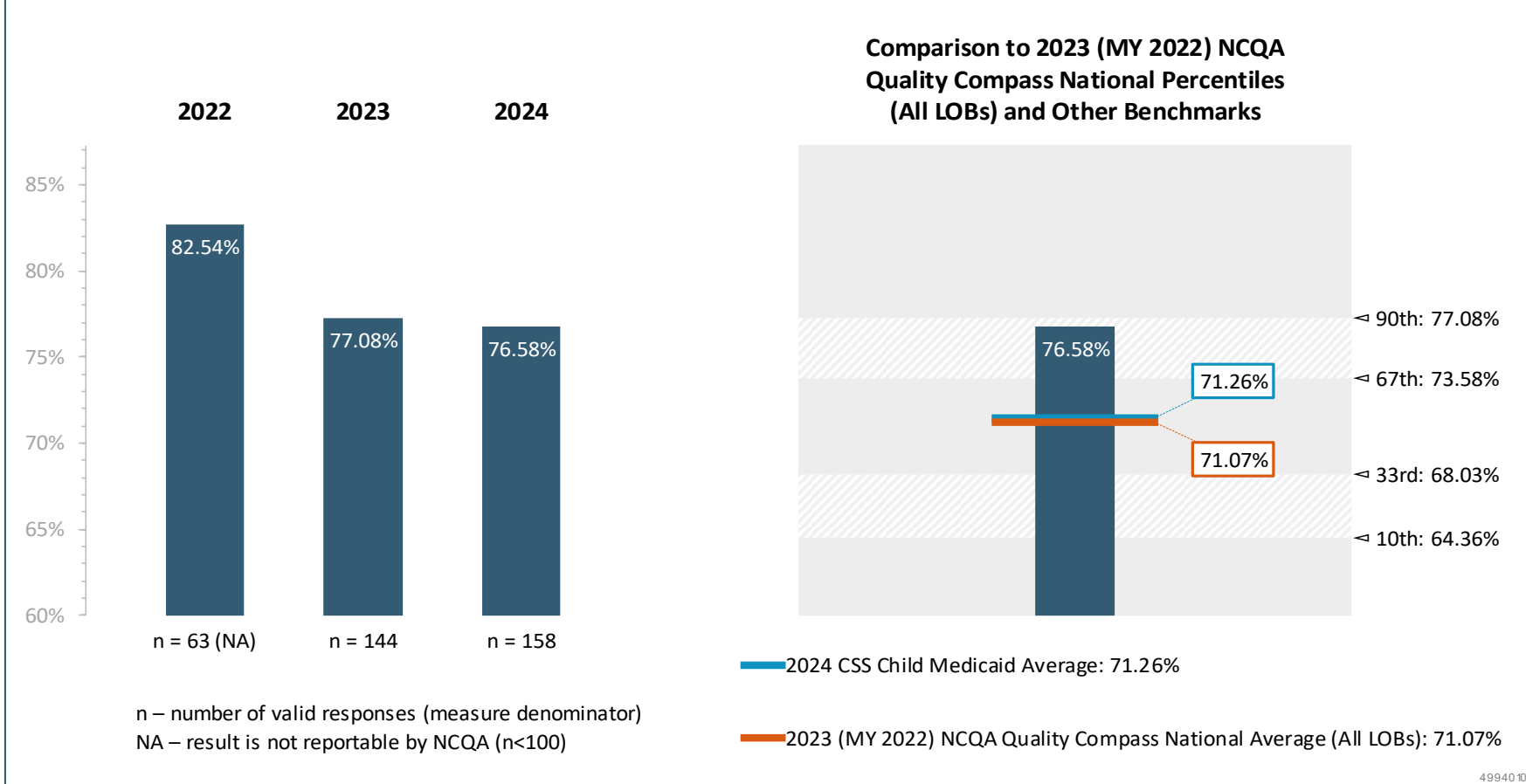
Percent Responding 8, 9 or 10 (Not Reported in HPR)



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

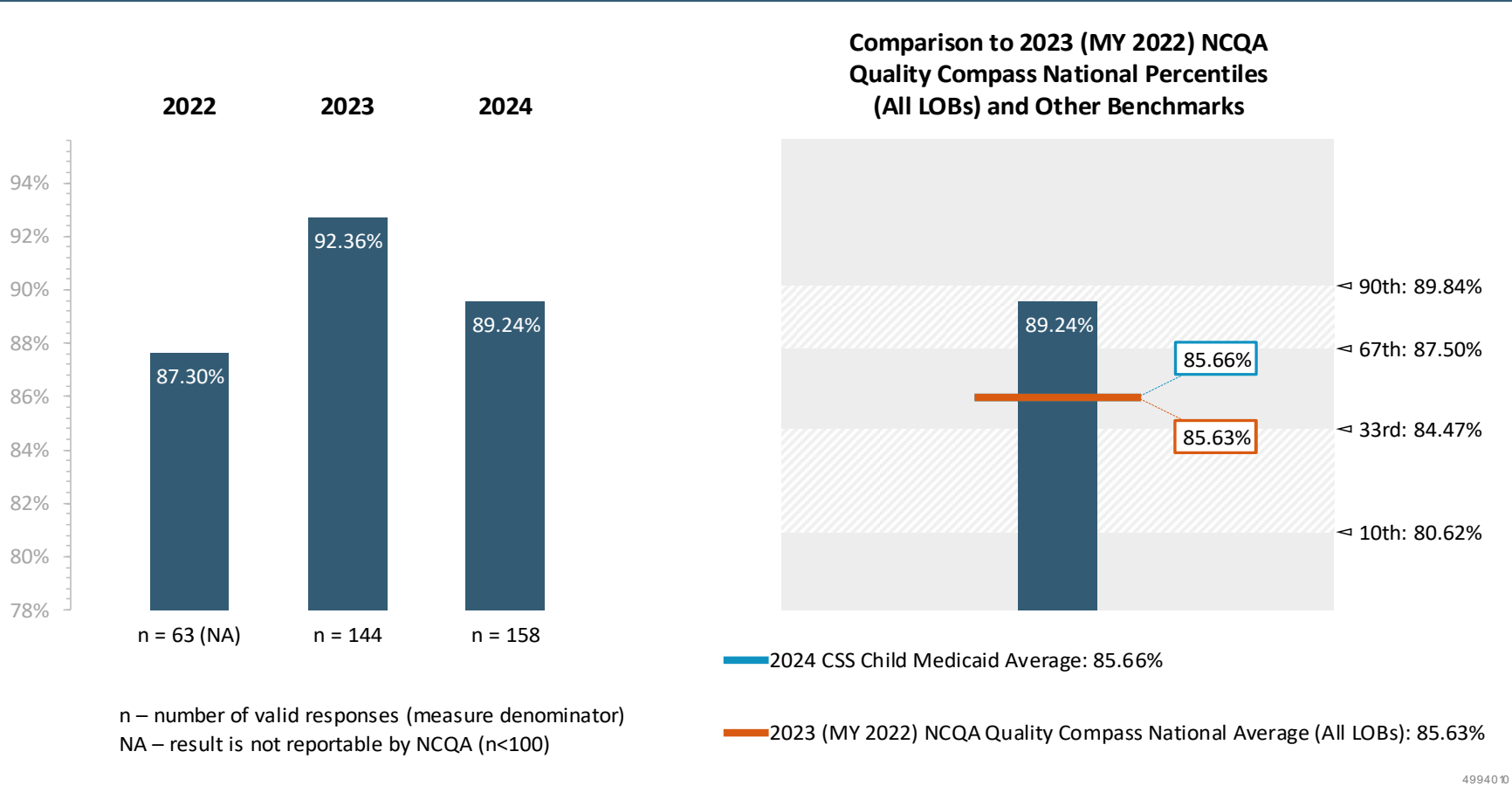
Percent Responding 9 or 10 (Not Reported in HPR)



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

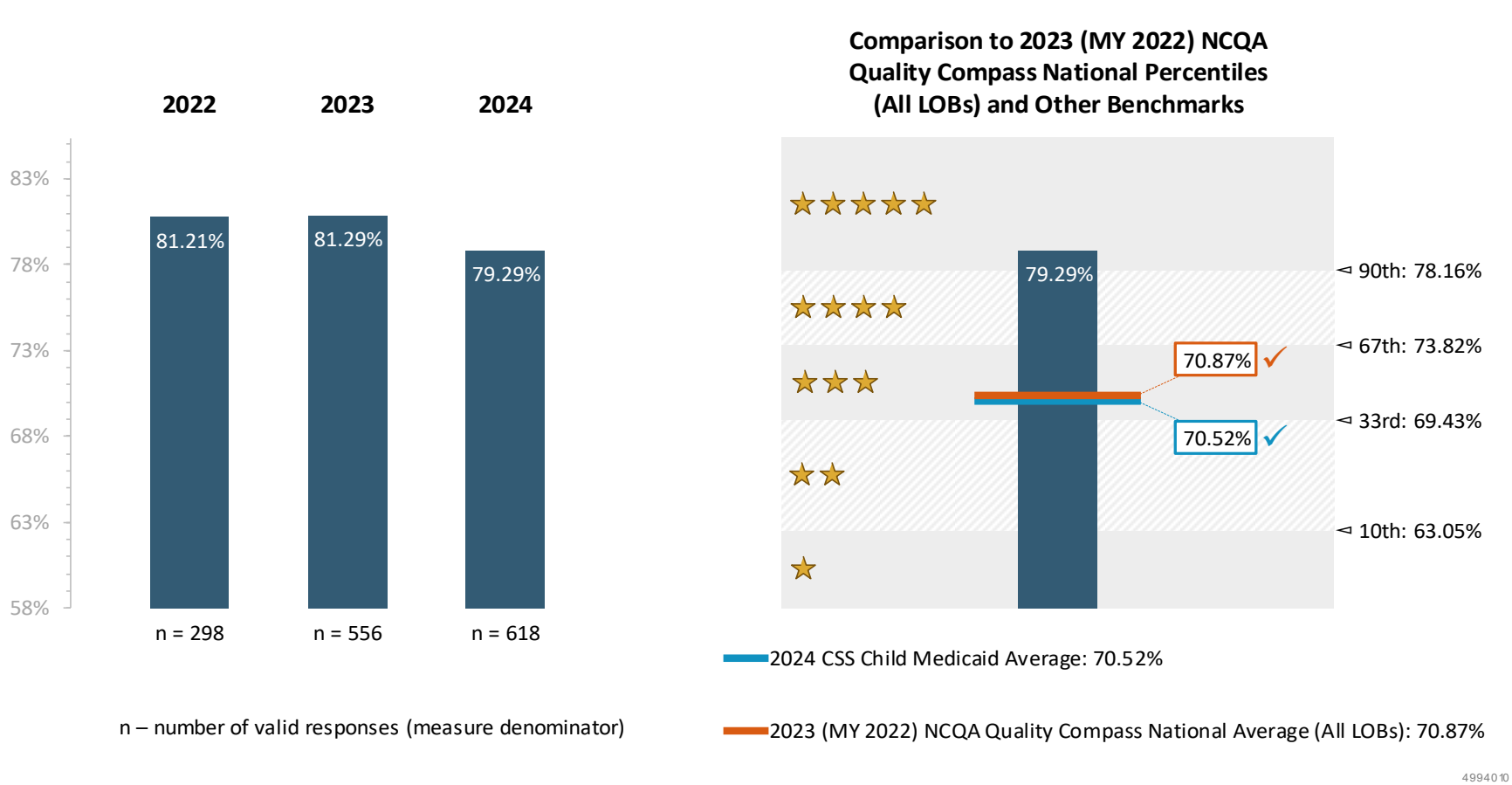
Percent Responding 8, 9 or 10 (Not Reported in HPR)



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)



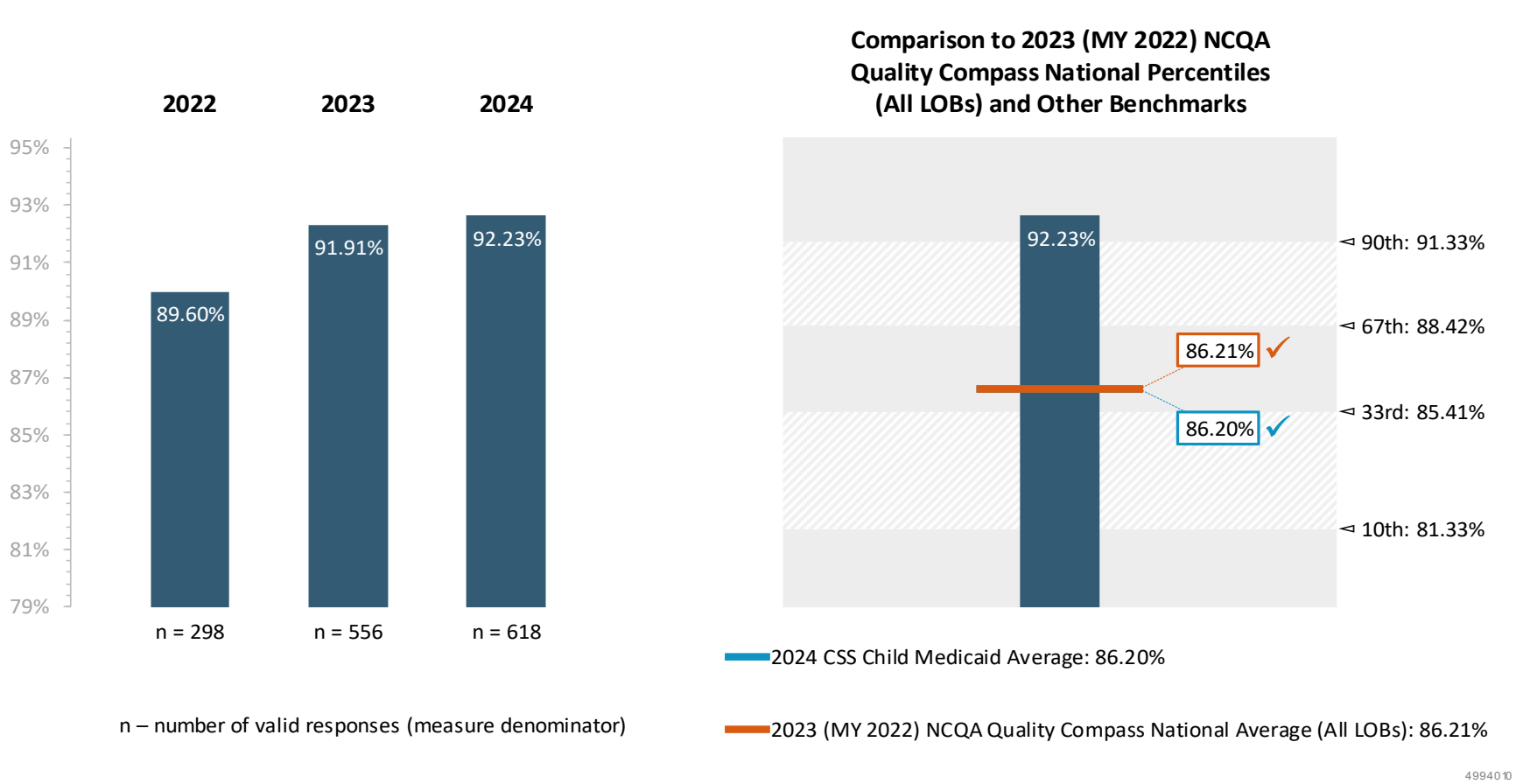
49940.10

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.

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Rating of Health Plan

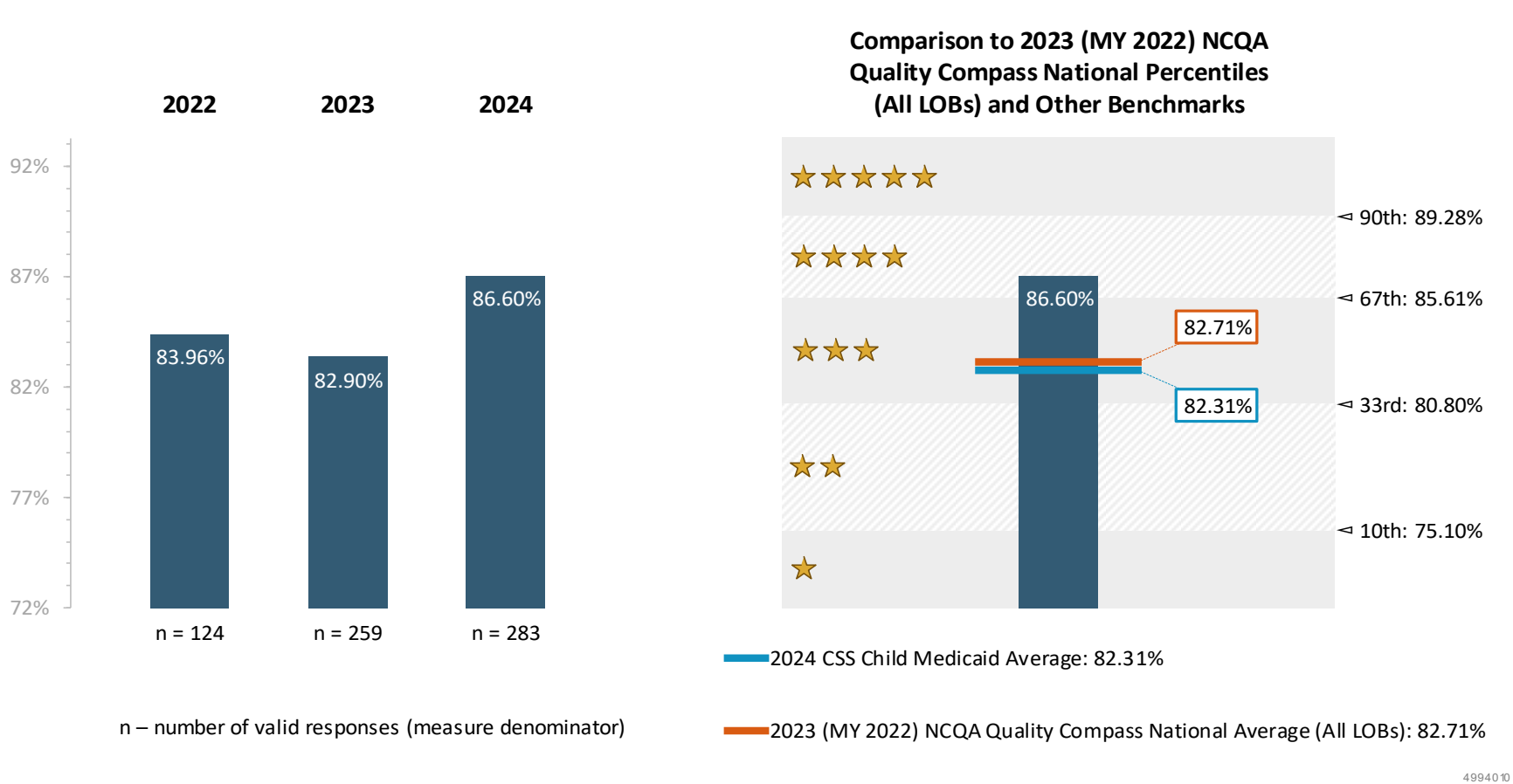
Percent Responding 8, 9 or 10 (Not Reported in HPR)



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

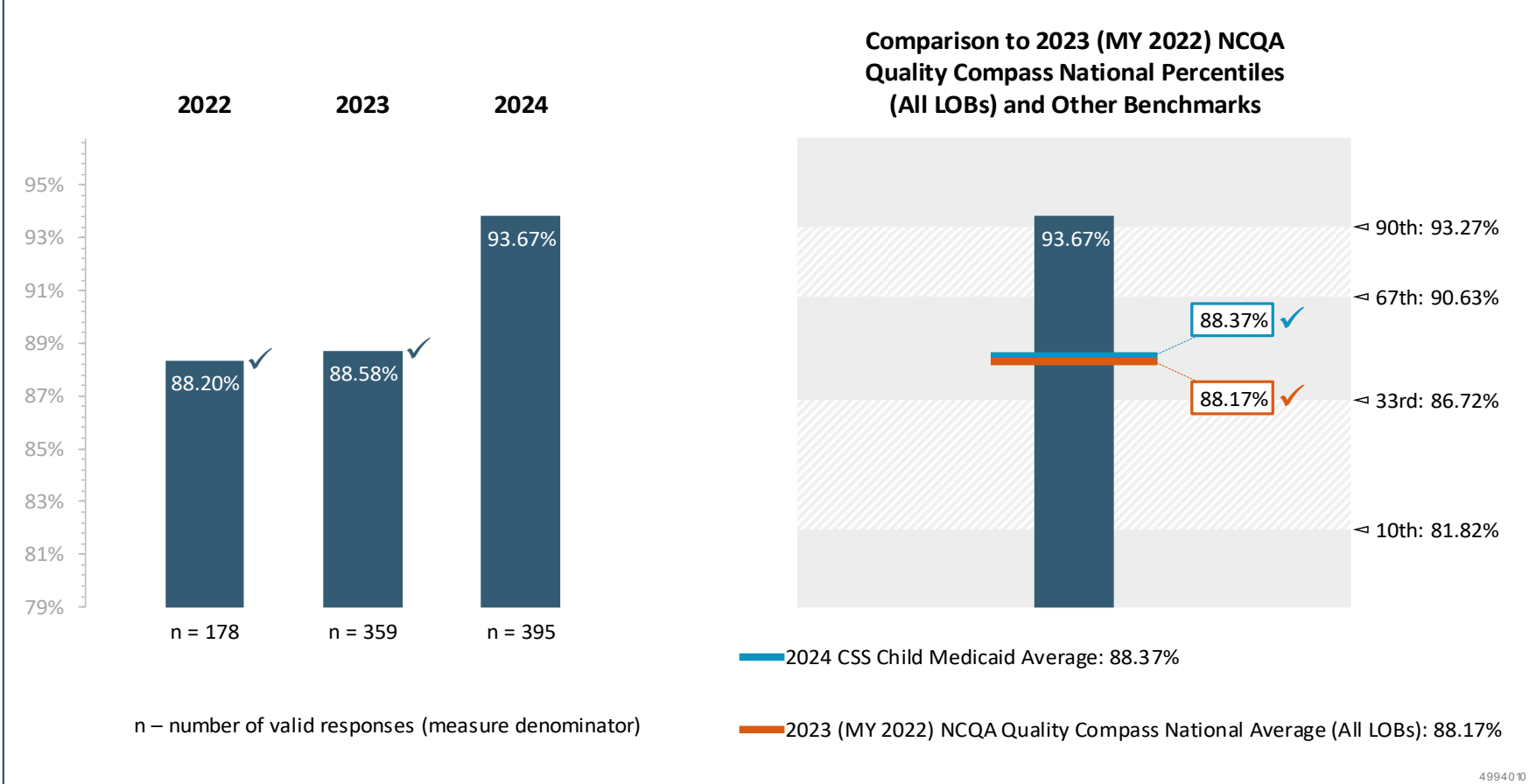
Percent Responding Always or Usually (Reported in HPR)



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)

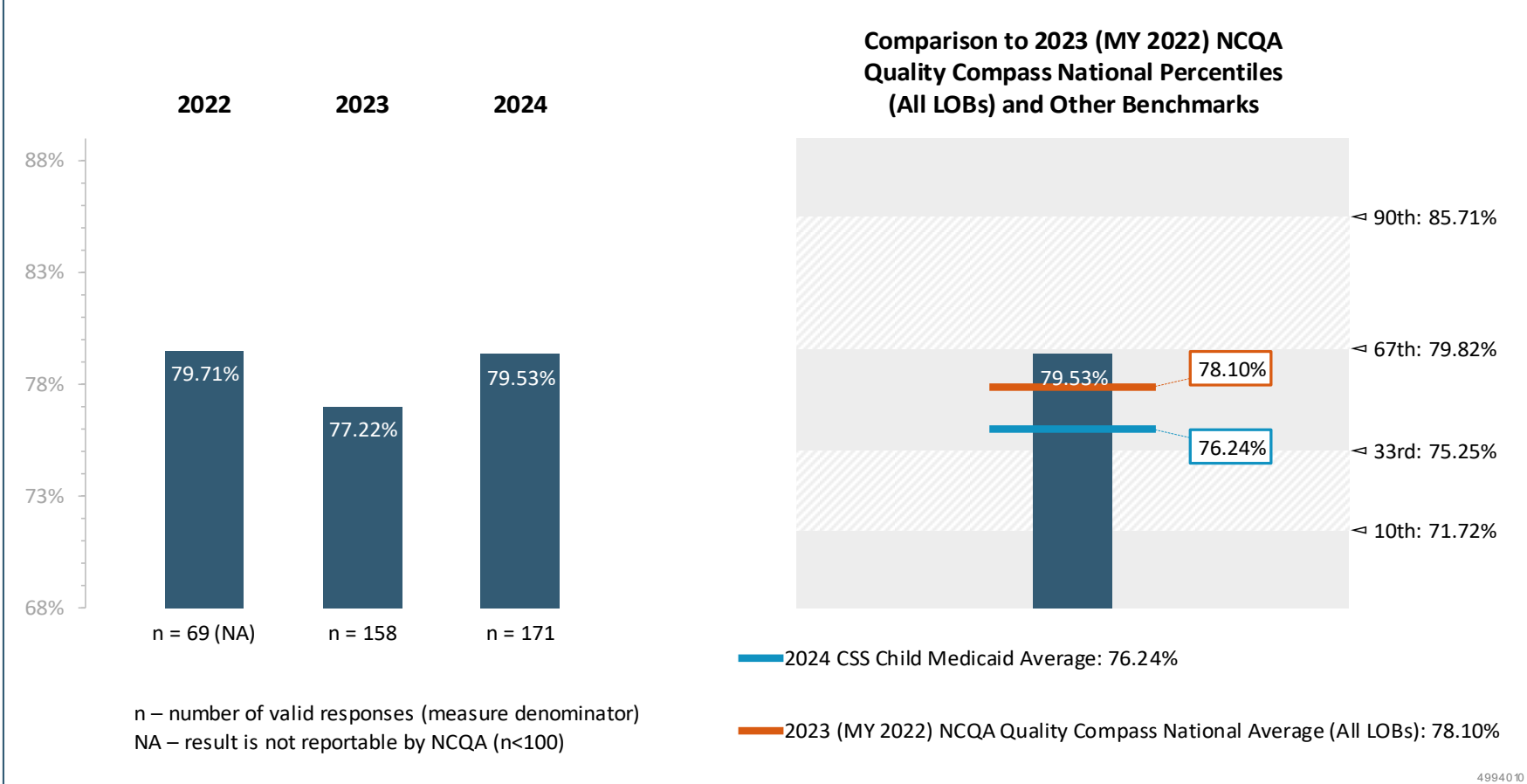
Percent Responding Always or Usually (Not Reported in HPR)



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)

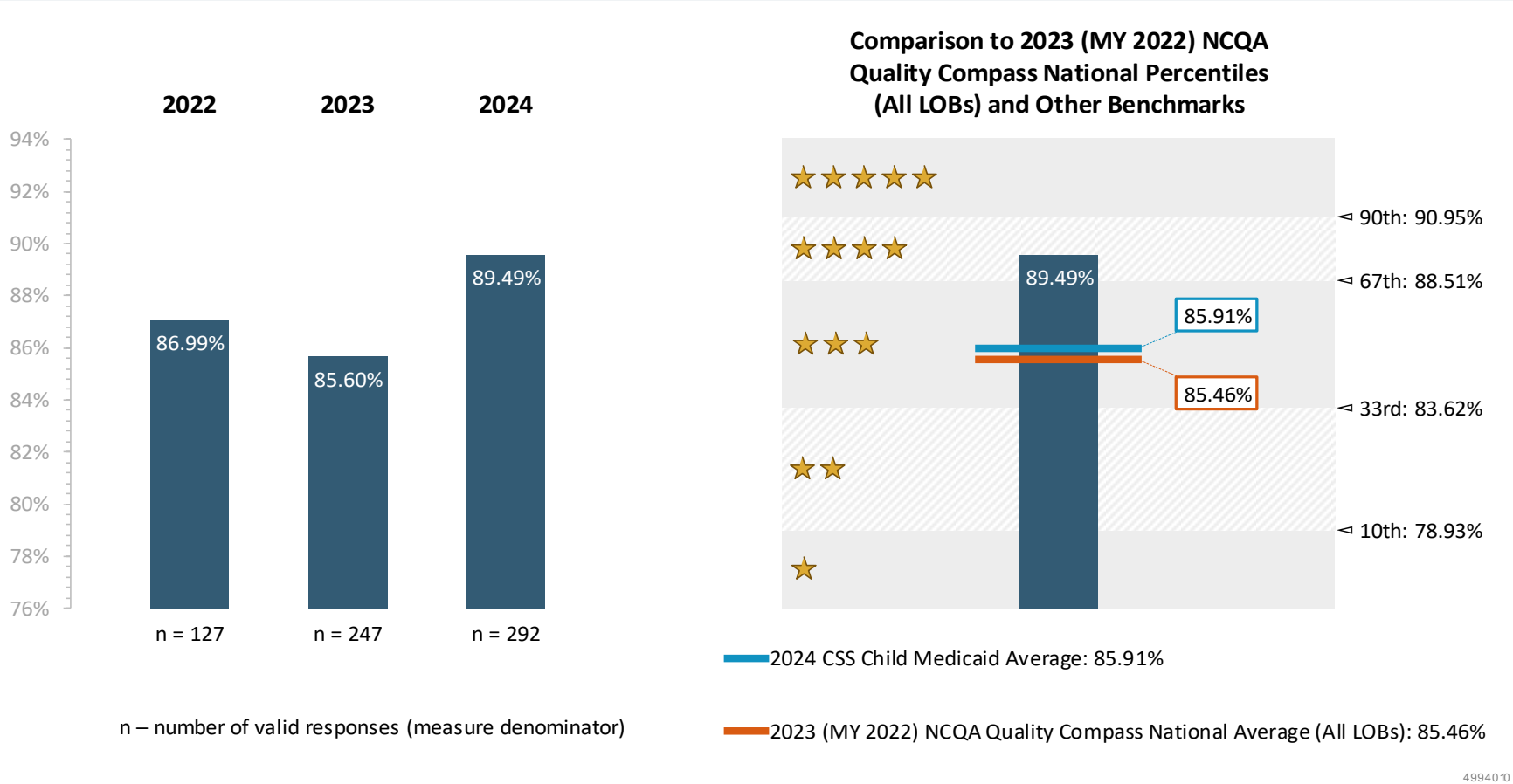
Percent Responding Always or Usually (Not Reported in HPR)



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)

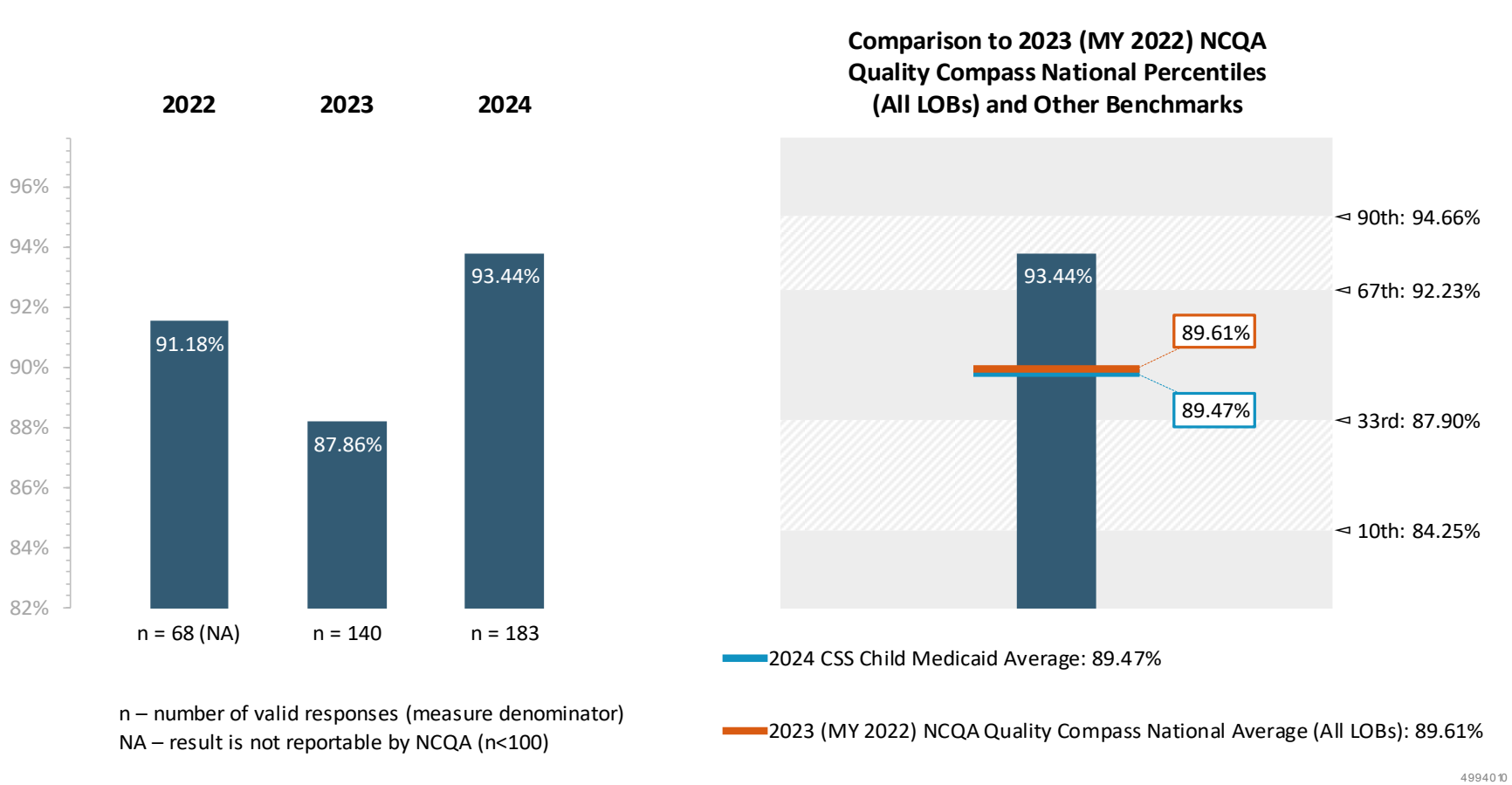


49940.10

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)

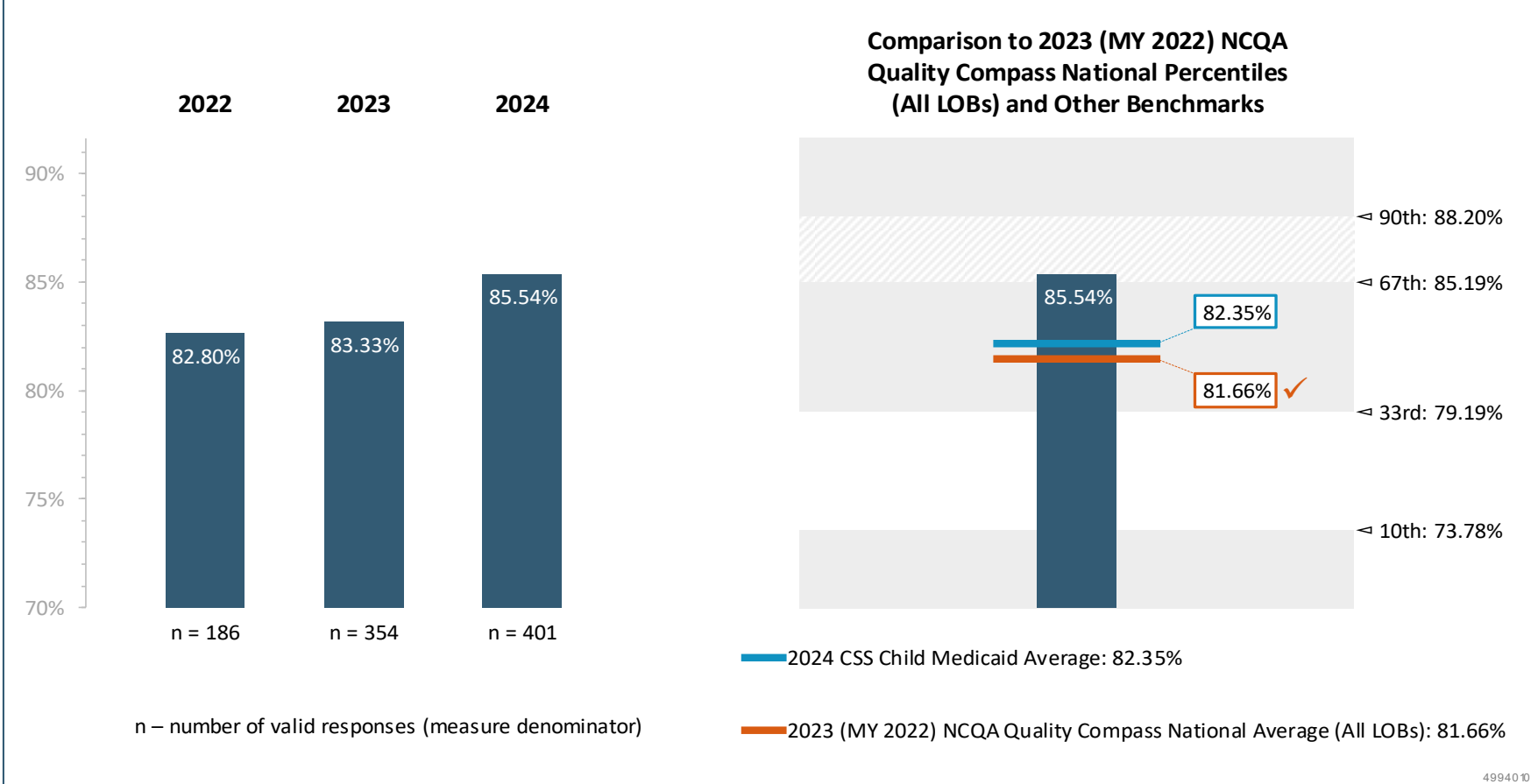
Percent Responding Always or Usually (Not Reported in HPR)



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)

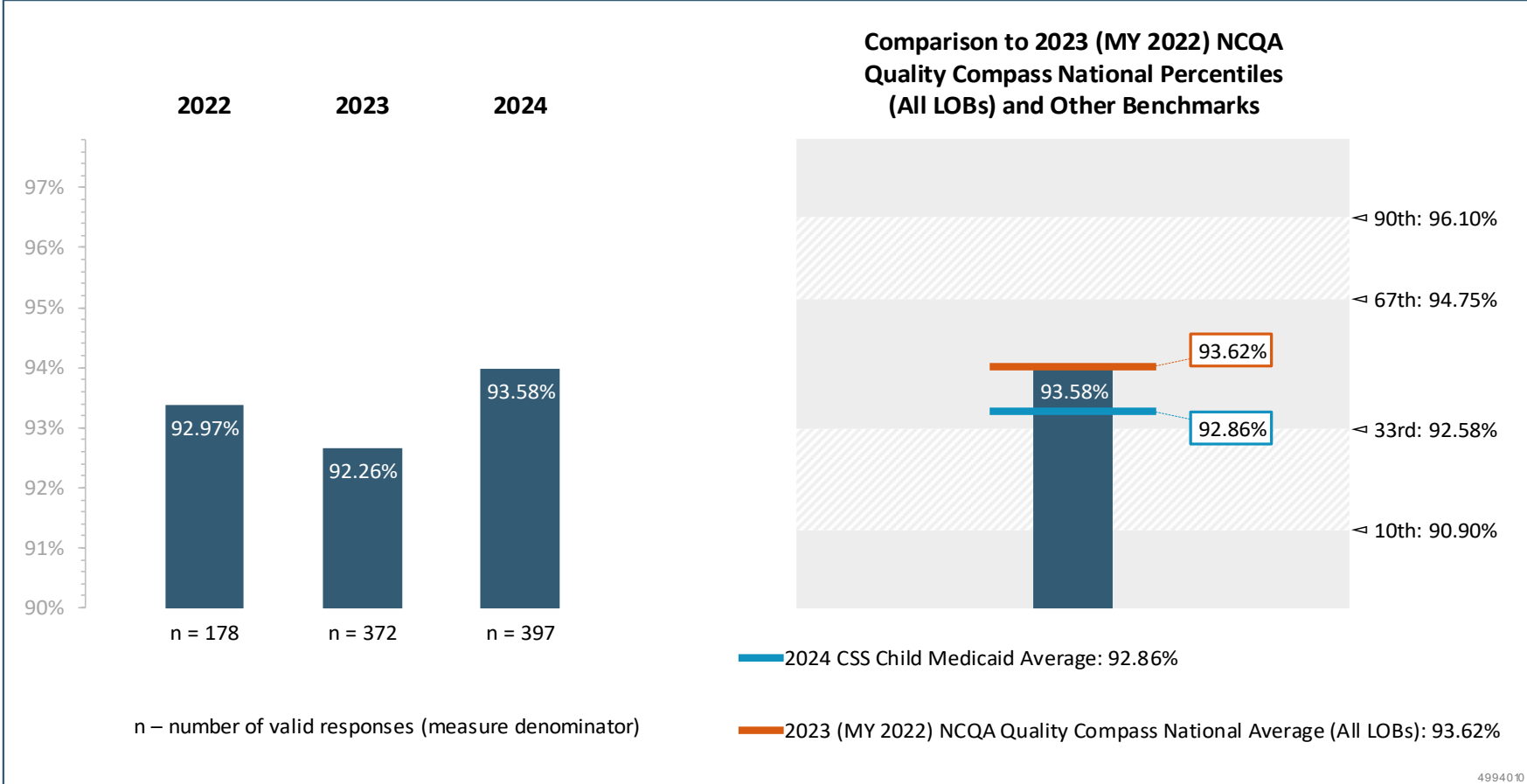
Percent Responding Always or Usually (Not Reported in HPR)



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

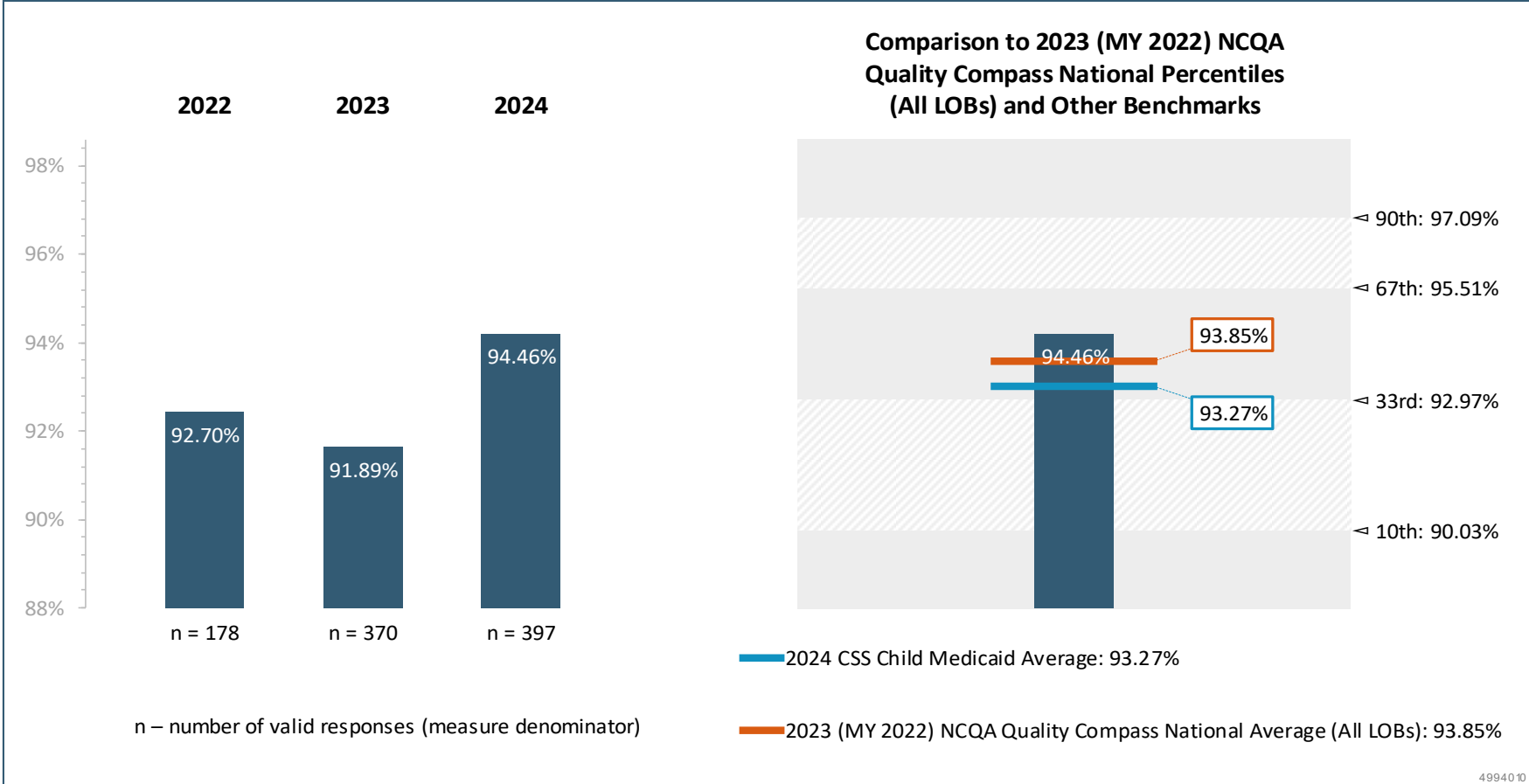
Percent Responding Always or Usually (Not Reported in HPR)



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)

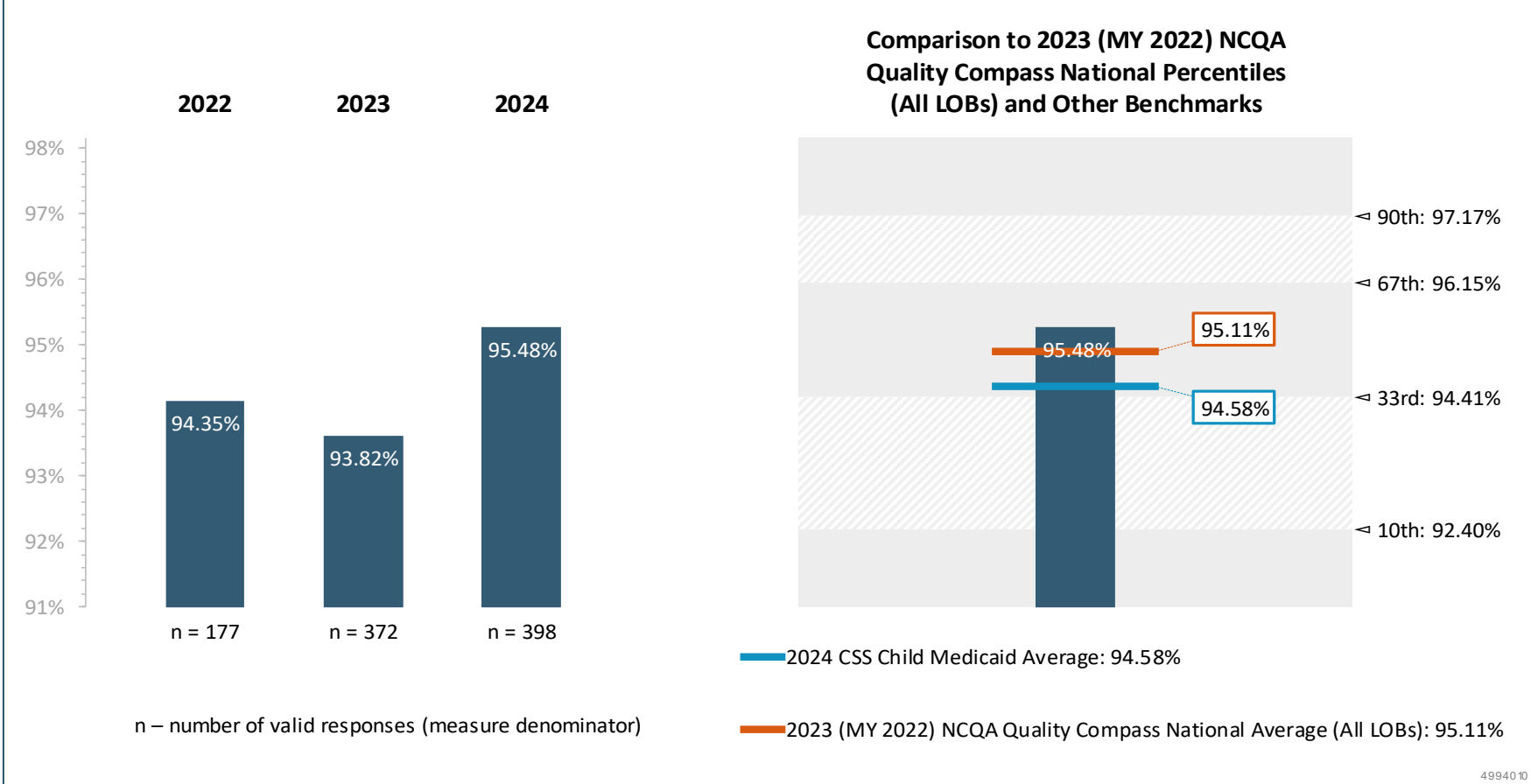
Percent Responding Always or Usually (Not Reported in HPR)



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)

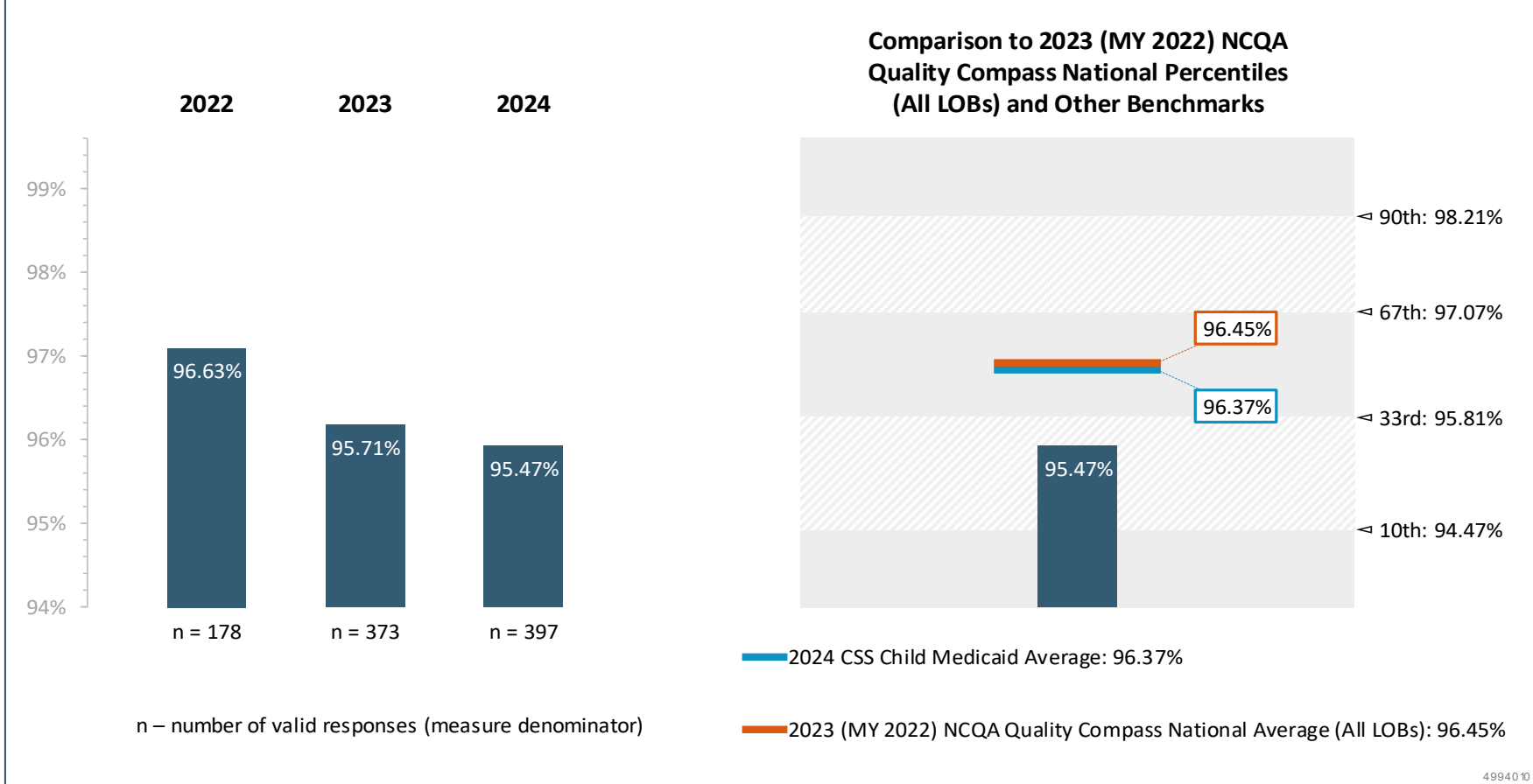
Percent Responding Always or Usually (Not Reported in HPR)



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)

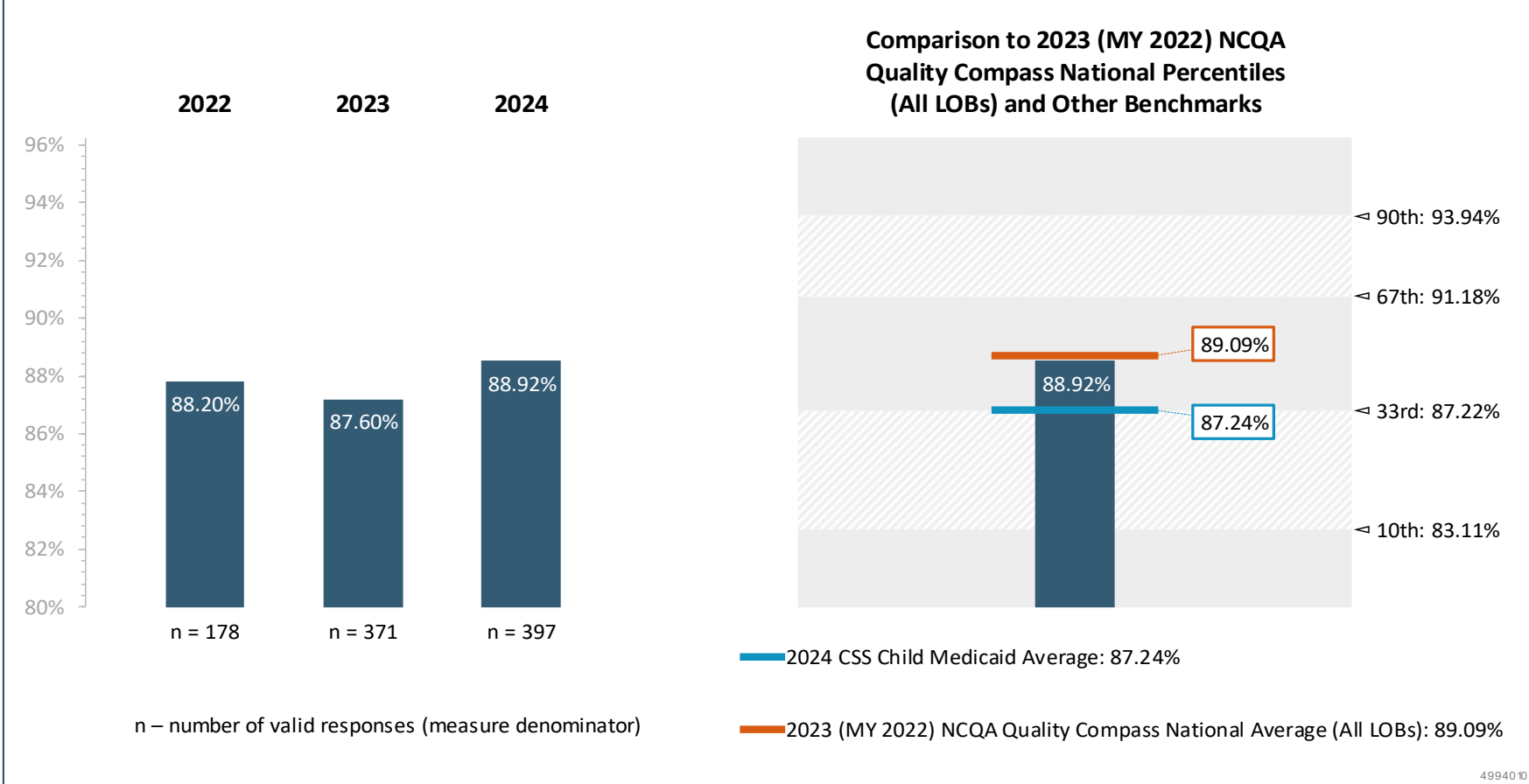
Percent Responding Always or Usually (Not Reported in HPR)



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)

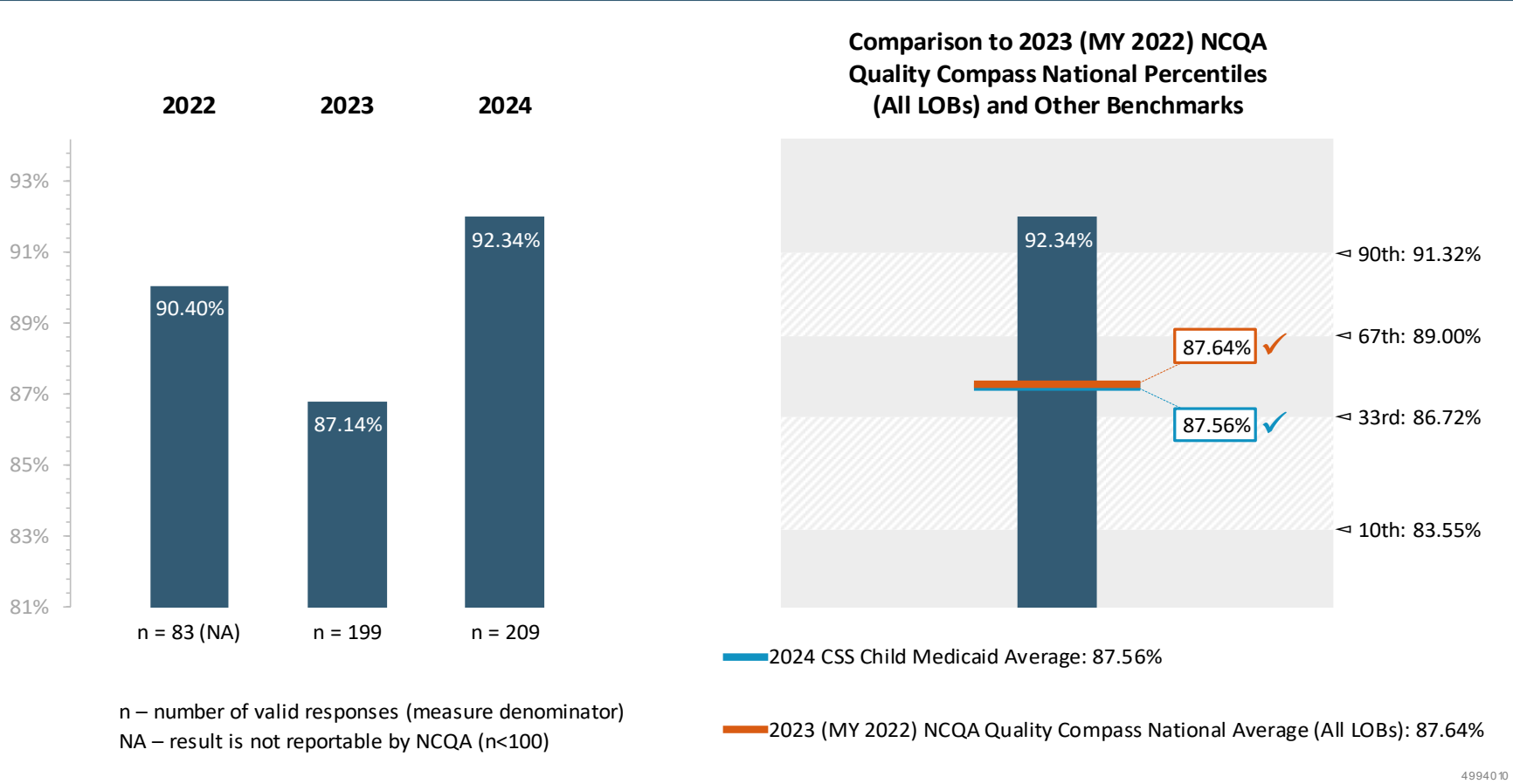
Percent Responding Always or Usually (Not Reported in HPR)



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

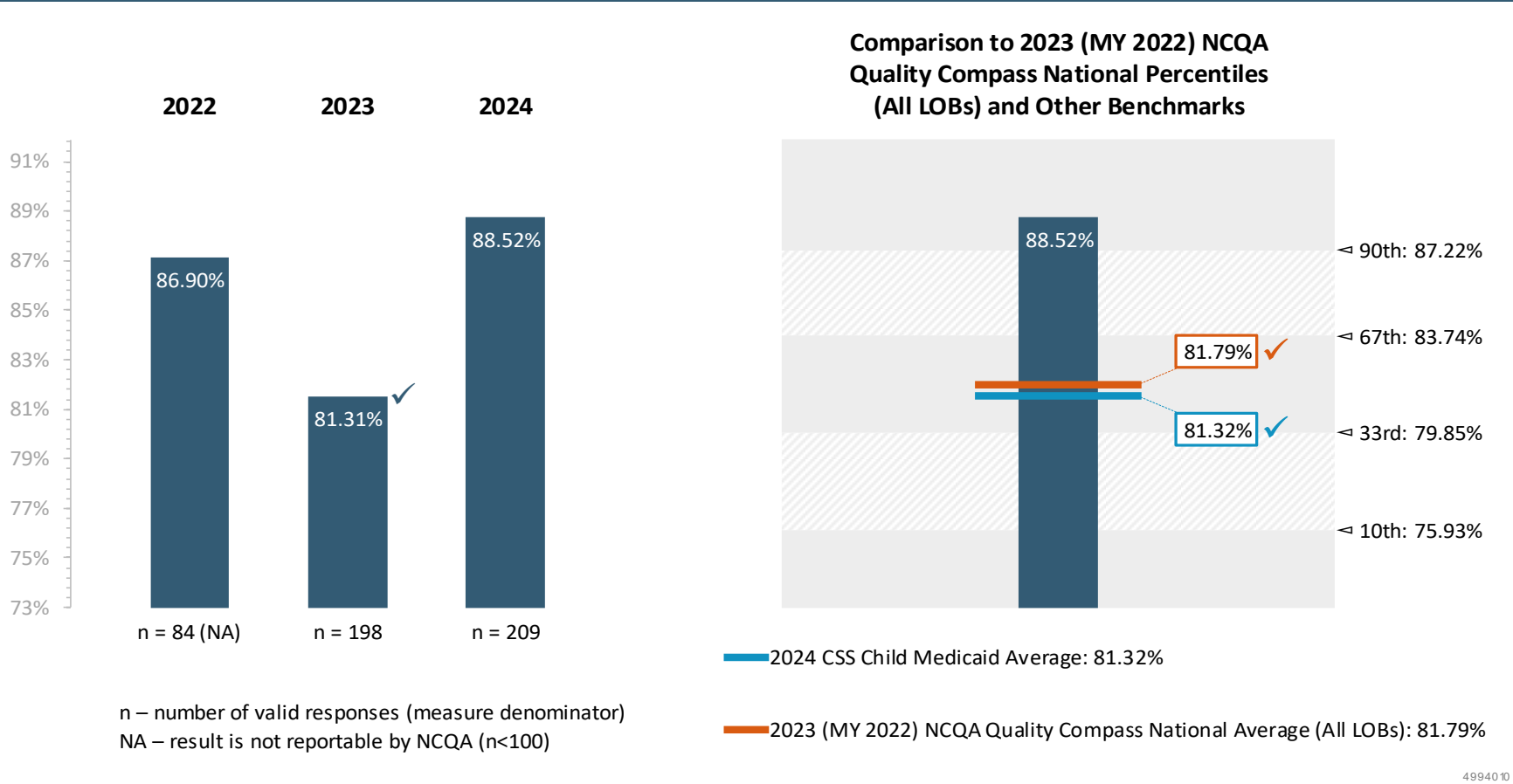
Percent Responding Always or Usually (Not Reported in HPR)



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)

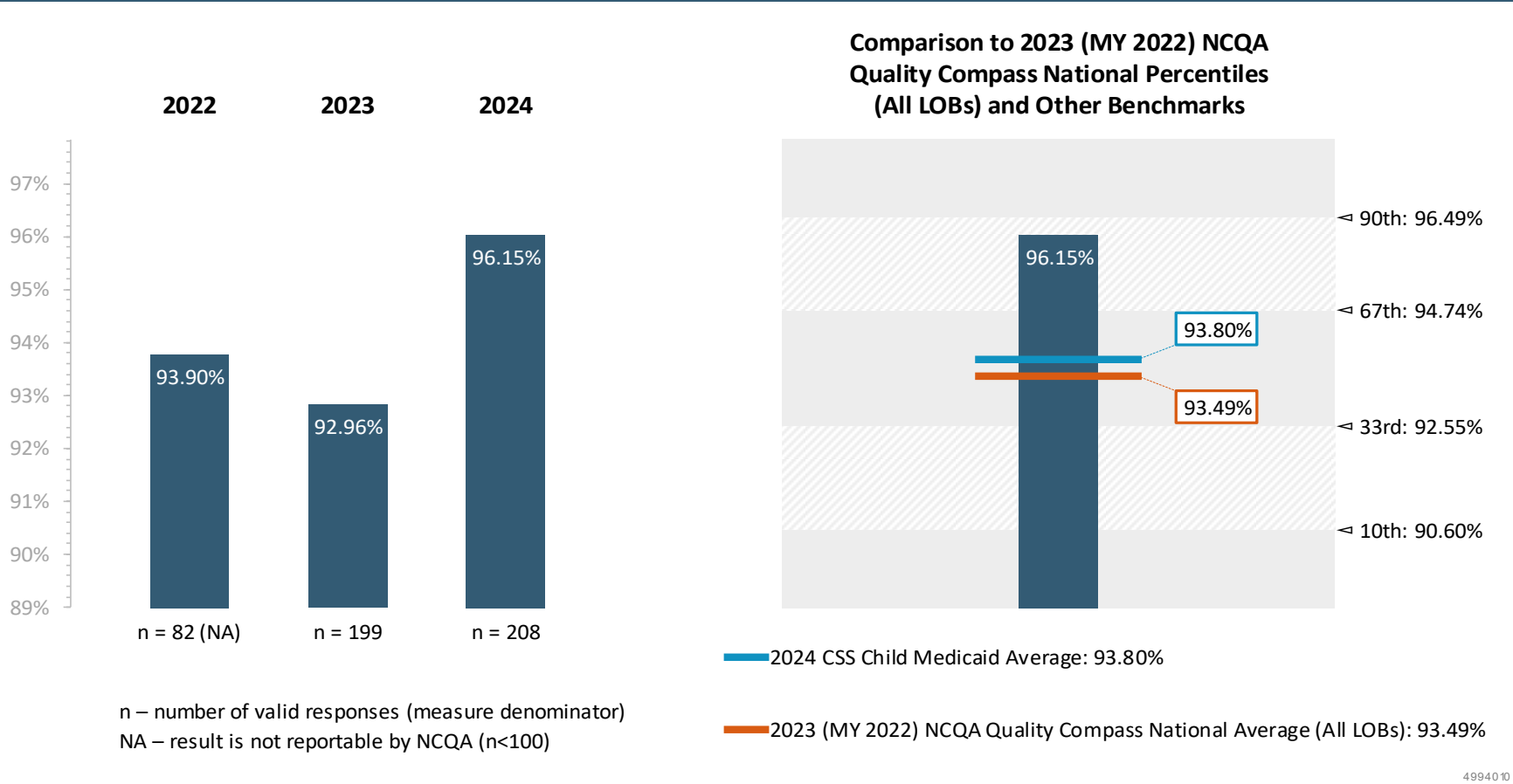
Percent Responding Always or Usually (Not Reported in HPR)



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)

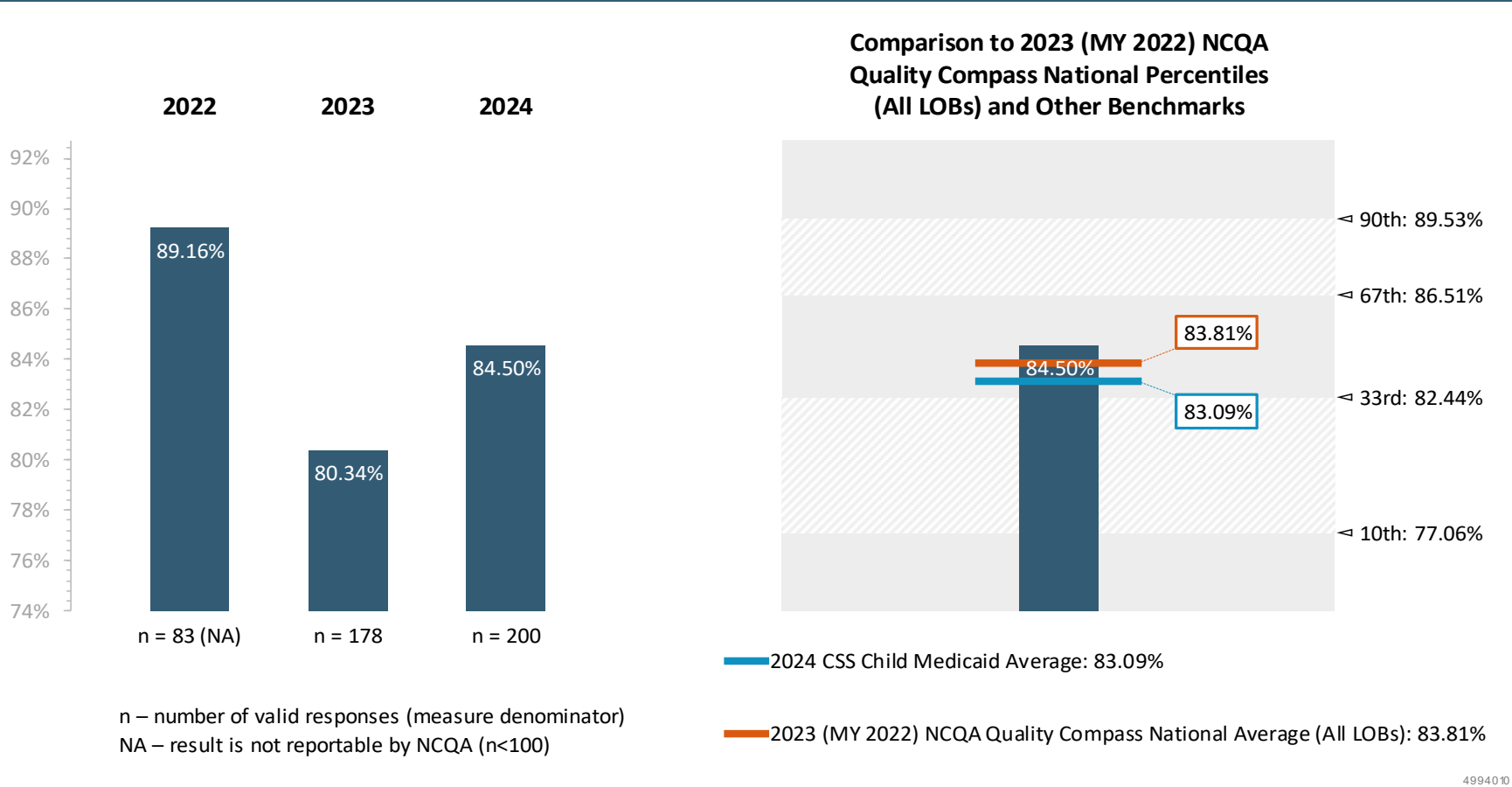
Percent Responding Always or Usually (Not Reported in HPR)



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.

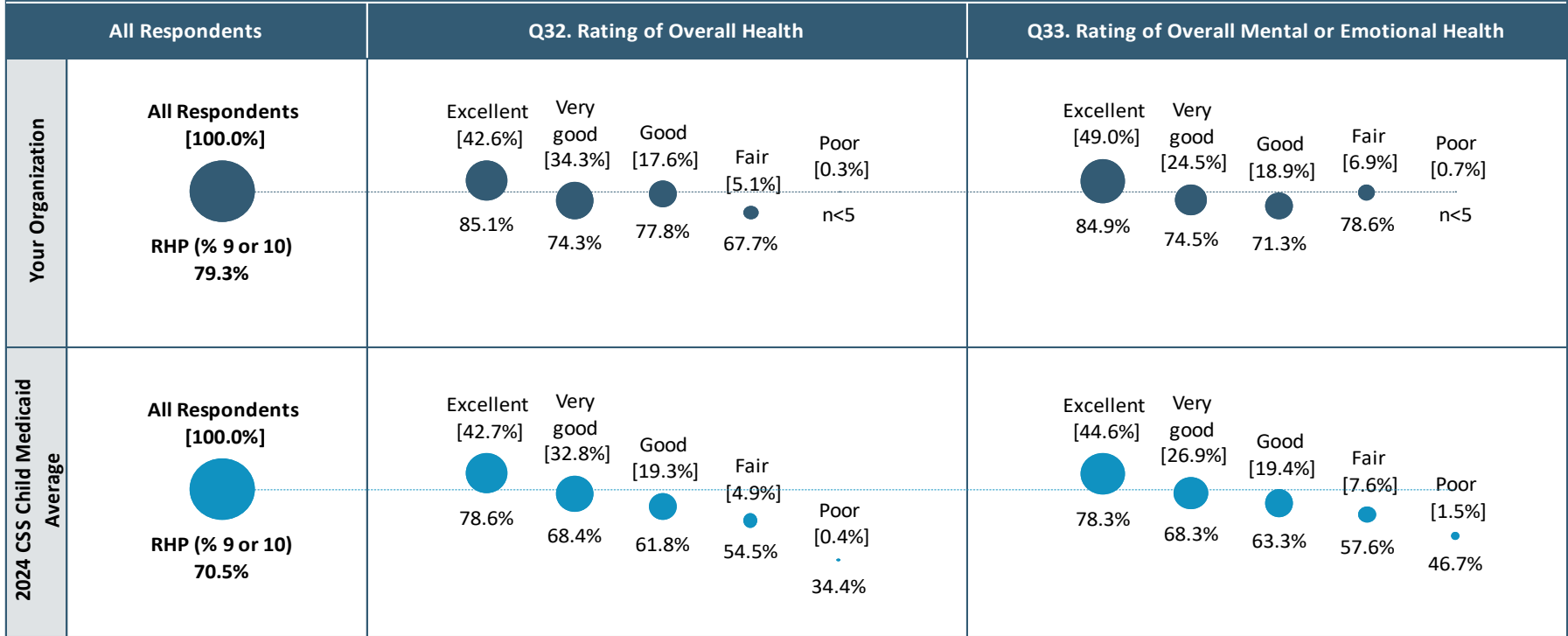
The charts on the following pages show how the *Rating of Health Plan* (percent responding 9 or 10) measure varies by the member subgroup of Mercy Care compared to the relevant national multi-plan benchmark distribution(s). Each demographic or utilization subgroup is represented by a "bubble" on the 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:

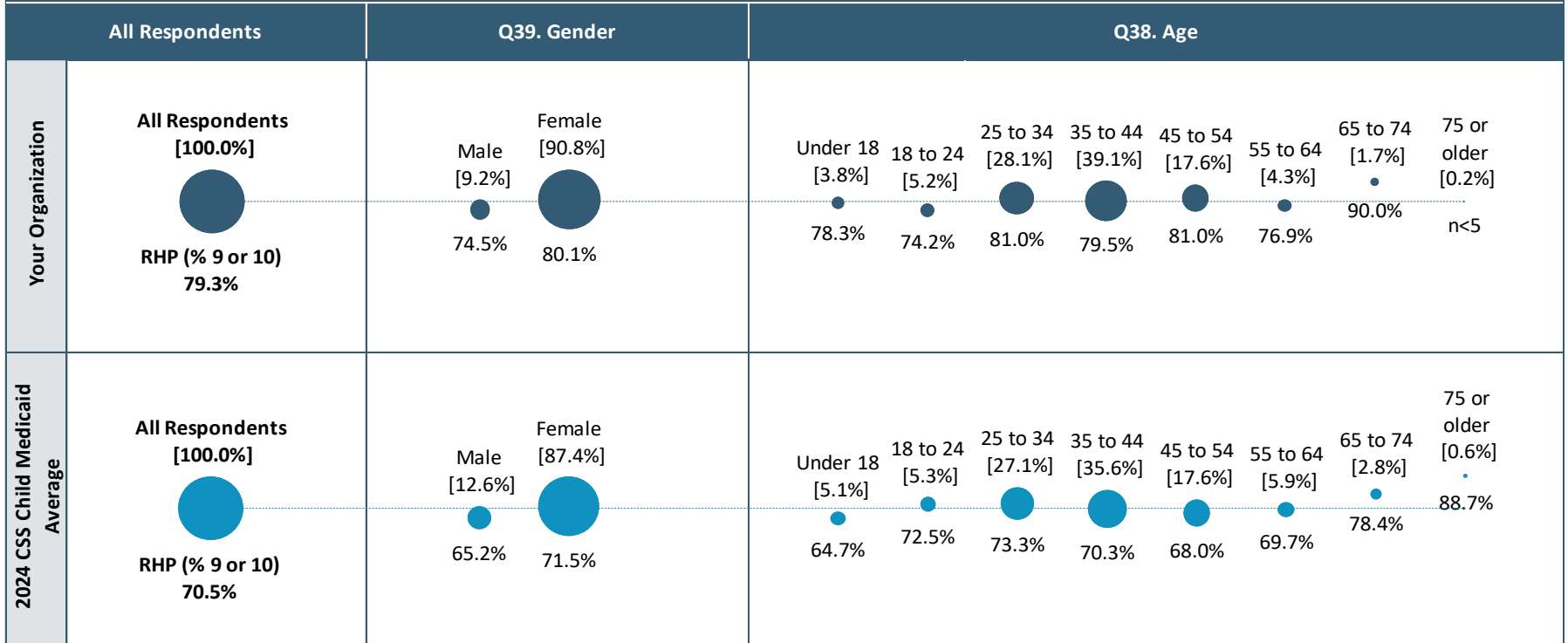
- Health status
- Gender
- Age
- Race
- Ethnicity (Hispanic or Latino)
- Education level

Member Health Status



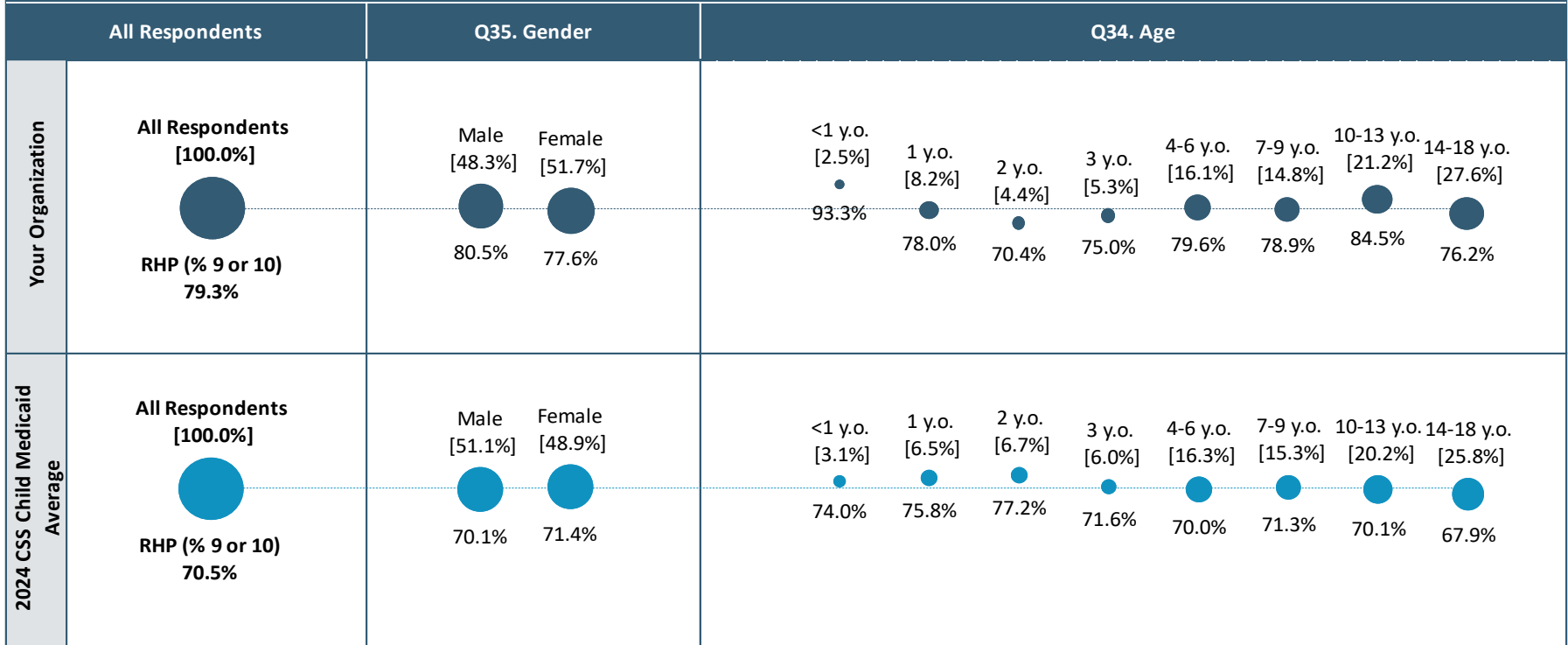
"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories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

Respondent Gender and Age



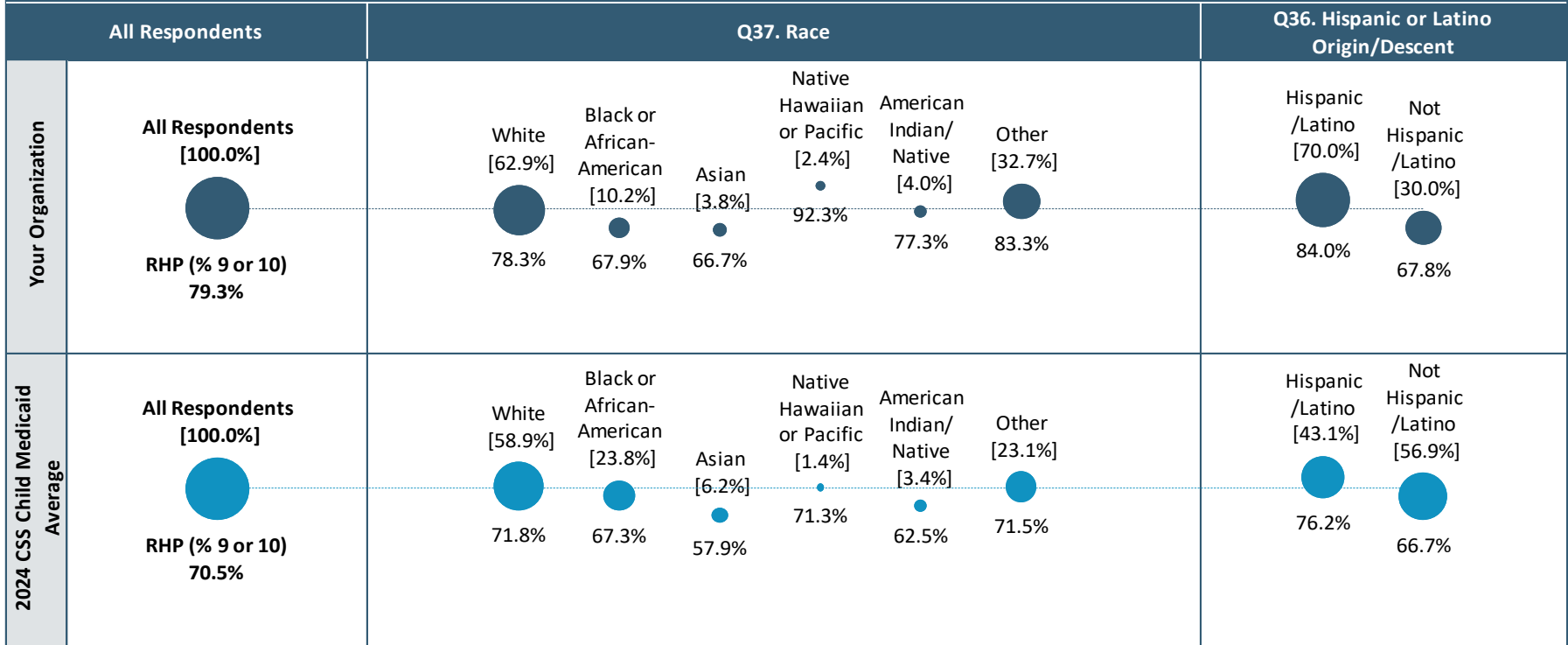
"All Respondents [100%]" are members who answered both the relevant profile question and the RHP question. Bubble size, shown as [%], represents category frequency. The rate under each bubble is the proportion of category members answering the RHP question as 9 or 10. Results are reported for categories 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 [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	All Respondents [100.0%] 	8th grade or less [10.1%] 	Some HS, did not graduate [13.2%] 	HS grad. or GED [34.2%] 	Some college/ 2-yr. degree [28.4%] 	4-year college degree [8.0%] 	More than 4-yr. college degree [6.2%] 
	RHP (% 9 or 10) 79.3%	89.8%	89.6%	80.0%	72.3%	76.6%	77.8%
2024 CSS Child Medicaid Average	All Respondents [100.0%] 	8th grade or less [10.5%] 	Some HS, did not graduate [11.7%] 	HS grad. or GED [33.0%] 	Some college/ 2-yr. degree [27.1%] 	4-year college degree [9.8%] 	More than 4-yr. college degree [7.8%] 
	RHP (% 9 or 10) 70.5%	79.5%	73.4%	73.1%	67.3%	65.2%	64.6%

"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

Type of Care Received

All Respondents		Q3. Required Urgent Care	Q5. Made Appointment(s) for Check-up or Routine Care	Q7. Visits to Doctor's Office or Clinic
Your Organization	<p>All Respondents [100.0%]</p> <p>RHP (% 9 or 10) 79.3%</p>	<p>Yes [29.8%] No [70.2%]</p> <p>76.5% 80.5%</p>	<p>Yes [65.4%] No [34.6%]</p> <p>79.7% 78.2%</p>	<p>None [35.1%] 1 time [21.1%] 2 [19.1%] 3 [8.7%] 4 [4.8%] 5 to 9 [8.4%] 10+ [2.6%]</p> <p>80.8% 78.9% 79.3% 79.2% 69.0% 80.4% 68.8%</p>
	<p>All Respondents [100.0%]</p> <p>RHP (% 9 or 10) 70.5%</p>	<p>Yes [30.5%] No [69.5%]</p> <p>71.2% 70.1%</p>	<p>Yes [63.4%] No [36.6%]</p> <p>72.2% 67.6%</p>	<p>None [35.0%] 1 time [21.0%] 2 [17.2%] 3 [11.2%] 4 [6.6%] 5 to 9 [6.7%] 10+ [2.3%]</p> <p>66.1% 72.8% 72.9% 72.1% 72.9% 71.3% 71.8%</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.

Personal Doctor Care

All Respondents		Q10. Has Personal Doctor		Q11. Visits to Personal Doctor						
Your Organization	All Respondents [100.0%] RHP (% 9 or 10) 79.3%	Yes [88.1%] 80.3%	No [11.9%] 71.2%	None [25.6%] 75.0%	1 time [34.3%] 81.9%	2 [17.9%] 85.3%	3 [10.4%] 83.6%	4 [4.9%] 80.8%	5 to 9 [5.3%] 75.0%	10+ [1.7%] 77.8%
	All Respondents [100.0%] RHP (% 9 or 10) 70.5%	Yes [85.5%] 72.1%	No [14.5%] 61.1%	None [25.7%] 67.9%	1 time [33.0%] 72.7%	2 [19.7%] 74.3%	3 [10.2%] 72.7%	4 [5.0%] 73.4%	5 to 9 [5.1%] 76.7%	10+ [1.3%] 75.0%
2024 CSS Child Medicaid Average	All Respondents [100.0%] RHP (% 9 or 10) 70.5%	Yes [85.5%] 72.1%	No [14.5%] 61.1%	None [25.7%] 67.9%	1 time [33.0%] 72.7%	2 [19.7%] 74.3%	3 [10.2%] 72.7%	4 [5.0%] 73.4%	5 to 9 [5.1%] 76.7%	10+ [1.3%] 75.0%

"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) 79.3%</p>	<p>Yes [51.0%] No [49.0%]</p> <p>77.1% 87.6%</p>	<p>Yes [27.8%] No [72.2%]</p> <p>77.8% 79.8%</p>	<p>None [8.2%] 1 [57.3%] 2 [22.2%] 3 [7.0%] 4 [2.3%] 5+ [2.9%]</p> <p>78.6% 81.6% 73.7% 66.7% n<5 60.0%</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)	74.72%	+7.90%  82.63%	 +3.49%
Q22. Made specialist appointments (percent Yes)	27.64%	+6.03%  33.66%	 +0.77%
Q9. Ease of getting needed care, tests, or treatment (percent <i>Usually</i> or <i>Always</i>)	93.67%	+2.09%  95.76%	 +0.53%
Q4. Got an appointment for urgent care as soon as needed (percent <i>Usually</i> or <i>Always</i>)	93.44%	+2.15%  95.59%	 +0.44%
Q25. Rating of Specialist Seen Most Often (percent 9 or 10)	76.58%	+2.75%  79.33%	 +0.35%

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

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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)	86.60%	(±3.97)	(283)	82.90%	[+3.70]	83.96%	[+2.65]	82.31%	[+4.29]	82.71%	[+3.89]	★★★★★
Ease of Getting Needed Care	93.67%	(±2.40)	(395)	88.58%	[+5.09] ✓	88.20%	[+5.47] ✓	88.37%	[+5.30] ✓	88.17%	[+5.50] ✓	Not reported in HPR
Ease of Seeing a Specialist	79.53%	(±6.05)	(171)	77.22%	[+2.32]	79.71%	[-0.18]	76.24%	[+3.29]	78.10%	[+1.43]	★★★★★
Getting Care Quickly (% A+U)	89.49%	(±3.52)	(292)	85.60%	[+3.89]	86.99%	[+2.50]	85.91%	[+3.58]	85.46%	[+4.03]	★★★★★
Ease of Getting Urgent Care	93.44%	(±3.59)	(183)	87.86%	[+5.59]	91.18%	[+2.27]	89.47%	[+3.98]	89.61%	[+3.83]	Not reported in HPR
Ease of Getting Routine Care	85.54%	(±3.44)	(401)	83.33%	[+2.20]	82.80%	[+2.74]	82.35%	[+3.19]	81.66%	[+3.88] ✓	★★★★★
Satisfaction With Plan Physicians											★★★★☆	
Rating of Doctor (% 9+10)	74.72%	(±3.66)	(542)	77.03%	[-2.31]	82.38%	[-7.65] ✓	75.52%	[-0.79]	75.63%	[-0.91]	★★★★☆
Satisfaction With Plan and Plan Services											★★★★★	
Rating of Health Plan (% 9+10)	79.29%	(±3.20)	(618)	81.29%	[-2.01]	81.21%	[-1.92]	70.52%	[+8.77] ✓	70.87%	[+8.42] ✓	★★★★★
Rating of Health Care (% 9+10)	73.23%	(±4.36)	(396)	71.11%	[+2.12]	75.98%	[-2.75]	69.70%	[+3.53]	68.33%	[+4.90] ✓	★★★★★
ADDITIONAL MEASURES AND RATES												
Coordination of Care (% A+U)	84.50%	(±5.02)	(200)	80.34%	[+4.16]	89.16%	[-4.66]	83.09%	[+1.41]	83.81%	[+0.69]	Not reported in HPR
Doctor Communication (% A+U)	93.58%	(±2.41)	(397)	92.26%	[+1.32]	92.97%	[+0.61]	92.86%	[+0.71]	93.62%	[-0.04]	
Doctor Explained Things	94.46%	(±2.25)	(397)	91.89%	[+2.57]	92.70%	[+1.76]	93.27%	[+1.19]	93.85%	[+0.61]	
Doctor Listened Carefully	95.48%	(±2.04)	(398)	93.82%	[+1.66]	94.35%	[+1.13]	94.58%	[+0.90]	95.11%	[+0.37]	
Doctor Showed Respect	95.47%	(±2.05)	(397)	95.71%	[-0.24]	96.63%	[-1.16]	96.37%	[-0.90]	96.45%	[-0.98]	
Doctor Spent Enough Time	88.92%	(±3.09)	(397)	87.60%	[+1.32]	88.20%	[+0.71]	87.24%	[+1.68]	89.09%	[-0.17]	
Customer Service (% A+U)	92.34%	(±3.61)	(209)	87.14%	[+5.20]	90.40%	[+1.93]	87.56%	[+4.78] ✓	87.64%	[+4.70] ✓	
Customer Service Provided Info/Help	88.52%	(±4.32)	(209)	81.31%	[+7.20] ✓	86.90%	[+1.61]	81.32%	[+7.20] ✓	81.79%	[+6.73] ✓	
Customer Service Courteous/Respectful	96.15%	(±2.61)	(208)	92.96%	[+3.19]	93.90%	[+2.25]	93.80%	[+2.35]	93.49%	[+2.66]	
Rating of Health Care (% 8+9+10)	90.15%	(±2.93)	(396)	88.89%	[+1.26]	90.50%	[-0.35]	86.54%	[+3.61] ✓	86.16%	[+3.99] ✓	
Rating of Doctor (% 8+9+10)	88.93%	(±2.64)	(542)	90.04%	[-1.11]	92.34%	[-3.41]	89.36%	[-0.43]	89.33%	[-0.40]	
Rating of Specialist (% 8+9+10)	89.24%	(±4.83)	(158)	92.36%	[-3.12]	87.30%	[+1.94]	85.66%	[+3.58]	85.63%	[+3.61]	
Rating of Specialist (% 9+10)	76.58%	(±6.60)	(158)	77.08%	[-0.50]	82.54%	[-5.96]	71.26%	[+5.32]	71.07%	[+5.51]	
Rating of Health Plan (% 8+9+10)	92.23%	(±2.11)	(618)	91.91%	[+0.33]	89.60%	[+2.64]	86.20%	[+6.03] ✓	86.21%	[+6.02] ✓	

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.

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	2023	2022		
Consumer Satisfaction						4.0	
Getting Care						4.0	
Getting Needed Care	82.71%	82.31%	86.60%	82.90%	83.96%	67th	4.0
Getting Care Quickly	85.46%	85.91%	89.49%	85.60%	86.99%	67th	4.0
Satisfaction with Plan Physicians						3.0	
Rating of Personal Doctor	75.63%	75.52%	74.72%	77.03%	82.38%	33rd	3.0
Satisfaction with Plan Services						4.5	
Rating of All Health Care	68.33%	69.70%	73.23%	71.11%	75.98%	67th	4.0
Rating of Health Plan	70.87%	70.52%	79.29%	81.29%	81.21%	90th	5.0
Non-HPR Measures							
Rating of Specialist Seen Most Often	71.07%	71.26%	76.58%	77.08%	82.54%		
Coordination of Care	83.81%	83.09%	84.50%	80.34%	89.16%		
How Well Doctors Communicate	93.62%	92.86%	93.58%	92.26%	92.97%		
Customer Service	87.64%	87.56%	92.34%	87.14%	90.40%		

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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.

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

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	2023	2022	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	628	571	313	192	249	170	292	315	421	181	286	28	237	55	545	338	166	83
Number missing or multiple answer	109	4	9	2	0	2	2	2	2	0	3	2	1	1	1	3	1	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,603	624	562	311	192	247	168	290	313	421	178	284	27	236	54	542	337	164	82
	98.7%	99.4%	98.4%	99.4%	100.0%	99.2%	98.8%	99.3%	99.4%	100.0%	98.3%	99.3%	96.4%	99.6%	98.2%	99.4%	99.7%	98.8%	98.8%
Yes	2,616	185	146	70	68	62	52	90	91	127	52	73	8	85	14	164	87	53	34
	30.4%	29.6%	26.0%	22.5%	35.4%	25.1%	31.0%	31.0%	29.1%	30.2%	29.2%	25.7%	29.6%	36.0%	25.9%	30.3%	25.8%	32.3%	41.5%
No	5,987	439	416	241	124	185	116	200	222	294	126	211	19	151	40	378	250	111	48
	69.6%	70.4%	74.0%	77.5%	64.6%	74.9%	69.0%	69.0%	70.9%	69.8%	70.8%	74.3%	70.4%	64.0%	74.1%	69.7%	74.2%	67.7%	58.5%
Significantly different from column:*		D			F	E						N	L				S		Q

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)

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	2023	2022	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	628	571	313	218	330	67	15	153	5	473	108	33	448	116	46
Number missing or multiple answer	109	4	9	2	0	3	1	0	3	0	4	0	0	4	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,603 98.7%	624 99.4%	562 98.4%	311 99.4%	218 100.0%	327 99.1%	66 98.5%	15 100.0%	150 98.0%	5 100.0%	469 99.2%	108 100.0%	33 100.0%	444 99.1%	116 100.0%	46 100.0%
Yes	2,616 30.4%	185 29.6%	146 26.0%	70 22.5%	22 10.1%	119 36.4%	41 62.1%	4 26.7%	66 44.0%	5 100.0%	119 25.4%	49 45.4%	14 42.4%	127 28.6%	35 30.2%	20 43.5%
No	5,987 69.6%	439 70.4%	416 74.0%	241 77.5%	196 89.9%	208 63.6%	25 37.9%	11 73.3%	84 56.0%	0 0.0%	350 74.6%	59 54.6%	19 57.6%	317 71.4%	81 69.8%	26 56.5%
Significantly different from column:*					FG	EG	EF				LM	K	K	P		N

NA - Not applicable

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

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 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	2023	2022	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	185	146	70	68	62	52	90	91	127	52	73	8	85	14	164	87	53	34
Number missing or multiple answer	34	2	6	2	1	0	1	0	2	2	0	0	0	2	0	2	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,582 98.7%	183 98.9%	140 95.9%	68 97.1%	67 98.5%	62 100.0%	51 98.1%	90 100.0%	89 97.8%	125 98.4%	52 100.0%	73 100.0%	8 100.0%	83 97.6%	14 100.0%	162 98.8%	87 100.0%	53 100.0%	33 97.1%
Never	43 1.7%	1 0.5%	1 0.7%	0 0.0%	0 0.0%	1 1.6%	0 0.0%	1 1.1%	0 0.0%	1 0.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Sometimes	229 8.9%	11 6.0%	16 11.4%	6 8.8%	3 4.5%	4 6.5%	3 5.9%	3 3.3%	7 7.9%	7 5.6%	3 5.8%	2 2.7%	0 0.0%	6 7.2%	1 7.1%	8 4.9%	5 5.7%	1 1.9%	4 12.1%
Usually	350 13.6%	30 16.4%	17 12.1%	10 14.7%	9 13.4%	12 19.4%	9 17.6%	16 17.8%	14 15.7%	19 15.2%	11 21.2%	12 16.4%	2 25.0%	15 18.1%	3 21.4%	27 16.7%	15 17.2%	12 22.6%	3 9.1%
Always	1,960 75.9%	141 77.0%	106 75.7%	52 76.5%	55 82.1%	45 72.6%	39 76.5%	70 77.8%	68 76.4%	98 78.4%	38 73.1%	59 80.8%	6 75.0%	62 74.7%	10 71.4%	127 78.4%	67 77.0%	40 75.5%	26 78.8%
Significantly different from column:*																			
Usually or Always	2,310 89.5%	171 93.4%	123 87.9%	62 91.2%	64 95.5%	57 91.9%	48 94.1%	86 95.6%	82 92.1%	117 93.6%	49 94.2%	71 97.3%	8 100.0%	77 92.8%	13 92.9%	154 95.1%	82 94.3%	52 98.1%	29 87.9%
Significantly different from column:*																			

NA - Not applicable

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Mercy Care

4994010

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	2023	2022	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	185	146	70	22	119	41	4	66	5	119	49	14	127	35	20
Number missing or multiple answer	34	2	6	2	0	2	0	0	0	0	1	1	0	1	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,582	183	140	68	22	117	41	4	66	5	118	48	14	126	35	19
	98.7%	98.9%	95.9%	97.1%	100.0%	98.3%	100.0%	100.0%	100.0%	100.0%	99.2%	98.0%	100.0%	99.2%	100.0%	95.0%
Never	43	1	1	0	1	0	0	0	0	0	1	0	0	1	0	0
	1.7%	0.5%	0.7%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.8%	0.0%	0.0%
Sometimes	229	11	16	6	2	6	3	2	4	0	6	2	2	5	5	0
	8.9%	6.0%	11.4%	8.8%	9.1%	5.1%	7.3%	50.0%	6.1%	0.0%	5.1%	4.2%	14.3%	4.0%	14.3%	0.0%
Usually	350	30	17	10	3	21	6	1	10	1	14	14	2	21	7	2
	13.6%	16.4%	12.1%	14.7%	13.6%	17.9%	14.6%	25.0%	15.2%	20.0%	11.9%	29.2%	14.3%	16.7%	20.0%	10.5%
Always	1,960	141	106	52	16	90	32	1	52	4	97	32	10	99	23	17
	75.9%	77.0%	75.7%	76.5%	72.7%	76.9%	78.0%	25.0%	78.8%	80.0%	82.2%	66.7%	71.4%	78.6%	65.7%	89.5%
Significantly different from column:*											L	K				
Usually or Always	2,310	171	123	62	19	111	38	2	62	5	111	46	12	120	30	19
	89.5%	93.4%	87.9%	91.2%	86.4%	94.9%	92.7%	50.0%	93.9%	100.0%	94.1%	95.8%	85.7%	95.2%	85.7%	100.0%
Significantly different from column:*																

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 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	2023	2022	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	628	571	313	192	249	170	292	315	421	181	286	28	237	55	545	338	166	83
Number missing or multiple answer	96	8	5	3	3	2	3	2	6	5	2	4	0	2	2	6	4	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,616	620	566	310	189	247	167	290	309	416	179	282	28	235	53	539	334	164	83
	98.9%	98.7%	99.1%	99.0%	98.4%	99.2%	98.2%	99.3%	98.1%	98.8%	98.9%	98.6%	100.0%	99.2%	96.4%	98.9%	98.8%	98.8%	100.0%
Yes	5,446	405	365	191	142	154	97	193	198	269	121	190	18	154	36	354	212	112	64
	63.2%	65.3%	64.5%	61.6%	75.1%	62.3%	58.1%	66.6%	64.1%	64.7%	67.6%	67.4%	64.3%	65.5%	67.9%	65.7%	63.5%	68.3%	77.1%
No	3,170	215	201	119	47	93	70	97	111	147	58	92	10	81	17	185	122	52	19
	36.8%	34.7%	35.5%	38.4%	24.9%	37.7%	41.9%	33.4%	35.9%	35.3%	32.4%	32.6%	35.7%	34.5%	32.1%	34.3%	36.5%	31.7%	22.9%
Significantly different from column:*					FG	E	E										S		Q

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)

4994010

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	2023	2022	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	628	571	313	218	330	67	15	153	5	473	108	33	448	116	46
Number missing or multiple answer	96	8	5	3	5	2	0	0	2	2	5	1	2	5	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,616	620	566	310	213	328	67	15	151	3	468	107	31	443	115	45
	98.9%	98.7%	99.1%	99.0%	97.7%	99.4%	100.0%	100.0%	98.7%	60.0%	98.9%	99.1%	93.9%	98.9%	99.1%	97.8%
Yes	5,446	405	365	191	64	273	59	10	126	3	302	75	19	291	68	34
	63.2%	65.3%	64.5%	61.6%	30.0%	83.2%	88.1%	66.7%	83.4%	100.0%	64.5%	70.1%	61.3%	65.7%	59.1%	75.6%
No	3,170	215	201	119	149	55	8	5	25	0	166	32	12	152	47	11
	36.8%	34.7%	35.5%	38.4%	70.0%	16.8%	11.9%	33.3%	16.6%	0.0%	35.5%	29.9%	38.7%	34.3%	40.9%	24.4%
Significantly different from column:*					FG	E	E									

NA - Not applicable

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

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	2023	2022	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	405	365	191	142	154	97	193	198	269	121	190	18	154	36	354	212	112	64
Number missing or multiple answer	103	4	11	5	1	0	2	1	2	2	1	1	0	1	0	3	1	0	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,343	401	354	186	141	154	95	192	196	267	120	189	18	153	36	351	211	112	62
	98.1%	99.0%	97.0%	97.4%	99.3%	100.0%	97.9%	99.5%	99.0%	99.3%	99.2%	99.5%	100.0%	99.4%	100.0%	99.2%	99.5%	100.0%	96.9%
Never	98	6	3	2	0	2	4	3	3	4	2	3	0	1	0	5	3	2	0
	1.8%	1.5%	0.8%	1.1%	0.0%	1.3%	4.2%	1.6%	1.5%	1.5%	1.7%	1.6%	0.0%	0.7%	0.0%	1.4%	1.4%	1.8%	0.0%
Sometimes	845	52	56	30	15	24	9	27	21	29	19	17	5	25	6	43	30	11	8
	15.8%	13.0%	15.8%	16.1%	10.6%	15.6%	9.5%	14.1%	10.7%	10.9%	15.8%	9.0%	27.8%	16.3%	16.7%	12.3%	14.2%	9.8%	12.9%
Usually	1,052	79	68	30	29	25	24	35	43	56	21	39	1	35	3	75	49	19	10
	19.7%	19.7%	19.2%	16.1%	20.6%	16.2%	25.3%	18.2%	21.9%	21.0%	17.5%	20.6%	5.6%	22.9%	8.3%	21.4%	23.2%	17.0%	16.1%
Always	3,348	264	227	124	97	103	58	127	129	178	78	130	12	92	27	228	129	80	44
	62.7%	65.8%	64.1%	66.7%	68.8%	66.9%	61.1%	66.1%	65.8%	66.7%	65.0%	68.8%	66.7%	60.1%	75.0%	65.0%	61.1%	71.4%	71.0%
Significantly different from column:*																			
Usually or Always	4,400	343	295	154	126	128	82	162	172	234	99	169	13	127	30	303	178	99	54
	82.4%	85.5%	83.3%	82.8%	89.4%	83.1%	86.3%	84.4%	87.8%	87.6%	82.5%	89.4%	72.2%	83.0%	83.3%	86.3%	84.4%	88.4%	87.1%
Significantly different from column:*																			

NA - Not applicable

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

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	2023	2022	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	405	365	191	64	273	59	10	126	3	302	75	19	291	68	34
Number missing or multiple answer	103	4	11	5	1	2	1	0	1	0	2	0	1	2	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,343 98.1%	401 99.0%	354 97.0%	186 97.4%	63 98.4%	271 99.3%	58 98.3%	10 100.0%	125 99.2%	3 100.0%	300 99.3%	75 100.0%	18 94.7%	289 99.3%	68 100.0%	33 97.1%
Never	98 1.8%	6 1.5%	3 0.8%	2 1.1%	2 3.2%	4 1.5%	0 0.0%	0 0.0%	1 0.8%	1 33.3%	4 1.3%	1 1.3%	1 5.6%	3 1.0%	2 2.9%	1 3.0%
Sometimes	845 15.8%	52 13.0%	56 15.8%	30 16.1%	14 22.2%	33 12.2%	3 5.2%	3 30.0%	9 7.2%	0 0.0%	40 13.3%	6 8.0%	3 16.7%	40 13.8%	6 8.8%	3 9.1%
Usually	1,052 19.7%	79 19.7%	68 19.2%	30 16.1%	5 7.9%	53 19.6%	20 34.5%	3 30.0%	25 20.0%	2 66.7%	56 18.7%	15 20.0%	7 38.9%	53 18.3%	18 26.5%	7 21.2%
Always	3,348 62.7%	264 65.8%	227 64.1%	124 66.7%	42 66.7%	181 66.8%	35 60.3%	4 40.0%	90 72.0%	0 0.0%	200 66.7%	53 70.7%	7 38.9%	193 66.8%	42 61.8%	22 66.7%
Significantly different from column:*											M	M	KL			
Usually or Always	4,400 82.4%	343 85.5%	295 83.3%	154 82.8%	47 74.6%	234 86.3%	55 94.8%	7 70.0%	115 92.0%	2 66.7%	256 85.3%	68 90.7%	14 77.8%	246 85.1%	60 88.2%	29 87.9%
Significantly different from column:*					FG	E	E									

NA - Not applicable

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Mercy Care

4994010

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	2023	2022	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	628	571	313	192	249	170	292	315	421	181	286	28	237	55	545	338	166	83
Number missing or multiple answer	296	13	22	11	3	8	1	6	6	10	2	5	0	6	0	11	7	4	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,416	615	549	302	189	241	169	286	309	411	179	281	28	231	55	534	331	162	83
	96.6%	97.9%	96.1%	96.5%	98.4%	96.8%	99.4%	97.9%	98.1%	97.6%	98.9%	98.3%	100.0%	97.5%	100.0%	98.0%	97.9%	97.6%	100.0%
None	2,979	218	185	122	51	87	73	104	105	151	57	88	10	84	22	181	130	44	23
	35.4%	35.4%	33.7%	40.4%	27.0%	36.1%	43.2%	36.4%	34.0%	36.7%	31.8%	31.3%	35.7%	36.4%	40.0%	33.9%	39.3%	27.2%	27.7%
1 time	1,759	131	122	63	34	56	36	55	70	81	44	65	6	48	9	116	62	42	18
	20.9%	21.3%	22.2%	20.9%	18.0%	23.2%	21.3%	19.2%	22.7%	19.7%	24.6%	23.1%	21.4%	20.8%	16.4%	21.7%	18.7%	25.9%	21.7%
2	1,446	117	99	52	47	48	19	59	55	73	38	56	7	39	15	99	58	37	17
	17.2%	19.0%	18.0%	17.2%	24.9%	19.9%	11.2%	20.6%	17.8%	17.8%	21.2%	19.9%	25.0%	16.9%	27.3%	18.5%	17.5%	22.8%	20.5%
3	931	53	53	26	20	22	11	27	26	40	13	23	3	21	2	51	27	15	10
	11.1%	8.6%	9.7%	8.6%	10.6%	9.1%	6.5%	9.4%	8.4%	9.7%	7.3%	8.2%	10.7%	9.1%	3.6%	9.6%	8.2%	9.3%	12.0%
4	548	29	42	17	13	7	9	10	18	18	9	17	0	9	2	26	15	8	4
	6.5%	4.7%	7.7%	5.6%	6.9%	2.9%	5.3%	3.5%	5.8%	4.4%	5.0%	6.0%	0.0%	3.9%	3.6%	4.9%	4.5%	4.9%	4.8%
5 to 9	561	51	37	19	17	17	17	23	28	39	12	21	2	26	4	47	31	12	8
	6.7%	8.3%	6.7%	6.3%	9.0%	7.1%	10.1%	8.0%	9.1%	9.5%	6.7%	7.5%	7.1%	11.3%	7.3%	8.8%	9.4%	7.4%	9.6%
10 or more times	192	16	11	3	7	4	4	8	7	9	6	11	0	4	1	14	8	4	3
	2.3%	2.6%	2.0%	1.0%	3.7%	1.7%	2.4%	2.8%	2.3%	2.2%	3.4%	3.9%	0.0%	1.7%	1.8%	2.6%	2.4%	2.5%	3.6%
5 or more times	753	67	48	22	24	21	21	31	35	48	18	32	2	30	5	61	39	16	11
	8.9%	10.9%	8.7%	7.3%	12.7%	8.7%	12.4%	10.8%	11.3%	11.7%	10.1%	11.4%	7.1%	13.0%	9.1%	11.4%	11.8%	9.9%	13.3%
Significantly different from column:*																			

NA - Not applicable

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Mercy Care

4994010

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	2023	2022	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	628	571	313	218	330	67	15	153	5	473	108	33	448	116	46
Number missing or multiple answer	296	13	22	11	0	0	0	0	5	1	11	1	0	9	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,416 96.6%	615 97.9%	549 96.1%	302 96.5%	218 100.0%	330 100.0%	67 100.0%	15 100.0%	148 96.7%	4 80.0%	462 97.7%	107 99.1%	33 100.0%	439 98.0%	113 97.4%	46 100.0%
None	2,979 35.4%	218 35.4%	185 33.7%	122 40.4%	218 100.0%	0 0.0%	0 0.0%	6 40.0%	20 13.5%	1 25.0%	176 38.1%	27 25.2%	9 27.3%	160 36.4%	41 36.3%	9 19.6%
1 time	1,759 20.9%	131 21.3%	122 22.2%	63 20.9%	0 0.0%	131 39.7%	0 0.0%	3 20.0%	26 17.6%	1 25.0%	100 21.6%	22 20.6%	5 15.2%	90 20.5%	24 21.2%	12 26.1%
2	1,446 17.2%	117 19.0%	99 18.0%	52 17.2%	0 0.0%	117 35.5%	0 0.0%	3 20.0%	33 22.3%	0 0.0%	89 19.3%	24 22.4%	2 6.1%	90 20.5%	19 16.8%	5 10.9%
3	931 11.1%	53 8.6%	53 9.7%	26 8.6%	0 0.0%	53 16.1%	0 0.0%	1 6.7%	21 14.2%	0 0.0%	39 8.4%	10 9.3%	4 12.1%	39 8.9%	9 8.0%	5 10.9%
4	548 6.5%	29 4.7%	42 7.7%	17 5.6%	0 0.0%	29 8.8%	0 0.0%	0 0.0%	13 8.8%	0 0.0%	17 3.7%	8 7.5%	4 12.1%	19 4.3%	4 3.5%	6 13.0%
5 to 9	561 6.7%	51 8.3%	37 6.7%	19 6.3%	0 0.0%	0 0.0%	51 76.1%	1 6.7%	27 18.2%	1 25.0%	33 7.1%	12 11.2%	6 18.2%	35 8.0%	10 8.8%	6 13.0%
10 or more times	192 2.3%	16 2.6%	11 2.0%	3 1.0%	0 0.0%	0 0.0%	16 23.9%	1 6.7%	8 5.4%	1 25.0%	8 1.7%	4 3.7%	3 9.1%	6 1.4%	6 5.3%	3 6.5%
5 or more times	753 8.9%	67 10.9%	48 8.7%	22 7.3%	0 0.0%	0 0.0%	67 100.0%	2 13.3%	35 23.6%	2 50.0%	41 8.9%	16 15.0%	9 27.3%	41 9.3%	16 14.2%	9 19.6%
Significantly different from column:*					G	G	EF									

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

4994010

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	2023	2022	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	397	364	180	138	154	96	182	204	260	122	193	18	147	33	353	201	118	60
Number missing or multiple answer	34	1	4	1	1	0	0	0	1	1	0	0	0	1	0	1	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,403 99.4%	396 99.7%	360 98.9%	179 99.4%	137 99.3%	154 100.0%	96 100.0%	182 100.0%	203 99.5%	259 99.6%	122 100.0%	193 100.0%	18 100.0%	146 99.3%	33 100.0%	352 99.7%	201 100.0%	118 100.0%	59 98.3%
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%	0 0.0%	0 0.0%
1	15 0.3%	1 0.3%	2 0.6%	1 0.6%	1 0.7%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.3%	1 0.5%	0 0.0%	0 0.0%
2	13 0.2%	0 0.0%	1 0.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
3	28 0.5%	1 0.3%	2 0.6%	1 0.6%	1 0.7%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	1 0.8%	0 0.0%	1 0.7%	1 3.0%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	0 0.0%
4	29 0.5%	1 0.3%	1 0.3%	0 0.0%	1 0.7%	0 0.0%	0 0.0%	0 0.0%	1 0.5%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	1 0.7%	0 0.3%	1 0.5%	0 0.0%	0 0.0%	0 0.0%
5	132 2.4%	8 2.0%	8 2.2%	3 1.7%	2 1.5%	2 1.3%	4 4.2%	3 1.6%	5 2.5%	7 2.7%	1 0.8%	4 2.1%	0 0.0%	1 0.7%	0 0.0%	7 2.0%	5 2.5%	0 0.0%	2 3.4%
6	135 2.5%	8 2.0%	13 3.6%	4 2.2%	2 1.5%	1 0.6%	5 5.2%	2 1.1%	6 3.0%	3 1.2%	5 4.1%	4 2.1%	1 5.6%	3 2.1%	0 0.0%	8 2.3%	4 2.0%	3 2.5%	1 1.7%
7	367 6.8%	20 5.1%	13 3.6%	8 4.5%	5 3.6%	10 6.5%	5 5.2%	7 3.8%	13 6.4%	10 3.9%	10 8.2%	13 6.7%	0 0.0%	7 4.8%	2 6.1%	18 5.1%	3 1.5%	11 9.3%	6 10.2%
8	910 16.8%	67 16.9%	64 17.8%	26 14.5%	22 16.1%	25 16.2%	16 16.7%	24 13.2%	39 19.2%	36 13.9%	26 21.3%	36 18.7%	3 16.7%	19 13.0%	6 18.2%	57 16.2%	30 14.9%	24 20.3%	8 13.6%
9	958 17.7%	57 14.4%	59 16.4%	27 15.1%	8 5.8%	26 16.9%	22 22.9%	23 12.6%	33 16.3%	39 15.1%	16 13.1%	24 12.4%	4 22.2%	25 17.1%	2 6.1%	55 15.6%	31 15.4%	13 11.0%	11 18.6%
10 Best health care possible	2,808 52.0%	233 58.8%	197 54.7%	109 60.9%	95 69.3%	90 58.4%	44 45.8%	121 66.5%	106 52.2%	162 62.5%	63 51.6%	112 58.0%	10 55.6%	89 61.0%	22 66.7%	205 58.2%	125 62.2%	67 56.8%	31 52.5%

NA - Not applicable

Mercy Care

4994010

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	2023	2022	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	397	364	180	0	330	67	9	128	3	286	80	24	279	72	37
Number missing or multiple answer	34	1	4	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	NA	NA
Usable responses	5,403 99.4%	396 99.7%	360 98.9%	179 99.4%	0 ---	329 99.7%	67 100.0%	9 100.0%	128 100.0%	3 100.0%	285 99.7%	80 100.0%	24 100.0%	278 99.6%	72 100.0%	37 100.0%
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%
1	15 0.3%	1 0.3%	2 0.6%	1 0.6%	0 ---	1 0.3%	0 0.0%	0 0.0%	1 0.8%	0 0.0%	0 0.0%	1 1.3%	0 0.0%	0 0.0%	1 1.4%	0 0.0%
2	13 0.2%	0 0.0%	1 0.3%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
3	28 0.5%	1 0.3%	2 0.6%	1 0.6%	0 ---	1 0.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.4%	0 0.0%	0 0.0%	1 0.4%	0 0.0%	0 0.0%
4	29 0.5%	1 0.3%	1 0.3%	0 0.0%	0 ---	0 0.0%	1 1.5%	0 0.0%	0 0.0%	0 0.0%	1 0.4%	0 0.0%	0 0.0%	1 0.4%	0 0.0%	0 0.0%
5	132 2.4%	8 2.0%	8 2.2%	3 1.7%	0 ---	6 1.8%	2 3.0%	0 0.0%	0 0.0%	0 0.0%	3 1.1%	3 3.8%	2 8.3%	5 1.8%	1 1.4%	2 5.4%
6	135 2.5%	8 2.0%	13 3.6%	4 2.2%	0 ---	7 2.1%	1 1.5%	0 0.0%	2 1.6%	1 33.3%	4 1.4%	2 2.5%	2 8.3%	6 2.2%	1 1.4%	1 2.7%
7	367 6.8%	20 5.1%	13 3.6%	8 4.5%	0 ---	14 4.3%	6 9.0%	0 0.0%	11 8.6%	0 0.0%	12 4.2%	6 7.5%	2 8.3%	11 4.0%	7 9.7%	2 5.4%
8	910 16.8%	67 16.9%	64 17.8%	26 14.5%	0 ---	54 16.4%	13 19.4%	3 33.3%	18 14.1%	2 66.7%	45 15.8%	12 15.0%	6 25.0%	37 13.3%	19 26.4%	7 18.9%
9	958 17.7%	57 14.4%	59 16.4%	27 15.1%	0 ---	47 14.3%	10 14.9%	2 22.2%	17 13.3%	0 0.0%	38 13.3%	15 18.8%	4 16.7%	36 12.9%	14 19.4%	7 18.9%
10 Best health care possible	2,808 52.0%	233 58.8%	197 54.7%	109 60.9%	0 ---	199 60.5%	34 50.7%	4 44.4%	79 61.7%	0 0.0%	181 63.5%	41 51.3%	8 33.3%	181 65.1%	29 40.3%	18 48.6%

NA - Not applicable

Mercy Care

4994010

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	2023	2022	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	397	364	180	138	154	96	182	204	260	122	193	18	147	33	353	201	118	60
Number missing or multiple answer	34	1	4	1	1	0	0	0	1	1	0	0	0	1	0	1	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,403 99.4%	396 99.7%	360 98.9%	179 99.4%	137 99.3%	154 100.0%	96 100.0%	182 100.0%	203 99.5%	259 99.6%	122 100.0%	193 100.0%	18 100.0%	146 99.3%	33 100.0%	352 99.7%	201 100.0%	118 100.0%	59 98.3%
0 to 4	93 1.7%	3 0.8%	6 1.7%	2 1.1%	3 2.2%	0 0.0%	0 0.0%	2 1.1%	1 0.5%	2 0.8%	1 0.8%	0 0.0%	0 0.0%	2 1.4%	1 3.0%	2 0.6%	3 1.5%	0 0.0%	0 0.0%
5	132 2.4%	8 2.0%	8 2.2%	3 1.7%	2 1.5%	2 1.3%	4 4.2%	3 1.6%	5 2.5%	7 2.7%	1 0.8%	4 2.1%	0 0.0%	1 0.7%	0 0.0%	7 2.0%	5 2.5%	0 0.0%	2 3.4%
6 to 7	502 9.3%	28 7.1%	26 7.2%	12 6.7%	7 5.1%	11 7.1%	10 10.4%	9 4.9%	19 9.4%	13 5.0%	15 12.3%	17 8.8%	1 5.6%	10 6.8%	2 6.1%	26 7.4%	7 3.5%	14 11.9%	7 11.9%
8 to 10	4,676 86.5%	357 90.2%	320 88.9%	162 90.5%	125 91.2%	141 91.6%	82 85.4%	168 92.3%	178 87.7%	237 91.5%	105 86.1%	172 89.1%	17 94.4%	133 91.1%	30 90.9%	317 90.1%	186 92.5%	104 88.1%	50 84.7%
Significantly different from column:*		A																	
0 to 6	360 6.7%	19 4.8%	27 7.5%	9 5.0%	7 5.1%	3 1.9%	9 9.4%	7 3.8%	12 5.9%	12 4.6%	7 5.7%	8 4.1%	1 5.6%	6 4.1%	1 3.0%	17 4.8%	12 6.0%	3 2.5%	3 5.1%
7 to 8	1,277 23.6%	87 22.0%	77 21.4%	34 19.0%	27 19.7%	35 22.7%	21 21.9%	31 17.0%	52 25.6%	46 17.8%	36 29.5%	49 25.4%	3 16.7%	26 17.8%	8 24.2%	75 21.3%	33 16.4%	35 29.7%	14 23.7%
9 to 10	3,766 69.7%	290 73.2%	256 71.1%	136 76.0%	103 75.2%	116 75.3%	66 68.8%	144 79.1%	139 68.5%	201 77.6%	79 64.8%	136 70.5%	14 77.8%	114 78.1%	24 72.7%	260 73.9%	156 77.6%	80 67.8%	42 71.2%
Significantly different from column:*								I	H	K	J								

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

4994010

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	2023	2022	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	397	364	180	0	330	67	9	128	3	286	80	24	279	72	37
Number missing or multiple answer	34	1	4	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	NA	NA
Usable responses	5,403 99.4%	396 99.7%	360 98.9%	179 99.4%	0 ---	329 99.7%	67 100.0%	9 100.0%	128 100.0%	3 100.0%	285 99.7%	80 100.0%	24 100.0%	278 99.6%	72 100.0%	37 100.0%
0 to 4	93 1.7%	3 0.8%	6 1.7%	2 1.1%	0 ---	2 0.6%	1 1.5%	0 0.0%	1 0.8%	0 0.0%	2 0.7%	1 1.3%	0 0.0%	2 0.7%	1 1.4%	0 0.0%
5	132 2.4%	8 2.0%	8 2.2%	3 1.7%	0 ---	6 1.8%	2 3.0%	0 0.0%	0 0.0%	0 0.0%	3 1.1%	3 3.8%	2 8.3%	5 1.8%	1 1.4%	2 5.4%
6 to 7	502 9.3%	28 7.1%	26 7.2%	12 6.7%	0 ---	21 6.4%	7 10.4%	0 0.0%	13 10.2%	1 33.3%	16 5.6%	8 10.0%	4 16.7%	17 6.1%	8 11.1%	3 8.1%
8 to 10	4,676 86.5%	357 90.2%	320 88.9%	162 90.5%	0 ---	300 91.2%	57 85.1%	9 100.0%	114 89.1%	2 66.7%	264 92.6%	68 85.0%	18 75.0%	254 91.4%	62 86.1%	32 86.5%
Significantly different from column:*											L	K				
0 to 6	360 6.7%	19 4.8%	27 7.5%	9 5.0%	0 ---	15 4.6%	4 6.0%	0 0.0%	3 2.3%	1 33.3%	9 3.2%	6 7.5%	4 16.7%	13 4.7%	3 4.2%	3 8.1%
7 to 8	1,277 23.6%	87 22.0%	77 21.4%	34 19.0%	0 ---	68 20.7%	19 28.4%	3 33.3%	29 22.7%	2 66.7%	57 20.0%	18 22.5%	8 33.3%	48 17.3%	26 36.1%	9 24.3%
9 to 10	3,766 69.7%	290 73.2%	256 71.1%	136 76.0%	0 ---	246 74.8%	44 65.7%	6 66.7%	96 75.0%	0 0.0%	219 76.8%	56 70.0%	12 50.0%	217 78.1%	43 59.7%	25 67.6%
Significantly different from column:*											M		K	O	N	

NA - Not applicable

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

Mercy Care

4994010

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	2023	2022	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	397	364	180	138	154	96	182	204	260	122	193	18	147	33	353	201	118	60
Number missing or multiple answer	36	2	5	2	1	0	0	0	1	1	0	0	0	1	0	1	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,401 99.3%	395 99.5%	359 98.6%	178 98.9%	137 99.3%	154 100.0%	96 100.0%	182 100.0%	203 99.5%	259 99.6%	122 100.0%	193 100.0%	18 100.0%	146 99.3%	33 100.0%	352 99.7%	201 100.0%	118 100.0%	59 98.3%
Never	83 1.5%	4 1.0%	5 1.4%	3 1.7%	1 0.7%	2 1.3%	1 1.0%	3 1.6%	1 0.5%	1 0.4%	3 2.5%	1 0.5%	0 0.0%	3 2.1%	1 3.0%	3 0.9%	0 0.0%	2 1.7%	1 1.7%
Sometimes	545 10.1%	21 5.3%	36 10.0%	18 10.1%	3 2.2%	8 5.2%	10 10.4%	9 4.9%	12 5.9%	12 4.6%	8 6.6%	9 4.7%	1 5.6%	7 4.8%	4 12.1%	16 4.5%	12 6.0%	5 4.2%	3 5.1%
Usually	1,265 23.4%	108 27.3%	80 22.3%	37 20.8%	33 24.1%	44 28.6%	28 29.2%	44 24.2%	61 30.0%	69 26.6%	36 29.5%	56 29.0%	7 38.9%	37 25.3%	6 18.2%	100 28.4%	52 25.9%	32 27.1%	21 35.6%
Always	3,508 65.0%	262 66.3%	238 66.3%	120 67.4%	100 73.0%	100 64.9%	57 59.4%	126 69.2%	129 63.5%	177 68.3%	75 61.5%	127 65.8%	10 55.6%	99 67.8%	22 66.7%	233 66.2%	137 68.2%	79 66.9%	34 57.6%
Significantly different from column:*					G		E												
Usually or Always	4,773 88.4%	370 93.7%	318 88.6%	157 88.2%	133 97.1%	144 93.5%	85 88.5%	170 93.4%	190 93.6%	246 95.0%	111 91.0%	183 94.8%	17 94.4%	136 93.2%	28 84.8%	333 94.6%	189 94.0%	111 94.1%	55 93.2%
Significantly different from column:*		ACD			G		E												

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)

4994010

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	2023	2022	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	397	364	180	0	330	67	9	128	3	286	80	24	279	72	37
Number missing or multiple answer	36	2	5	2	0	2	0	0	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,401 99.3%	395 99.5%	359 98.6%	178 98.9%	0 ---	328 99.4%	67 100.0%	9 100.0%	128 100.0%	3 100.0%	285 99.7%	80 100.0%	24 100.0%	278 99.6%	72 100.0%	37 100.0%
Never	83 1.5%	4 1.0%	5 1.4%	3 1.7%	0 ---	4 1.2%	0 0.0%	0 0.0%	1 0.8%	0 0.0%	4 1.4%	0 0.0%	0 0.0%	3 1.1%	1 1.4%	0 0.0%
Sometimes	545 10.1%	21 5.3%	36 10.0%	18 10.1%	0 ---	18 5.5%	3 4.5%	1 11.1%	6 4.7%	3 100.0%	11 3.9%	6 7.5%	4 16.7%	11 4.0%	6 8.3%	4 10.8%
Usually	1,265 23.4%	108 27.3%	80 22.3%	37 20.8%	0 ---	81 24.7%	27 40.3%	2 22.2%	39 30.5%	0 0.0%	82 28.8%	15 18.8%	9 37.5%	73 26.3%	19 26.4%	14 37.8%
Always	3,508 65.0%	262 66.3%	238 66.3%	120 67.4%	0 ---	225 68.6%	37 55.2%	6 66.7%	82 64.1%	0 0.0%	188 66.0%	59 73.8%	11 45.8%	191 68.7%	46 63.9%	19 51.4%
Significantly different from column:*						G	F				M	M	KL	P		N
Usually or Always	4,773 88.4%	370 93.7%	318 88.6%	157 88.2%	0 ---	306 93.3%	64 95.5%	8 88.9%	121 94.5%	0 0.0%	270 94.7%	74 92.5%	20 83.3%	264 95.0%	65 90.3%	33 89.2%
Significantly different from column:*		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)

4994010

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	2023	2022	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	628	571	313	192	249	170	292	315	421	181	286	28	237	55	545	338	166	83
Number missing or multiple answer	90	3	4	4	0	3	0	2	1	2	1	3	0	0	0	3	2	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,622	625	567	309	192	246	170	290	314	419	180	283	28	237	55	542	336	165	83
	99.0%	99.5%	99.3%	98.7%	100.0%	98.8%	100.0%	99.3%	99.7%	99.5%	99.4%	99.0%	100.0%	100.0%	100.0%	99.4%	99.4%	99.4%	100.0%
Yes	7,350	547	498	263	176	210	148	258	273	364	163	254	22	208	47	480	296	146	75
	85.2%	87.5%	87.8%	85.1%	91.7%	85.4%	87.1%	89.0%	86.9%	86.9%	90.6%	89.8%	78.6%	87.8%	85.5%	88.6%	88.1%	88.5%	90.4%
No	1,272	78	69	46	16	36	22	32	41	55	17	29	6	29	8	62	40	19	8
	14.8%	12.5%	12.2%	14.9%	8.3%	14.6%	12.9%	11.0%	13.1%	13.1%	9.4%	10.2%	21.4%	12.2%	14.5%	11.4%	11.9%	11.5%	9.6%
Significantly different from column:*					F	E													

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)

4994010

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	2023	2022	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	628	571	313	218	330	67	15	153	5	473	108	33	448	116	46
Number missing or multiple answer	90	3	4	4	1	2	0	0	0	0	3	0	0	2	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,622 99.0%	625 99.5%	567 99.3%	309 98.7%	217 99.5%	328 99.4%	67 100.0%	15 100.0%	153 100.0%	5 100.0%	470 99.4%	108 100.0%	33 100.0%	446 99.6%	115 99.1%	46 100.0%
Yes	7,350 85.2%	547 87.5%	498 87.8%	263 85.1%	182 83.9%	292 89.0%	63 94.0%	12 80.0%	148 96.7%	5 100.0%	410 87.2%	97 89.8%	30 90.9%	390 87.4%	102 88.7%	41 89.1%
No	1,272 14.8%	78 12.5%	69 12.2%	46 14.9%	35 16.1%	36 11.0%	4 6.0%	3 20.0%	5 3.3%	0 0.0%	60 12.8%	11 10.2%	3 9.1%	56 12.6%	13 11.3%	5 10.9%
Significantly different from column:*					G	E										

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)

4994010

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	2023	2022	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	547	498	263	176	210	148	258	273	364	163	254	22	208	47	480	296	146	75
Number missing or multiple answer	163	12	9	9	3	7	1	3	7	9	1	2	0	7	2	8	7	0	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,187	535	489	254	173	203	147	255	266	355	162	252	22	201	45	472	289	146	73
	97.8%	97.8%	98.2%	96.6%	98.3%	96.7%	99.3%	98.8%	97.4%	97.5%	99.4%	99.2%	100.0%	96.6%	95.7%	98.3%	97.6%	100.0%	97.3%
None	1,860	137	116	76	35	48	50	69	64	93	39	74	3	43	11	120	72	39	18
	25.9%	25.6%	23.7%	29.9%	20.2%	23.6%	34.0%	27.1%	24.1%	26.2%	24.1%	29.4%	13.6%	21.4%	24.4%	25.4%	24.9%	26.7%	24.7%
1 time	2,375	184	162	79	44	88	47	93	86	112	66	82	5	78	14	163	99	48	27
	33.0%	34.4%	33.1%	31.1%	25.4%	43.3%	32.0%	36.5%	32.3%	31.5%	40.7%	32.5%	22.7%	38.8%	31.1%	34.5%	34.3%	32.9%	37.0%
2	1,404	96	104	51	38	32	24	39	54	60	30	43	7	34	10	84	48	30	13
	19.5%	17.9%	21.3%	20.1%	22.0%	15.8%	16.3%	15.3%	20.3%	16.9%	18.5%	17.1%	31.8%	16.9%	22.2%	17.8%	16.6%	20.5%	17.8%
3	731	55	53	28	26	19	10	29	26	44	11	26	1	21	4	49	33	13	7
	10.2%	10.3%	10.8%	11.0%	15.0%	9.4%	6.8%	11.4%	9.8%	12.4%	6.8%	10.3%	4.5%	10.4%	8.9%	10.4%	11.4%	8.9%	9.6%
4	358	26	23	11	11	8	6	9	16	17	8	9	4	10	1	24	15	8	2
	5.0%	4.9%	4.7%	4.3%	6.4%	3.9%	4.1%	3.5%	6.0%	4.8%	4.9%	3.6%	18.2%	5.0%	2.2%	5.1%	5.2%	5.5%	2.7%
5 to 9	368	28	26	7	14	7	7	13	15	23	5	15	1	10	2	26	16	8	4
	5.1%	5.2%	5.3%	2.8%	8.1%	3.4%	4.8%	5.1%	5.6%	6.5%	3.1%	6.0%	4.5%	5.0%	4.4%	5.5%	5.5%	5.5%	5.5%
10 or more times	91	9	5	2	5	1	3	3	5	6	3	3	1	5	3	6	6	0	2
	1.3%	1.7%	1.0%	0.8%	2.9%	0.5%	2.0%	1.2%	1.9%	1.7%	1.9%	1.2%	4.5%	2.5%	6.7%	1.3%	2.1%	0.0%	2.7%
2 or more times	2,952	214	211	99	94	67	50	93	116	150	57	96	14	80	20	189	118	59	28
	41.1%	40.0%	43.1%	39.0%	54.3%	33.0%	34.0%	36.5%	43.6%	42.3%	35.2%	38.1%	63.6%	39.8%	44.4%	40.0%	40.8%	40.4%	38.4%
Significantly different from column:*					FG	E	E					M	LN	M					

NA - Not applicable

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Mercy Care

4994010

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	2023	2022	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	547	498	263	182	292	63	12	148	5	410	97	30	390	102	41
Number missing or multiple answer	163	12	9	9	6	1	3	0	4	0	9	1	1	8	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,187 97.8%	535 97.8%	489 98.2%	254 96.6%	176 96.7%	291 99.7%	60 95.2%	12 100.0%	144 97.3%	5 100.0%	401 97.8%	96 99.0%	29 96.7%	382 97.9%	101 99.0%	40 97.6%
None	1,860 25.9%	137 25.6%	116 23.7%	76 29.9%	99 56.3%	32 11.0%	6 10.0%	2 16.7%	21 14.6%	1 20.0%	111 27.7%	14 14.6%	9 31.0%	103 27.0%	25 24.8%	6 15.0%
1 time	2,375 33.0%	184 34.4%	162 33.1%	79 31.1%	52 29.5%	120 41.2%	8 13.3%	5 41.7%	44 30.6%	1 20.0%	137 34.2%	36 37.5%	7 24.1%	124 32.5%	42 41.6%	12 30.0%
2	1,404 19.5%	96 17.9%	104 21.3%	51 20.1%	12 6.8%	76 26.1%	7 11.7%	1 8.3%	31 21.5%	0 0.0%	75 18.7%	14 14.6%	6 20.7%	73 19.1%	12 11.9%	9 22.5%
3	731 10.2%	55 10.3%	53 10.8%	28 11.0%	8 4.5%	40 13.7%	6 10.0%	1 8.3%	19 13.2%	0 0.0%	36 9.0%	18 18.8%	1 3.4%	42 11.0%	9 8.9%	4 10.0%
4	358 5.0%	26 4.9%	23 4.7%	11 4.3%	3 1.7%	15 5.2%	7 11.7%	1 8.3%	14 9.7%	1 20.0%	16 4.0%	6 6.3%	3 10.3%	16 4.2%	5 5.0%	4 10.0%
5 to 9	368 5.1%	28 5.2%	26 5.3%	7 2.8%	1 0.6%	6 2.1%	20 33.3%	2 16.7%	9 6.3%	2 40.0%	21 5.2%	5 5.2%	2 6.9%	18 4.7%	8 7.9%	2 5.0%
10 or more times	91 1.3%	9 1.7%	5 1.0%	2 0.8%	1 0.6%	2 0.7%	6 10.0%	0 0.0%	6 4.2%	0 0.0%	5 1.2%	3 3.1%	1 3.4%	6 1.6%	0 0.0%	3 7.5%
2 or more times	2,952 41.1%	214 40.0%	211 43.1%	99 39.0%	25 14.2%	139 47.8%	46 76.7%	5 41.7%	79 54.9%	3 60.0%	153 38.2%	46 47.9%	13 44.8%	155 40.6%	34 33.7%	22 55.0%
Significantly different from column:*					FG	EG	EF								P	O

NA - Not applicable

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Mercy Care

4994010

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	2023	2022	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	398	373	178	138	155	97	186	202	262	123	178	19	158	34	352	217	107	55
Number missing or multiple answer	20	1	3	0	1	0	0	0	1	0	1	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	NA	NA	NA	NA	NA
Usable responses	5,307 99.6%	397 99.7%	370 99.2%	178 100.0%	137 99.3%	155 100.0%	97 100.0%	186 100.0%	201 99.5%	262 100.0%	122 99.2%	177 99.4%	19 100.0%	158 100.0%	33 97.1%	352 100.0%	217 100.0%	106 99.1%	55 100.0%
Never	72 1.4%	2 0.5%	6 1.6%	4 2.2%	1 0.7%	1 0.6%	0 0.0%	0 0.0%	2 1.0%	0 0.0%	2 1.6%	1 0.6%	0 0.0%	1 0.6%	0 0.0%	2 0.6%	1 0.5%	0 0.0%	0 0.0%
Sometimes	285 5.4%	20 5.0%	24 6.5%	9 5.1%	7 5.1%	8 5.2%	5 5.2%	8 4.3%	11 5.5%	13 5.0%	6 4.9%	10 5.6%	1 5.3%	7 4.4%	3 9.1%	16 4.5%	14 6.5%	2 1.9%	3 5.5%
Usually	743 14.0%	48 12.1%	64 17.3%	21 11.8%	16 11.7%	15 9.7%	15 15.5%	20 10.8%	26 12.9%	35 13.4%	10 8.2%	19 10.7%	1 5.3%	24 15.2%	5 15.2%	41 11.6%	25 11.5%	12 11.3%	8 14.5%
Always	4,207 79.3%	327 82.4%	276 74.6%	144 80.9%	113 82.5%	131 84.5%	77 79.4%	158 84.9%	162 80.6%	214 81.7%	104 85.2%	147 83.1%	17 89.5%	126 79.7%	25 75.8%	293 83.2%	177 81.6%	92 86.8%	44 80.0%
Significantly different from column:*		C																	
Usually or Always	4,950 93.3%	375 94.5%	340 91.9%	165 92.7%	129 94.2%	146 94.2%	92 94.8%	178 95.7%	188 93.5%	249 95.0%	114 93.4%	166 93.8%	18 94.7%	150 94.9%	30 90.9%	334 94.9%	202 93.1%	104 98.1%	52 94.5%
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

4994010

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	2023	2022	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	398	373	178	77	259	54	10	123	4	290	82	20	279	76	34
Number missing or multiple answer	20	1	3	0	1	0	0	0	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,307 99.6%	397 99.7%	370 99.2%	178 100.0%	76 98.7%	259 100.0%	54 100.0%	10 100.0%	123 100.0%	4 100.0%	289 99.7%	82 100.0%	20 100.0%	278 99.6%	76 100.0%	34 100.0%
Never	72 1.4%	2 0.5%	6 1.6%	4 2.2%	1 1.3%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.7%	0 0.0%	0 0.0%	2 0.7%	0 0.0%	0 0.0%
Sometimes	285 5.4%	20 5.0%	24 6.5%	9 5.1%	6 7.9%	13 5.0%	1 1.9%	1 10.0%	4 3.3%	0 0.0%	14 4.8%	5 6.1%	1 5.0%	11 4.0%	7 9.2%	2 5.9%
Usually	743 14.0%	48 12.1%	64 17.3%	21 11.8%	5 6.6%	30 11.6%	12 22.2%	1 10.0%	16 13.0%	0 0.0%	33 11.4%	9 11.0%	4 20.0%	30 10.8%	12 15.8%	4 11.8%
Always	4,207 79.3%	327 82.4%	276 74.6%	144 80.9%	64 84.2%	215 83.0%	41 75.9%	8 80.0%	103 83.7%	4 100.0%	240 83.0%	68 82.9%	15 75.0%	235 84.5%	57 75.0%	28 82.4%
Significantly different from column:*		C														
Usually or Always	4,950 93.3%	375 94.5%	340 91.9%	165 92.7%	69 90.8%	245 94.6%	53 98.1%	9 90.0%	119 96.7%	4 100.0%	273 94.5%	77 93.9%	19 95.0%	265 95.3%	69 90.8%	32 94.1%
Significantly different from column:*																

NA - Not applicable

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Mercy Care

4994010

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

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	2023	2022	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	398	373	178	138	155	97	186	202	262	123	178	19	158	34	352	217	107	55
Number missing or multiple answer	14	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,313 99.7%	398 100.0%	372 99.7%	177 99.4%	138 100.0%	155 100.0%	97 100.0%	186 100.0%	202 100.0%	262 100.0%	123 100.0%	178 100.0%	19 100.0%	158 100.0%	34 100.0%	352 100.0%	217 100.0%	107 100.0%	55 100.0%
Never	43 0.8%	2 0.5%	4 1.1%	1 0.6%	1 0.7%	1 0.6%	0 0.0%	1 0.5%	1 0.5%	1 0.4%	1 0.8%	1 0.6%	0 0.0%	1 0.6%	0 0.0%	2 0.6%	1 0.5%	0 0.0%	1 1.8%
Sometimes	245 4.6%	16 4.0%	19 5.1%	9 5.1%	8 5.8%	7 4.5%	1 1.0%	7 3.8%	8 4.0%	8 3.1%	7 5.7%	7 3.9%	1 5.3%	7 4.4%	2 5.9%	13 3.7%	8 3.7%	2 1.9%	4 7.3%
Usually	678 12.8%	53 13.3%	51 13.7%	20 11.3%	17 12.3%	15 9.7%	17 17.5%	24 12.9%	25 12.4%	36 13.7%	13 10.6%	20 11.2%	2 10.5%	25 15.8%	6 17.6%	43 12.2%	27 12.4%	15 14.0%	6 10.9%
Always	4,347 81.8%	327 82.2%	298 80.1%	147 83.1%	112 81.2%	132 85.2%	79 81.4%	154 82.8%	168 83.2%	217 82.8%	102 82.9%	150 84.3%	16 84.2%	125 79.1%	26 76.5%	294 83.5%	181 83.4%	90 84.1%	44 80.0%
Significantly different from column:*																			
Usually or Always	5,025 94.6%	380 95.5%	349 93.8%	167 94.4%	129 93.5%	147 94.8%	96 99.0%	178 95.7%	193 95.5%	253 96.6%	115 93.5%	170 95.5%	18 94.7%	150 94.9%	32 94.1%	337 95.7%	208 95.9%	105 98.1%	50 90.9%
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)

4994010

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	2023	2022	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	398	373	178	77	259	54	10	123	4	290	82	20	279	76	34
Number missing or multiple answer	14	0	1	1	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
Usable responses	5,313 99.7%	398 100.0%	372 99.7%	177 99.4%	77 100.0%	259 100.0%	54 100.0%	10 100.0%	123 100.0%	4 100.0%	290 100.0%	82 100.0%	20 100.0%	279 100.0%	76 100.0%	34 100.0%
Never	43 0.8%	2 0.5%	4 1.1%	1 0.6%	0 0.0%	2 0.8%	0 0.0%	0 0.0%	1 0.8%	0 0.0%	2 0.7%	0 0.0%	0 0.0%	2 0.7%	0 0.0%	0 0.0%
Sometimes	245 4.6%	16 4.0%	19 5.1%	9 5.1%	3 3.9%	11 4.2%	2 3.7%	1 10.0%	3 2.4%	0 0.0%	9 3.1%	5 6.1%	2 10.0%	9 3.2%	5 6.6%	2 5.9%
Usually	678 12.8%	53 13.3%	51 13.7%	20 11.3%	8 10.4%	36 13.9%	9 16.7%	1 10.0%	19 15.4%	0 0.0%	35 12.1%	13 15.9%	2 10.0%	33 11.8%	11 14.5%	6 17.6%
Always	4,347 81.8%	327 82.2%	298 80.1%	147 83.1%	66 85.7%	210 81.1%	43 79.6%	8 80.0%	100 81.3%	4 100.0%	244 84.1%	64 78.0%	16 80.0%	235 84.2%	60 78.9%	26 76.5%
Significantly different from column:*																
Usually or Always	5,025 94.6%	380 95.5%	349 93.8%	167 94.4%	74 96.1%	246 95.0%	52 96.3%	9 90.0%	119 96.7%	4 100.0%	279 96.2%	77 93.9%	18 90.0%	268 96.1%	71 93.4%	32 94.1%
Significantly different from column:*																

NA - Not applicable

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Mercy Care

4994010

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

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	2023	2022	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	398	373	178	138	155	97	186	202	262	123	178	19	158	34	352	217	107	55
Number missing or multiple answer	15	1	0	0	0	1	0	1	0	1	0	0	0	0	0	1	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,312 99.7%	397 99.7%	373 100.0%	178 100.0%	138 100.0%	154 99.4%	97 100.0%	185 99.5%	202 100.0%	261 99.6%	123 100.0%	178 100.0%	19 100.0%	158 100.0%	34 100.0%	351 99.7%	216 99.5%	107 100.0%	55 100.0%
Never	33 0.6%	3 0.8%	3 0.8%	0 0.0%	2 1.4%	1 0.6%	0 0.0%	1 0.5%	2 1.0%	1 0.4%	2 1.6%	1 0.6%	0 0.0%	2 1.3%	0 0.0%	3 0.9%	2 0.9%	0 0.0%	1 1.8%
Sometimes	160 3.0%	15 3.8%	13 3.5%	6 3.4%	8 5.8%	6 3.9%	1 1.0%	8 4.3%	7 3.5%	11 4.2%	4 3.3%	7 3.9%	1 5.3%	7 4.4%	2 5.9%	13 3.7%	8 3.7%	4 3.7%	3 5.5%
Usually	569 10.7%	29 7.3%	46 12.3%	20 11.2%	10 7.2%	13 8.4%	5 5.2%	7 3.8%	21 10.4%	20 7.7%	7 5.7%	10 5.6%	2 10.5%	14 8.9%	2 5.9%	27 7.7%	16 7.4%	9 8.4%	3 5.5%
Always	4,550 85.7%	350 88.2%	311 83.4%	152 85.4%	118 85.5%	134 87.0%	91 93.8%	169 91.4%	172 85.1%	229 87.7%	110 89.4%	160 89.9%	16 84.2%	135 85.4%	30 88.2%	308 87.7%	190 88.0%	94 87.9%	48 87.3%
Significantly different from column:*					G		E												
Usually or Always	5,119 96.4%	379 95.5%	357 95.7%	172 96.6%	128 92.8%	147 95.5%	96 99.0%	176 95.1%	193 95.5%	249 95.4%	117 95.1%	170 95.5%	18 94.7%	149 94.3%	32 94.1%	335 95.4%	206 95.4%	103 96.3%	51 92.7%
Significantly different from column:*																			

NA - Not applicable

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Mercy Care

4994010

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

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	2023	2022	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	398	373	178	77	259	54	10	123	4	290	82	20	279	76	34
Number missing or multiple answer	15	1	0	0	1	0	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	NA	NA
Usable responses	5,312 99.7%	397 99.7%	373 100.0%	178 100.0%	76 98.7%	259 100.0%	54 100.0%	10 100.0%	123 100.0%	4 100.0%	290 100.0%	81 98.8%	20 100.0%	279 100.0%	75 98.7%	34 100.0%
Never	33 0.6%	3 0.8%	3 0.8%	0 0.0%	1 1.3%	2 0.8%	0 0.0%	0 0.0%	2 1.6%	0 0.0%	2 0.7%	1 1.2%	0 0.0%	2 0.7%	1 1.3%	0 0.0%
Sometimes	160 3.0%	15 3.8%	13 3.5%	6 3.4%	2 2.6%	10 3.9%	3 5.6%	1 10.0%	2 1.6%	0 0.0%	9 3.1%	4 4.9%	2 10.0%	7 2.5%	6 8.0%	2 5.9%
Usually	569 10.7%	29 7.3%	46 12.3%	20 11.2%	2 2.6%	23 8.9%	4 7.4%	0 0.0%	12 9.8%	0 0.0%	20 6.9%	7 8.6%	2 10.0%	17 6.1%	8 10.7%	4 11.8%
Always	4,550 85.7%	350 88.2%	311 83.4%	152 85.4%	71 93.4%	224 86.5%	47 87.0%	9 90.0%	107 87.0%	4 100.0%	259 89.3%	69 85.2%	16 80.0%	253 90.7%	60 80.0%	28 82.4%
Significantly different from column:*														O	N	
Usually or Always	5,119 96.4%	379 95.5%	357 95.7%	172 96.6%	73 96.1%	247 95.4%	51 94.4%	9 90.0%	119 96.7%	4 100.0%	279 96.2%	76 93.8%	18 90.0%	270 96.8%	68 90.7%	32 94.1%
Significantly different from column:*																

NA - Not applicable

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Mercy Care

4994010

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

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	2023	2022	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	398	373	178	138	155	97	186	202	262	123	178	19	158	34	352	217	107	55
Number missing or multiple answer	37	1	6	2	1	0	0	0	1	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	NA	NA
Usable responses	5,290 99.3%	397 99.7%	367 98.4%	176 98.9%	137 99.3%	155 100.0%	97 100.0%	186 100.0%	201 99.5%	261 99.6%	123 100.0%	177 99.4%	19 100.0%	158 100.0%	34 100.0%	351 99.7%	216 99.5%	107 100.0%	55 100.0%
Yes	3,449 65.2%	287 72.3%	271 73.8%	127 72.2%	46 33.6%	140 90.3%	95 97.9%	133 71.5%	146 72.6%	182 69.7%	94 76.4%	130 73.4%	13 68.4%	116 73.4%	23 67.6%	256 72.9%	156 72.2%	73 68.2%	43 78.2%
No	1,841 34.8%	110 27.7%	96 26.2%	49 27.8%	91 66.4%	15 9.7%	2 2.1%	53 28.5%	55 27.4%	79 30.3%	29 23.6%	47 26.6%	6 31.6%	42 26.6%	11 32.4%	95 27.1%	60 27.8%	34 31.8%	12 21.8%
Significantly different from column:*		A			FG	EG	EF												

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)

4994010

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	2023	2022	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	398	373	178	77	259	54	10	123	4	290	82	20	279	76	34
Number missing or multiple answer	37	1	6	2	0	0	1	0	0	0	0	1	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,290 99.3%	397 99.7%	367 98.4%	176 98.9%	77 100.0%	259 100.0%	53 98.1%	10 100.0%	123 100.0%	4 100.0%	290 100.0%	81 98.8%	20 100.0%	278 99.6%	76 100.0%	34 100.0%
Yes	3,449 65.2%	287 72.3%	271 73.8%	127 72.2%	55 71.4%	191 73.7%	35 66.0%	7 70.0%	94 76.4%	3 75.0%	206 71.0%	61 75.3%	16 80.0%	194 69.8%	60 78.9%	28 82.4%
No	1,841 34.8%	110 27.7%	96 26.2%	49 27.8%	22 28.6%	68 26.3%	18 34.0%	3 30.0%	29 23.6%	1 25.0%	84 29.0%	20 24.7%	4 20.0%	84 30.2%	16 21.1%	6 17.6%
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)

4994010

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	2023	2022	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	287	271	127	46	140	95	133	146	182	94	130	13	116	23	256	156	73	43
Number missing or multiple answer	15	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,434 99.6%	287 100.0%	269 99.3%	126 99.2%	46 100.0%	140 100.0%	95 100.0%	133 100.0%	146 100.0%	182 100.0%	94 100.0%	130 100.0%	13 100.0%	116 100.0%	23 100.0%	256 100.0%	156 100.0%	73 100.0%	43 100.0%
Never	40 1.2%	4 1.4%	2 0.7%	0 0.0%	1 2.2%	3 2.1%	0 0.0%	1 0.8%	3 2.1%	1 0.5%	3 3.2%	4 3.1%	0 0.0%	0 0.0%	0 0.0%	4 1.6%	2 1.3%	0 0.0%	2 4.7%
Sometimes	209 6.1%	12 4.2%	14 5.2%	6 4.8%	4 8.7%	4 2.9%	4 4.2%	6 4.5%	6 4.1%	7 3.8%	5 5.3%	6 4.6%	2 15.4%	3 2.6%	2 8.7%	10 3.9%	5 3.2%	5 6.8%	1 2.3%
Usually	601 17.5%	55 19.2%	43 16.0%	19 15.1%	8 17.4%	24 17.1%	20 21.1%	25 18.8%	27 18.5%	35 19.2%	15 16.0%	20 15.4%	1 7.7%	28 24.1%	5 21.7%	48 18.8%	26 16.7%	16 21.9%	9 20.9%
Always	2,584 75.2%	216 75.3%	210 78.1%	101 80.2%	33 71.7%	109 77.9%	71 74.7%	101 75.9%	110 75.3%	139 76.4%	71 75.5%	100 76.9%	10 76.9%	85 73.3%	16 69.6%	194 75.8%	123 78.8%	52 71.2%	31 72.1%
Significantly different from column:*																			
Usually or Always	3,185 92.7%	271 94.4%	253 94.1%	120 95.2%	41 89.1%	133 95.0%	91 95.8%	126 94.7%	137 93.8%	174 95.6%	86 91.5%	120 92.3%	11 84.6%	113 97.4%	21 91.3%	242 94.5%	149 95.5%	68 93.2%	40 93.0%
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

4994010

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	2023	2022	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	287	271	127	55	191	35	7	94	3	206	61	16	194	60	28
Number missing or multiple answer	15	0	2	1	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
Usable responses	3,434 99.6%	287 100.0%	269 99.3%	126 99.2%	55 100.0%	191 100.0%	35 100.0%	7 100.0%	94 100.0%	3 100.0%	206 100.0%	61 100.0%	16 100.0%	194 100.0%	60 100.0%	28 100.0%
Never	40 1.2%	4 1.4%	2 0.7%	0 0.0%	1 1.8%	3 1.6%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	3 1.5%	1 1.6%	0 0.0%	3 1.5%	0 0.0%	1 3.6%
Sometimes	209 6.1%	12 4.2%	14 5.2%	6 4.8%	2 3.6%	10 5.2%	0 0.0%	1 14.3%	2 2.1%	0 0.0%	8 3.9%	4 6.6%	0 0.0%	8 4.1%	3 5.0%	1 3.6%
Usually	601 17.5%	55 19.2%	43 16.0%	19 15.1%	4 7.3%	44 23.0%	7 20.0%	1 14.3%	18 19.1%	1 33.3%	38 18.4%	11 18.0%	4 25.0%	34 17.5%	12 20.0%	7 25.0%
Always	2,584 75.2%	216 75.3%	210 78.1%	101 80.2%	48 87.3%	134 70.2%	28 80.0%	5 71.4%	73 77.7%	2 66.7%	157 76.2%	45 73.8%	12 75.0%	149 76.8%	45 75.0%	19 67.9%
Significantly different from column:*					F	E										
Usually or Always	3,185 92.7%	271 94.4%	253 94.1%	120 95.2%	52 94.5%	178 93.2%	35 100.0%	6 85.7%	91 96.8%	3 100.0%	195 94.7%	56 91.8%	16 100.0%	183 94.3%	57 95.0%	26 92.9%
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

4994010

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

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	2023	2022	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	398	373	178	138	155	97	186	202	262	123	178	19	158	34	352	217	107	55
Number missing or multiple answer	45	1	2	0	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	NA	NA
Usable responses	5,282 99.2%	397 99.7%	371 99.5%	178 100.0%	138 100.0%	155 100.0%	96 99.0%	185 99.5%	202 100.0%	261 99.6%	123 100.0%	177 99.4%	19 100.0%	158 100.0%	34 100.0%	351 99.7%	216 99.5%	107 100.0%	55 100.0%
Never	156 3.0%	8 2.0%	5 1.3%	2 1.1%	6 4.3%	1 0.6%	1 1.0%	3 1.6%	5 2.5%	6 2.3%	2 1.6%	8 4.5%	0 0.0%	0 0.0%	0 0.0%	8 2.3%	3 1.4%	2 1.9%	3 5.5%
Sometimes	518 9.8%	36 9.1%	41 11.1%	19 10.7%	9 6.5%	17 11.0%	10 10.4%	15 8.1%	20 9.9%	24 9.2%	10 8.1%	15 8.5%	2 10.5%	14 8.9%	3 8.8%	31 8.8%	18 8.3%	9 8.4%	5 9.1%
Usually	1,121 21.2%	97 24.4%	80 21.6%	40 22.5%	41 29.7%	30 19.4%	22 22.9%	47 25.4%	46 22.8%	71 27.2%	21 17.1%	39 22.0%	2 10.5%	41 25.9%	11 32.4%	82 23.4%	60 27.8%	23 21.5%	9 16.4%
Always	3,487 66.0%	256 64.5%	245 66.0%	117 65.7%	82 59.4%	107 69.0%	63 65.6%	120 64.9%	131 64.9%	160 61.3%	90 73.2%	115 65.0%	15 78.9%	103 65.2%	20 58.8%	230 65.5%	135 62.5%	73 68.2%	38 69.1%
Significantly different from column:*										K	J								
Usually or Always	4,608 87.2%	353 88.9%	325 87.6%	157 88.2%	123 89.1%	137 88.4%	85 88.5%	167 90.3%	177 87.6%	231 88.5%	111 90.2%	154 87.0%	17 89.5%	144 91.1%	31 91.2%	312 88.9%	195 90.3%	96 89.7%	47 85.5%
Significantly different from column:*																			

NA - Not applicable

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Mercy Care

4994010

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

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	2023	2022	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	398	373	178	77	259	54	10	123	4	290	82	20	279	76	34
Number missing or multiple answer	45	1	2	0	1	0	0	0	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,282 99.2%	397 99.7%	371 99.5%	178 100.0%	76 98.7%	259 100.0%	54 100.0%	10 100.0%	123 100.0%	4 100.0%	289 99.7%	82 100.0%	20 100.0%	278 99.6%	76 100.0%	34 100.0%
Never	156 3.0%	8 2.0%	5 1.3%	2 1.1%	4 5.3%	3 1.2%	1 1.9%	0 0.0%	1 0.8%	0 0.0%	4 1.4%	3 3.7%	1 5.0%	6 2.2%	1 1.3%	1 2.9%
Sometimes	518 9.8%	36 9.1%	41 11.1%	19 10.7%	10 13.2%	23 8.9%	2 3.7%	2 20.0%	8 6.5%	1 25.0%	23 8.0%	12 14.6%	1 5.0%	26 9.4%	8 10.5%	2 5.9%
Usually	1,121 21.2%	97 24.4%	80 21.6%	40 22.5%	10 13.2%	69 26.6%	18 33.3%	3 30.0%	34 27.6%	1 25.0%	62 21.5%	24 29.3%	8 40.0%	62 22.3%	20 26.3%	12 35.3%
Always	3,487 66.0%	256 64.5%	245 66.0%	117 65.7%	52 68.4%	164 63.3%	33 61.1%	5 50.0%	80 65.0%	2 50.0%	200 69.2%	43 52.4%	10 50.0%	184 66.2%	47 61.8%	19 55.9%
Significantly different from column:*											L	K				
Usually or Always	4,608 87.2%	353 88.9%	325 87.6%	157 88.2%	62 81.6%	233 90.0%	51 94.4%	8 80.0%	114 92.7%	3 75.0%	262 90.7%	67 81.7%	18 90.0%	246 88.5%	67 88.2%	31 91.2%
Significantly different from column:*					FG	E	E				L	K				

NA - Not applicable

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Mercy Care

4994010

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

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	2023	2022	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	398	373	178	138	155	97	186	202	262	123	178	19	158	34	352	217	107	55
Number missing or multiple answer	35	1	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,292	397	371	177	138	155	97	186	202	262	123	178	19	158	34	352	217	107	55
	99.3%	99.7%	99.5%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	4,753	363	333	166	126	141	90	172	184	243	110	163	16	144	30	324	201	97	49
	89.8%	91.4%	89.8%	93.8%	91.3%	91.0%	92.8%	92.5%	91.1%	92.7%	89.4%	91.6%	84.2%	91.1%	88.2%	92.0%	92.6%	90.7%	89.1%
No	539	34	38	11	12	14	7	14	18	19	13	15	3	14	4	28	16	10	6
	10.2%	8.6%	10.2%	6.2%	8.7%	9.0%	7.2%	7.5%	8.9%	7.3%	10.6%	8.4%	15.8%	8.9%	11.8%	8.0%	7.4%	9.3%	10.9%
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)

4994010

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	2023	2022	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	398	373	178	77	259	54	10	123	4	290	82	20	279	76	34
Number missing or multiple answer	35	1	2	1	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
Usable responses	5,292	397	371	177	77	258	54	10	123	4	290	82	20	279	76	34
	99.3%	99.7%	99.5%	99.4%	100.0%	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	4,753	363	333	166	66	238	51	9	115	4	266	74	19	260	68	29
	89.8%	91.4%	89.8%	93.8%	85.7%	92.2%	94.4%	90.0%	93.5%	100.0%	91.7%	90.2%	95.0%	93.2%	89.5%	85.3%
No	539	34	38	11	11	20	3	1	8	0	24	8	1	19	8	5
	10.2%	8.6%	10.2%	6.2%	14.3%	7.8%	5.6%	10.0%	6.5%	0.0%	8.3%	9.8%	5.0%	6.8%	10.5%	14.7%
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

4994010

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	2023	2022	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	398	373	178	138	155	97	186	202	262	123	178	19	158	34	352	217	107	55
Number missing or multiple answer	36	1	7	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	NA	NA
Usable responses	5,291 99.3%	397 99.7%	366 98.1%	176 98.9%	138 100.0%	155 100.0%	96 99.0%	185 99.5%	202 100.0%	261 99.6%	123 100.0%	178 100.0%	19 100.0%	157 99.4%	34 100.0%	351 99.7%	216 99.5%	107 100.0%	55 100.0%
Yes	2,481 46.9%	202 50.9%	181 49.5%	84 47.7%	75 54.3%	74 47.7%	50 52.1%	89 48.1%	109 54.0%	133 51.0%	64 52.0%	94 52.8%	9 47.4%	82 52.2%	14 41.2%	182 51.9%	104 48.1%	59 55.1%	29 52.7%
No	2,810 53.1%	195 49.1%	185 50.5%	92 52.3%	63 45.7%	81 52.3%	46 47.9%	96 51.9%	93 46.0%	128 49.0%	59 48.0%	84 47.2%	10 52.6%	75 47.8%	20 58.8%	169 48.1%	112 51.9%	48 44.9%	26 47.3%
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)

4994010

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	2023	2022	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	398	373	178	77	259	54	10	123	4	290	82	20	279	76	34
Number missing or multiple answer	36	1	7	2	0	1	0	0	0	0	0	0	1	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,291 99.3%	397 99.7%	366 98.1%	176 98.9%	77 100.0%	258 99.6%	54 100.0%	10 100.0%	123 100.0%	4 100.0%	290 100.0%	82 100.0%	19 95.0%	279 100.0%	76 100.0%	33 97.1%
Yes	2,481 46.9%	202 50.9%	181 49.5%	84 47.7%	27 35.1%	132 51.2%	40 74.1%	6 60.0%	90 73.2%	4 100.0%	139 47.9%	49 59.8%	12 63.2%	135 48.4%	39 51.3%	24 72.7%
No	2,810 53.1%	195 49.1%	185 50.5%	92 52.3%	50 64.9%	126 48.8%	14 25.9%	4 40.0%	33 26.8%	0 0.0%	151 52.1%	33 40.2%	7 36.8%	144 51.6%	37 48.7%	9 27.3%
Significantly different from column:*					FG	EG	EF							P	P	NO

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

4994010

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	2023	2022	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	202	181	84	75	74	50	89	109	133	64	94	9	82	14	182	104	59	29
Number missing or multiple answer	21	2	3	1	0	2	0	1	1	0	2	1	0	1	0	2	0	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,460	200	178	83	75	72	50	88	108	133	62	93	9	81	14	180	104	58	28
	99.2%	99.0%	98.3%	98.8%	100.0%	97.3%	100.0%	98.9%	99.1%	100.0%	96.9%	98.9%	100.0%	98.8%	100.0%	98.9%	100.0%	98.3%	96.6%
Never	118	4	11	1	2	1	1	2	2	1	3	2	0	2	0	4	1	2	1
	4.8%	2.0%	6.2%	1.2%	2.7%	1.4%	2.0%	2.3%	1.9%	0.8%	4.8%	2.2%	0.0%	2.5%	0.0%	2.2%	1.0%	3.4%	3.6%
Sometimes	298	27	24	8	10	11	5	13	13	14	12	13	1	10	5	20	9	11	5
	12.1%	13.5%	13.5%	9.6%	13.3%	15.3%	10.0%	14.8%	12.0%	10.5%	19.4%	14.0%	11.1%	12.3%	35.7%	11.1%	8.7%	19.0%	17.9%
Usually	591	54	45	17	17	18	18	22	31	40	12	24	1	24	3	49	32	14	5
	24.0%	27.0%	25.3%	20.5%	22.7%	25.0%	36.0%	25.0%	28.7%	30.1%	19.4%	25.8%	11.1%	29.6%	21.4%	27.2%	30.8%	24.1%	17.9%
Always	1,453	115	98	57	46	42	26	51	62	78	35	54	7	45	6	107	62	31	17
	59.1%	57.5%	55.1%	68.7%	61.3%	58.3%	52.0%	58.0%	57.4%	58.6%	56.5%	58.1%	77.8%	55.6%	42.9%	59.4%	59.6%	53.4%	60.7%
Significantly different from column:*																			
Usually or Always	2,044	169	143	74	63	60	44	73	93	118	47	78	8	69	9	156	94	45	22
	83.1%	84.5%	80.3%	89.2%	84.0%	83.3%	88.0%	83.0%	86.1%	88.7%	75.8%	83.9%	88.9%	85.2%	64.3%	86.7%	90.4%	77.6%	78.6%
Significantly different from column:*										K	J						R	Q	

NA - Not applicable

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Mercy Care

4994010

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	2023	2022	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	202	181	84	27	132	40	6	90	4	139	49	12	135	39	24
Number missing or multiple answer	21	2	3	1	0	2	0	0	2	0	2	0	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,460	200	178	83	27	130	40	6	88	4	137	49	12	134	38	24
	99.2%	99.0%	98.3%	98.8%	100.0%	98.5%	100.0%	100.0%	97.8%	100.0%	98.6%	100.0%	100.0%	99.3%	97.4%	100.0%
Never	118	4	11	1	0	2	2	0	1	1	1	1	2	1	3	0
	4.8%	2.0%	6.2%	1.2%	0.0%	1.5%	5.0%	0.0%	1.1%	25.0%	0.7%	2.0%	16.7%	0.7%	7.9%	0.0%
Sometimes	298	27	24	8	2	19	6	3	9	1	20	3	3	16	6	4
	12.1%	13.5%	13.5%	9.6%	7.4%	14.6%	15.0%	50.0%	10.2%	25.0%	14.6%	6.1%	25.0%	11.9%	15.8%	16.7%
Usually	591	54	45	17	7	33	14	2	26	1	32	20	1	35	11	7
	24.0%	27.0%	25.3%	20.5%	25.9%	25.4%	35.0%	33.3%	29.5%	25.0%	23.4%	40.8%	8.3%	26.1%	28.9%	29.2%
Always	1,453	115	98	57	18	76	18	1	52	1	84	25	6	82	18	13
	59.1%	57.5%	55.1%	68.7%	66.7%	58.5%	45.0%	16.7%	59.1%	25.0%	61.3%	51.0%	50.0%	61.2%	47.4%	54.2%
Significantly different from column:*																
Usually or Always	2,044	169	143	74	25	109	32	3	78	2	116	45	7	117	29	20
	83.1%	84.5%	80.3%	89.2%	92.6%	83.8%	80.0%	50.0%	88.6%	50.0%	84.7%	91.8%	58.3%	87.3%	76.3%	83.3%
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)

4994010

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	2023	2022	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	547	498	263	176	210	148	258	273	364	163	254	22	208	47	480	296	146	75
Number missing or multiple answer	112	5	6	2	1	1	2	3	1	3	1	1	0	3	0	4	2	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,238 98.5%	542 99.1%	492 98.8%	261 99.2%	175 99.4%	209 99.5%	146 98.6%	255 98.8%	272 99.6%	361 99.2%	162 99.4%	253 99.6%	22 100.0%	205 98.6%	47 100.0%	476 99.2%	294 99.3%	145 99.3%	74 98.7%
0 Worst personal doctor possible	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%	0 0.0%	0 0.0%
1	17 0.2%	1 0.2%	2 0.4%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	1 0.4%	0 0.0%	1 0.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2	12 0.2%	1 0.2%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	0 0.0%	0 0.0%	1 0.4%	1 0.3%	0 0.0%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	1 0.2%	1 0.3%	0 0.0%	0 0.0%
3	36 0.5%	3 0.6%	4 0.8%	0 0.0%	1 0.6%	2 1.0%	0 0.0%	3 1.2%	0 0.0%	2 0.6%	1 0.6%	3 1.2%	0 0.0%	0 0.0%	0 0.0%	3 0.6%	2 0.7%	1 0.7%	0 0.0%
4	35 0.5%	3 0.6%	3 0.6%	1 0.4%	1 0.6%	1 0.5%	1 0.7%	2 0.8%	1 0.4%	2 0.6%	1 0.6%	0 0.0%	0 0.0%	2 1.0%	0 0.0%	3 0.6%	1 0.3%	1 0.7%	1 1.4%
5	142 2.0%	12 2.2%	9 1.8%	6 2.3%	3 1.7%	5 2.4%	4 2.7%	5 2.0%	7 2.6%	5 1.4%	7 4.3%	7 2.8%	0 0.0%	4 2.0%	2 4.3%	9 1.9%	5 1.7%	3 2.1%	3 4.1%
6	139 1.9%	8 1.5%	13 2.6%	5 1.9%	2 1.1%	5 2.4%	1 0.7%	7 2.7%	1 0.4%	4 1.1%	4 2.5%	4 1.6%	1 4.5%	2 1.0%	0 0.0%	8 1.7%	4 1.4%	2 1.4%	2 2.7%
7	379 5.2%	32 5.9%	18 3.7%	8 3.1%	11 6.3%	14 6.7%	7 4.8%	15 5.9%	16 5.9%	19 5.3%	12 7.4%	13 5.1%	3 13.6%	13 6.3%	5 10.6%	25 5.3%	14 4.8%	10 6.9%	6 8.1%
8	1,002 13.8%	77 14.2%	64 13.0%	26 10.0%	27 15.4%	28 13.4%	21 14.4%	33 12.9%	43 15.8%	51 14.1%	24 14.8%	42 16.6%	3 13.6%	22 10.7%	6 12.8%	67 14.1%	35 11.9%	23 15.9%	13 17.6%
9	1,151 15.9%	78 14.4%	71 14.4%	41 15.7%	13 7.4%	32 15.3%	30 20.5%	37 14.5%	37 13.6%	50 13.9%	23 14.2%	32 12.6%	2 9.1%	34 16.6%	7 14.9%	68 14.3%	47 16.0%	15 10.3%	10 13.5%
10 Best personal doctor possible	4,315 59.6%	327 60.3%	308 62.6%	174 66.7%	116 66.3%	121 57.9%	82 56.2%	152 59.6%	166 61.0%	226 62.6%	90 55.6%	151 59.7%	13 59.1%	128 62.4%	27 57.4%	292 61.3%	185 62.9%	90 62.1%	39 52.7%

NA - Not applicable

Mercy Care

4994010

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	2023	2022	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	547	498	263	182	292	63	12	148	5	410	97	30	390	102	41
Number missing or multiple answer	112	5	6	2	0	4	0	0	2	1	2	3	0	2	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,238 98.5%	542 99.1%	492 98.8%	261 99.2%	182 100.0%	288 98.6%	63 100.0%	12 100.0%	146 98.6%	4 80.0%	408 99.5%	94 96.9%	30 100.0%	388 99.5%	100 98.0%	41 100.0%
0 Worst personal doctor possible	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%
1	17 0.2%	1 0.2%	2 0.4%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.2%	0 0.0%	0 0.0%	1 0.3%	0 0.0%	0 0.0%
2	12 0.2%	1 0.2%	0 0.0%	0 0.0%	0 0.0%	1 0.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.2%	0 0.0%	0 0.0%	1 0.3%	0 0.0%	0 0.0%
3	36 0.5%	3 0.6%	4 0.8%	0 0.0%	1 0.5%	2 0.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.5%	0 0.0%	1 3.3%	2 0.5%	0 0.0%	1 2.4%
4	35 0.5%	3 0.6%	3 0.6%	1 0.4%	1 0.5%	1 0.3%	1 1.6%	0 0.0%	0 0.0%	0 0.0%	2 0.5%	0 0.0%	1 3.3%	1 0.3%	1 1.0%	1 2.4%
5	142 2.0%	12 2.2%	9 1.8%	6 2.3%	7 3.8%	2 0.7%	3 4.8%	0 0.0%	3 2.1%	0 0.0%	9 2.2%	2 2.1%	1 3.3%	8 2.1%	4 4.0%	0 0.0%
6	139 1.9%	8 1.5%	13 2.6%	5 1.9%	2 1.1%	6 2.1%	0 0.0%	0 0.0%	2 1.4%	0 0.0%	6 1.5%	2 2.1%	0 0.0%	7 1.8%	1 1.0%	0 0.0%
7	379 5.2%	32 5.9%	18 3.7%	8 3.1%	4 2.2%	23 8.0%	5 7.9%	0 0.0%	8 5.5%	0 0.0%	21 5.1%	11 11.7%	0 0.0%	16 4.1%	11 11.0%	5 12.2%
8	1,002 13.8%	77 14.2%	64 13.0%	26 10.0%	35 19.2%	35 12.2%	5 7.9%	1 8.3%	20 13.7%	0 0.0%	56 13.7%	17 18.1%	3 10.0%	50 12.9%	20 20.0%	6 14.6%
9	1,151 15.9%	78 14.4%	71 14.4%	41 15.7%	24 13.2%	43 14.9%	10 15.9%	1 8.3%	21 14.4%	0 0.0%	48 11.8%	19 20.2%	8 26.7%	51 13.1%	16 16.0%	7 17.1%
10 Best personal doctor possible	4,315 59.6%	327 60.3%	308 62.6%	174 66.7%	107 58.8%	175 60.8%	39 61.9%	10 83.3%	92 63.0%	4 100.0%	262 64.2%	43 45.7%	16 53.3%	251 64.7%	47 47.0%	21 51.2%

NA - Not applicable

Mercy Care

4994010

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	2023	2022	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	547	498	263	176	210	148	258	273	364	163	254	22	208	47	480	296	146	75
Number missing or multiple answer	112	5	6	2	1	1	2	3	1	3	1	1	0	3	0	4	2	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,238 98.5%	542 99.1%	492 98.8%	261 99.2%	175 99.4%	209 99.5%	146 98.6%	255 98.8%	272 99.6%	361 99.2%	162 99.4%	253 99.6%	22 100.0%	205 98.6%	47 100.0%	476 99.2%	294 99.3%	145 99.3%	74 98.7%
0 to 4	110 1.5%	8 1.5%	9 1.8%	1 0.4%	3 1.7%	4 1.9%	1 0.7%	6 2.4%	2 0.7%	6 1.7%	2 1.2%	4 1.6%	0 0.0%	2 1.0%	0 0.0%	7 1.5%	4 1.4%	2 1.4%	1 1.4%
5	142 2.0%	12 2.2%	9 1.8%	6 2.3%	3 1.7%	5 2.4%	4 2.7%	5 2.0%	7 2.6%	5 1.4%	7 4.3%	7 2.8%	0 0.0%	4 2.0%	2 4.3%	9 1.9%	5 1.7%	3 2.1%	3 4.1%
6 to 7	518 7.2%	40 7.4%	31 6.3%	13 5.0%	13 7.4%	19 9.1%	8 5.5%	22 8.6%	17 6.3%	23 6.4%	16 9.9%	17 6.7%	4 18.2%	15 7.3%	5 10.6%	33 6.9%	18 6.1%	12 8.3%	8 10.8%
8 to 10	6,468 89.4%	482 88.9%	443 90.0%	241 92.3%	156 89.1%	181 86.6%	133 91.1%	222 87.1%	246 90.4%	327 90.6%	137 84.6%	225 88.9%	18 81.8%	184 89.8%	40 85.1%	427 89.7%	267 90.8%	128 88.3%	62 83.8%
Significantly different from column:*										K	J								
0 to 6	391 5.4%	28 5.2%	31 6.3%	12 4.6%	8 4.6%	14 6.7%	6 4.1%	18 7.1%	10 3.7%	15 4.2%	13 8.0%	15 5.9%	1 4.5%	8 3.9%	2 4.3%	24 5.0%	13 4.4%	7 4.8%	6 8.1%
7 to 8	1,381 19.1%	109 20.1%	82 16.7%	34 13.0%	38 21.7%	42 20.1%	28 19.2%	48 18.8%	59 21.7%	70 19.4%	36 22.2%	55 21.7%	6 27.3%	35 17.1%	11 23.4%	92 19.3%	49 16.7%	33 22.8%	19 25.7%
9 to 10	5,466 75.5%	405 74.7%	379 77.0%	215 82.4%	129 73.7%	153 73.2%	112 76.7%	189 74.1%	203 74.6%	276 76.5%	113 69.8%	183 72.3%	15 68.2%	162 79.0%	34 72.3%	360 75.6%	232 78.9%	105 72.4%	49 66.2%
Significantly different from column:*		D															S		Q

NA - Not applicable

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Mercy Care

4994010

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

Question 21

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Base: All respondents whose child has a personal doctor (Q10)

	2024 CSS Average	2024	2023	2022	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	547	498	263	182	292	63	12	148	5	410	97	30	390	102	41
Number missing or multiple answer	112	5	6	2	0	4	0	0	2	1	2	3	0	2	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,238 98.5%	542 99.1%	492 98.8%	261 99.2%	182 100.0%	288 98.6%	63 100.0%	12 100.0%	146 98.6%	4 80.0%	408 99.5%	94 96.9%	30 100.0%	388 99.5%	100 98.0%	41 100.0%
0 to 4	110 1.5%	8 1.5%	9 1.8%	1 0.4%	3 1.6%	4 1.4%	1 1.6%	0 0.0%	0 0.0%	0 0.0%	6 1.5%	0 0.0%	2 6.7%	5 1.3%	1 1.0%	2 4.9%
5	142 2.0%	12 2.2%	9 1.8%	6 2.3%	7 3.8%	2 0.7%	3 4.8%	0 0.0%	3 2.1%	0 0.0%	9 2.2%	2 2.1%	1 3.3%	8 2.1%	4 4.0%	0 0.0%
6 to 7	518 7.2%	40 7.4%	31 6.3%	13 5.0%	6 3.3%	29 10.1%	5 7.9%	0 0.0%	10 6.8%	0 0.0%	27 6.6%	13 13.8%	0 0.0%	23 5.9%	12 12.0%	5 12.2%
8 to 10	6,468 89.4%	482 88.9%	443 90.0%	241 92.3%	166 91.2%	253 87.8%	54 85.7%	12 100.0%	133 91.1%	4 100.0%	366 89.7%	79 84.0%	27 90.0%	352 90.7%	83 83.0%	34 82.9%
Significantly different from column:*														O	N	
0 to 6	391 5.4%	28 5.2%	31 6.3%	12 4.6%	12 6.6%	12 4.2%	4 6.3%	0 0.0%	5 3.4%	0 0.0%	21 5.1%	4 4.3%	3 10.0%	20 5.2%	6 6.0%	2 4.9%
7 to 8	1,381 19.1%	109 20.1%	82 16.7%	34 13.0%	39 21.4%	58 20.1%	10 15.9%	1 8.3%	28 19.2%	0 0.0%	77 18.9%	28 29.8%	3 10.0%	66 17.0%	31 31.0%	11 26.8%
9 to 10	5,466 75.5%	405 74.7%	379 77.0%	215 82.4%	131 72.0%	218 75.7%	49 77.8%	11 91.7%	113 77.4%	4 100.0%	310 76.0%	62 66.0%	24 80.0%	302 77.8%	63 63.0%	28 68.3%
Significantly different from column:*											L	K		O	N	

NA - Not applicable

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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	2023	2022	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	628	571	313	192	249	170	292	315	421	181	286	28	237	55	545	338	166	83
Number missing or multiple answer	49	2	3	3	0	0	2	2	0	2	0	2	0	0	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	NA	NA
Usable responses	8,663	626	568	310	192	249	168	290	315	419	181	284	28	237	55	543	336	166	83
	99.4%	99.7%	99.5%	99.0%	100.0%	100.0%	98.8%	99.3%	100.0%	99.5%	100.0%	99.3%	100.0%	100.0%	100.0%	99.6%	99.4%	100.0%	100.0%
Yes	1,998	173	159	69	51	63	54	77	90	108	58	83	5	66	12	153	83	54	24
	23.1%	27.6%	28.0%	22.3%	26.6%	25.3%	32.1%	26.6%	28.6%	25.8%	32.0%	29.2%	17.9%	27.8%	21.8%	28.2%	24.7%	32.5%	28.9%
No	6,665	453	409	241	141	186	114	213	225	311	123	201	23	171	43	390	253	112	59
	76.9%	72.4%	72.0%	77.7%	73.4%	74.7%	67.9%	73.4%	71.4%	74.2%	68.0%	70.8%	82.1%	72.2%	78.2%	71.8%	75.3%	67.5%	71.1%
Significantly different from column:*		A																	

NA - Not applicable

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

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Question 22

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Base: All respondents

	2024 CSS Average	2024	2023	2022	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	628	571	313	218	330	67	15	153	5	473	108	33	448	116	46
Number missing or multiple answer	49	2	3	3	0	1	1	0	0	0	2	0	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,663	626	568	310	218	329	66	15	153	5	471	108	33	446	116	46
	99.4%	99.7%	99.5%	99.0%	100.0%	99.7%	98.5%	100.0%	100.0%	100.0%	99.6%	100.0%	100.0%	99.6%	100.0%	100.0%
Yes	1,998	173	159	69	27	101	39	15	153	5	112	42	15	110	39	19
	23.1%	27.6%	28.0%	22.3%	12.4%	30.7%	59.1%	100.0%	100.0%	100.0%	23.8%	38.9%	45.5%	24.7%	33.6%	41.3%
No	6,665	453	409	241	191	228	27	0	0	0	359	66	18	336	77	27
	76.9%	72.4%	72.0%	77.7%	87.6%	69.3%	40.9%	0.0%	0.0%	0.0%	76.2%	61.1%	54.5%	75.3%	66.4%	58.7%
Significantly different from column:*					FG	EG	EF				LM	K	K	P		N

NA - Not applicable

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

Mercy Care

4994010

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	2023	2022	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	173	159	69	51	63	54	77	90	108	58	83	5	66	12	153	83	54	24
Number missing or multiple answer	24	2	1	0	0	0	2	0	1	2	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	NA	NA
Usable responses	1,974	171	158	69	51	63	52	77	89	106	58	82	5	65	12	151	82	54	24
	98.8%	98.8%	99.4%	100.0%	100.0%	100.0%	96.3%	100.0%	98.9%	98.1%	100.0%	98.8%	100.0%	98.5%	100.0%	98.7%	98.8%	100.0%	100.0%
Never	101	12	5	2	4	4	3	4	7	9	2	5	0	6	1	10	2	6	2
	5.1%	7.0%	3.2%	2.9%	7.8%	6.3%	5.8%	5.2%	7.9%	8.5%	3.4%	6.1%	0.0%	9.2%	8.3%	6.6%	2.4%	11.1%	8.3%
Sometimes	368	23	31	12	7	9	7	9	14	13	9	7	1	12	1	21	13	7	2
	18.6%	13.5%	19.6%	17.4%	13.7%	14.3%	13.5%	11.7%	15.7%	12.3%	15.5%	8.5%	20.0%	18.5%	8.3%	13.9%	15.9%	13.0%	8.3%
Usually	459	43	39	24	10	13	18	16	25	27	13	21	2	14	1	39	18	13	8
	23.3%	25.1%	24.7%	34.8%	19.6%	20.6%	34.6%	20.8%	28.1%	25.5%	22.4%	25.6%	40.0%	21.5%	8.3%	25.8%	22.0%	24.1%	33.3%
Always	1,046	93	83	31	30	37	24	48	43	57	34	49	2	33	9	81	49	28	12
	53.0%	54.4%	52.5%	44.9%	58.8%	58.7%	46.2%	62.3%	48.3%	53.8%	58.6%	59.8%	40.0%	50.8%	75.0%	53.6%	59.8%	51.9%	50.0%
Significantly different from column:*																			
Usually or Always	1,505	136	122	55	40	50	42	64	68	84	47	70	4	47	10	120	67	41	20
	76.2%	79.5%	77.2%	79.7%	78.4%	79.4%	80.8%	83.1%	76.4%	79.2%	81.0%	85.4%	80.0%	72.3%	83.3%	79.5%	81.7%	75.9%	83.3%
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)

4994010

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	2023	2022	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	173	159	69	27	101	39	15	153	5	112	42	15	110	39	19
Number missing or multiple answer	24	2	1	0	0	1	1	0	2	0	1	0	1	0	0	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,974 98.8%	171 98.8%	158 99.4%	69 100.0%	27 100.0%	100 99.0%	38 97.4%	15 100.0%	151 98.7%	5 100.0%	111 99.1%	42 100.0%	14 93.3%	110 100.0%	39 100.0%	17 89.5%
Never	101 5.1%	12 7.0%	5 3.2%	2 2.9%	3 11.1%	7 7.0%	1 2.6%	7 46.7%	5 3.3%	0 0.0%	9 8.1%	1 2.4%	1 7.1%	7 6.4%	4 10.3%	0 0.0%
Sometimes	368 18.6%	23 13.5%	31 19.6%	12 17.4%	8 29.6%	9 9.0%	6 15.8%	2 13.3%	19 12.6%	2 40.0%	14 12.6%	5 11.9%	4 28.6%	14 12.7%	6 15.4%	3 17.6%
Usually	459 23.3%	43 25.1%	39 24.7%	24 34.8%	2 7.4%	24 24.0%	15 39.5%	2 13.3%	40 26.5%	1 20.0%	27 24.3%	10 23.8%	4 28.6%	28 25.5%	10 25.6%	3 17.6%
Always	1,046 53.0%	93 54.4%	83 52.5%	31 44.9%	14 51.9%	60 60.0%	16 42.1%	4 26.7%	87 57.6%	2 40.0%	61 55.0%	26 61.9%	5 35.7%	61 55.5%	19 48.7%	11 64.7%
Significantly different from column:*								I	H							
Usually or Always	1,505 76.2%	136 79.5%	122 77.2%	55 79.7%	16 59.3%	84 84.0%	31 81.6%	6 40.0%	127 84.1%	3 60.0%	88 79.3%	36 85.7%	9 64.3%	89 80.9%	29 74.4%	14 82.4%
Significantly different from column:*					FG	E	E									

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)

4994010

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	2023	2022	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	173	159	69	51	63	54	77	90	108	58	83	5	66	12	153	83	54	24
Number missing or multiple answer	33	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,965	173	156	69	51	63	54	77	90	108	58	83	5	66	12	153	83	54	24
	98.3%	100.0%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
None	153	15	8	4	4	6	3	6	7	10	3	5	0	7	2	11	6	5	1
	7.8%	8.7%	5.1%	5.8%	7.8%	9.5%	5.6%	7.8%	7.8%	9.3%	5.2%	6.0%	0.0%	10.6%	16.7%	7.2%	7.2%	9.3%	4.2%
1 specialist	1,106	98	93	40	31	40	26	44	53	61	34	48	3	37	8	86	47	32	14
	56.3%	56.6%	59.6%	58.0%	60.8%	63.5%	48.1%	57.1%	58.9%	56.5%	58.6%	57.8%	60.0%	56.1%	66.7%	56.2%	56.6%	59.3%	58.3%
2	445	38	39	16	10	12	16	18	20	25	13	19	2	14	2	36	20	13	5
	22.6%	22.0%	25.0%	23.2%	19.6%	19.0%	29.6%	23.4%	22.2%	23.1%	22.4%	22.9%	40.0%	21.2%	16.7%	23.5%	24.1%	24.1%	20.8%
3	148	12	12	5	5	3	3	3	8	7	4	9	0	1	0	11	7	2	2
	7.5%	6.9%	7.7%	7.2%	9.8%	4.8%	5.6%	3.9%	8.9%	6.5%	6.9%	10.8%	0.0%	1.5%	0.0%	7.2%	8.4%	3.7%	8.3%
4	55	5	2	2	0	1	3	3	0	2	2	0	0	4	0	4	1	0	2
	2.8%	2.9%	1.3%	2.9%	0.0%	1.6%	5.6%	3.9%	0.0%	1.9%	3.4%	0.0%	0.0%	6.1%	0.0%	2.6%	1.2%	0.0%	8.3%
5 or more specialists	58	5	2	2	1	1	3	3	2	3	2	2	0	3	0	5	2	2	0
	3.0%	2.9%	1.3%	2.9%	2.0%	1.6%	5.6%	3.9%	2.2%	2.8%	3.4%	2.4%	0.0%	4.5%	0.0%	3.3%	2.4%	3.7%	0.0%
3 or more specialists	261	22	16	9	6	5	9	9	10	12	8	11	0	8	0	20	10	4	4
	13.3%	12.7%	10.3%	13.0%	11.8%	7.9%	16.7%	11.7%	11.1%	11.1%	13.8%	13.3%	0.0%	12.1%	0.0%	13.1%	12.0%	7.4%	16.7%
Significantly different from column:*																			

NA - Not applicable

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Mercy Care

4994010

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

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	2023	2022	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	173	159	69	27	101	39	15	153	5	112	42	15	110	39	19
Number missing or multiple answer	33	0	3	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
Usable responses	1,965 98.3%	173 100.0%	156 98.1%	69 100.0%	27 100.0%	101 100.0%	39 100.0%	15 100.0%	153 100.0%	5 100.0%	112 100.0%	42 100.0%	15 100.0%	110 100.0%	39 100.0%	19 100.0%
None	153 7.8%	15 8.7%	8 5.1%	4 5.8%	6 22.2%	7 6.9%	2 5.1%	15 100.0%	0 0.0%	0 0.0%	10 8.9%	2 4.8%	1 6.7%	8 7.3%	5 12.8%	0 0.0%
1 specialist	1,106 56.3%	98 56.6%	93 59.6%	40 58.0%	17 63.0%	64 63.4%	14 35.9%	0 0.0%	98 64.1%	0 0.0%	70 62.5%	23 54.8%	5 33.3%	70 63.6%	20 51.3%	7 36.8%
2	445 22.6%	38 22.0%	39 25.0%	16 23.2%	2 7.4%	21 20.8%	14 35.9%	0 0.0%	38 24.8%	0 0.0%	23 20.5%	12 28.6%	3 20.0%	23 20.9%	8 20.5%	7 36.8%
3	148 7.5%	12 6.9%	12 7.7%	5 7.2%	1 3.7%	7 6.9%	4 10.3%	0 0.0%	12 7.8%	0 0.0%	7 6.3%	3 7.1%	1 6.7%	6 5.5%	4 10.3%	1 5.3%
4	55 2.8%	5 2.9%	2 1.3%	2 2.9%	0 0.0%	1 1.0%	3 7.7%	0 0.0%	5 3.3%	0 0.0%	1 0.9%	1 2.4%	2 13.3%	1 0.9%	1 2.6%	2 10.5%
5 or more specialists	58 3.0%	5 2.9%	2 1.3%	2 2.9%	1 3.7%	1 1.0%	2 5.1%	0 0.0%	0 0.0%	5 100.0%	1 0.9%	1 2.4%	3 20.0%	2 1.8%	1 2.6%	2 10.5%
3 or more specialists	261 13.3%	22 12.7%	16 10.3%	9 13.0%	2 7.4%	9 8.9%	9 23.1%	0 0.0%	17 11.1%	5 100.0%	9 8.0%	5 11.9%	6 40.0%	9 8.2%	6 15.4%	5 26.3%
Significantly different from column:*						G	F									

NA - Not applicable

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4994010

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	2023	2022	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	158	148	65	47	57	51	71	83	98	55	78	5	59	10	142	77	49	23
Number missing or multiple answer	27	0	4	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,785 98.5%	158 100.0%	144 97.3%	63 96.9%	47 100.0%	57 100.0%	51 100.0%	71 100.0%	83 100.0%	98 100.0%	55 100.0%	78 100.0%	5 100.0%	59 100.0%	10 100.0%	142 100.0%	77 100.0%	49 100.0%	23 100.0%
0 Worst specialist possible	5 0.3%	0 0.0%	1 0.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
1	4 0.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2	9 0.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
3	16 0.9%	1 0.6%	4 2.8%	0 0.0%	0 0.0%	0 0.0%	1 2.0%	0 0.0%	1 1.2%	0 0.0%	1 1.8%	0 0.0%	0 0.0%	1 1.7%	0 0.0%	1 0.7%	0 0.0%	1 2.0%	0 0.0%
4	17 1.0%	1 0.6%	0 0.0%	2 3.2%	1 2.1%	0 0.0%	0 0.0%	0 0.0%	1 1.2%	0 0.0%	1 1.8%	1 1.3%	0 0.0%	0 0.0%	0 0.0%	1 0.7%	0 0.0%	1 2.0%	0 0.0%
5	57 3.2%	3 1.9%	0 0.0%	1 1.6%	2 4.3%	0 0.0%	1 2.0%	2 2.8%	1 1.2%	2 2.0%	1 1.8%	0 0.0%	0 0.0%	2 3.4%	1 10.0%	1 0.7%	1 1.3%	1 2.0%	0 0.0%
6	44 2.5%	5 3.2%	1 0.7%	1 1.6%	0 0.0%	3 5.3%	2 3.9%	0 0.0%	5 6.0%	2 2.0%	3 5.5%	4 5.1%	0 0.0%	1 1.7%	0 0.0%	5 3.5%	2 2.6%	2 4.1%	1 4.3%
7	104 5.8%	7 4.4%	5 3.5%	4 6.3%	2 4.3%	5 8.8%	0 0.0%	2 2.8%	5 6.0%	4 4.1%	3 5.5%	2 2.6%	1 20.0%	4 6.8%	2 20.0%	5 3.5%	2 2.6%	2 4.1%	3 13.0%
8	257 14.4%	20 12.7%	22 15.3%	3 4.8%	5 10.6%	9 15.8%	6 11.8%	12 16.9%	8 9.6%	12 12.2%	8 14.5%	15 19.2%	0 0.0%	4 6.8%	1 10.0%	19 13.4%	8 10.4%	9 18.4%	2 8.7%
9	276 15.5%	24 15.2%	17 11.8%	18 28.6%	5 10.6%	6 10.5%	12 23.5%	13 18.3%	10 12.0%	12 12.2%	10 18.2%	9 11.5%	3 60.0%	8 13.6%	0 0.0%	23 16.2%	11 14.3%	7 14.3%	5 21.7%
10 Best specialist possible	996 55.8%	97 61.4%	94 65.3%	34 54.0%	32 68.1%	34 59.6%	29 56.9%	42 59.2%	52 62.7%	66 67.3%	28 50.9%	47 60.3%	1 20.0%	39 66.1%	6 60.0%	87 61.3%	53 68.8%	26 53.1%	12 52.2%

NA - Not applicable

Mercy Care

4994010

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	2023	2022	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	158	148	65	21	94	37	0	153	5	102	40	14	102	34	19
Number missing or multiple answer	27	0	4	2	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
Usable responses	1,785 98.5%	158 100.0%	144 97.3%	63 96.9%	21 100.0%	94 100.0%	37 100.0%	0 ---	153 100.0%	5 100.0%	102 100.0%	40 100.0%	14 100.0%	102 100.0%	34 100.0%	19 100.0%
0 Worst specialist possible	5 0.3%	0 0.0%	1 0.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
1	4 0.2%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 ---	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
2	9 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%
3	16 0.9%	1 0.6%	4 2.8%	0 0.0%	0 0.0%	0 0.0%	1 2.7%	0 ---	1 0.7%	0 0.0%	1 1.0%	0 0.0%	0 0.0%	0 0.0%	1 2.9%	0 0.0%
4	17 1.0%	1 0.6%	0 0.0%	2 3.2%	0 0.0%	1 1.1%	0 0.0%	0 ---	1 0.7%	0 0.0%	0 0.0%	0 0.0%	1 7.1%	0 0.0%	1 2.9%	0 0.0%
5	57 3.2%	3 1.9%	0 0.0%	1 1.6%	1 4.8%	2 2.1%	0 0.0%	0 ---	3 2.0%	0 0.0%	3 2.9%	0 0.0%	0 0.0%	3 2.9%	0 0.0%	0 0.0%
6	44 2.5%	5 3.2%	1 0.7%	1 1.6%	1 4.8%	3 3.2%	1 2.7%	0 ---	4 2.6%	1 20.0%	2 2.0%	2 5.0%	1 7.1%	1 1.0%	3 8.8%	1 5.3%
7	104 5.8%	7 4.4%	5 3.5%	4 6.3%	2 9.5%	3 3.2%	2 5.4%	0 ---	7 4.6%	0 0.0%	5 4.9%	2 5.0%	0 0.0%	6 5.9%	0 0.0%	1 5.3%
8	257 14.4%	20 12.7%	22 15.3%	3 4.8%	3 14.3%	11 11.7%	5 13.5%	0 ---	20 13.1%	0 0.0%	12 11.8%	7 17.5%	1 7.1%	9 8.8%	8 23.5%	3 15.8%
9	276 15.5%	24 15.2%	17 11.8%	18 28.6%	4 19.0%	12 12.8%	8 21.6%	0 ---	23 15.0%	1 20.0%	15 14.7%	6 15.0%	2 14.3%	14 13.7%	6 17.6%	3 15.8%
10 Best specialist possible	996 55.8%	97 61.4%	94 65.3%	34 54.0%	10 47.6%	62 66.0%	20 54.1%	0 ---	94 61.4%	3 60.0%	64 62.7%	23 57.5%	9 64.3%	69 67.6%	15 44.1%	11 57.9%

NA - Not applicable

Mercy Care

4994010

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	2023	2022	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	158	148	65	47	57	51	71	83	98	55	78	5	59	10	142	77	49	23
Number missing or multiple answer	27	0	4	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,785 98.5%	158 100.0%	144 97.3%	63 96.9%	47 100.0%	57 100.0%	51 100.0%	71 100.0%	83 100.0%	98 100.0%	55 100.0%	78 100.0%	5 100.0%	59 100.0%	10 100.0%	142 100.0%	77 100.0%	49 100.0%	23 100.0%
0 to 4	51 2.9%	2 1.3%	5 3.5%	2 3.2%	1 2.1%	0 0.0%	1 2.0%	0 0.0%	2 2.4%	0 0.0%	2 3.6%	1 1.3%	0 0.0%	1 1.7%	0 0.0%	2 1.4%	0 0.0%	2 4.1%	0 0.0%
5	57 3.2%	3 1.9%	0 0.0%	1 1.6%	2 4.3%	0 0.0%	1 2.0%	2 2.8%	1 1.2%	2 2.0%	1 1.8%	0 0.0%	0 0.0%	2 3.4%	1 10.0%	1 0.7%	1 1.3%	1 2.0%	0 0.0%
6 to 7	148 8.3%	12 7.6%	6 4.2%	5 7.9%	2 4.3%	8 14.0%	2 3.9%	2 2.8%	10 12.0%	6 6.1%	6 10.9%	6 7.7%	1 20.0%	5 8.5%	2 20.0%	10 7.0%	4 5.2%	4 8.2%	4 17.4%
8 to 10	1,529 85.7%	141 89.2%	133 92.4%	55 87.3%	42 89.4%	49 86.0%	47 92.2%	67 94.4%	70 84.3%	90 91.8%	46 83.6%	71 91.0%	4 80.0%	51 86.4%	7 70.0%	129 90.8%	72 93.5%	42 85.7%	19 82.6%
Significantly different from column:*								I	H										
0 to 6	152 8.5%	10 6.3%	6 4.2%	4 6.3%	3 6.4%	3 5.3%	4 7.8%	2 2.8%	8 9.6%	4 4.1%	6 10.9%	5 6.4%	0 0.0%	4 6.8%	1 10.0%	8 5.6%	3 3.9%	5 10.2%	1 4.3%
7 to 8	361 20.2%	27 17.1%	27 18.8%	7 11.1%	7 14.9%	14 24.6%	6 11.8%	14 19.7%	13 15.7%	16 16.3%	11 20.0%	17 21.8%	1 20.0%	8 13.6%	3 30.0%	24 16.9%	10 13.0%	11 22.4%	5 21.7%
9 to 10	1,272 71.3%	121 76.6%	111 77.1%	52 82.5%	37 78.7%	40 70.2%	41 80.4%	55 77.5%	62 74.7%	78 79.6%	38 69.1%	56 71.8%	4 80.0%	47 79.7%	6 60.0%	110 77.5%	64 83.1%	33 67.3%	17 73.9%
Significantly different from column:*																	R	Q	

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

4994010

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	2023	2022	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	158	148	65	21	94	37	0	153	5	102	40	14	102	34	19
Number missing or multiple answer	27	0	4	2	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
Usable responses	1,785 98.5%	158 100.0%	144 97.3%	63 96.9%	21 100.0%	94 100.0%	37 100.0%	0 ---	153 100.0%	5 100.0%	102 100.0%	40 100.0%	14 100.0%	102 100.0%	34 100.0%	19 100.0%
0 to 4	51 2.9%	2 1.3%	5 3.5%	2 3.2%	0 0.0%	1 1.1%	1 2.7%	0 ---	2 1.3%	0 0.0%	1 1.0%	0 0.0%	1 7.1%	0 0.0%	2 5.9%	0 0.0%
5	57 3.2%	3 1.9%	0 0.0%	1 1.6%	1 4.8%	2 2.1%	0 0.0%	0 ---	3 2.0%	0 0.0%	3 2.9%	0 0.0%	0 0.0%	3 2.9%	0 0.0%	0 0.0%
6 to 7	148 8.3%	12 7.6%	6 4.2%	5 7.9%	3 14.3%	6 6.4%	3 8.1%	0 ---	11 7.2%	1 20.0%	7 6.9%	4 10.0%	1 7.1%	7 6.9%	3 8.8%	2 10.5%
8 to 10	1,529 85.7%	141 89.2%	133 92.4%	55 87.3%	17 81.0%	85 90.4%	33 89.2%	0 ---	137 89.5%	4 80.0%	91 89.2%	36 90.0%	12 85.7%	92 90.2%	29 85.3%	17 89.5%
Significantly different from column:*																
0 to 6	152 8.5%	10 6.3%	6 4.2%	4 6.3%	2 9.5%	6 6.4%	2 5.4%	0 ---	9 5.9%	1 20.0%	6 5.9%	2 5.0%	2 14.3%	4 3.9%	5 14.7%	1 5.3%
7 to 8	361 20.2%	27 17.1%	27 18.8%	7 11.1%	5 23.8%	14 14.9%	7 18.9%	0 ---	27 17.6%	0 0.0%	17 16.7%	9 22.5%	1 7.1%	15 14.7%	8 23.5%	4 21.1%
9 to 10	1,272 71.3%	121 76.6%	111 77.1%	52 82.5%	14 66.7%	74 78.7%	28 75.7%	0 ---	117 76.5%	4 80.0%	79 77.5%	29 72.5%	11 78.6%	83 81.4%	21 61.8%	14 73.7%
Significantly different from column:*														O	N	

NA - Not applicable

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Mercy Care

4994010

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	2023	2022	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	628	571	313	192	249	170	292	315	421	181	286	28	237	55	545	338	166	83
Number missing or multiple answer	162	15	12	7	0	6	5	4	7	6	4	4	0	7	2	9	7	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,550	613	559	306	192	243	165	288	308	415	177	282	28	230	53	536	331	163	83
	98.1%	97.6%	97.9%	97.8%	100.0%	97.6%	97.1%	98.6%	97.8%	98.6%	97.8%	98.6%	100.0%	97.0%	96.4%	98.3%	97.9%	98.2%	100.0%
Yes	2,578	210	204	85	66	75	65	103	102	150	54	92	11	84	16	188	118	51	31
	30.2%	34.3%	36.5%	27.8%	34.4%	30.9%	39.4%	35.8%	33.1%	36.1%	30.5%	32.6%	39.3%	36.5%	30.2%	35.1%	35.6%	31.3%	37.3%
No	5,972	403	355	221	126	168	100	185	206	265	123	190	17	146	37	348	213	112	52
	69.8%	65.7%	63.5%	72.2%	65.6%	69.1%	60.6%	64.2%	66.9%	63.9%	69.5%	67.4%	60.7%	63.5%	69.8%	64.9%	64.4%	68.7%	62.7%
Significantly different from column:*		AD																	

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)

4994010

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	2023	2022	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	628	571	313	218	330	67	15	153	5	473	108	33	448	116	46
Number missing or multiple answer	162	15	12	7	4	9	2	0	3	0	6	5	1	8	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,550 98.1%	613 97.6%	559 97.9%	306 97.8%	214 98.2%	321 97.3%	65 97.0%	15 100.0%	150 98.0%	5 100.0%	467 98.7%	103 95.4%	32 97.0%	440 98.2%	114 98.3%	45 97.8%
Yes	2,578 30.2%	210 34.3%	204 36.5%	85 27.8%	54 25.2%	120 37.4%	33 50.8%	6 40.0%	70 46.7%	3 60.0%	158 33.8%	35 34.0%	14 43.8%	154 35.0%	35 30.7%	17 37.8%
No	5,972 69.8%	403 65.7%	355 63.5%	221 72.2%	160 74.8%	201 62.6%	32 49.2%	9 60.0%	80 53.3%	2 40.0%	309 66.2%	68 66.0%	18 56.3%	286 65.0%	79 69.3%	28 62.2%
Significantly different from column:*					FG	EG	EF									

NA - Not applicable

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Mercy Care

4994010

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	2023	2022	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	210	204	85	66	75	65	103	102	150	54	92	11	84	16	188	118	51	31
Number missing or multiple answer	41	1	6	1	1	0	0	0	1	1	0	0	0	1	0	1	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,537 98.4%	209 99.5%	198 97.1%	84 98.8%	65 98.5%	75 100.0%	65 100.0%	103 100.0%	101 99.0%	149 99.3%	54 100.0%	92 100.0%	11 100.0%	83 98.8%	16 100.0%	187 99.5%	118 100.0%	51 100.0%	30 96.8%
Never	72 2.8%	2 1.0%	2 1.0%	2 2.4%	0 0.0%	0 0.0%	2 3.1%	1 1.0%	1 1.0%	0 0.0%	2 3.7%	0 0.0%	0 0.0%	2 2.4%	0 0.0%	2 1.1%	1 0.8%	0 0.0%	1 3.3%
Sometimes	402 15.8%	22 10.5%	35 17.7%	9 10.7%	4 6.2%	7 9.3%	9 13.8%	10 9.7%	10 9.9%	12 8.1%	7 13.0%	11 12.0%	1 9.1%	5 6.0%	2 12.5%	18 9.6%	11 9.3%	5 9.8%	4 13.3%
Usually	653 25.7%	55 26.3%	42 21.2%	20 23.8%	12 18.5%	18 24.0%	24 36.9%	23 22.3%	31 30.7%	41 27.5%	13 24.1%	24 26.1%	3 27.3%	24 28.9%	4 25.0%	50 26.7%	34 28.8%	12 23.5%	7 23.3%
Always	1,410 55.6%	130 62.2%	119 60.1%	53 63.1%	49 75.4%	50 66.7%	30 46.2%	69 67.0%	59 58.4%	96 64.4%	32 59.3%	57 62.0%	7 63.6%	52 62.7%	10 62.5%	117 62.6%	72 61.0%	34 66.7%	18 60.0%
Significantly different from column:*					G	G	EF												
Usually or Always	2,063 81.3%	185 88.5%	161 81.3%	73 86.9%	61 93.8%	68 90.7%	54 83.1%	92 89.3%	90 89.1%	137 91.9%	45 83.3%	81 88.0%	10 90.9%	76 91.6%	14 87.5%	167 89.3%	106 89.8%	46 90.2%	25 83.3%
Significantly different from column:*		AC																	

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)

4994010

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	2023	2022	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	210	204	85	54	120	33	6	70	3	158	35	14	154	35	17
Number missing or multiple answer	41	1	6	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	NA	NA
Usable responses	2,537 98.4%	209 99.5%	198 97.1%	84 98.8%	54 100.0%	119 99.2%	33 100.0%	6 100.0%	70 100.0%	3 100.0%	157 99.4%	35 100.0%	14 100.0%	153 99.4%	35 100.0%	17 100.0%
Never	72 2.8%	2 1.0%	2 1.0%	2 2.4%	2 3.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 1.3%	0 0.0%	0 0.0%	2 1.3%	0 0.0%	0 0.0%
Sometimes	402 15.8%	22 10.5%	35 17.7%	9 10.7%	7 13.0%	10 8.4%	5 15.2%	0 0.0%	7 10.0%	1 33.3%	15 9.6%	3 8.6%	2 14.3%	17 11.1%	2 5.7%	1 5.9%
Usually	653 25.7%	55 26.3%	42 21.2%	20 23.8%	11 20.4%	37 31.1%	7 21.2%	0 0.0%	16 22.9%	0 0.0%	42 26.8%	9 25.7%	4 28.6%	38 24.8%	11 31.4%	6 35.3%
Always	1,410 55.6%	130 62.2%	119 60.1%	53 63.1%	34 63.0%	72 60.5%	21 63.6%	6 100.0%	47 67.1%	2 66.7%	98 62.4%	23 65.7%	8 57.1%	96 62.7%	22 62.9%	10 58.8%
Significantly different from column:*																
Usually or Always	2,063 81.3%	185 88.5%	161 81.3%	73 86.9%	45 83.3%	109 91.6%	28 84.8%	6 100.0%	63 90.0%	2 66.7%	140 89.2%	32 91.4%	12 85.7%	134 87.6%	33 94.3%	16 94.1%
Significantly different from column:*		C														

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)

4994010

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	2023	2022	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	210	204	85	66	75	65	103	102	150	54	92	11	84	16	188	118	51	31
Number missing or multiple answer	45	2	5	3	1	1	0	0	2	1	1	1	0	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	NA	NA
Usable responses	2,533	208	199	82	65	74	65	103	100	149	53	91	11	83	16	186	117	51	30
	98.3%	99.0%	97.5%	96.5%	98.5%	98.7%	100.0%	100.0%	98.0%	99.3%	98.1%	98.9%	100.0%	98.8%	100.0%	98.9%	99.2%	100.0%	96.8%
Never	36	2	5	1	1	0	1	0	2	0	2	1	0	1	0	2	1	0	1
	1.4%	1.0%	2.5%	1.2%	1.5%	0.0%	1.5%	0.0%	2.0%	0.0%	3.8%	1.1%	0.0%	1.2%	0.0%	1.1%	0.9%	0.0%	3.3%
Sometimes	121	6	9	4	0	2	3	3	2	4	1	1	0	3	0	6	4	2	0
	4.8%	2.9%	4.5%	4.9%	0.0%	2.7%	4.6%	2.9%	2.0%	2.7%	1.9%	1.1%	0.0%	3.6%	0.0%	3.2%	3.4%	3.9%	0.0%
Usually	422	38	35	11	8	12	17	20	17	27	9	15	1	17	2	33	24	6	4
	16.7%	18.3%	17.6%	13.4%	12.3%	16.2%	26.2%	19.4%	17.0%	18.1%	17.0%	16.5%	9.1%	20.5%	12.5%	17.7%	20.5%	11.8%	13.3%
Always	1,954	162	150	66	56	60	44	80	79	118	41	74	10	62	14	145	88	43	25
	77.1%	77.9%	75.4%	80.5%	86.2%	81.1%	67.7%	77.7%	79.0%	79.2%	77.4%	81.3%	90.9%	74.7%	87.5%	78.0%	75.2%	84.3%	83.3%
Significantly different from column:*					G	E													
Usually or Always	2,376	200	185	77	64	72	61	100	96	145	50	89	11	79	16	178	112	49	29
	93.8%	96.2%	93.0%	93.9%	98.5%	97.3%	93.8%	97.1%	96.0%	97.3%	94.3%	97.8%	100.0%	95.2%	100.0%	95.7%	95.7%	96.1%	96.7%
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

4994010

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

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	2023	2022	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	210	204	85	54	120	33	6	70	3	158	35	14	154	35	17
Number missing or multiple answer	45	2	5	3	0	2	0	0	0	0	2	0	0	1	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,533 98.3%	208 99.0%	199 97.5%	82 96.5%	54 100.0%	118 98.3%	33 100.0%	6 100.0%	70 100.0%	3 100.0%	156 98.7%	35 100.0%	14 100.0%	153 99.4%	35 100.0%	16 94.1%
Never	36 1.4%	2 1.0%	5 2.5%	1 1.2%	1 1.9%	0 0.0%	1 3.0%	0 0.0%	0 0.0%	0 0.0%	1 0.6%	0 0.0%	1 7.1%	1 0.7%	1 2.9%	0 0.0%
Sometimes	121 4.8%	6 2.9%	9 4.5%	4 4.9%	1 1.9%	5 4.2%	0 0.0%	0 0.0%	3 4.3%	0 0.0%	4 2.6%	1 2.9%	1 7.1%	5 3.3%	0 0.0%	1 6.3%
Usually	422 16.7%	38 18.3%	35 17.6%	11 13.4%	10 18.5%	24 20.3%	3 9.1%	0 0.0%	13 18.6%	0 0.0%	28 17.9%	5 14.3%	4 28.6%	24 15.7%	10 28.6%	3 18.8%
Always	1,954 77.1%	162 77.9%	150 75.4%	66 80.5%	42 77.8%	89 75.4%	29 87.9%	6 100.0%	54 77.1%	3 100.0%	123 78.8%	29 82.9%	8 57.1%	123 80.4%	24 68.6%	12 75.0%
Significantly different from column:*																
Usually or Always	2,376 93.8%	200 96.2%	185 93.0%	77 93.9%	52 96.3%	113 95.8%	32 97.0%	6 100.0%	67 95.7%	3 100.0%	151 96.8%	34 97.1%	12 85.7%	147 96.1%	34 97.1%	15 93.8%
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

4994010

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

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	2023	2022	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	628	571	313	192	249	170	292	315	421	181	286	28	237	55	545	338	166	83
Number missing or multiple answer	258	14	23	12	3	5	2	8	2	7	3	5	0	5	2	8	8	0	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,454	614	548	301	189	244	168	284	313	414	178	281	28	232	53	537	330	166	81
	97.0%	97.8%	96.0%	96.2%	98.4%	98.0%	98.8%	97.3%	99.4%	98.3%	98.3%	98.3%	100.0%	97.9%	96.4%	98.5%	97.6%	100.0%	97.6%
Yes	2,301	182	130	72	65	63	51	91	86	127	48	87	7	66	14	161	105	43	24
	27.2%	29.6%	23.7%	23.9%	34.4%	25.8%	30.4%	32.0%	27.5%	30.7%	27.0%	31.0%	25.0%	28.4%	26.4%	30.0%	31.8%	25.9%	29.6%
No	6,153	432	418	229	124	181	117	193	227	287	130	194	21	166	39	376	225	123	57
	72.8%	70.4%	76.3%	76.1%	65.6%	74.2%	69.6%	68.0%	72.5%	69.3%	73.0%	69.0%	75.0%	71.6%	73.6%	70.0%	68.2%	74.1%	70.4%
Significantly different from column:*		C																	

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)

4994010

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	2023	2022	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	628	571	313	218	330	67	15	153	5	473	108	33	448	116	46
Number missing or multiple answer	258	14	23	12	5	8	1	0	2	0	10	0	0	8	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,454	614	548	301	213	322	66	15	151	5	463	108	33	440	115	45
	97.0%	97.8%	96.0%	96.2%	97.7%	97.6%	98.5%	100.0%	98.7%	100.0%	97.9%	100.0%	100.0%	98.2%	99.1%	97.8%
Yes	2,301	182	130	72	49	109	21	8	59	2	140	26	13	124	33	22
	27.2%	29.6%	23.7%	23.9%	23.0%	33.9%	31.8%	53.3%	39.1%	40.0%	30.2%	24.1%	39.4%	28.2%	28.7%	48.9%
No	6,153	432	418	229	164	213	45	7	92	3	323	82	20	316	82	23
	72.8%	70.4%	76.3%	76.1%	77.0%	66.1%	68.2%	46.7%	60.9%	60.0%	69.8%	75.9%	60.6%	71.8%	71.3%	51.1%
Significantly different from column:*		C			F	E								P	P	NO

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)

4994010

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	2023	2022	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	8,454	614	548	301	189	244	168	284	313	414	178	281	28	232	53	537	330	166	81
Number missing or multiple answer	54	8	4	2	2	3	1	2	4	6	0	3	0	3	0	6	5	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,400 99.4%	606 98.7%	544 99.3%	299 99.3%	187 98.9%	241 98.8%	167 99.4%	282 99.3%	309 98.7%	408 98.6%	178 100.0%	278 98.9%	28 100.0%	229 98.7%	53 100.0%	531 98.9%	325 98.5%	166 100.0%	80 98.8%
Never	85 1.0%	3 0.5%	3 0.6%	1 0.3%	1 0.5%	1 0.4%	1 0.6%	2 0.7%	1 0.3%	2 0.5%	1 0.6%	2 0.7%	0 0.0%	1 0.4%	1 1.9%	2 0.4%	1 0.3%	0 0.0%	2 2.5%
Sometimes	385 4.6%	24 4.0%	16 2.9%	5 1.7%	6 3.2%	7 2.9%	11 6.6%	10 3.5%	13 4.2%	14 3.4%	9 5.1%	14 5.0%	1 3.6%	5 2.2%	3 5.7%	19 3.6%	12 3.7%	7 4.2%	3 3.8%
Usually	618 7.4%	45 7.4%	30 5.5%	17 5.7%	13 7.0%	17 7.1%	15 9.0%	20 7.1%	24 7.8%	29 7.1%	15 8.4%	21 7.6%	1 3.6%	18 7.9%	2 3.8%	42 7.9%	22 6.8%	16 9.6%	4 5.0%
Always	7,312 87.0%	534 88.1%	495 91.0%	276 92.3%	167 89.3%	216 89.6%	140 83.8%	250 88.7%	271 87.7%	363 89.0%	153 86.0%	241 86.7%	26 92.9%	205 89.5%	47 88.7%	468 88.1%	290 89.2%	143 86.1%	71 88.8%
Significantly different from column:*																			
Usually or Always	7,930 94.4%	579 95.5%	525 96.5%	293 98.0%	180 96.3%	233 96.7%	155 92.8%	270 95.7%	295 95.5%	392 96.1%	168 94.4%	262 94.2%	27 96.4%	223 97.4%	49 92.5%	510 96.0%	312 96.0%	159 95.8%	75 93.8%
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.

**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)

4994010

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	2023	2022	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	614	548	301	213	322	66	15	151	5	463	108	33	440	115	45
Number missing or multiple answer	54	8	4	2	1	5	1	0	2	0	5	1	0	4	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,400 99.4%	606 98.7%	544 99.3%	299 99.3%	212 99.5%	317 98.4%	65 98.5%	15 100.0%	149 98.7%	5 100.0%	458 98.9%	107 99.1%	33 100.0%	436 99.1%	113 98.3%	45 100.0%
Never	85 1.0%	3 0.5%	3 0.6%	1 0.3%	2 0.9%	1 0.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 0.4%	1 0.9%	0 0.0%	2 0.5%	1 0.9%	0 0.0%
Sometimes	385 4.6%	24 4.0%	16 2.9%	5 1.7%	7 3.3%	14 4.4%	3 4.6%	1 6.7%	6 4.0%	1 20.0%	18 3.9%	3 2.8%	3 9.1%	16 3.7%	4 3.5%	4 8.9%
Usually	618 7.4%	45 7.4%	30 5.5%	17 5.7%	9 4.2%	31 9.8%	4 6.2%	2 13.3%	17 11.4%	0 0.0%	32 7.0%	7 6.5%	6 18.2%	21 4.8%	13 11.5%	11 24.4%
Always	7,312 87.0%	534 88.1%	495 91.0%	276 92.3%	194 91.5%	271 85.5%	58 89.2%	12 80.0%	126 84.6%	4 80.0%	406 88.6%	96 89.7%	24 72.7%	397 91.1%	95 84.1%	30 66.7%
Significantly different from column:*					F	E								OP	NP	NO
Usually or Always	7,930 94.4%	579 95.5%	525 96.5%	293 98.0%	203 95.8%	302 95.3%	62 95.4%	14 93.3%	143 96.0%	4 80.0%	438 95.6%	103 96.3%	30 90.9%	418 95.9%	108 95.6%	41 91.1%
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

4994010

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	2023	2022	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	628	571	313	192	249	170	292	315	421	181	286	28	237	55	545	338	166	83
Number missing or multiple answer	238	10	15	15	0	0	2	0	2	1	1	0	0	1	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	NA	NA
Usable responses	8,474	618	556	298	192	249	168	292	313	420	180	286	28	236	55	543	336	166	83
	97.3%	98.4%	97.4%	95.2%	100.0%	100.0%	98.8%	100.0%	99.4%	99.8%	99.4%	100.0%	100.0%	99.6%	100.0%	99.6%	99.4%	100.0%	100.0%
0 Worst health plan possible	40	1	1	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	0
	0.5%	0.2%	0.2%	0.0%	0.0%	0.4%	0.0%	0.3%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	21	1	0	0	1	0	0	1	0	1	0	0	0	0	0	1	0	1	0
	0.2%	0.2%	0.0%	0.0%	0.5%	0.0%	0.0%	0.3%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.6%	0.0%
2	21	1	1	1	0	0	1	1	0	0	1	0	0	1	1	0	0	1	0
	0.2%	0.2%	0.2%	0.3%	0.0%	0.0%	0.6%	0.3%	0.0%	0.0%	0.6%	0.0%	0.0%	0.4%	1.8%	0.0%	0.0%	0.6%	0.0%
3	37	1	4	0	1	0	0	1	0	1	0	1	0	0	0	1	1	0	0
	0.4%	0.2%	0.7%	0.0%	0.5%	0.0%	0.0%	0.3%	0.0%	0.2%	0.0%	0.3%	0.0%	0.0%	0.0%	0.2%	0.3%	0.0%	0.0%
4	41	2	1	1	0	1	1	1	1	0	2	2	0	0	0	2	1	1	0
	0.5%	0.3%	0.2%	0.3%	0.0%	0.4%	0.6%	0.3%	0.3%	0.0%	1.1%	0.7%	0.0%	0.0%	0.0%	0.4%	0.3%	0.6%	0.0%
5	244	11	9	8	5	4	2	5	6	4	7	4	1	2	1	7	4	2	3
	2.9%	1.8%	1.6%	2.7%	2.6%	1.6%	1.2%	1.7%	1.9%	1.0%	3.9%	1.4%	3.6%	0.8%	1.8%	1.3%	1.2%	1.2%	3.6%
6	235	10	10	4	4	3	3	5	5	7	2	3	1	5	0	9	4	3	1
	2.8%	1.6%	1.8%	1.3%	2.1%	1.2%	1.8%	1.7%	1.6%	1.7%	1.1%	1.0%	3.6%	2.1%	0.0%	1.7%	1.2%	1.8%	1.2%
7	530	21	19	17	8	8	5	9	12	12	9	13	0	8	4	17	8	9	4
	6.3%	3.4%	3.4%	5.7%	4.2%	3.2%	3.0%	3.1%	3.8%	2.9%	5.0%	4.5%	0.0%	3.4%	7.3%	3.1%	2.4%	5.4%	4.8%
8	1,329	80	59	25	20	31	28	33	46	41	37	41	8	24	8	71	36	29	11
	15.7%	12.9%	10.6%	8.4%	10.4%	12.4%	16.7%	11.3%	14.7%	9.8%	20.6%	14.3%	28.6%	10.2%	14.5%	13.1%	10.7%	17.5%	13.3%
9	1,376	90	79	34	20	41	27	43	45	61	26	36	4	37	6	80	49	20	13
	16.2%	14.6%	14.2%	11.4%	10.4%	16.5%	16.1%	14.7%	14.4%	14.5%	14.4%	12.6%	14.3%	15.7%	10.9%	14.7%	14.6%	12.0%	15.7%
10 Best health plan possible	4,600	400	373	208	133	160	101	192	198	292	96	186	14	159	35	355	233	100	51
	54.3%	64.7%	67.1%	69.8%	69.3%	64.3%	60.1%	65.8%	63.3%	69.5%	53.3%	65.0%	50.0%	67.4%	63.6%	65.4%	69.3%	60.2%	61.4%

NA - Not applicable

Mercy Care

4994010

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	2023	2022	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	628	571	313	218	330	67	15	153	5	473	108	33	448	116	46
Number missing or multiple answer	238	10	15	15	5	4	0	1	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	NA	NA
Usable responses	8,474 97.3%	618 98.4%	556 97.4%	298 95.2%	213 97.7%	326 98.8%	67 100.0%	14 93.3%	152 99.3%	5 100.0%	471 99.6%	108 100.0%	33 100.0%	447 99.8%	115 99.1%	46 100.0%
0 Worst health plan possible	40 0.5%	1 0.2%	1 0.2%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.2%	0 0.0%	0 0.0%	1 0.2%	0 0.0%	0 0.0%
1	21 0.2%	1 0.2%	0 0.0%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.2%	0 0.0%	0 0.0%	1 0.2%	0 0.0%	0 0.0%
2	21 0.2%	1 0.2%	1 0.2%	1 0.3%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.2%	0 0.0%	0 0.0%	1 0.2%	0 0.0%	0 0.0%
3	37 0.4%	1 0.2%	4 0.7%	0 0.0%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 0.2%	0 0.0%	0 0.0%	1 0.2%	0 0.0%	0 0.0%
4	41 0.5%	2 0.3%	1 0.2%	1 0.3%	1 0.5%	1 0.3%	0 0.0%	0 0.0%	1 0.7%	0 0.0%	2 0.4%	0 0.0%	0 0.0%	1 0.2%	1 0.9%	0 0.0%
5	244 2.9%	11 1.8%	9 1.6%	8 2.7%	4 1.9%	5 1.5%	2 3.0%	0 0.0%	2 1.3%	0 0.0%	7 1.5%	3 2.8%	1 3.0%	7 1.6%	3 2.6%	1 2.2%
6	235 2.8%	10 1.6%	10 1.8%	4 1.3%	3 1.4%	6 1.8%	1 1.5%	0 0.0%	3 2.0%	1 20.0%	4 0.8%	4 3.7%	2 6.1%	5 1.1%	2 1.7%	3 6.5%
7	530 6.3%	21 3.4%	19 3.4%	17 5.7%	6 2.8%	10 3.1%	5 7.5%	0 0.0%	9 5.9%	0 0.0%	15 3.2%	4 3.7%	2 6.1%	10 2.2%	8 7.0%	3 6.5%
8	1,329 15.7%	80 12.9%	59 10.6%	25 8.4%	23 10.8%	49 15.0%	7 10.4%	3 21.4%	18 11.8%	1 20.0%	61 13.0%	13 12.0%	5 15.2%	56 12.5%	19 16.5%	3 6.5%
9	1,376 16.2%	90 14.6%	79 14.2%	34 11.4%	26 12.2%	52 16.0%	11 16.4%	2 14.3%	20 13.2%	1 20.0%	57 12.1%	26 24.1%	5 15.2%	49 11.0%	30 26.1%	9 19.6%
10 Best health plan possible	4,600 54.3%	400 64.7%	373 67.1%	208 69.8%	146 68.5%	203 62.3%	41 61.2%	9 64.3%	99 65.1%	2 40.0%	321 68.2%	58 53.7%	18 54.5%	315 70.5%	52 45.2%	27 58.7%

NA - Not applicable

Mercy Care

4994010

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	2023	2022	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	628	571	313	192	249	170	292	315	421	181	286	28	237	55	545	338	166	83
Number missing or multiple answer	238	10	15	15	0	0	2	0	2	1	1	0	0	1	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	NA	NA
Usable responses	8,474 97.3%	618 98.4%	556 97.4%	298 95.2%	192 100.0%	249 100.0%	168 98.8%	292 100.0%	313 99.4%	420 99.8%	180 99.4%	286 100.0%	28 100.0%	236 99.6%	55 100.0%	543 99.6%	336 99.4%	166 100.0%	83 100.0%
0 to 4	160 1.9%	6 1.0%	7 1.3%	2 0.7%	2 1.0%	2 0.8%	2 1.2%	5 1.7%	1 0.3%	3 0.7%	3 1.7%	3 1.0%	0 0.0%	1 0.4%	1 1.8%	4 0.7%	2 0.6%	3 1.8%	0 0.0%
5	244 2.9%	11 1.8%	9 1.6%	8 2.7%	5 2.6%	4 1.6%	2 1.2%	5 1.7%	6 1.9%	4 1.0%	7 3.9%	4 1.4%	1 3.6%	2 0.8%	1 1.8%	7 1.3%	4 1.2%	2 1.2%	3 3.6%
6 to 7	765 9.0%	31 5.0%	29 5.2%	21 7.0%	12 6.3%	11 4.4%	8 4.8%	14 4.8%	17 5.4%	19 4.5%	11 6.1%	16 5.6%	1 3.6%	13 5.5%	4 7.3%	26 4.8%	12 3.6%	12 7.2%	5 6.0%
8 to 10	7,305 86.2%	570 92.2%	511 91.9%	267 89.6%	173 90.1%	232 93.2%	156 92.9%	268 91.8%	289 92.3%	394 93.8%	159 88.3%	263 92.0%	26 92.9%	220 93.2%	49 89.1%	506 93.2%	318 94.6%	149 89.8%	75 90.4%
Significantly different from column:*		A								K	J						R	Q	
0 to 6	639 7.5%	27 4.4%	26 4.7%	14 4.7%	11 5.7%	9 3.6%	7 4.2%	15 5.1%	12 3.8%	14 3.3%	12 6.7%	10 3.5%	2 7.1%	8 3.4%	2 3.6%	20 3.7%	10 3.0%	8 4.8%	4 4.8%
7 to 8	1,859 21.9%	101 16.3%	78 14.0%	42 14.1%	28 14.6%	39 15.7%	33 19.6%	42 14.4%	58 18.5%	53 12.6%	46 25.6%	54 18.9%	8 28.6%	32 13.6%	12 21.8%	88 16.2%	44 13.1%	38 22.9%	15 18.1%
9 to 10	5,976 70.5%	490 79.3%	452 81.3%	242 81.2%	153 79.7%	201 80.7%	128 76.2%	235 80.5%	243 77.6%	353 84.0%	122 67.8%	222 77.6%	18 64.3%	196 83.1%	41 74.5%	435 80.1%	282 83.9%	120 72.3%	64 77.1%
Significantly different from column:*		A								K	J		N	M			R	Q	

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

4994010

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	2023	2022	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	628	571	313	218	330	67	15	153	5	473	108	33	448	116	46
Number missing or multiple answer	238	10	15	15	5	4	0	1	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	NA	NA
Usable responses	8,474 97.3%	618 98.4%	556 97.4%	298 95.2%	213 97.7%	326 98.8%	67 100.0%	14 93.3%	152 99.3%	5 100.0%	471 99.6%	108 100.0%	33 100.0%	447 99.8%	115 99.1%	46 100.0%
0 to 4	160 1.9%	6 1.0%	7 1.3%	2 0.7%	5 2.3%	1 0.3%	0 0.0%	0 0.0%	1 0.7%	0 0.0%	6 1.3%	0 0.0%	0 0.0%	5 1.1%	1 0.9%	0 0.0%
5	244 2.9%	11 1.8%	9 1.6%	8 2.7%	4 1.9%	5 1.5%	2 3.0%	0 0.0%	2 1.3%	0 0.0%	7 1.5%	3 2.8%	1 3.0%	7 1.6%	3 2.6%	1 2.2%
6 to 7	765 9.0%	31 5.0%	29 5.2%	21 7.0%	9 4.2%	16 4.9%	6 9.0%	0 0.0%	12 7.9%	1 20.0%	19 4.0%	8 7.4%	4 12.1%	15 3.4%	10 8.7%	6 13.0%
8 to 10	7,305 86.2%	570 92.2%	511 91.9%	267 89.6%	195 91.5%	304 93.3%	59 88.1%	14 100.0%	137 90.1%	4 80.0%	439 93.2%	97 89.8%	28 84.8%	420 94.0%	101 87.8%	39 84.8%
Significantly different from column:*														O	N	
0 to 6	639 7.5%	27 4.4%	26 4.7%	14 4.7%	12 5.6%	12 3.7%	3 4.5%	0 0.0%	6 3.9%	1 20.0%	17 3.6%	7 6.5%	3 9.1%	17 3.8%	6 5.2%	4 8.7%
7 to 8	1,859 21.9%	101 16.3%	78 14.0%	42 14.1%	29 13.6%	59 18.1%	12 17.9%	3 21.4%	27 17.8%	1 20.0%	76 16.1%	17 15.7%	7 21.2%	66 14.8%	27 23.5%	6 13.0%
9 to 10	5,976 70.5%	490 79.3%	452 81.3%	242 81.2%	172 80.8%	255 78.2%	52 77.6%	11 78.6%	119 78.3%	3 60.0%	378 80.3%	84 77.8%	23 69.7%	364 81.4%	82 71.3%	36 78.3%
Significantly different from column:*														O	N	

NA - Not applicable

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

Mercy Care

4994010

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	2023	2022	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	628	571	313	192	249	170	292	315	421	181	286	28	237	55	545	338	166	83
Number missing or multiple answer	193	14	12	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,519	614	559	301	192	249	170	292	315	421	181	286	28	237	55	545	338	166	83
	97.8%	97.8%	97.9%	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Poor	33	2	0	1	0	0	2	0	2	1	1	1	1	0	1	1	1	0	1
	0.4%	0.3%	0.0%	0.3%	0.0%	0.0%	1.2%	0.0%	0.6%	0.2%	0.6%	0.3%	3.6%	0.0%	1.8%	0.2%	0.3%	0.0%	1.2%
Fair	418	31	29	13	3	10	17	10	19	21	8	11	1	12	1	30	19	5	5
	4.9%	5.0%	5.2%	4.3%	1.6%	4.0%	10.0%	3.4%	6.0%	5.0%	4.4%	3.8%	3.6%	5.1%	1.8%	5.5%	5.6%	3.0%	6.0%
Good	1,647	108	124	72	26	45	36	55	52	81	25	43	5	48	6	98	68	23	12
	19.3%	17.6%	22.2%	23.9%	13.5%	18.1%	21.2%	18.8%	16.5%	19.2%	13.8%	15.0%	17.9%	20.3%	10.9%	18.0%	20.1%	13.9%	14.5%
Very good	2,789	212	187	90	63	95	54	93	119	136	73	103	11	82	15	194	107	72	26
	32.7%	34.5%	33.5%	29.9%	32.8%	38.2%	31.8%	31.8%	37.8%	32.3%	40.3%	36.0%	39.3%	34.6%	27.3%	35.6%	31.7%	43.4%	31.3%
Excellent	3,632	261	219	125	100	99	61	134	123	182	74	128	10	95	32	222	143	66	39
	42.6%	42.5%	39.2%	41.5%	52.1%	39.8%	35.9%	45.9%	39.0%	43.2%	40.9%	44.8%	35.7%	40.1%	58.2%	40.7%	42.3%	39.8%	47.0%
Significantly different from column:*					FG	E	E								P	O			
Excellent or Very good	6,421	473	406	215	163	194	115	227	242	318	147	231	21	177	47	416	250	138	65
	75.4%	77.0%	72.6%	71.4%	84.9%	77.9%	67.6%	77.7%	76.8%	75.5%	81.2%	80.8%	75.0%	74.7%	85.5%	76.3%	74.0%	83.1%	78.3%
Significantly different from column:*					G	G	EF										R	Q	

NA - Not applicable

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Mercy Care

4994010

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	2023	2022	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	628	571	313	218	330	67	15	153	5	473	108	33	448	116	46
Number missing or multiple answer	193	14	12	12	6	6	1	2	2	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
Usable responses	8,519	614	559	301	212	324	66	13	151	5	473	108	33	448	116	46
	97.8%	97.8%	97.9%	96.2%	97.2%	98.2%	98.5%	86.7%	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Poor	33	2	0	1	0	1	1	0	1	0	0	0	2	0	0	2
	0.4%	0.3%	0.0%	0.3%	0.0%	0.3%	1.5%	0.0%	0.7%	0.0%	0.0%	0.0%	6.1%	0.0%	0.0%	4.3%
Fair	418	31	29	13	9	14	8	1	10	3	0	0	31	10	6	15
	4.9%	5.0%	5.2%	4.3%	4.2%	4.3%	12.1%	7.7%	6.6%	60.0%	0.0%	0.0%	93.9%	2.2%	5.2%	32.6%
Good	1,647	108	124	72	27	64	16	2	39	1	0	108	0	45	47	15
	19.3%	17.6%	22.2%	23.9%	12.7%	19.8%	24.2%	15.4%	25.8%	20.0%	0.0%	100.0%	0.0%	10.0%	40.5%	32.6%
Very good	2,789	212	187	90	70	114	22	6	55	1	212	0	0	161	42	9
	32.7%	34.5%	33.5%	29.9%	33.0%	35.2%	33.3%	46.2%	36.4%	20.0%	44.8%	0.0%	0.0%	35.9%	36.2%	19.6%
Excellent	3,632	261	219	125	106	131	19	4	46	0	261	0	0	232	21	5
	42.6%	42.5%	39.2%	41.5%	50.0%	40.4%	28.8%	30.8%	30.5%	0.0%	55.2%	0.0%	0.0%	51.8%	18.1%	10.9%
Significantly different from column:*					FG	E	E				LM	K	K	OP	N	N
Excellent or Very good	6,421	473	406	215	176	245	41	10	101	1	473	0	0	393	63	14
	75.4%	77.0%	72.6%	71.4%	83.0%	75.6%	62.1%	76.9%	66.9%	20.0%	100.0%	0.0%	0.0%	87.7%	54.3%	30.4%
Significantly different from column:*					FG	EG	EF				L	K		OP	NP	NO

NA - Not applicable

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Mercy Care

4994010

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	2023	2022	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	628	571	313	192	249	170	292	315	421	181	286	28	237	55	545	338	166	83
Number missing or multiple answer	203	18	13	12	2	1	0	1	2	3	0	1	0	1	0	3	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,509	610	558	301	190	248	170	291	313	418	181	285	28	236	55	542	337	165	83
	97.7%	97.1%	97.7%	96.2%	99.0%	99.6%	100.0%	99.7%	99.4%	99.3%	100.0%	99.7%	100.0%	99.6%	100.0%	99.4%	99.7%	99.4%	100.0%
Poor	125	4	7	2	1	2	1	2	2	2	2	3	0	1	0	4	3	1	0
	1.5%	0.7%	1.3%	0.7%	0.5%	0.8%	0.6%	0.7%	0.6%	0.5%	1.1%	1.1%	0.0%	0.4%	0.0%	0.7%	0.9%	0.6%	0.0%
Fair	649	42	42	17	5	15	21	18	22	24	17	19	4	15	3	39	21	7	10
	7.6%	6.9%	7.5%	5.6%	2.6%	6.0%	12.4%	6.2%	7.0%	5.7%	9.4%	6.7%	14.3%	6.4%	5.5%	7.2%	6.2%	4.2%	12.0%
Good	1,656	116	122	73	24	51	41	56	60	77	39	55	4	42	5	108	55	39	16
	19.5%	19.0%	21.9%	24.3%	12.6%	20.6%	24.1%	19.2%	19.2%	18.4%	21.5%	19.3%	14.3%	17.8%	9.1%	19.9%	16.3%	23.6%	19.3%
Very good	2,290	150	154	74	44	65	41	73	77	104	44	68	10	61	12	136	86	40	18
	26.9%	24.6%	27.6%	24.6%	23.2%	26.2%	24.1%	25.1%	24.6%	24.9%	24.3%	23.9%	35.7%	25.8%	21.8%	25.1%	25.5%	24.2%	21.7%
Excellent	3,789	298	233	135	116	115	66	142	152	211	79	140	10	117	35	255	172	78	39
	44.5%	48.9%	41.8%	44.9%	61.1%	46.4%	38.8%	48.8%	48.6%	50.5%	43.6%	49.1%	35.7%	49.6%	63.6%	47.0%	51.0%	47.3%	47.0%
Significantly different from column:*		AC			FG	E	E								P	O			
Excellent or Very good	6,079	448	387	209	160	180	107	215	229	315	123	208	20	178	47	391	258	118	57
	71.4%	73.4%	69.4%	69.4%	84.2%	72.6%	62.9%	73.9%	73.2%	75.4%	68.0%	73.0%	71.4%	75.4%	85.5%	72.1%	76.6%	71.5%	68.7%
Significantly different from column:*					FG	EG	EF								P	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

4994010

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	2023	2022	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	628	571	313	218	330	67	15	153	5	473	108	33	448	116	46
Number missing or multiple answer	203	18	13	12	8	8	1	2	3	0	3	1	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,509 97.7%	610 97.1%	558 97.7%	301 96.2%	210 96.3%	322 97.6%	66 98.5%	13 86.7%	150 98.0%	5 100.0%	470 99.4%	107 99.1%	33 100.0%	448 100.0%	116 100.0%	46 100.0%
Poor	125 1.5%	4 0.7%	7 1.3%	2 0.7%	0 0.0%	3 0.9%	1 1.5%	0 0.0%	1 0.7%	0 0.0%	1 0.2%	1 0.9%	2 6.1%	0 0.0%	0 0.0%	4 8.7%
Fair	649 7.6%	42 6.9%	42 7.5%	17 5.6%	9 4.3%	25 7.8%	8 12.1%	0 0.0%	16 10.7%	2 40.0%	13 2.8%	14 13.1%	15 45.5%	0 0.0%	0 0.0%	42 91.3%
Good	1,656 19.5%	116 19.0%	122 21.9%	73 24.3%	41 19.5%	56 17.4%	16 24.2%	5 38.5%	33 22.0%	1 20.0%	63 13.4%	47 43.9%	6 18.2%	0 0.0%	116 100.0%	0 0.0%
Very good	2,290 26.9%	150 24.6%	154 27.6%	74 24.6%	53 25.2%	81 25.2%	11 16.7%	2 15.4%	31 20.7%	2 40.0%	122 26.0%	24 22.4%	4 12.1%	150 33.5%	0 0.0%	0 0.0%
Excellent	3,789 44.5%	298 48.9%	233 41.8%	135 44.9%	107 51.0%	157 48.8%	30 45.5%	6 46.2%	69 46.0%	0 0.0%	271 57.7%	21 19.6%	6 18.2%	298 66.5%	0 0.0%	0 0.0%
Significantly different from column:*		C									LM	K	K	OP	N	N
Excellent or Very good	6,079 71.4%	448 73.4%	387 69.4%	209 69.4%	160 76.2%	238 73.9%	41 62.1%	8 61.5%	100 66.7%	2 40.0%	393 83.6%	45 42.1%	10 30.3%	448 100.0%	0 0.0%	0 0.0%
Significantly different from column:*					G		E				LM	K	K	O	N	

NA - Not applicable

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

Mercy Care

4994010

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

Question 34

What is your child's age?

Base: All respondents

	2024 CSS Average	2024	2023	2022	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	628	571	313	192	249	170	292	315	421	181	286	28	237	55	545	338	166	83
Number missing or multiple answer	322	17	17	18	0	0	0	0	0	1	0	0	0	1	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	NA	NA
Usable responses	8,390	611	554	295	192	249	170	292	315	420	181	286	28	236	55	543	336	166	83
	96.3%	97.3%	97.0%	94.2%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%	100.0%	100.0%	100.0%	99.6%	100.0%	99.6%	99.4%	100.0%	100.0%
Less than 1 year old	259	15	15	9	15	0	0	5	10	9	6	10	1	3	3	12	10	3	2
	3.1%	2.5%	2.7%	3.1%	7.8%	0.0%	0.0%	1.7%	3.2%	2.1%	3.3%	3.5%	3.6%	1.3%	5.5%	2.2%	3.0%	1.8%	2.4%
1 year old	542	50	24	12	50	0	0	23	27	36	14	19	3	23	6	44	29	15	6
	6.5%	8.2%	4.3%	4.1%	26.0%	0.0%	0.0%	7.9%	8.6%	8.6%	7.7%	6.6%	10.7%	9.7%	10.9%	8.1%	8.6%	9.0%	7.2%
2 years old	557	27	29	15	27	0	0	15	12	23	4	8	1	13	1	24	19	4	1
	6.6%	4.4%	5.2%	5.1%	14.1%	0.0%	0.0%	5.1%	3.8%	5.5%	2.2%	2.8%	3.6%	5.5%	1.8%	4.4%	5.7%	2.4%	1.2%
3 years old	507	32	27	17	32	0	0	16	16	25	6	14	0	15	1	30	16	10	5
	6.0%	5.2%	4.9%	5.8%	16.7%	0.0%	0.0%	5.5%	5.1%	6.0%	3.3%	4.9%	0.0%	6.4%	1.8%	5.5%	4.8%	6.0%	6.0%
4 to 6 years old	1,362	98	89	46	68	30	0	48	50	71	26	55	4	30	5	90	41	35	16
	16.2%	16.0%	16.1%	15.6%	35.4%	12.0%	0.0%	16.4%	15.9%	16.9%	14.4%	19.2%	14.3%	12.7%	9.1%	16.6%	12.2%	21.1%	19.3%
7 to 9 years old	1,286	90	84	41	0	90	0	45	44	66	22	40	6	38	7	80	47	24	14
	15.3%	14.7%	15.2%	13.9%	0.0%	36.1%	0.0%	15.4%	14.0%	15.7%	12.2%	14.0%	21.4%	16.1%	12.7%	14.7%	14.0%	14.5%	16.9%
10 to 13 years old	1,696	129	118	68	0	129	0	63	64	76	50	64	7	46	11	115	66	37	22
	20.2%	21.1%	21.3%	23.1%	0.0%	51.8%	0.0%	21.6%	20.3%	18.1%	27.6%	22.4%	25.0%	19.5%	20.0%	21.2%	19.6%	22.3%	26.5%
14 to 18 years old	2,181	170	168	87	0	0	170	77	92	114	53	76	6	68	21	148	108	38	17
	26.0%	27.8%	30.3%	29.5%	0.0%	0.0%	100.0%	26.4%	29.2%	27.1%	29.3%	26.6%	21.4%	28.8%	38.2%	27.3%	32.1%	22.9%	20.5%
3 years old or younger	1,865	124	95	53	124	0	0	59	65	93	30	51	5	54	11	110	74	32	14
	22.2%	20.3%	17.1%	18.0%	64.6%	0.0%	0.0%	20.2%	20.6%	22.1%	16.6%	17.8%	17.9%	22.9%	20.0%	20.3%	22.0%	19.3%	16.9%
Significantly different from column:*					FG	E	E												

NA - Not applicable

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Mercy Care

4994010

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

Question 34

What is your child's age?

Base: All respondents

	2024 CSS Average	2024	2023	2022	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	628	571	313	218	330	67	15	153	5	473	108	33	448	116	46
Number missing or multiple answer	322	17	17	18	7	8	1	2	3	0	1	1	1	1	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,390 96.3%	611 97.3%	554 97.0%	295 94.2%	211 96.8%	322 97.6%	66 98.5%	13 86.7%	150 98.0%	5 100.0%	472 99.8%	107 99.1%	32 97.0%	447 99.8%	116 100.0%	45 97.8%
Less than 1 year old	259 3.1%	15 2.5%	15 2.7%	9 3.1%	5 2.4%	5 1.6%	5 7.6%	0 0.0%	5 3.3%	0 0.0%	15 3.2%	0 0.0%	0 0.0%	15 3.4%	0 0.0%	0 0.0%
1 year old	542 6.5%	50 8.2%	24 4.3%	12 4.1%	11 5.2%	31 9.6%	6 9.1%	2 15.4%	7 4.7%	0 0.0%	47 10.0%	3 2.8%	0 0.0%	46 10.3%	3 2.6%	0 0.0%
2 years old	557 6.6%	27 4.4%	29 5.2%	15 5.1%	9 4.3%	15 4.7%	2 3.0%	0 0.0%	4 2.7%	1 20.0%	21 4.4%	6 5.6%	0 0.0%	22 4.9%	4 3.4%	0 0.0%
3 years old	507 6.0%	32 5.2%	27 4.9%	17 5.8%	7 3.3%	21 6.5%	4 6.1%	1 7.7%	10 6.7%	0 0.0%	26 5.5%	5 4.7%	1 3.1%	21 4.7%	9 7.8%	2 4.4%
4 to 6 years old	1,362 16.2%	98 16.0%	89 16.1%	46 15.6%	22 10.4%	64 19.9%	9 13.6%	2 15.4%	29 19.3%	1 20.0%	76 16.1%	19 17.8%	3 9.4%	81 18.1%	11 9.5%	6 13.3%
7 to 9 years old	1,286 15.3%	90 14.7%	84 15.2%	41 13.9%	35 16.6%	43 13.4%	10 15.2%	2 15.4%	15 10.0%	0 0.0%	72 15.3%	13 12.1%	5 15.6%	70 15.7%	15 12.9%	4 8.9%
10 to 13 years old	1,696 20.2%	129 21.1%	118 21.3%	68 23.1%	49 23.2%	68 21.1%	9 13.6%	3 23.1%	32 21.3%	0 0.0%	100 21.2%	25 23.4%	4 12.5%	85 19.0%	33 28.4%	11 24.4%
14 to 18 years old	2,181 26.0%	170 27.8%	168 30.3%	87 29.5%	73 34.6%	75 23.3%	21 31.8%	3 23.1%	48 32.0%	3 60.0%	115 24.4%	36 33.6%	19 59.4%	107 23.9%	41 35.3%	22 48.9%
3 years old or younger	1,865 22.2%	124 20.3%	95 17.1%	53 18.0%	32 15.2%	72 22.4%	17 25.8%	3 23.1%	26 17.3%	1 20.0%	109 23.1%	14 13.1%	1 3.1%	104 23.3%	16 13.8%	2 4.4%
Significantly different from column:*					FG	E	E				LM	K	K	OP	N	N

NA - Not applicable

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Mercy Care

4994010

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	2023	2022	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	628	571	313	192	249	170	292	315	421	181	286	28	237	55	545	338	166	83
Number missing or multiple answer	321	21	13	16	0	3	1	0	0	2	0	0	0	2	1	3	3	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,391	607	558	297	192	246	169	292	315	419	181	286	28	235	54	542	335	166	83
	96.3%	96.7%	97.7%	94.9%	100.0%	98.8%	99.4%	100.0%	100.0%	99.5%	100.0%	100.0%	100.0%	99.2%	98.2%	99.4%	99.1%	100.0%	100.0%
Male	4,299	292	275	165	97	118	77	292	0	207	85	129	11	118	31	256	172	71	40
	51.2%	48.1%	49.3%	55.6%	50.5%	48.0%	45.6%	100.0%	0.0%	49.4%	47.0%	45.1%	39.3%	50.2%	57.4%	47.2%	51.3%	42.8%	48.2%
Female	4,092	315	283	132	95	128	92	0	315	212	96	157	17	117	23	286	163	95	43
	48.8%	51.9%	50.7%	44.4%	49.5%	52.0%	54.4%	0.0%	100.0%	50.6%	53.0%	54.9%	60.7%	49.8%	42.6%	52.8%	48.7%	57.2%	51.8%
Significantly different from column:*		D						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)

4994010

Question 35

Is your child male or female?

Base: All respondents

	2024 CSS Average	2024	2023	2022	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	628	571	313	218	330	67	15	153	5	473	108	33	448	116	46
Number missing or multiple answer	321	21	13	16	9	10	1	2	4	0	4	1	2	4	0	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,391 96.3%	607 96.7%	558 97.7%	297 94.9%	209 95.9%	320 97.0%	66 98.5%	13 86.7%	149 97.4%	5 100.0%	469 99.2%	107 99.1%	31 93.9%	444 99.1%	116 100.0%	44 95.7%
Male	4,299 51.2%	292 48.1%	275 49.3%	165 55.6%	104 49.8%	151 47.2%	31 47.0%	6 46.2%	68 45.6%	3 60.0%	227 48.4%	55 51.4%	10 32.3%	215 48.4%	56 48.3%	20 45.5%
Female	4,092 48.8%	315 51.9%	283 50.7%	132 44.4%	105 50.2%	169 52.8%	35 53.0%	7 53.8%	81 54.4%	2 40.0%	242 51.6%	52 48.6%	21 67.7%	229 51.6%	60 51.7%	24 54.5%
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

4994010

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	2023	2022	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	628	571	313	192	249	170	292	315	421	181	286	28	237	55	545	338	166	83
Number missing or multiple answer	425	26	22	18	1	6	3	0	7	0	0	1	0	3	2	7	5	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,287	602	549	295	191	243	167	292	308	421	181	285	28	234	53	538	333	165	82
	95.1%	95.9%	96.1%	94.2%	99.5%	97.6%	98.2%	100.0%	97.8%	100.0%	100.0%	99.7%	100.0%	98.7%	96.4%	98.7%	98.5%	99.4%	98.8%
Yes, Hispanic or Latino	3,559	421	368	200	140	166	114	207	212	421	0	184	6	179	22	390	277	87	39
	42.9%	69.9%	67.0%	67.8%	73.3%	68.3%	68.3%	70.9%	68.8%	100.0%	0.0%	64.6%	21.4%	76.5%	41.5%	72.5%	83.2%	52.7%	47.6%
No, not Hispanic or Latino	4,728	181	181	95	51	77	53	85	96	0	181	101	22	55	31	148	56	78	43
	57.1%	30.1%	33.0%	32.2%	26.7%	31.7%	31.7%	29.1%	31.2%	0.0%	100.0%	35.4%	78.6%	23.5%	58.5%	27.5%	16.8%	47.3%	52.4%
Significantly different from column:*		A								K	J	MN	LN	LM	P	O	RS	Q	Q

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)

4994010

Question 36

Is your child of Hispanic or Latino origin or descent?

Base: All respondents

	2024 CSS Average	2024	2023	2022	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	628	571	313	218	330	67	15	153	5	473	108	33	448	116	46
Number missing or multiple answer	425	26	22	18	10	14	1	2	5	0	8	2	2	10	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,287	602	549	295	208	316	66	13	148	5	465	106	31	438	116	45
	95.1%	95.9%	96.1%	94.2%	95.4%	95.8%	98.5%	86.7%	96.7%	100.0%	98.3%	98.1%	93.9%	97.8%	100.0%	97.8%
Yes, Hispanic or Latino	3,559	421	368	200	151	212	48	10	95	3	318	81	22	315	77	26
	42.9%	69.9%	67.0%	67.8%	72.6%	67.1%	72.7%	76.9%	64.2%	60.0%	68.4%	76.4%	71.0%	71.9%	66.4%	57.8%
No, not Hispanic or Latino	4,728	181	181	95	57	104	18	3	53	2	147	25	9	123	39	19
	57.1%	30.1%	33.0%	32.2%	27.4%	32.9%	27.3%	23.1%	35.8%	40.0%	31.6%	23.6%	29.0%	28.1%	33.6%	42.2%
Significantly different from column:*														P		N

NA - Not applicable

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

Mercy Care

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

4994010

Question 37

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

Base: All respondents

	2024 CSS Average	2024	2023	2022	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	628	571	313	192	249	170	292	315	421	181	286	28	237	55	545	338	166	83
Number missing or multiple answer	784	77	67	57	21	20	20	34	24	52	3	0	0	4	46	37	6	7	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	7,928	551	504	256	171	229	150	258	291	369	178	286	28	237	51	499	301	160	76
	91.0%	87.7%	88.3%	81.8%	89.1%	92.0%	88.2%	88.4%	92.4%	87.6%	98.3%	100.0%	100.0%	100.0%	92.7%	91.6%	89.1%	96.4%	91.6%
White	4,671	346	315	168	110	148	88	160	186	220	125	286	0	60	31	315	171	113	56
	58.9%	62.8%	62.5%	65.6%	64.3%	64.6%	58.7%	62.0%	63.9%	59.6%	70.2%	100.0%	0.0%	25.3%	60.8%	63.1%	56.8%	70.6%	73.7%
Black or African-American	1,887	56	67	27	18	26	12	23	33	18	38	0	28	8	48	24	21	9	
	23.8%	10.2%	13.3%	10.5%	10.5%	11.4%	8.0%	8.9%	11.3%	4.9%	21.3%	0.0%	100.0%	11.8%	15.7%	9.6%	8.0%	13.1%	11.8%
Asian	497	21	21	11	6	8	7	8	13	4	17	0	0	21	4	17	10	6	3
	6.3%	3.8%	4.2%	4.3%	3.5%	3.5%	4.7%	3.1%	4.5%	1.1%	9.6%	0.0%	0.0%	8.9%	7.8%	3.4%	3.3%	3.8%	3.9%
Native Hawaiian or other Pacific Islander	111	13	9	2	5	6	2	4	9	6	7	0	0	13	1	12	6	5	2
	1.4%	2.4%	1.8%	0.8%	2.9%	2.6%	1.3%	1.6%	3.1%	1.6%	3.9%	0.0%	0.0%	5.5%	2.0%	2.4%	2.0%	3.1%	2.6%
American Indian or Alaska Native	271	23	27	10	5	13	5	11	12	11	10	0	0	23	3	20	12	5	2
	3.4%	4.2%	5.4%	3.9%	2.9%	5.7%	3.3%	4.3%	4.1%	3.0%	5.6%	0.0%	0.0%	9.7%	5.9%	4.0%	4.0%	3.1%	2.6%
Other	1,826	180	157	76	53	72	54	97	81	160	19	0	0	180	15	164	119	35	19
	23.0%	32.7%	31.2%	29.7%	31.0%	31.4%	36.0%	37.6%	27.8%	43.4%	10.7%	0.0%	0.0%	75.9%	29.4%	32.9%	39.5%	21.9%	25.0%

NA - Not applicable

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

Mercy Care

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

4994010

Question 37

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

Base: All respondents

	2024 CSS Average	2024	2023	2022	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	628	571	313	218	330	67	15	153	5	473	108	33	448	116	46
Number missing or multiple answer	784	77	67	57	36	36	3	3	16	0	44	12	7	42	15	4
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,928	551	504	256	182	294	64	12	137	5	429	96	26	406	101	42
	91.0%	87.7%	88.3%	81.8%	83.5%	89.1%	95.5%	80.0%	89.5%	100.0%	90.7%	88.9%	78.8%	90.6%	87.1%	91.3%
White	4,671	346	315	168	108	192	40	5	94	3	281	51	14	249	67	28
	58.9%	62.8%	62.5%	65.6%	59.3%	65.3%	62.5%	41.7%	68.6%	60.0%	65.5%	53.1%	53.8%	61.3%	66.3%	66.7%
Black or African-American	1,887	56	67	27	19	31	6	1	14	0	40	13	3	39	10	7
	23.8%	10.2%	13.3%	10.5%	10.4%	10.5%	9.4%	8.3%	10.2%	0.0%	9.3%	13.5%	11.5%	9.6%	9.9%	16.7%
Asian	497	21	21	11	11	7	3	0	5	0	16	3	2	14	5	1
	6.3%	3.8%	4.2%	4.3%	6.0%	2.4%	4.7%	0.0%	3.6%	0.0%	3.7%	3.1%	7.7%	3.4%	5.0%	2.4%
Native Hawaiian or other Pacific Islander	111	13	9	2	2	5	3	1	3	1	11	2	0	9	3	0
	1.4%	2.4%	1.8%	0.8%	1.1%	1.7%	4.7%	8.3%	2.2%	20.0%	2.6%	2.1%	0.0%	2.2%	3.0%	0.0%
American Indian or Alaska Native	271	23	27	10	5	12	6	0	7	0	19	4	0	19	4	0
	3.4%	4.2%	5.4%	3.9%	2.7%	4.1%	9.4%	0.0%	5.1%	0.0%	4.4%	4.2%	0.0%	4.7%	4.0%	0.0%
Other	1,826	180	157	76	65	92	19	6	39	3	130	40	10	134	33	13
	23.0%	32.7%	31.2%	29.7%	35.7%	31.3%	29.7%	50.0%	28.5%	60.0%	30.3%	41.7%	38.5%	33.0%	32.7%	31.0%

NA - Not applicable

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

Mercy Care

4994010

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	2023	2022	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	628	571	313	192	249	170	292	315	421	181	286	28	237	55	545	338	166	83
Number missing or multiple answer	450	28	22	22	5	7	1	4	7	9	2	1	0	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	NA	NA
Usable responses	8,262	600	549	291	187	242	169	288	308	412	179	285	28	236	55	543	337	166	82
	94.8%	95.5%	96.1%	93.0%	97.4%	97.2%	99.4%	98.6%	97.8%	97.9%	98.9%	99.7%	100.0%	99.6%	100.0%	99.6%	99.7%	100.0%	98.8%
Under 18	427	23	13	13	5	8	10	11	12	12	11	13	2	7	3	20	14	6	2
	5.2%	3.8%	2.4%	4.5%	2.7%	3.3%	5.9%	3.8%	3.9%	2.9%	6.1%	4.6%	7.1%	3.0%	5.5%	3.7%	4.2%	3.6%	2.4%
18 to 24	432	32	30	12	27	3	2	12	20	27	4	13	0	18	1	31	26	3	2
	5.2%	5.3%	5.5%	4.1%	14.4%	1.2%	1.2%	4.2%	6.5%	6.6%	2.2%	4.6%	0.0%	7.6%	1.8%	5.7%	7.7%	1.8%	2.4%
25 to 34	2,232	168	157	78	91	67	10	85	83	129	38	78	8	71	11	157	87	55	24
	27.0%	28.0%	28.6%	26.8%	48.7%	27.7%	5.9%	29.5%	26.9%	31.3%	21.2%	27.4%	28.6%	30.1%	20.0%	28.9%	25.8%	33.1%	29.3%
35 to 44	2,935	234	196	101	57	112	63	117	114	149	81	117	9	85	18	215	125	70	32
	35.5%	39.0%	35.7%	34.7%	30.5%	46.3%	37.3%	40.6%	37.0%	36.2%	45.3%	41.1%	32.1%	36.0%	32.7%	39.6%	37.1%	42.2%	39.0%
45 to 54	1,453	106	111	60	6	37	63	50	55	75	28	51	5	37	13	92	67	19	16
	17.6%	17.7%	20.2%	20.6%	3.2%	15.3%	37.3%	17.4%	17.9%	18.2%	15.6%	17.9%	17.9%	15.7%	23.6%	16.9%	19.9%	11.4%	19.5%
55 to 64	496	26	26	19	1	12	13	9	17	14	12	9	3	13	6	20	14	7	5
	6.0%	4.3%	4.7%	6.5%	0.5%	5.0%	7.7%	3.1%	5.5%	3.4%	6.7%	3.2%	10.7%	5.5%	10.9%	3.7%	4.2%	4.2%	6.1%
65 to 74	234	10	16	7	0	3	7	4	6	5	5	3	1	5	2	8	4	5	1
	2.8%	1.7%	2.9%	2.4%	0.0%	1.2%	4.1%	1.4%	1.9%	1.2%	2.8%	1.1%	3.6%	2.1%	3.6%	1.5%	1.2%	3.0%	1.2%
75 or older	53	1	0	1	0	0	1	0	1	1	0	1	0	0	1	0	0	1	0
	0.6%	0.2%	0.0%	0.3%	0.0%	0.0%	0.6%	0.0%	0.3%	0.2%	0.0%	0.4%	0.0%	0.0%	1.8%	0.0%	0.0%	0.6%	0.0%
35 or older	5,171	377	349	188	64	164	147	180	193	244	126	181	18	140	40	335	210	102	54
	62.6%	62.8%	63.6%	64.6%	34.2%	67.8%	87.0%	62.5%	62.7%	59.2%	70.4%	63.5%	64.3%	59.3%	72.7%	61.7%	62.3%	61.4%	65.9%
Significantly different from column:*					FG	EG	EF			K	J								

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

4994010

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	2023	2022	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	628	571	313	218	330	67	15	153	5	473	108	33	448	116	46
Number missing or multiple answer	450	28	22	22	14	11	1	2	5	0	11	3	0	11	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,262 94.8%	600 95.5%	549 96.1%	291 93.0%	204 93.6%	319 96.7%	66 98.5%	13 86.7%	148 96.7%	5 100.0%	462 97.7%	105 97.2%	33 100.0%	437 97.5%	114 98.3%	46 100.0%
Under 18	427 5.2%	23 3.8%	13 2.4%	13 4.5%	9 4.4%	14 4.4%	0 0.0%	0 0.0%	7 4.7%	1 20.0%	19 4.1%	2 1.9%	2 6.1%	15 3.4%	4 3.5%	4 8.7%
18 to 24	432 5.2%	32 5.3%	30 5.5%	12 4.1%	9 4.4%	17 5.3%	6 9.1%	1 7.7%	5 3.4%	0 0.0%	30 6.5%	2 1.9%	0 0.0%	29 6.6%	1 0.9%	1 2.2%
25 to 34	2,232 27.0%	168 28.0%	157 28.6%	78 26.8%	50 24.5%	89 27.9%	21 31.8%	3 23.1%	47 31.8%	2 40.0%	137 29.7%	25 23.8%	6 18.2%	135 30.9%	22 19.3%	9 19.6%
35 to 44	2,935 35.5%	234 39.0%	196 35.7%	101 34.7%	79 38.7%	128 40.1%	24 36.4%	6 46.2%	50 33.8%	1 20.0%	183 39.6%	41 39.0%	10 30.3%	168 38.4%	52 45.6%	14 30.4%
45 to 54	1,453 17.6%	106 17.7%	111 20.2%	60 20.6%	44 21.6%	50 15.7%	12 18.2%	3 23.1%	28 18.9%	1 20.0%	67 14.5%	28 26.7%	11 33.3%	66 15.1%	27 23.7%	13 28.3%
55 to 64	496 6.0%	26 4.3%	26 4.7%	19 6.5%	9 4.4%	14 4.4%	3 4.5%	0 0.0%	9 6.1%	0 0.0%	18 3.9%	4 3.8%	4 12.1%	17 3.9%	5 4.4%	4 8.7%
65 to 74	234 2.8%	10 1.7%	16 2.9%	7 2.4%	4 2.0%	6 1.9%	0 0.0%	0 0.0%	1 0.7%	0 0.0%	7 1.5%	3 2.9%	0 0.0%	6 1.4%	3 2.6%	1 2.2%
75 or older	53 0.6%	1 0.2%	0 0.0%	1 0.3%	0 0.0%	1 0.3%	0 0.0%	0 0.0%	1 0.7%	0 0.0%	1 0.2%	0 0.0%	0 0.0%	1 0.2%	0 0.0%	0 0.0%
35 or older	5,171 62.6%	377 62.8%	349 63.6%	188 64.6%	136 66.7%	199 62.4%	39 59.1%	9 69.2%	89 60.1%	2 40.0%	276 59.7%	76 72.4%	25 75.8%	258 59.0%	87 76.3%	32 69.6%
Significantly different from column:*											L	K		O	N	

NA - Not applicable

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

Mercy Care

4994010

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

Question 39

Are you male or female?

Base: All respondents

	2024 CSS Average	2024	2023	2022	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	628	571	313	192	249	170	292	315	421	181	286	28	237	55	545	338	166	83
Number missing or multiple answer	420	28	19	20	5	7	1	5	6	9	2	0	0	1	0	0	1	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,292	600	552	293	187	242	169	287	309	412	179	286	28	236	55	545	337	166	82
	95.2%	95.5%	96.7%	93.6%	97.4%	97.2%	99.4%	98.3%	98.1%	97.9%	98.9%	100.0%	100.0%	99.6%	100.0%	100.0%	99.7%	100.0%	98.8%
Male	1,050	55	54	37	14	20	21	31	23	22	31	22	6	23	55	0	32	15	7
	12.7%	9.2%	9.8%	12.6%	7.5%	8.3%	12.4%	10.8%	7.4%	5.3%	17.3%	7.7%	21.4%	9.7%	100.0%	0.0%	9.5%	9.0%	8.5%
Female	7,242	545	498	256	173	222	148	256	286	390	148	264	22	213	0	545	305	151	75
	87.3%	90.8%	90.2%	87.4%	92.5%	91.7%	87.6%	89.2%	92.6%	94.7%	82.7%	92.3%	78.6%	90.3%	0.0%	100.0%	90.5%	91.0%	91.5%
Significantly different from column:*		A								K	J				P	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)

4994010

Question 39

Are you male or female?

Base: All respondents

	2024 CSS Average	2024	2023	2022	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	628	571	313	218	330	67	15	153	5	473	108	33	448	116	46
Number missing or multiple answer	420	28	19	20	15	10	1	2	6	0	10	4	0	10	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,292 95.2%	600 95.5%	552 96.7%	293 93.6%	203 93.1%	320 97.0%	66 98.5%	13 86.7%	147 96.1%	5 100.0%	463 97.9%	104 96.3%	33 100.0%	438 97.8%	113 97.4%	46 100.0%
Male	1,050 12.7%	55 9.2%	54 9.8%	37 12.6%	22 10.8%	28 8.8%	5 7.6%	2 15.4%	10 6.8%	0 0.0%	47 10.2%	6 5.8%	2 6.1%	47 10.7%	5 4.4%	3 6.5%
Female	7,242 87.3%	545 90.8%	498 90.2%	256 87.4%	181 89.2%	292 91.3%	61 92.4%	11 84.6%	137 93.2%	5 100.0%	416 89.8%	98 94.2%	31 93.9%	391 89.3%	108 95.6%	43 93.5%
Significantly different from column:*														O	N	

NA - Not applicable

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

Mercy Care

4994010

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

Question 40

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

Base: All respondents

	2024 CSS Average	2024	2023	2022	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	628	571	313	192	249	170	292	315	421	181	286	28	237	55	545	338	166	83
Number missing or multiple answer	537	41	33	27	8	11	7	9	14	18	4	3	0	11	1	14	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,175	587	538	286	184	238	163	283	301	403	177	283	28	226	54	531	338	166	83
	93.8%	93.5%	94.2%	91.4%	95.8%	95.6%	95.9%	96.9%	95.6%	95.7%	97.8%	99.0%	100.0%	95.4%	98.2%	97.4%	100.0%	100.0%	100.0%
8th grade or less	857	59	50	32	9	27	22	33	24	51	6	17	3	23	9	50	59	0	0
	10.5%	10.1%	9.3%	11.2%	4.9%	11.3%	13.5%	11.7%	8.0%	12.7%	3.4%	6.0%	10.7%	10.2%	16.7%	9.4%	17.5%	0.0%	0.0%
Some high school, but did not graduate	957	77	72	43	16	33	28	36	41	69	7	40	2	32	6	71	77	0	0
	11.7%	13.1%	13.4%	15.0%	8.7%	13.9%	17.2%	12.7%	13.6%	17.1%	4.0%	14.1%	7.1%	14.2%	11.1%	13.4%	22.8%	0.0%	0.0%
High school graduate or GED	2,698	202	207	91	75	68	58	103	98	157	43	87	8	89	17	184	202	0	0
	33.0%	34.4%	38.5%	31.8%	40.8%	28.6%	35.6%	36.4%	32.6%	39.0%	24.3%	30.7%	28.6%	39.4%	31.5%	34.7%	59.8%	0.0%	0.0%
Some college or 2-year degree	2,216	166	146	87	57	71	38	71	95	87	78	94	10	56	15	151	0	166	0
	27.1%	28.3%	27.1%	30.4%	31.0%	29.8%	23.3%	25.1%	31.6%	21.6%	44.1%	33.2%	35.7%	24.8%	27.8%	28.4%	0.0%	100.0%	0.0%
4-year college graduate	802	47	44	22	18	22	7	22	25	21	26	25	4	16	5	42	0	0	47
	9.8%	8.0%	8.2%	7.7%	9.8%	9.2%	4.3%	7.8%	8.3%	5.2%	14.7%	8.8%	14.3%	7.1%	9.3%	7.9%	0.0%	0.0%	56.6%
More than 4-year college degree	645	36	19	11	9	17	10	18	18	18	17	20	1	10	2	33	0	0	36
	7.9%	6.1%	3.5%	3.8%	4.9%	7.1%	6.1%	6.4%	6.0%	4.5%	9.6%	7.1%	3.6%	4.4%	3.7%	6.2%	0.0%	0.0%	43.4%
4-year college graduate or more	1,447	83	63	33	27	39	17	40	43	39	43	45	5	26	7	75	0	0	83
	17.7%	14.1%	11.7%	11.5%	14.7%	16.4%	10.4%	14.1%	14.3%	9.7%	24.3%	15.9%	17.9%	11.5%	13.0%	14.1%	0.0%	0.0%	100.0%
Significantly different from column:*		A								K	J						S	S	QR

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)

4994010

Question 40

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

Base: All respondents

	2024 CSS Average	2024	2023	2022	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	628	571	313	218	330	67	15	153	5	473	108	33	448	116	46
Number missing or multiple answer	537	41	33	27	21	17	1	3	8	1	20	5	2	15	6	4
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,175 93.8%	587 93.5%	538 94.2%	286 91.4%	197 90.4%	313 94.8%	66 98.5%	12 80.0%	145 94.8%	4 80.0%	453 95.8%	103 95.4%	31 93.9%	433 96.7%	110 94.8%	42 91.3%
8th grade or less	857 10.5%	59 10.1%	50 9.3%	32 11.2%	29 14.7%	27 8.6%	3 4.5%	0 0.0%	10 6.9%	0 0.0%	36 7.9%	16 15.5%	7 22.6%	36 8.3%	17 15.5%	6 14.3%
Some high school, but did not graduate	957 11.7%	77 13.1%	72 13.4%	43 15.0%	25 12.7%	41 13.1%	10 15.2%	2 16.7%	20 13.8%	0 0.0%	60 13.2%	13 12.6%	4 12.9%	64 14.8%	7 6.4%	6 14.3%
High school graduate or GED	2,698 33.0%	202 34.4%	207 38.5%	91 31.8%	76 38.6%	94 30.0%	26 39.4%	4 33.3%	45 31.0%	2 50.0%	154 34.0%	39 37.9%	9 29.0%	158 36.5%	31 28.2%	12 28.6%
Some college or 2-year degree	2,216 27.1%	166 28.3%	146 27.1%	87 30.4%	44 22.3%	102 32.6%	16 24.2%	5 41.7%	47 32.4%	2 50.0%	138 30.5%	23 22.3%	5 16.1%	118 27.3%	39 35.5%	8 19.0%
4-year college graduate	802 9.8%	47 8.0%	44 8.2%	22 7.7%	13 6.6%	28 8.9%	6 9.1%	1 8.3%	12 8.3%	0 0.0%	39 8.6%	5 4.9%	3 9.7%	33 7.6%	9 8.2%	5 11.9%
More than 4-year college degree	645 7.9%	36 6.1%	19 3.5%	11 3.8%	10 5.1%	21 6.7%	5 7.6%	0 0.0%	11 7.6%	0 0.0%	26 5.7%	7 6.8%	3 9.7%	24 5.5%	7 6.4%	5 11.9%
4-year college graduate or more	1,447 17.7%	83 14.1%	63 11.7%	33 11.5%	23 11.7%	49 15.7%	11 16.7%	1 8.3%	23 15.9%	0 0.0%	65 14.3%	12 11.7%	6 19.4%	57 13.2%	16 14.5%	10 23.8%
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)

4994010

Question 41

How are you related to the child?

Base: All respondents

	2024 CSS Average	2024	2023	2022	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	628	571	313	192	249	170	292	315	421	181	286	28	237	55	545	338	166	83
Number missing or multiple answer	573	34	29	25	6	12	1	6	11	10	7	4	0	4	1	7	4	1	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,139	594	542	288	186	237	169	286	304	411	174	282	28	233	54	538	334	165	81
	93.4%	94.6%	94.9%	92.0%	96.9%	95.2%	99.4%	97.9%	96.5%	97.6%	96.1%	98.6%	100.0%	98.3%	98.2%	98.7%	98.8%	99.4%	97.6%
Mother or father	7,505	568	520	273	184	226	156	276	288	397	163	273	25	222	53	513	320	157	79
	92.2%	95.6%	95.9%	94.8%	98.9%	95.4%	92.3%	96.5%	94.7%	96.6%	93.7%	96.8%	89.3%	95.3%	98.1%	95.4%	95.8%	95.2%	97.5%
Grandparent	400	17	9	11	0	9	8	3	14	11	6	5	2	8	1	16	12	4	0
	4.9%	2.9%	1.7%	3.8%	0.0%	3.8%	4.7%	1.0%	4.6%	2.7%	3.4%	1.8%	7.1%	3.4%	1.9%	3.0%	3.6%	2.4%	0.0%
Aunt or uncle	57	3	3	0	2	1	0	3	0	1	2	2	0	1	0	3	0	3	0
	0.7%	0.5%	0.6%	0.0%	1.1%	0.4%	0.0%	1.0%	0.0%	0.2%	1.1%	0.7%	0.0%	0.4%	0.0%	0.6%	0.0%	1.8%	0.0%
Older brother or sister	27	3	3	1	0	0	3	2	1	1	2	1	1	1	0	3	2	1	0
	0.3%	0.5%	0.6%	0.3%	0.0%	0.0%	1.8%	0.7%	0.3%	0.2%	1.1%	0.4%	3.6%	0.4%	0.0%	0.6%	0.6%	0.6%	0.0%
Other relative	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Legal guardian	124	3	6	2	0	1	2	2	1	1	1	1	0	1	0	3	0	0	2
	1.5%	0.5%	1.1%	0.7%	0.0%	0.4%	1.2%	0.7%	0.3%	0.2%	0.6%	0.4%	0.0%	0.4%	0.0%	0.6%	0.0%	0.0%	2.5%
Someone else	16	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	0.0%	0.2%	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%

NA - Not applicable

Mercy Care

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

4994010

Question 41

How are you related to the child?

Base: All respondents

	2024 CSS Average	2024	2023	2022	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	628	571	313	218	330	67	15	153	5	473	108	33	448	116	46
Number missing or multiple answer	573	34	29	25	16	14	2	2	7	0	16	3	1	16	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,139 93.4%	594 94.6%	542 94.9%	288 92.0%	202 92.7%	316 95.8%	65 97.0%	13 86.7%	146 95.4%	5 100.0%	457 96.6%	105 97.2%	32 97.0%	432 96.4%	114 98.3%	45 97.8%
Mother or father	7,505 92.2%	568 95.6%	520 95.9%	273 94.8%	191 94.6%	302 95.6%	64 98.5%	13 100.0%	141 96.6%	4 80.0%	437 95.6%	100 95.2%	31 96.9%	414 95.8%	107 93.9%	44 97.8%
Grandparent	400 4.9%	17 2.9%	9 1.7%	11 3.8%	7 3.5%	9 2.8%	1 1.5%	0 0.0%	4 2.7%	1 20.0%	12 2.6%	4 3.8%	1 3.1%	11 2.5%	5 4.4%	1 2.2%
Aunt or uncle	57 0.7%	3 0.5%	3 0.6%	0 0.0%	1 0.5%	2 0.6%	0 0.0%	0 0.0%	1 0.7%	0 0.0%	2 0.4%	1 1.0%	0 0.0%	2 0.5%	1 0.9%	0 0.0%
Older brother or sister	27 0.3%	3 0.5%	3 0.6%	1 0.3%	2 1.0%	1 0.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 0.7%	0 0.0%	0 0.0%	2 0.5%	1 0.9%	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%
Legal guardian	124 1.5%	3 0.5%	6 1.1%	2 0.7%	1 0.5%	2 0.6%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 0.7%	0 0.0%	0 0.0%	3 0.7%	0 0.0%	0 0.0%
Someone else	16 0.2%	0 0.0%	1 0.2%	1 0.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%

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

CSS Processing
PO Box 3416
Hopkins, MN 55343

Presorted
First Class
**U.S. Postage
PAID**
Permit #5745
Baltimore, MD

**RESPONSE
NEEDED**

MER/b1-r



CSS Processing
PO Box 3416
Hopkins, MN 55343

Presorted
First Class
**U.S. Postage
PAID**
Permit #5745
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!***

PRST FIRST CLASS
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PERMIT 5745

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					

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					

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					

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.

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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.

1. 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
2. ¿Cómo se llama el plan de salud de su niño?
(Escriba en letra imprenta)
-

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

Estas preguntas 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.

3. 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***

4. 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

5. 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***

6. 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

7. 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.