Report of Results

for

Mercy Care Adult Population

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

Prepared for:

Mercy Care (June 4, 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. Surveyed members are asked to rate various aspects of the health plan based on their experience with the plan during the previous six months. In addition, the survey is used to collect data on some measures from the HEDIS *Effectiveness of Care* domain.

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 Adult 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 Adult 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 2,700 members. During the survey fielding period, 381 sample members completed the survey. After the final survey eligibility criteria were applied, the resulting NCQA response rate was 14.36%. (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 Adult 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 Adult 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. Effectiveness of Care measures were not considered.

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

Reportable* Rate ABOVE Benchmark	Reportable* Rate BELOW Benchmark
Benchmark: 2024 CSS Adult Medicaid Average	
No statistically significant differences compared to benchmark	No statistically significant differences compared to benchmark
Benchmark: 2023 (MY 2022) NCQA Quality Compass National Average (All Lines of Business)	
No statistically significant differences compared to benchmark	Coordination of Care (78.48% vs. 84.61% [-6.13 points])

 * All CAHPS ratings and composites reached the reportable denominator of 100 responses and were eligible for inclusion in this summary. Effectiveness of Care measures were not considered.

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 Adult Members: Estimated 2024 NCQA Health Plan Ratings

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

 * 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. This summary excludes Effectiveness of Care measures.

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 Adult Members: Top Priorities for Quality Improvement

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

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

WHAT IS NEW IN 2024

NCQA POLICY UPDATES

NCQA retired the *Flu Vaccinations for Adults Ages 18-64 (FVA)* measure for 2024 (MY 2023). There were no other substantive changes to NCQA's 2024 (MY 2023) HEDIS/CAHPS questionnaires or survey administration protocols.

CSS REPORT UPDATES

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

- The report structure and appearance have been modified to improve accessibility. Specific updates include a larger font size, a higher-contrast color palette, a simplified referencing scheme for charts and tables, and improved navigation.

- The *Key Driver Model* has been refreshed using the most recent industry data (see *Key Driver Analysis* section on page 58).

- The *Health Plan Quality Improvement Resources* section has been updated and expanded (see page 62).

ABOUT THIS REPORT

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

- CSS calculated survey results following the NCQA scoring guidelines outlined in *HEDIS 2024, Volume 3: Specifications for Survey Measures*. All measure results adhere to these scoring guidelines but are presented regardless of denominator.

- Unofficial estimates of NCQA's 2024 Health Plan Ratings (HPR stars) are provided in advance of their planned release by NCQA in the fall of 2024. The CSS-calculated HPR stars are based on the 2023 (MY 2022) Quality Compass national benchmarks and are reported regardless of the measure denominator. Since the most recent NCQA benchmarks available to date are the prior-year (2023, or MY 2022) Quality Compass benchmarks, the official HPR ratings scheduled to be released in the fall of 2024 will likely diverge from these preliminary estimates.

- Throughout the report, the 2024 Mercy Care survey results are compared to national multi-plan benchmark rates, represented by the 2024 CSS Adult Medicaid Average and the 2023 (MY 2022) NCQA Quality Compass Adult Medicaid National Average for All Lines of Business (LOBs). The 2024 CSS Adult Medicaid Average was calculated by pooling survey responses across 20 Adult Medicaid plans surveyed and selected by CSS to represent the industry average. The 2023 (MY 2022) NCQA Quality Compass Adult Medicaid National Average (All LOBs) is made up of the Adult 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 Adult Medicaid Average on all measures. Where appropriate, the 2024 results are also compared to the 2023 (MY 2022) NCQA Quality Compass Adult Medicaid National Average (All LOBs) and performance percentiles. Where available, a three-year trend in scores is also shown.

- A section on the *Effectiveness of Care* measures (page 46) includes comparisons to prior-year results (if available) as well as to the 2024 CSS Adult Medicaid Average rates.

- *Membership Profile and Analysis of Plan Ratings by Member Segment* (page 48) compares the 2024 Mercy Care respondent profile to the relevant national multi-plan distribution(s) of demographic characteristics and utilization variables. Variation in the *Rating of Health Plan* measure by member segment is examined.

- *Key Driver Analysis* (page 58) identifies the touch points of member experience that are most strongly related to the overall *Rating of Health Plan* measure. The CSS *Key Driver Model* quantifies the contribution of each key driver to the overall *Rating of Health Plan*. The 2024 Mercy Care results on each key driver are compared to the best result among the 20 plans contributing to the 2024 CSS Adult Medicaid Average, yielding a measure of available room for improvement on each touch point. The result is weighted by the key driver's contribution to the overall *Rating of Health Plan*. Opportunities for improvement are prioritized based on the incremental gain in the Mercy Care *Rating of Health Plan* measure expected due to improved performance on the individual key drivers. A separate section of the report, *Health Plan Quality Improvement Resources* (page 62), provides some helpful resources for health plan quality managers.

- *Appendices* (starting on page 69) include:

  - Score calculation guidelines and methodology

  - A glossary of terms

  - A one-page *Survey Results at a Glance* summary

  - Detailed cross-tabulations of survey responses for every survey question, with additional tables summarizing performance on key survey measures

  - A copy of the survey instrument and supporting materials

SURVEY PROTOCOL AND TIMELINE

CSS administered the Adult 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 Adult 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 Adult Medicaid survey, sample-eligible members were those who were 18 years old or older 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 Adult Medicaid plans is 1,350 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 2,700 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, 381 sample members completed the survey. After the final survey eligibility criteria were applied, the resulting NCQA response rate was 14.36%. Additional detail on sample member status (disposition) at the end of data collection is provided in Table 5 below.

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

Sample Member Disposition	2024 Your Organization		2024 CSS Adult Medicaid Average
	Number and Percent of Initial Sample		Percent of Total Initial Sample
Initial Sample	2,700	100.00%	100.00%
Complete and Eligible – Mail	151	5.59%	7.23%
Complete and Eligible – Phone*	134	4.96%	4.78%
Complete and Eligible – Internet**	96	3.56%	2.36%
Complete and Eligible – Total	381	14.11%	14.37%
Eligible Population criteria not met	30	1.11%	1.49%
Incomplete (but Eligible)	75	2.78%	2.98%
Language barrier	5	0.19%	0.38%
Mentally or physically incapacitated	12	0.44%	0.29%
Deceased	0	0.00%	0.08%
Refusal	68	2.52%	3.55%
Nonresponse after maximum attempts	2,043	75.67%	75.13%
Added to Do Not Call (DNC) list	86	3.19%	1.74%
NCQA Response Rate*		**14.36%**	**14.70%**

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* Applies to plans following mixed methodology.

** 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 Adult Medicaid CAHPS Survey: Completed Surveys By Language

Complete and Eligible Surveys by Language	2024 Your Organization	
	Number	Percent
Complete and Eligible – English	328	86.1%
Complete and Eligible – Spanish	53	13.9%
Complete and Eligible –Total	**381**	**100.0%**

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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 you needed?

   – In the last 6 months, how often did you get an appointment 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 you needed care right away, how often did you get care as soon as you needed?

   – In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you 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 personal doctor seem informed and up-to-date about the care you 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 personal doctor explain things in a way that was easy to understand?

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

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

- In the last 6 months, how often did your personal doctor spend enough time with you?

- *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 your health plan's customer service staff give you the information or help you needed?

  - In the last 6 months, how often did your health plan's customer service staff 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 (381), the survey-wide 95% margin of error for Mercy Care is estimated to be ±5.02%.

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* and *Effectiveness of Care* 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 *Usually* or *Always*)
	Getting Care Quickly (percent *Usually* or *Always*)
Satisfaction With Plan Physicians	Rating of Personal Doctor (percent *9* or *10*)
	Rating of Specialist Seen Most Often (percent *9* or *10*) – Commercial ONLY
	Coordination of Care (percent *Usually* or *Always*) – 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*)
Effectiveness of Care	Medical Assistance With Smoking and Tobacco Use Cessation – Advising Smokers and Tobacco Users to Quit (percent *Sometimes, Usually,* or *Always*) – Medicaid ONLY

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 Adult Medicaid Average as well as to the 2023 (MY 2022) NCQA Quality Compass Adult Medicaid National Average (All LOBs). The 2024 CSS Adult Medicaid Average was calculated by pooling survey responses across 20 Adult Medicaid plans surveyed and selected by CSS to represent the industry average. The 2023 (MY 2022) NCQA Quality Compass Adult Medicaid National Average (All LOBs) is made up of the Adult 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 Adult 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 Adult 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												★★★★★ (3.5)
Getting Care												★★★★☆ (3.5)
Getting Needed Care (% A+U)	**83.54%**	(±4.87)	**(223)**	80.84%	[+2.70]	81.79%	[+1.75]	80.58%	[+2.96]	80.99%	[+2.55]	★★★★☆
Getting Care Quickly (% A+U)	**79.35%**	(±5.80)	**(187)**	82.53%	[-3.18]	79.80%	[-0.45]	79.24%	[+0.11]	80.36%	[-1.01]	★★★☆☆
Satisfaction With Plan Physicians												★★★☆☆
Rating of Doctor (% 9+10)	**66.20%**	(±5.50)	**(284)**	65.81%	[+0.39]	62.59%	[+3.61]	68.41%	[-2.22]	67.88%	[-1.68]	★★★☆☆
Satisfaction With Plan and Plan Services												★★★☆☆
Rating of Health Plan (% 9+10)	**63.90%**	(±4.87)	**(374)**	66.22%	[-2.31]	65.73%	[-1.83]	59.15%	[+4.76]	61.24%	[+2.66]	★★★☆☆
Rating of Health Care (% 9+10)	**55.38%**	(±6.15)	**(251)**	51.55%	[+3.83]	56.30%	[-0.92]	56.78%	[-1.40]	55.65%	[-0.27]	★★★☆☆
ADDITIONAL MEASURES												
Coordination of Care (% A+U)	**78.48%**	(±6.41)	**(158)**	75.78%	[+2.70]	76.00%	[+2.48]	83.58%	[-5.10]	84.61%	[-6.13] ✓	
Doctor Communication (% A+U)	**93.34%**	(±3.20)	**(233)**	91.39%	[+1.95]	92.99%	[+0.35]	92.65%	[+0.69]	92.49%	[+0.85]	
Customer Service (% A+U)	**89.06%**	(±5.06)	**(147)**	90.76%	[-1.71]	88.34%	[+0.72]	88.84%	[+0.22]	89.18%	[-0.12]	Not reported in NCQA Health Plan Ratings
Rating of Health Care (% 8+9+10)	**79.28%**	(±5.01)	**(251)**	70.62%	[+8.66] ✓	76.47%	[+2.81]	75.79%	[+3.49]	74.55%	[+4.73]	
Rating of Doctor (% 8+9+10)	**85.56%**	(±4.09)	**(284)**	76.92%	[+8.64] ✓	79.14%	[+6.43]	83.01%	[+2.55]	82.40%	[+3.16]	
Rating of Specialist (% 8+9+10)	**78.53%**	(±5.82)	**(191)**	82.69%	[-4.16]	84.54%	[-6.00]	82.52%	[-3.98]	81.40%	[-2.87]	
Rating of Specialist (% 9+10)	**65.45%**	(±6.74)	**(191)**	67.95%	[-2.50]	69.07%	[-3.63]	67.04%	[-1.59]	66.20%	[-0.75]	
Rating of Health Plan (% 8+9+10)	**78.61%**	(±4.16)	**(374)**	81.08%	[-2.47]	82.02%	[-3.41]	75.73%	[+2.88]	77.69%	[+0.92]	

4993010

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 Adult Medicaid Average as well as the 2023 (MY 2022) NCQA Quality Compass Adult 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)

2022   2023   2024

64%

59%

56.30%

55.38%

54%

51.55%

49%

44%

n = 119   n = 194   n = 251

n – number of valid responses (measure denominator)

Comparison to 2023 (MY 2022) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

★★★★★

◁ 90th: 62.50%

★★★★

56.78%

◁ 67th: 58.27%

★★★

55.38%   55.65%

◁ 33rd: 53.48%

★★

◁ 10th: 48.00%

★

▬ 2024 CSS Adult Medicaid Average: 56.78%

▬ 2023 (MY 2022) NCQA Quality Compass National Average (All LOBs): 55.65%

4993010

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)

2022   2023   2024

81%

79%   79.28%

77%   76.47%

75%

73%

71%   ✓

69%   70.62%

67%

n = 119   n = 194   n = 251

n – number of valid responses (measure denominator)

Comparison to 2023 (MY 2022) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

79.28%

⊲ 90th: 79.85%

75.79%   ⊲ 67th: 76.50%

74.55%

⊲ 33rd: 73.05%

⊲ 10th: 69.41%

━━━ 2024 CSS Adult Medicaid Average: 75.79%

━━━ 2023 (MY 2022) NCQA Quality Compass National Average (All LOBs): 74.55%

4993010

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)

Comparison to 2023 (MY 2022) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

2022 **2023** **2024**

77%

75%

73% — ◁ 90th: 74.03%

71% — ◁ 67th: 70.59%

69%
68.41%

67% 67.88% — ◁ 33rd: 65.38%

65.81% 66.20%
65%

63% 62.59% 66.20%
— ◁ 10th: 61.79%

61%

59%

n = 139   n = 234   n = 284

━━ 2024 CSS Adult Medicaid Average: 68.41%

n – number of valid responses (measure denominator)

━━ 2023 (MY 2022) NCQA Quality Compass National Average (All LOBs): 67.88%

4993010

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)

Comparison to 2023 (MY 2022) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

2022 — 79.14% — n = 139
2023 — 76.92% ✓ — n = 234
2024 — 85.56% — n = 284

85.56%
83.01%
82.40%

◁ 90th: 86.88%
◁ 67th: 84.29%
◁ 33rd: 81.50%
◁ 10th: 77.93%

2024 CSS Adult Medicaid Average: 83.01%
2023 (MY 2022) NCQA Quality Compass National Average (All LOBs): 82.40%

n – number of valid responses (measure denominator)

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)

2022 **2023** **2024**

74%

72%

70%

69.07%

68%

67.95%

66%

65.45%

64%

62%

60%

58%

n = 97 (NA)   n = 156   n = 191

n – number of valid responses (measure denominator)
NA – result is not reportable by NCQA (n<100)

Comparison to 2023 (MY 2022) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

◁ 90th: 72.27%

67.04%

◁ 67th: 68.31%

66.20%

65.45%

◁ 33rd: 64.49%

◁ 10th: 60.63%

━━ 2024 CSS Adult Medicaid Average: 67.04%

━━ 2023 (MY 2022) NCQA Quality Compass National Average (All LOBs): 66.20%

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

Rating of Specialist Seen Most Often
Percent Responding 8, 9 or 10 (Not Reported in HPR)

Comparison to 2023 (MY 2022) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

2022	2023	2024
84.54%	82.69%	78.53%
n = 97 (NA)	n = 156	n = 191

n – number of valid responses (measure denominator)
NA – result is not reportable by NCQA (n<100)

◁ 90th: 86.61%
82.52% ◁ 67th: 83.33%
81.40%
◁ 33rd: 80.13%
78.53%
◁ 10th: 75.11%

—— 2024 CSS Adult Medicaid Average: 82.52%

—— 2023 (MY 2022) NCQA Quality Compass National Average (All LOBs): 81.40%

4993010

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)

2022   **2023**   **2024**

	2022	2023	2024
	65.73%	66.22%	63.90%
	n = 178	n = 296	n = 374

n – number of valid responses (measure denominator)

Comparison to 2023 (MY 2022) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

★★★★★

★★★★ — 90th: 68.70%

★★★ — 67th: 64.02%

63.90% 61.24%

— 33rd: 59.30%
59.15%

★★ — 10th: 52.72%

★

2024 CSS Adult Medicaid Average: 59.15%

2023 (MY 2022) NCQA Quality Compass National Average (All LOBs): 61.24%

4993010

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

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

Rating of Health Plan
Percent Responding 8, 9 or 10 (Not Reported in HPR)

Comparison to 2023 (MY 2022) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

	2022	2023	2024
	82.02%	81.08%	78.61%
	n = 178	n = 296	n = 374

n – number of valid responses (measure denominator)

◁ 90th: 83.66%

◁ 67th: 79.91%

78.61% — 77.69%

75.73%

◁ 33rd: 76.02%

◁ 10th: 71.19%

2024 CSS Adult Medicaid Average: 75.73%

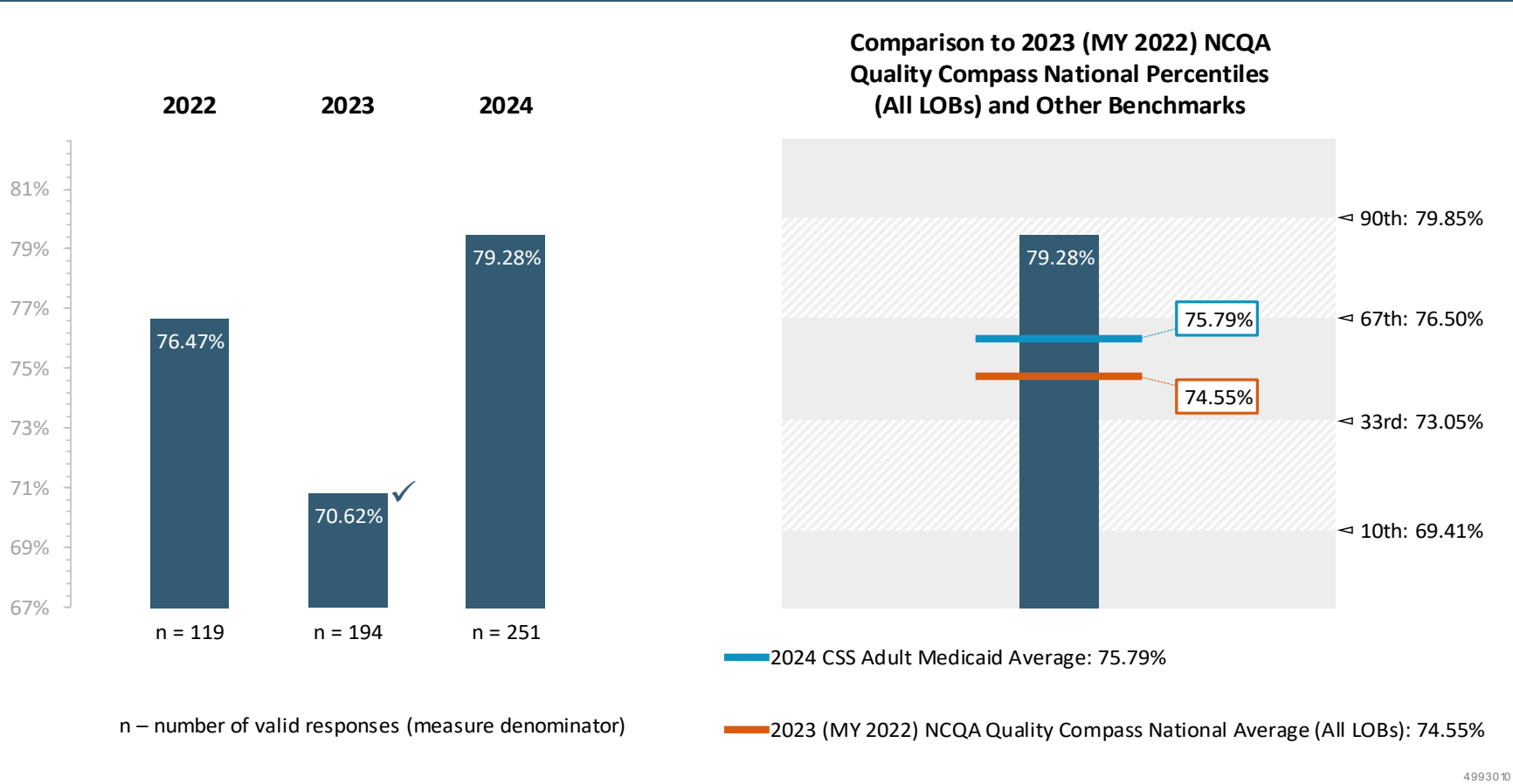2023 (MY 2022) NCQA Quality Compass National Average (All LOBs): 77.69%

4993010

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)

2022 2023 2024

Comparison to 2023 (MY 2022) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

81.79%
80.84%
83.54%

n = 111   n = 179   n = 223

n – number of valid responses (measure denominator)

83.54%
80.99%
80.58%

⊲ 90th: 86.50%
⊲ 67th: 83.11%
⊲ 33rd: 79.83%
⊲ 10th: 74.98%

—— 2024 CSS Adult Medicaid Average: 80.58%

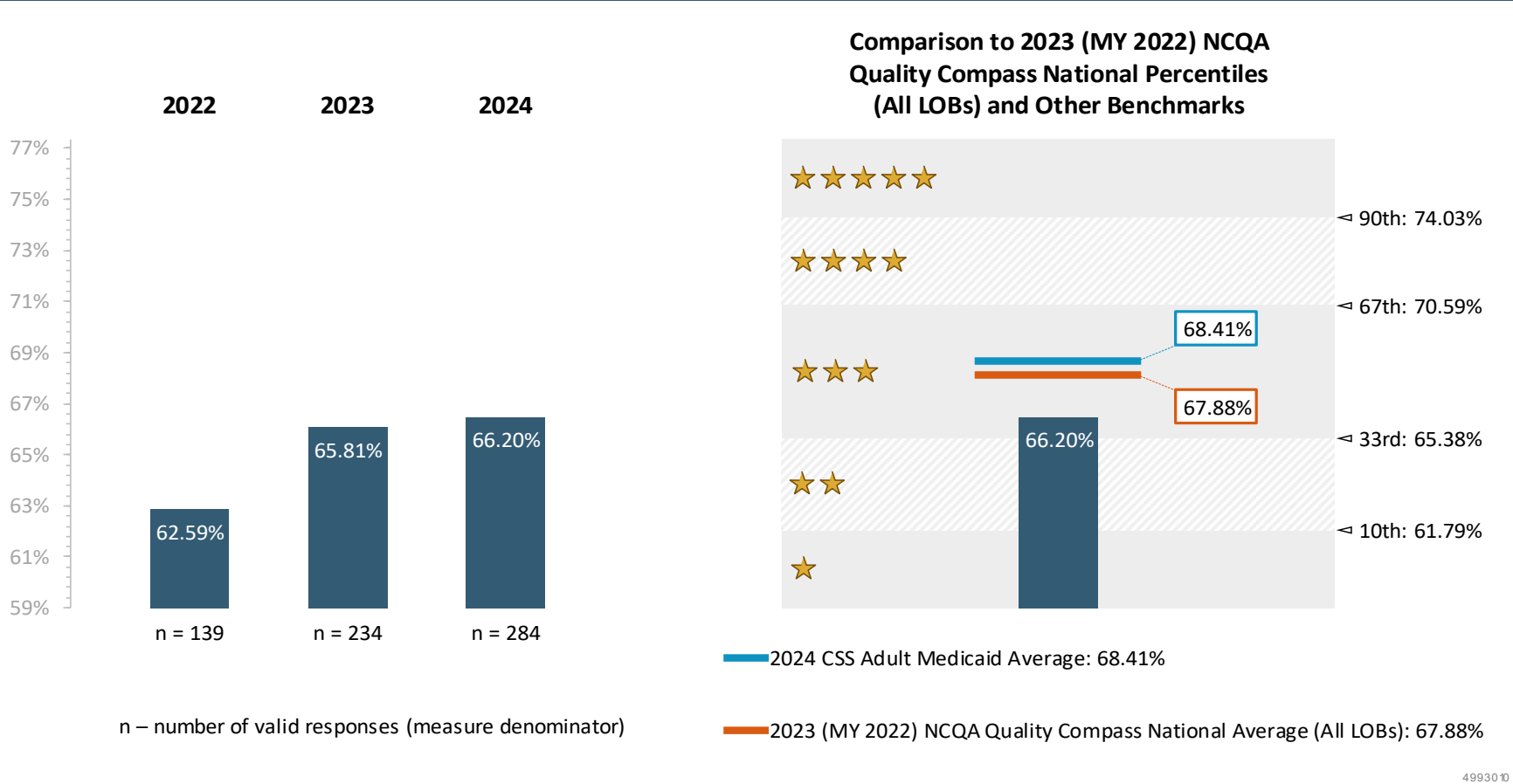—— 2023 (MY 2022) NCQA Quality Compass National Average (All LOBs): 80.99%

4993010

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 ($\checkmark$) 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)

Comparison to 2023 (MY 2022) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

2022	2023	2024
83.19%	82.90%	87.70%
n = 119	n = 193	n = 252

n – number of valid responses (measure denominator)

87.70%

84.15%

84.02%

◁ 90th: 89.73%

◁ 67th: 86.51%

◁ 33rd: 82.68%

◁ 10th: 77.17%

2024 CSS Adult Medicaid Average: 84.02%

2023 (MY 2022) NCQA Quality Compass National Average (All LOBs): 84.15%
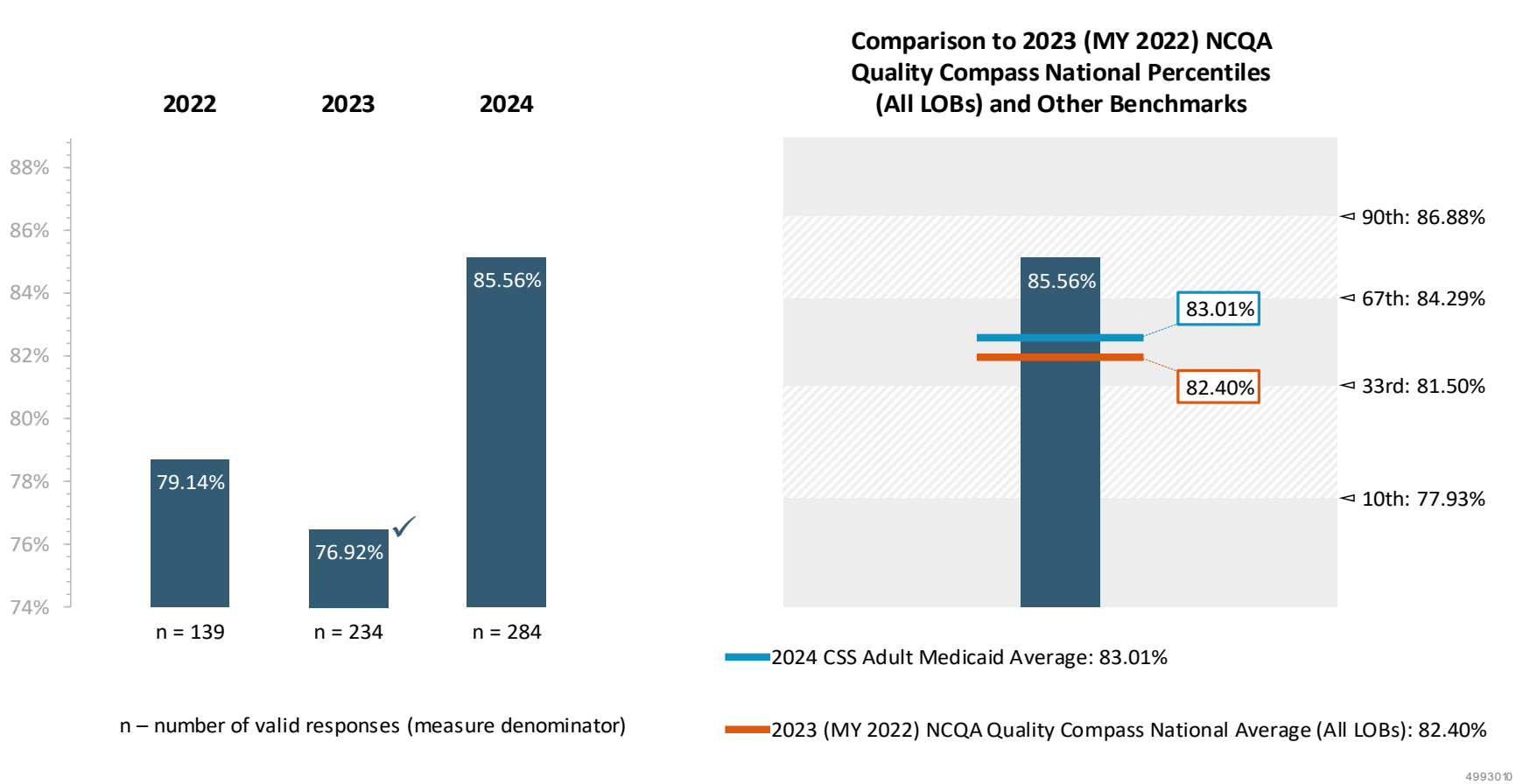
Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the minimum denominator threshold for NCQA reporting (100 valid responses). Differences in rates were tested for statistical significance using a *t*-test for proportions at the 95% confidence level. Statistically 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 (Q20)

Percent Responding Always or Usually (Not Reported in HPR)
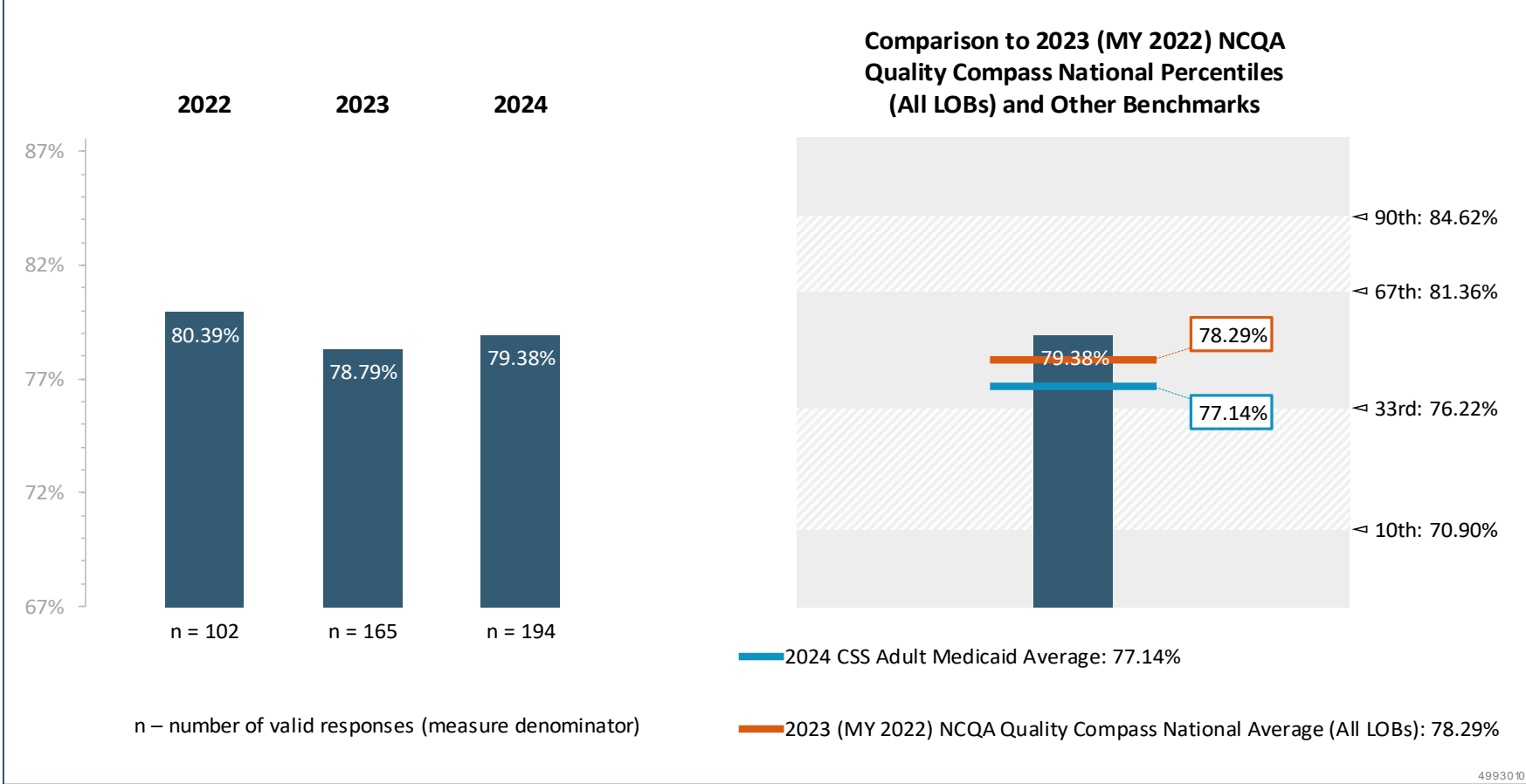
2022 **2023** **2024**

80.39% (n = 102)
78.79% (n = 165)
79.38% (n = 194)

n – number of valid responses (measure denominator)

Comparison to 2023 (MY 2022) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

◁ 90th: 84.62%
◁ 67th: 81.36%
78.29%
79.38%
77.14%
◁ 33rd: 76.22%
◁ 10th: 70.90%

— 2024 CSS Adult Medicaid Average: 77.14%

— 2023 (MY 2022) NCQA Quality Compass National Average (All LOBs): 78.29%

4993010

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.
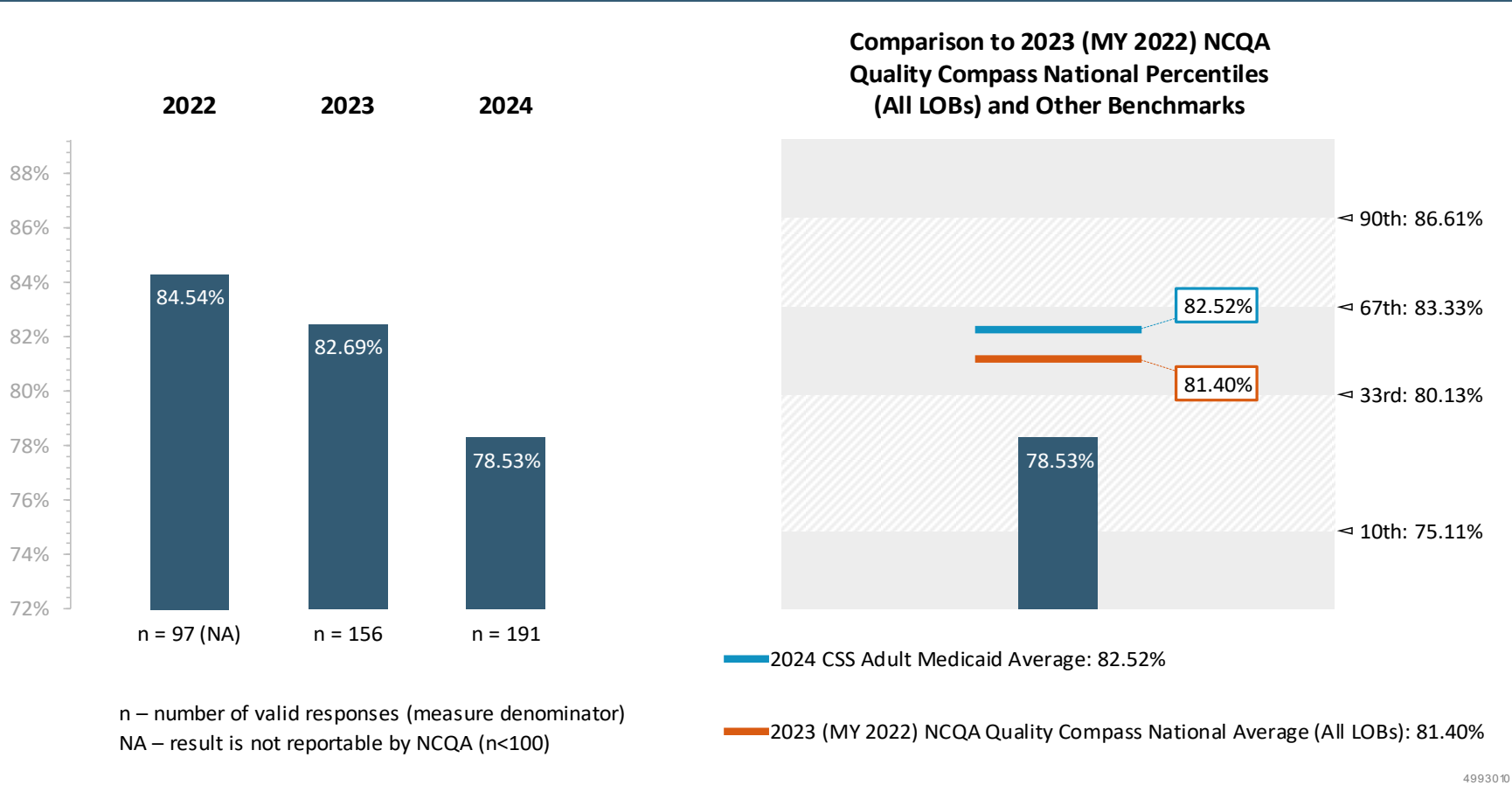
Getting Care Quickly
Percent Responding Always or Usually (Reported in HPR)

2022 **2023** **2024**

79.80% 82.53% 79.35%

n = 101   n = 162   n = 187

n – number of valid responses (measure denominator)

Comparison to 2023 (MY 2022) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

★★★★★

★★★★

★★★

★★

★

◁ 90th: 86.94%

◁ 67th: 83.78%

80.36%

79.35%   79.24%

◁ 33rd: 77.73%

◁ 10th: 73.36%

2024 CSS Adult Medicaid Average: 79.24%

2023 (MY 2022) NCQA Quality Compass National Average (All LOBs): 80.36%

4993010

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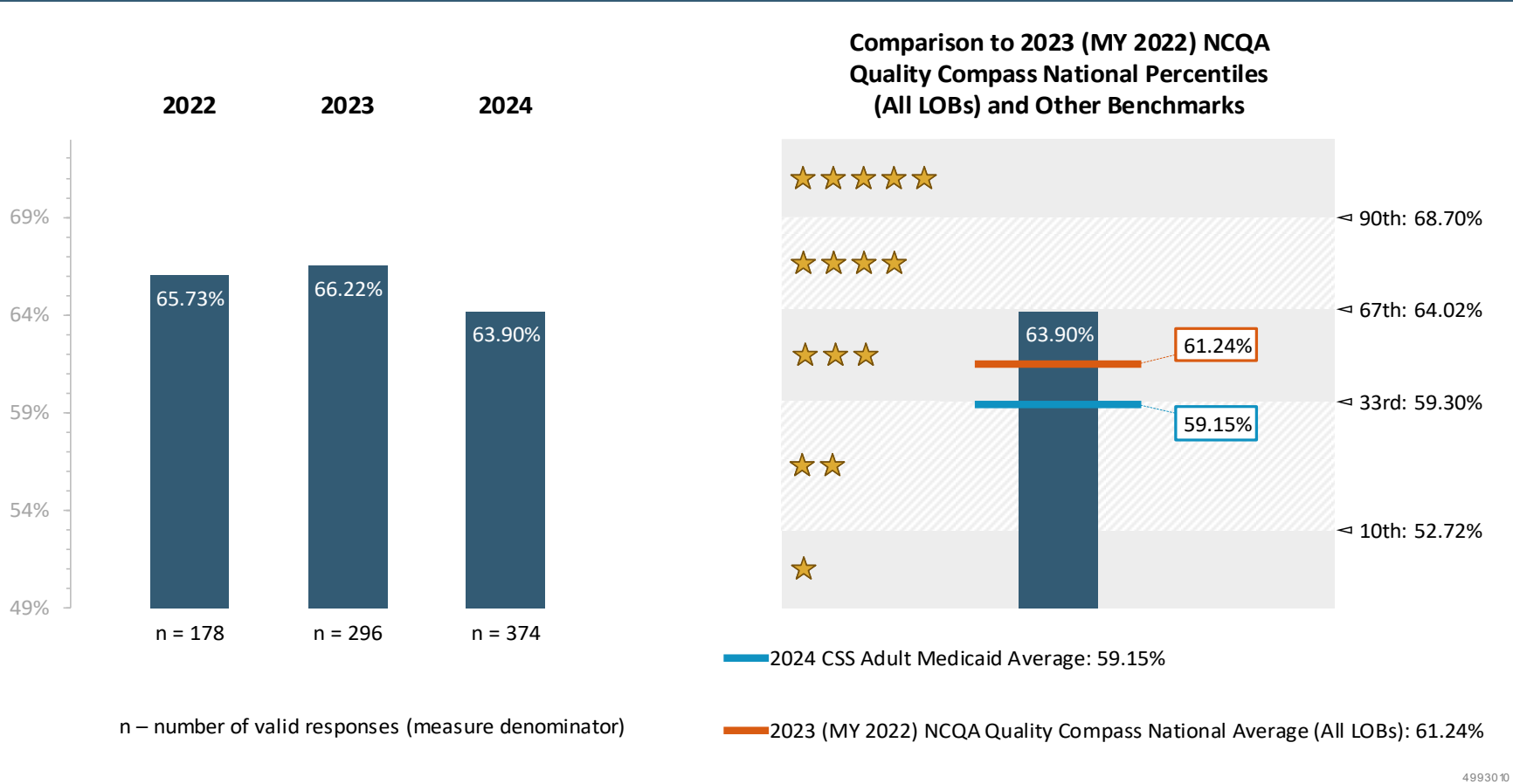
Unofficial Health Plan Ratings were estimated by CSS based on the prior-year (2023, or MY 2022) NCQA Quality Compass national benchmarks. The official 2024 Health Plan Ratings, based on the current-year (2024, or MY 2023) national benchmarks, will be posted by NCQA on the Health Plan Report Card website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

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

Percent Responding Always or Usually (Not Reported in HPR)

Comparison to 2023 (MY 2022) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

Left bar chart:
- 2022: 84.21% (n = 76 (NA))
- 2023: 83.06% (n = 124)
- 2024: 81.16% (n = 138)

Right chart benchmarks:
- ◁ 90th: 87.63%
- ◁ 67th: 84.39%
- 81.96%
- 81.16%
- 80.63%
- ◁ 33rd: 80.26%
- ◁ 10th: 76.12%

━━ 2024 CSS Adult Medicaid Average: 80.63%

━━ 2023 (MY 2022) NCQA Quality Compass National Average (All LOBs): 81.96%

n – number of valid responses (measure denominator)
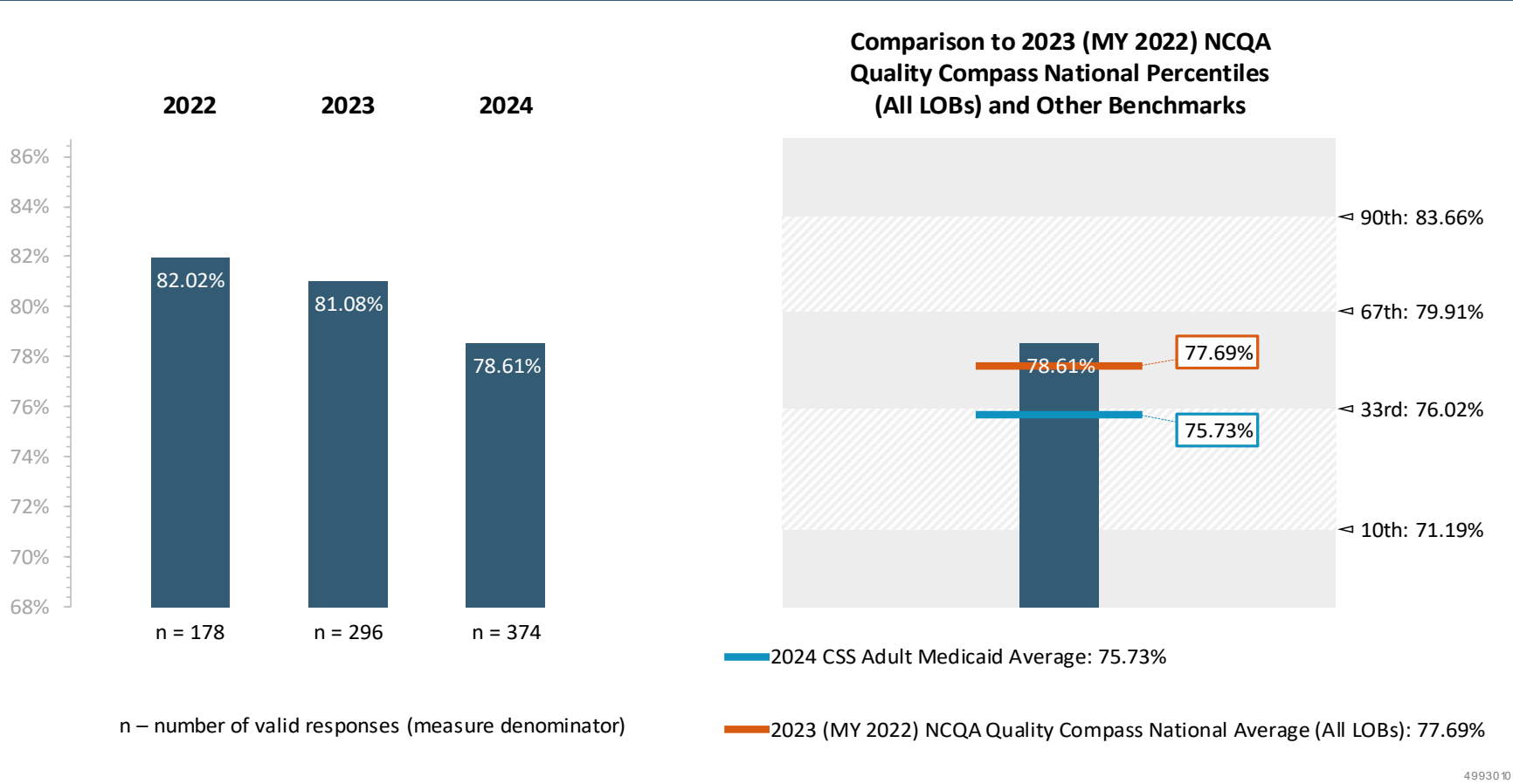NA – result is not reportable by NCQA (n<100)

4993010

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)
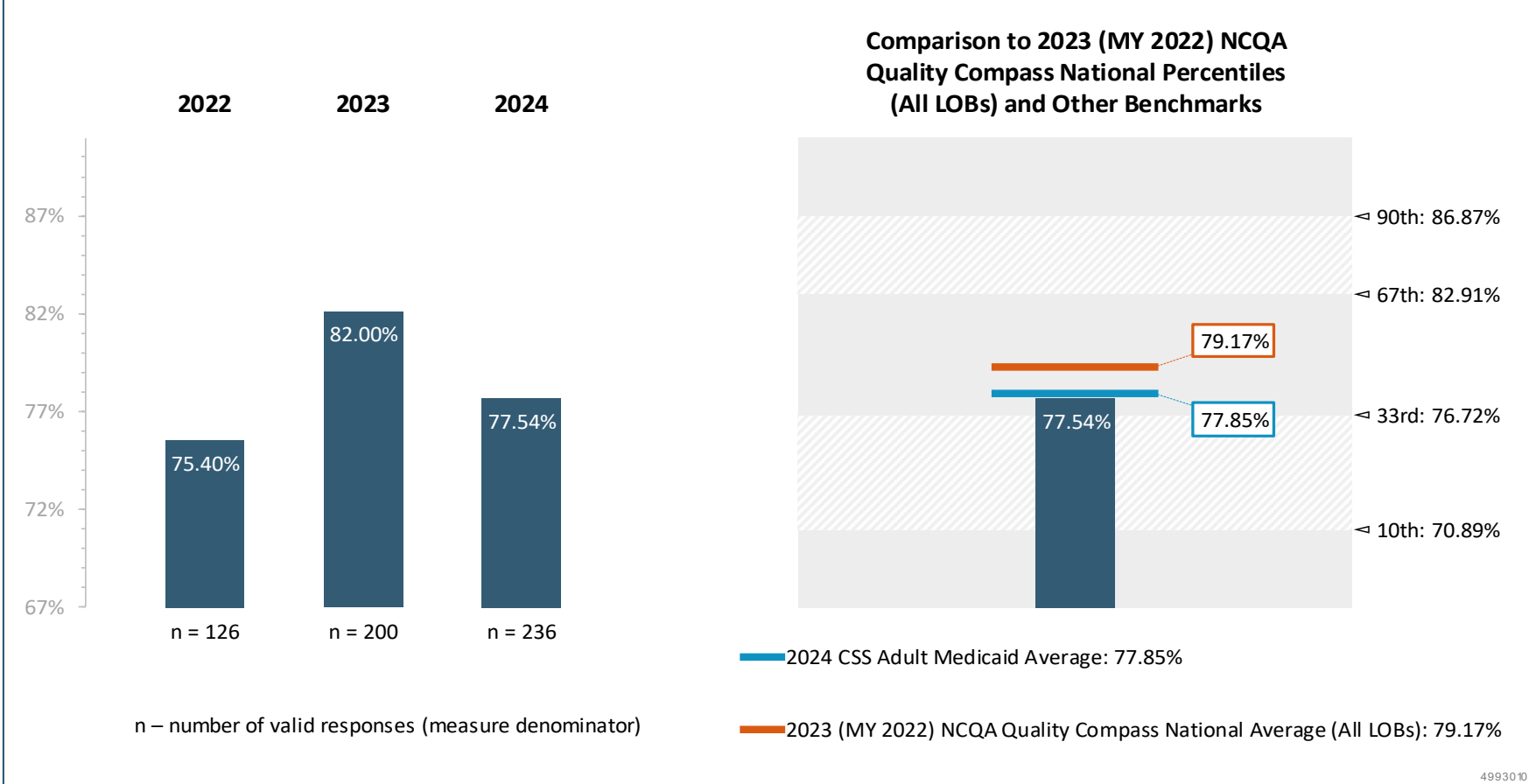
2022 **2023** **2024**

87%

82%

77%

72%

67%

75.40%

82.00%

77.54%

n = 126   n = 200   n = 236

n – number of valid responses (measure denominator)

Comparison to 2023 (MY 2022) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

◁ 90th: 86.87%

◁ 67th: 82.91%

79.17%

77.54%   77.85%

◁ 33rd: 76.72%

◁ 10th: 70.89%

▬▬ 2024 CSS Adult Medicaid Average: 77.85%

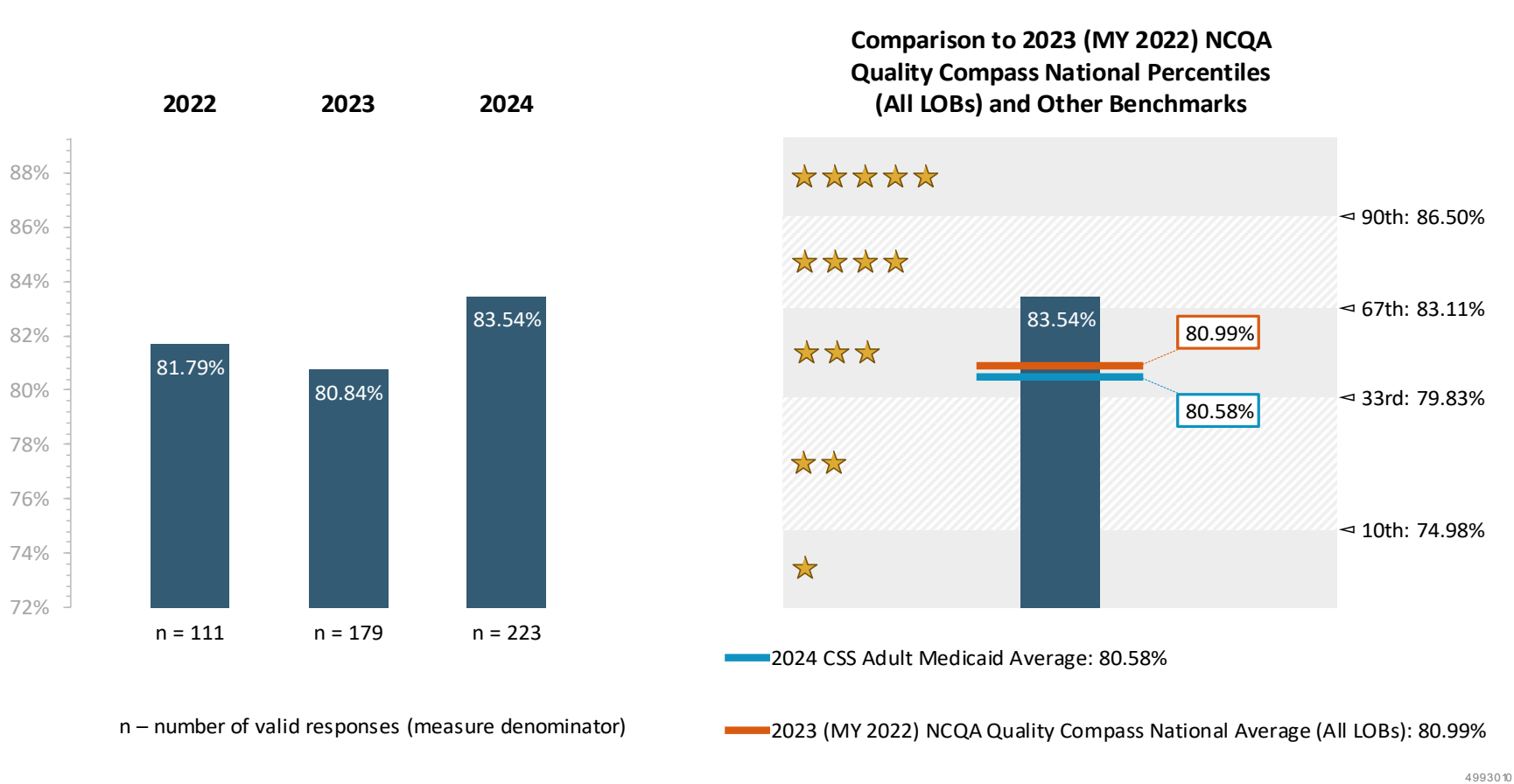▬▬ 2023 (MY 2022) NCQA Quality Compass National Average (All LOBs): 79.17%

4993010

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)
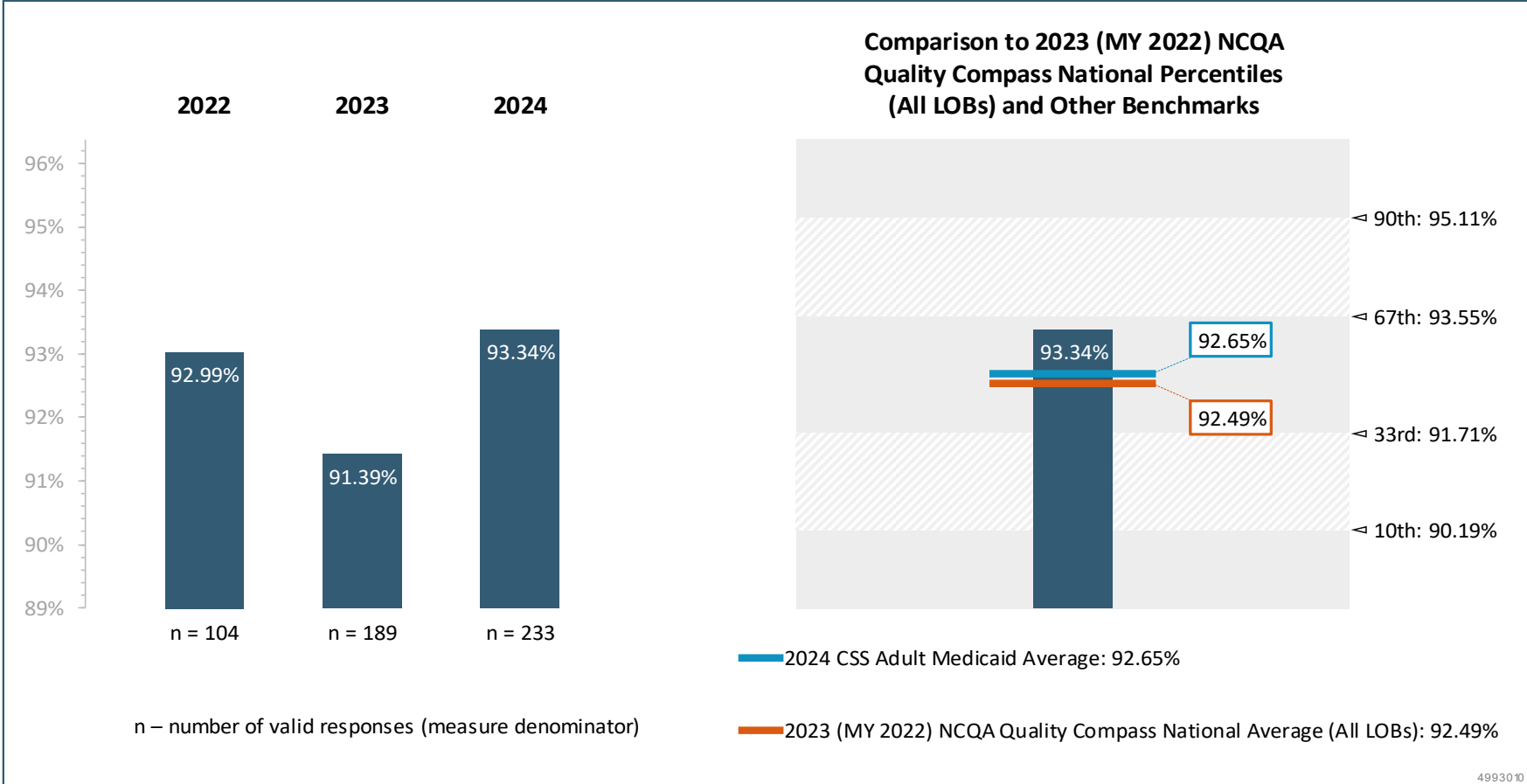
2022 **2023** **2024**

92.99% (2022)	n = 104
91.39% (2023)	n = 189
93.34% (2024)	n = 233

n – number of valid responses (measure denominator)

Comparison to 2023 (MY 2022) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

- ◁ 90th: 95.11%
- ◁ 67th: 93.55%
- ◁ 33rd: 91.71%
- ◁ 10th: 90.19%

93.34%

92.65%

92.49%

━━ 2024 CSS Adult Medicaid Average: 92.65%

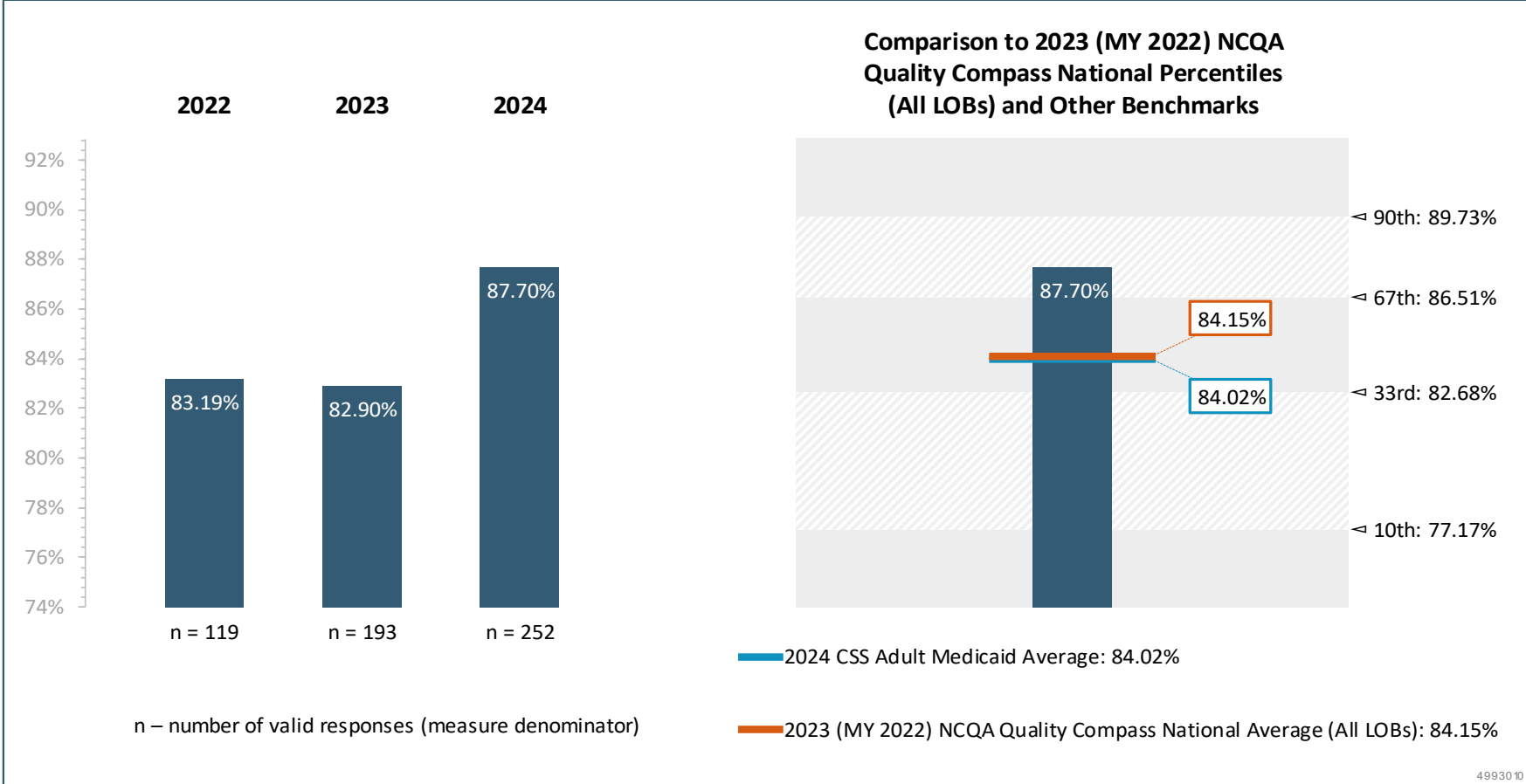━━ 2023 (MY 2022) NCQA Quality Compass National Average (All LOBs): 92.49%

4993010

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)

2022   **2023**   **2024**

- 2022: 94.29% (n = 105)
- 2023: 92.11% (n = 190)
- 2024: 92.70% (n = 233)

n – number of valid responses (measure denominator)

Comparison to 2023 (MY 2022) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

- 90th: 95.87%
- 67th: 93.88%
- 33rd: 91.74%
- 10th: 89.77%

92.70%
92.60%
92.45%

2024 CSS Adult Medicaid Average: 92.45%

2023 (MY 2022) NCQA Quality Compass National Average (All LOBs): 92.60%

4993010

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)
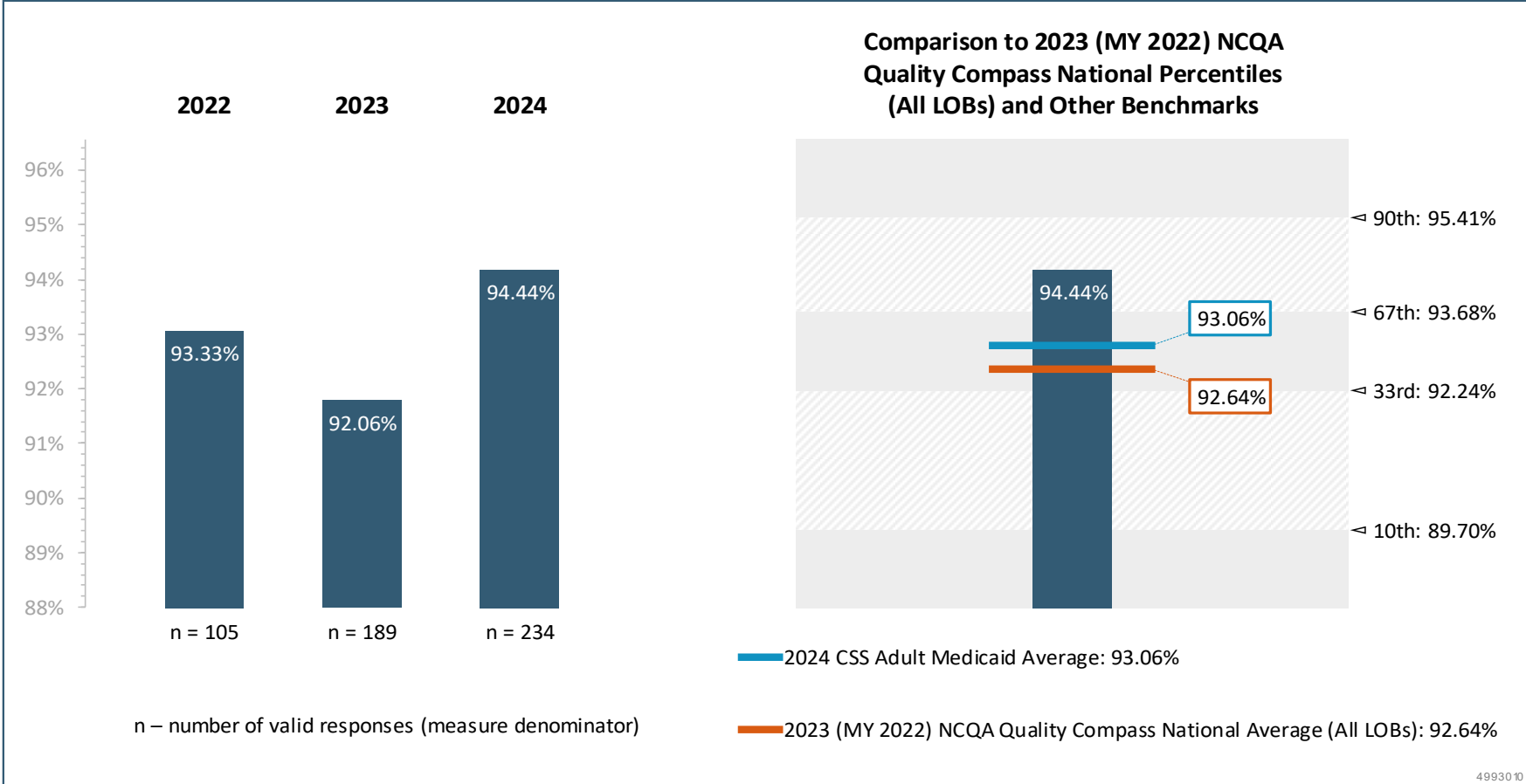
2022 **2023** **2024**

96%
95%
94%   94.44%
93% 93.33%
92%   92.06%
91%
90%
89%
88%

n = 105   n = 189   n = 234

n – number of valid responses (measure denominator)

Comparison to 2023 (MY 2022) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

⊲ 90th: 95.41%

94.44%
93.06%
⊲ 67th: 93.68%

92.64%
⊲ 33rd: 92.24%

⊲ 10th: 89.70%

━━ 2024 CSS Adult Medicaid Average: 93.06%

━━ 2023 (MY 2022) NCQA Quality Compass National Average (All LOBs): 92.64%

4993010

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)
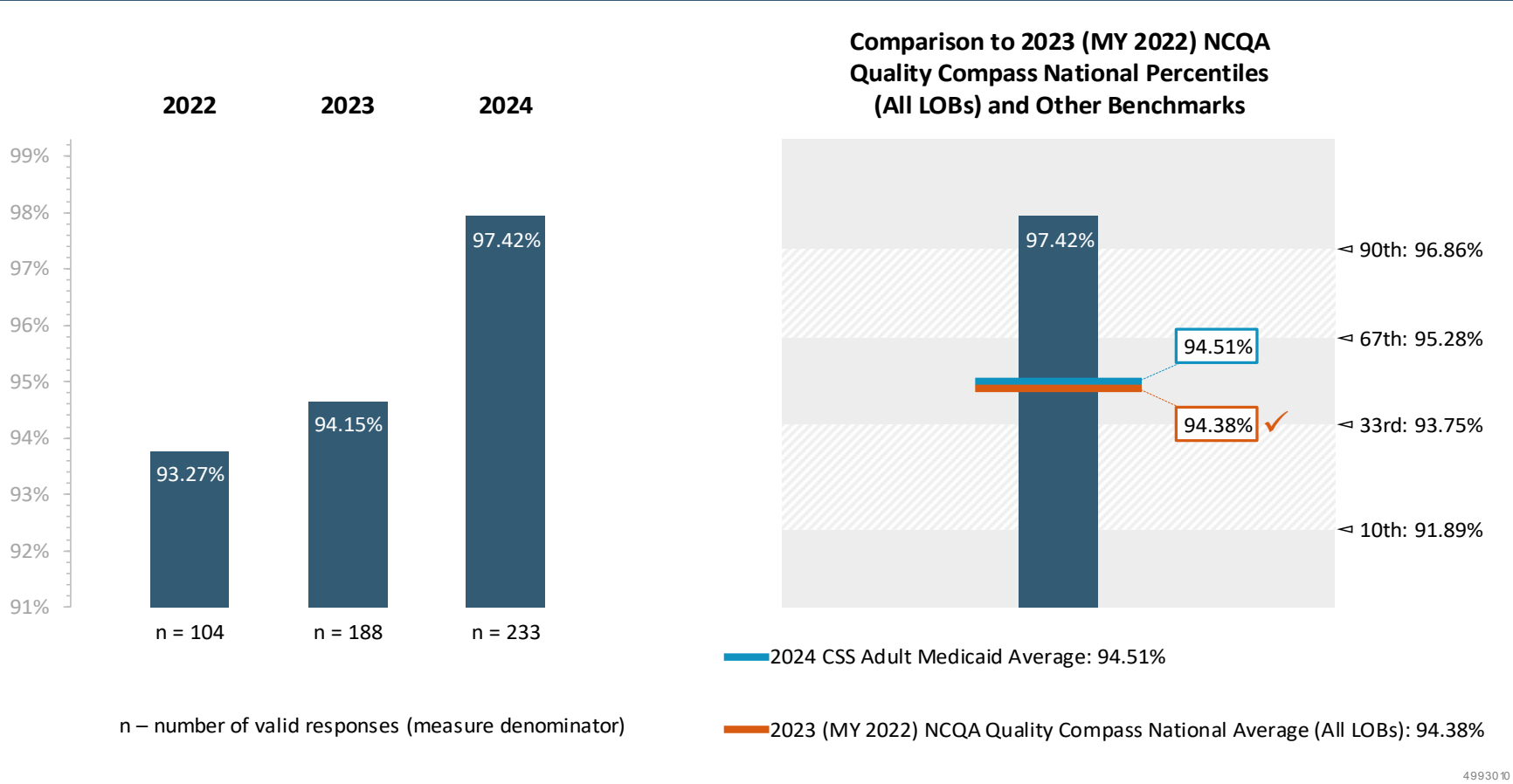
Comparison to 2023 (MY 2022) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

2022: 93.27% (n = 104)
2023: 94.15% (n = 188)
2024: 97.42% (n = 233)

n – number of valid responses (measure denominator)

97.42%

94.51%
94.38% ✓

⊲ 90th: 96.86%
⊲ 67th: 95.28%
⊲ 33rd: 93.75%
⊲ 10th: 91.89%

— 2024 CSS Adult Medicaid Average: 94.51%

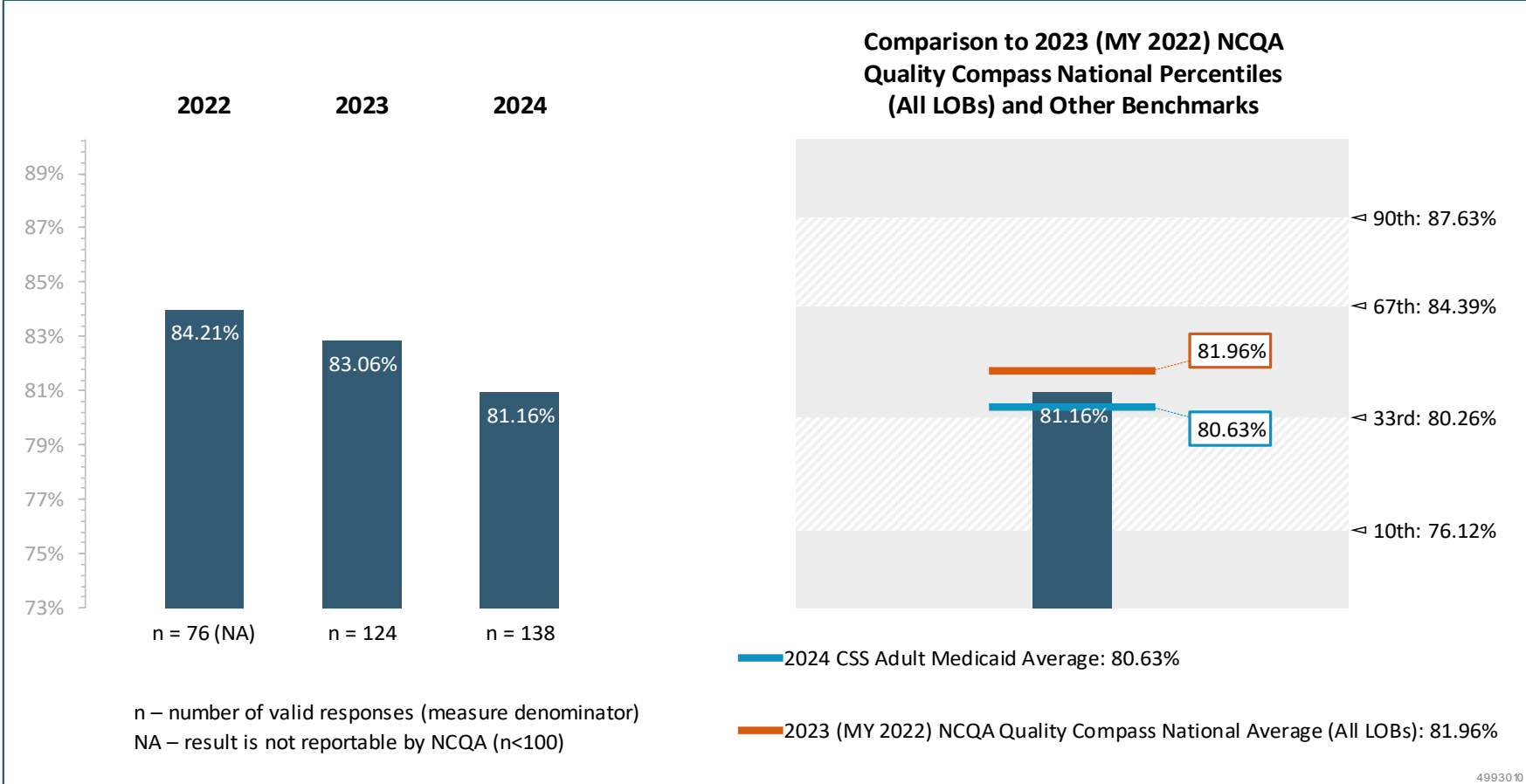— 2023 (MY 2022) NCQA Quality Compass National Average (All LOBs): 94.38%

4993010

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 (Q15)
Percent Responding Always or Usually (Not Reported in HPR)
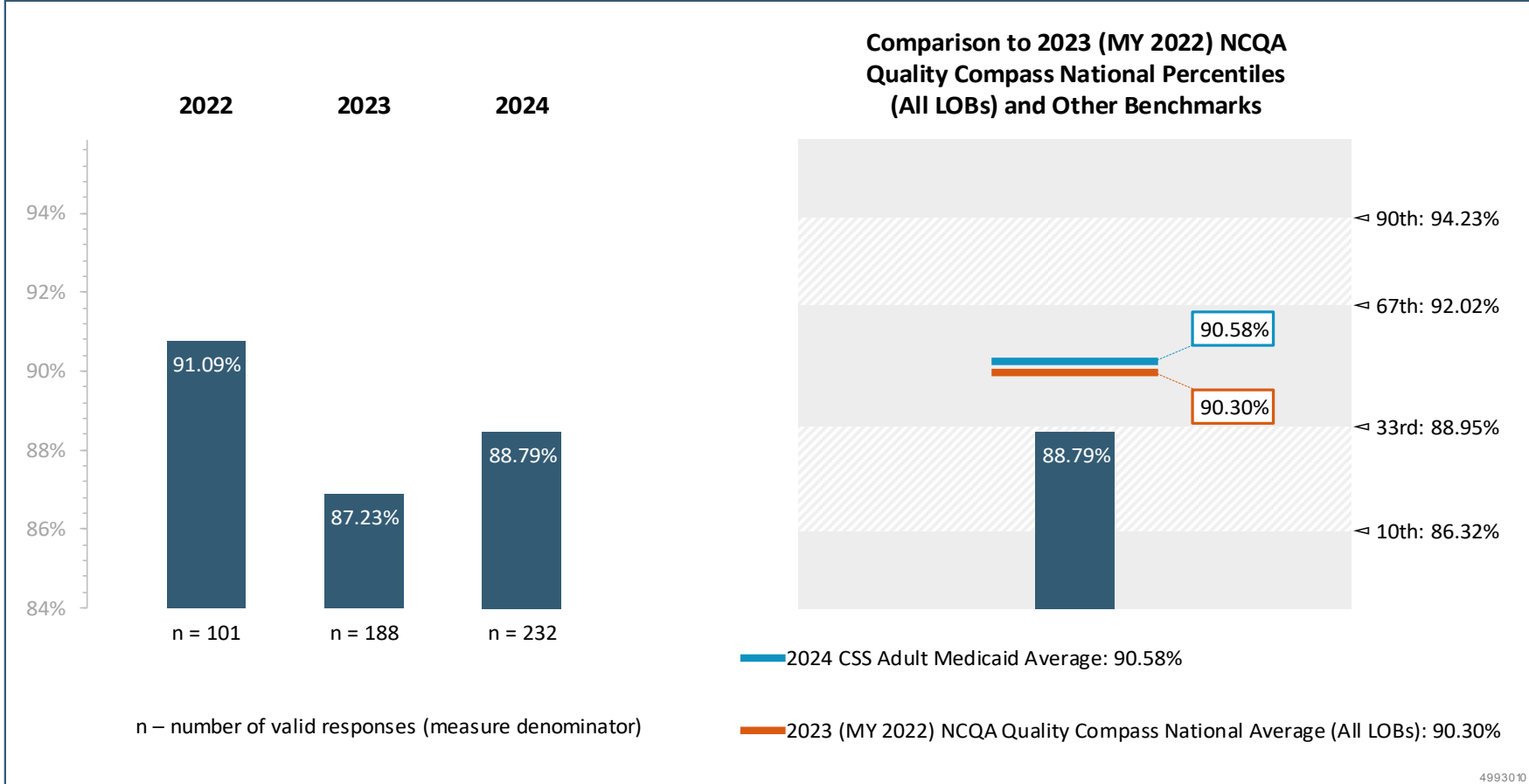
Comparison to 2023 (MY 2022) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

2022   **2023**   **2024**

- 2022: 91.09% (n = 101)
- 2023: 87.23% (n = 188)
- 2024: 88.79% (n = 232)

n – number of valid responses (measure denominator)

Benchmarks:
- ◁ 90th: 94.23%
- ◁ 67th: 92.02%
- ◁ 33rd: 88.95%
- ◁ 10th: 86.32%

- 90.58%
- 90.30%
- 88.79%

— **2024 CSS Adult Medicaid Average: 90.58%**

— **2023 (MY 2022) NCQA Quality Compass National Average (All LOBs): 90.30%**

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.

4993010

Customer Service
Percent Responding Always or Usually (Not Reported in HPR)
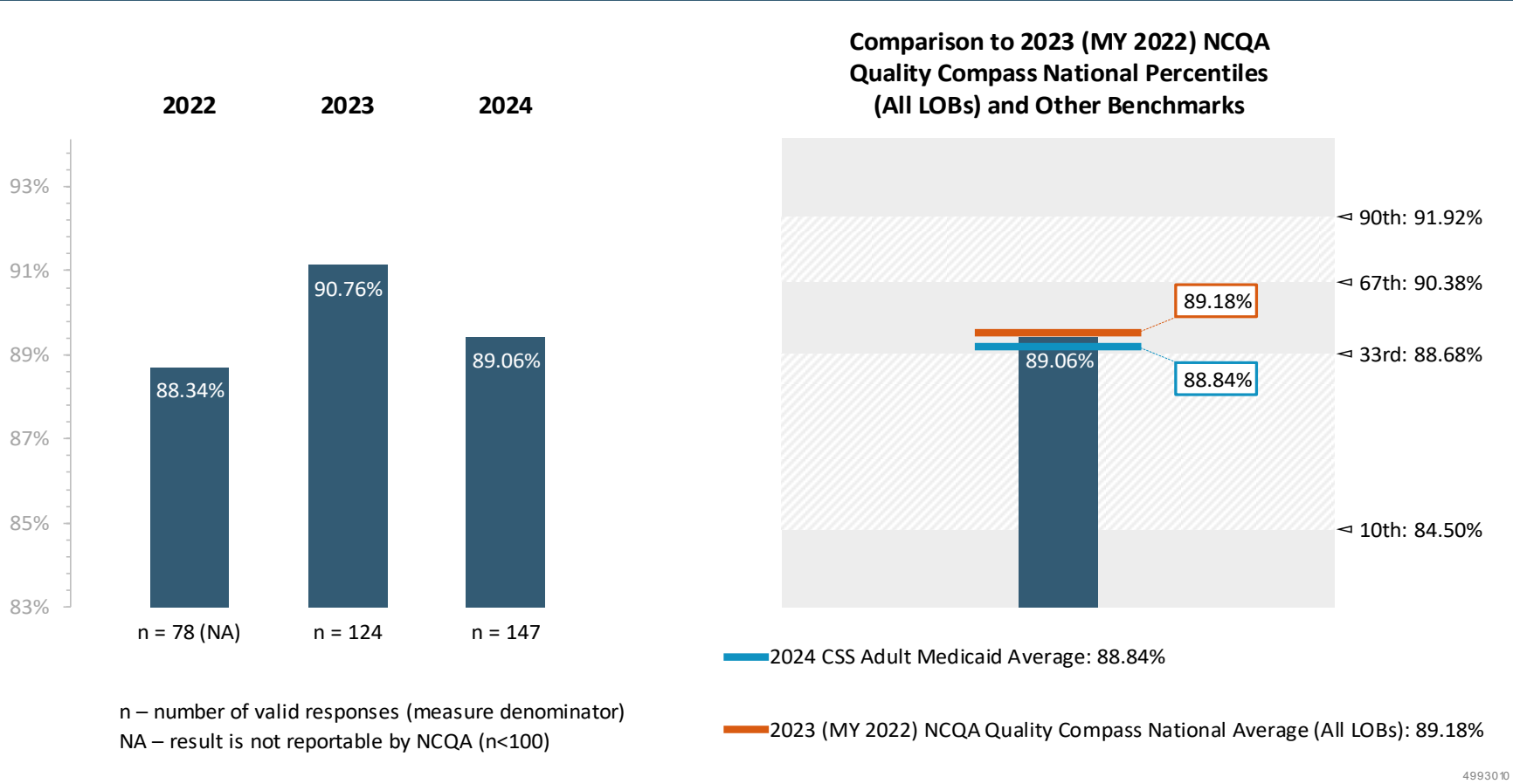
Comparison to 2023 (MY 2022) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

2022	2023	2024
88.34%	90.76%	89.06%
n = 78 (NA)	n = 124	n = 147

n – number of valid responses (measure denominator)
NA – result is not reportable by NCQA (n<100)

◁ 90th: 91.92%
◁ 67th: 90.38%
89.18%
◁ 33rd: 88.68%
89.06%
88.84%
◁ 10th: 84.50%

── 2024 CSS Adult Medicaid Average: 88.84%

── 2023 (MY 2022) NCQA Quality Compass National Average (All LOBs): 89.18%

4993010

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.
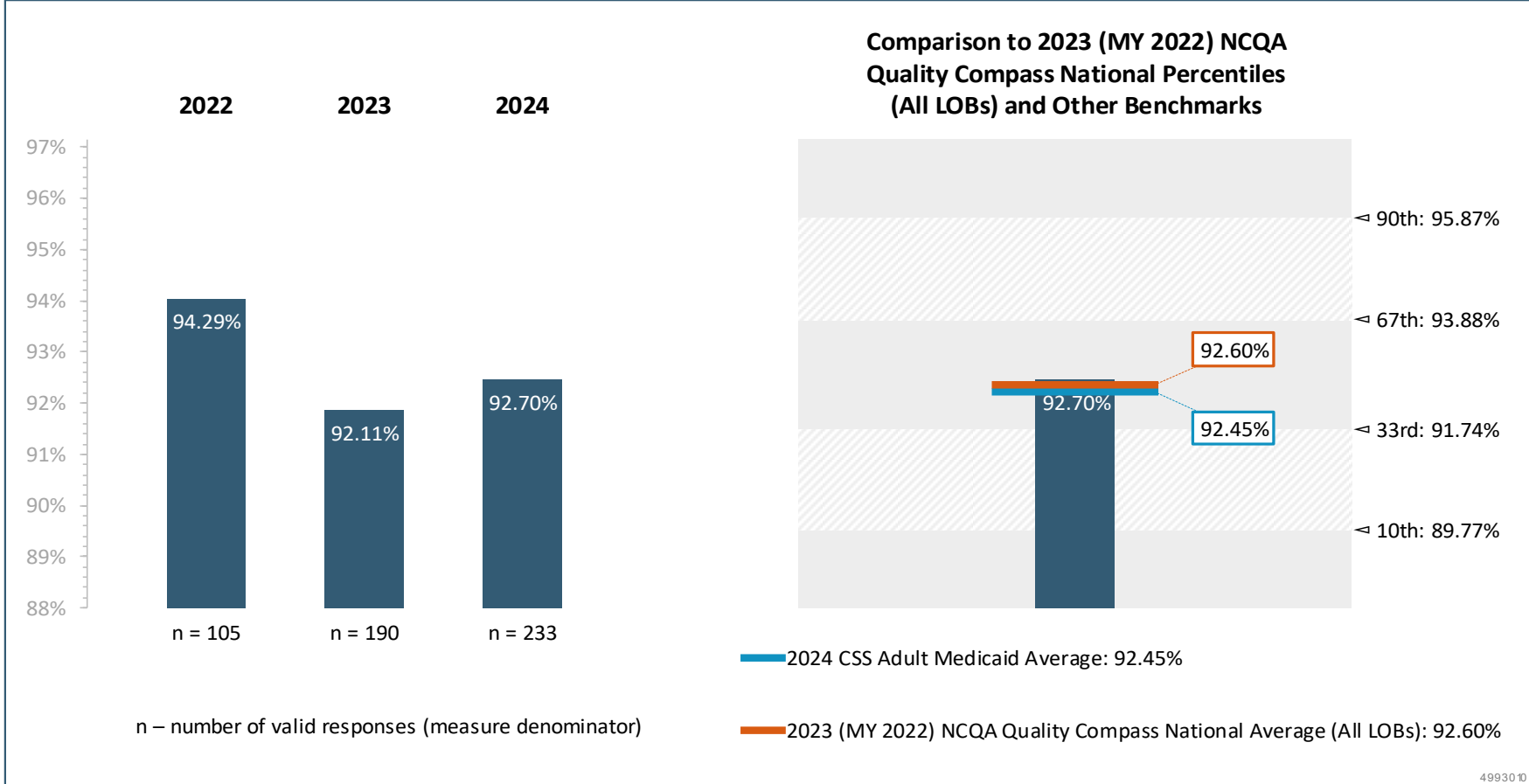
Customer Service: Customer Service Provided Information/Help (Q24)

Percent Responding Always or Usually (Not Reported in HPR)

Comparison to 2023 (MY 2022) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

2022   2023   2024

2022: 80.52%   n = 77 (NA)
2023: 84.80%   n = 125
2024: 82.19%   n = 146

n – number of valid responses (measure denominator)
NA – result is not reportable by NCQA (n<100)

90th: 88.14%
67th: 85.33%
83.67%
33rd: 82.81%
82.94%
82.19%
10th: 78.18%

— 2024 CSS Adult Medicaid Average: 82.94%

— 2023 (MY 2022) NCQA Quality Compass National Average (All LOBs): 83.67%

4993010

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 (Q25)
Percent Responding Always or Usually (Not Reported in HPR)
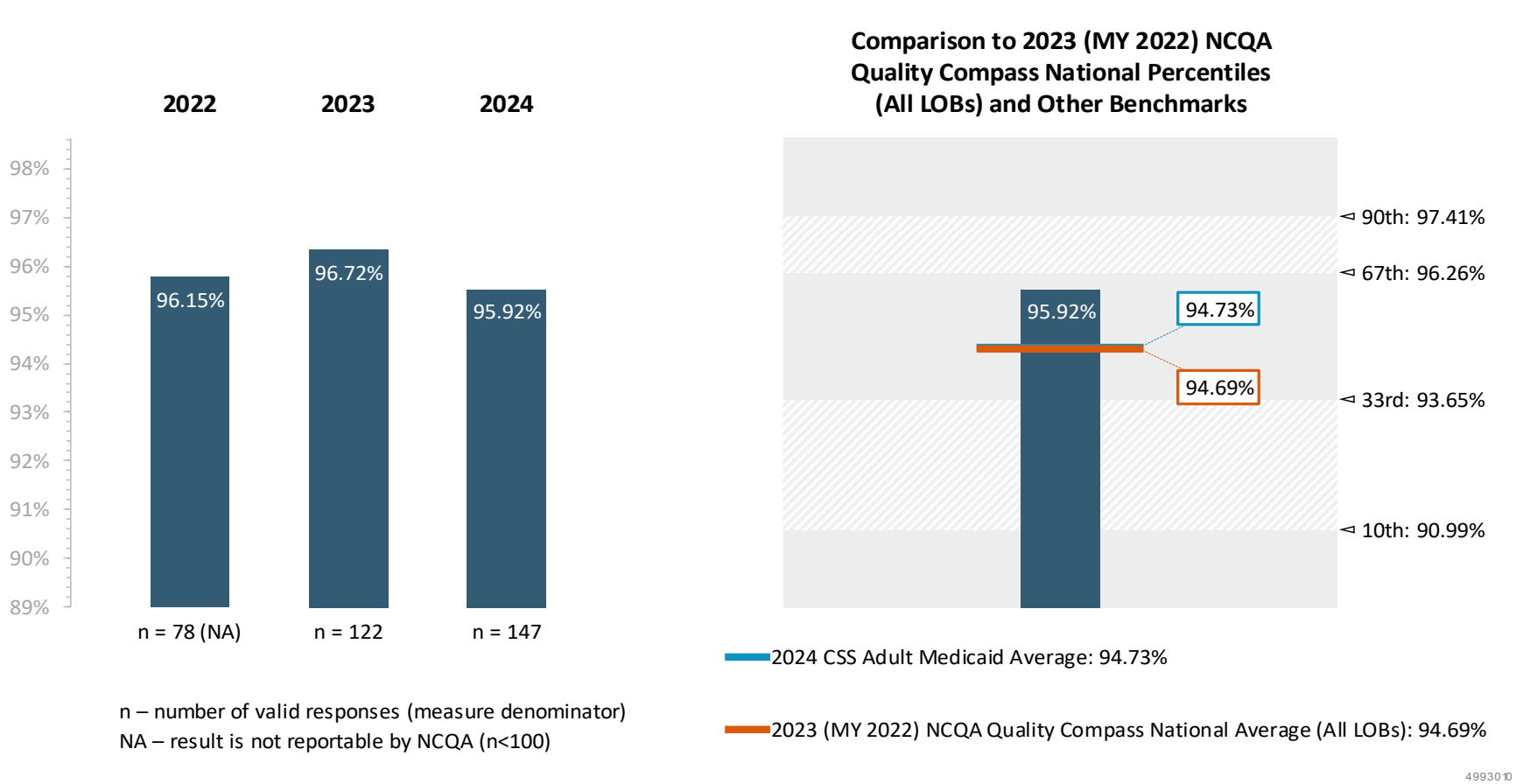
2022   **2023**   **2024**

96.15%   96.72%   95.92%

n = 78 (NA)   n = 122   n = 147

n – number of valid responses (measure denominator)
NA – result is not reportable by NCQA (n<100)

Comparison to 2023 (MY 2022) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

95.92%   94.73%
94.69%

◁ 90th: 97.41%
◁ 67th: 96.26%
◁ 33rd: 93.65%
◁ 10th: 90.99%

── 2024 CSS Adult Medicaid Average: 94.73%

── 2023 (MY 2022) NCQA Quality Compass National Average (All LOBs): 94.69%

4993010

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)
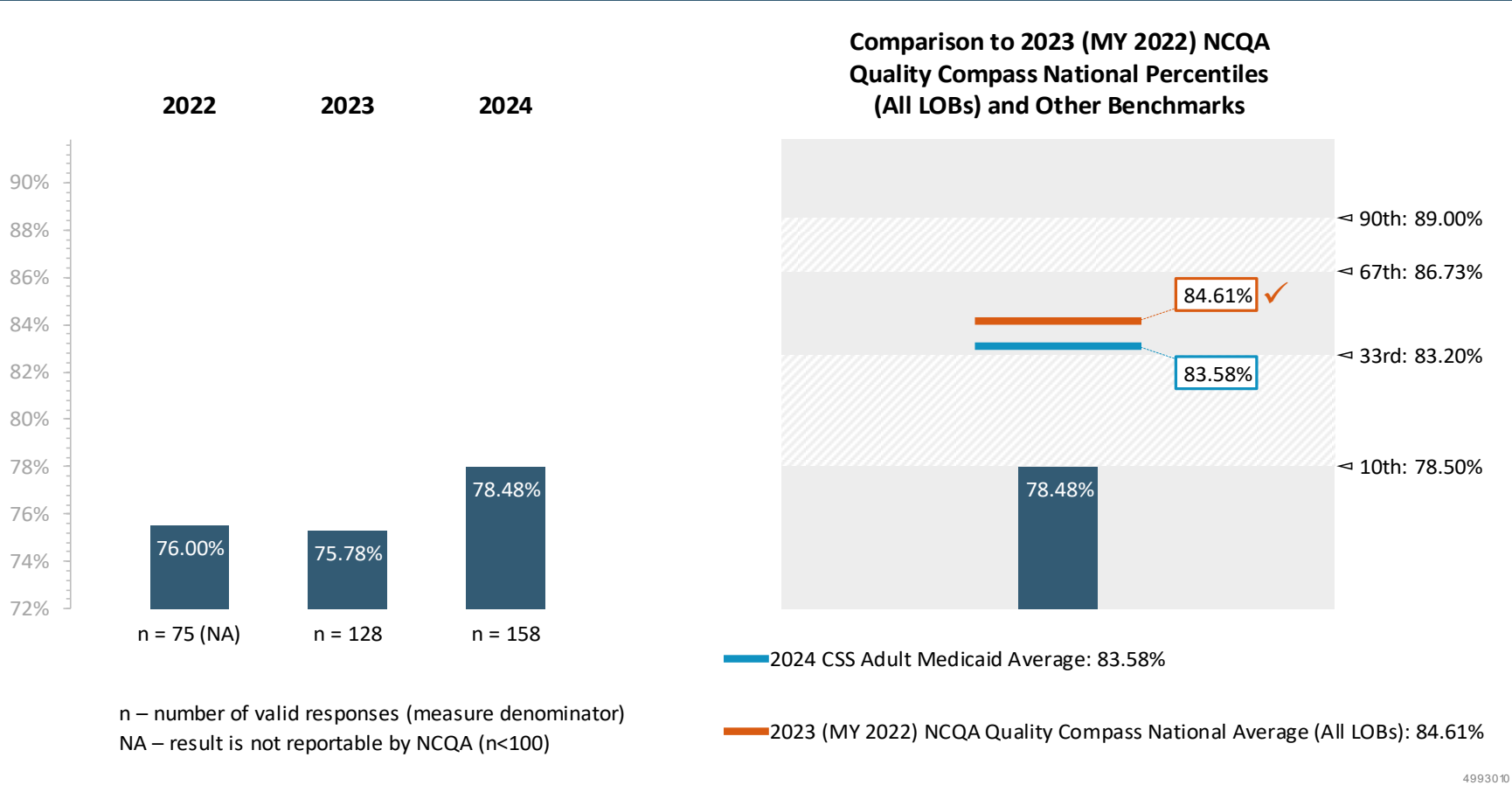
Comparison to 2023 (MY 2022) NCQA Quality Compass National Percentiles (All LOBs) and Other Benchmarks

2022 **2023** **2024**

Year	Rate	n
2022	76.00%	n = 75 (NA)
2023	75.78%	n = 128
2024	78.48%	n = 158

- ◁ 90th: 89.00%
- ◁ 67th: 86.73%
- 84.61% ✓
- ◁ 33rd: 83.20%
- 83.58%
- ◁ 10th: 78.50%
- 78.48%

n – number of valid responses (measure denominator)
NA – result is not reportable by NCQA (n<100)

━━ 2024 CSS Adult Medicaid Average: 83.58%

━━ 2023 (MY 2022) NCQA Quality Compass National Average (All LOBs): 84.61%

4993010

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.

EFFECTIVENESS OF CARE
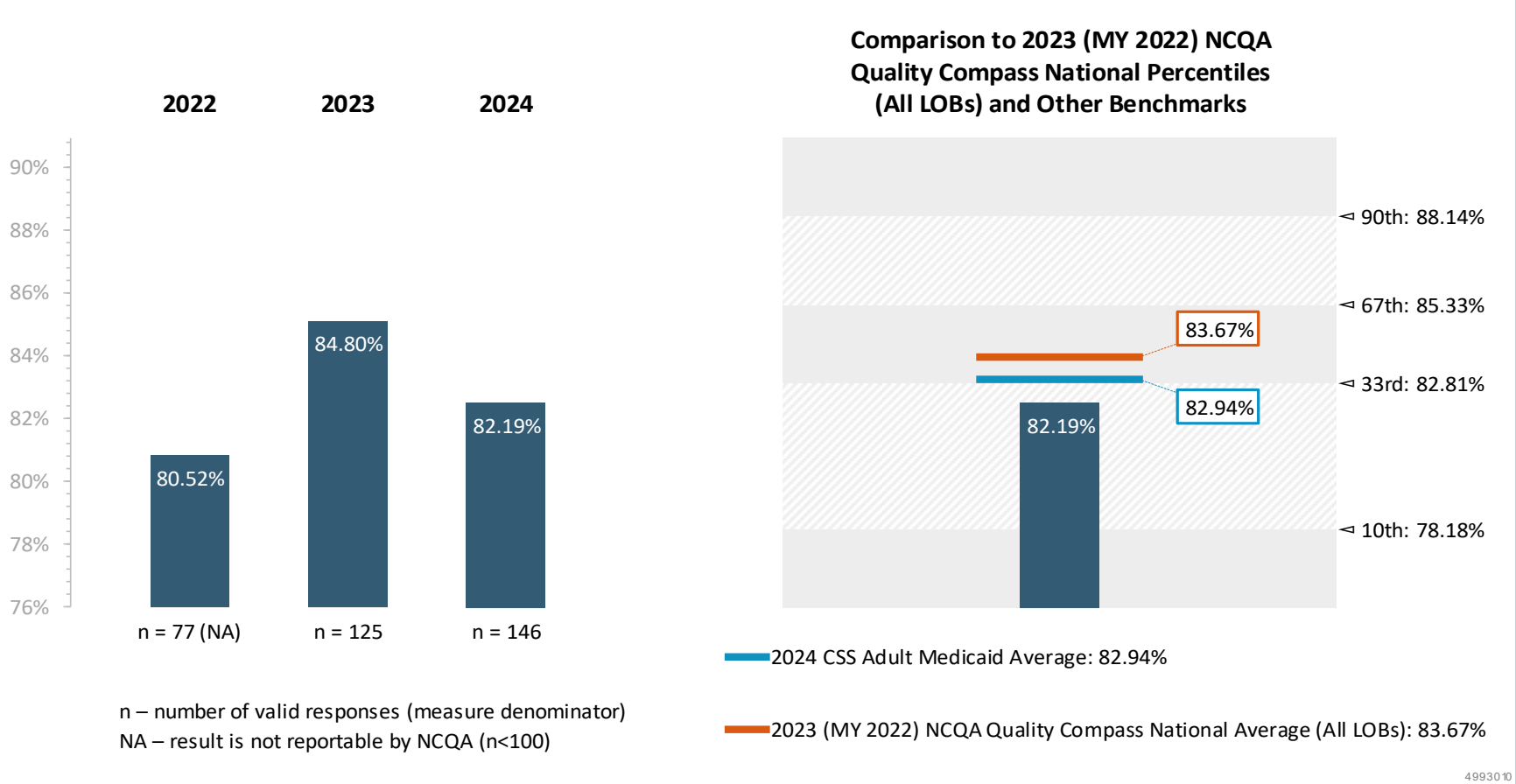
The *Effectiveness of Care* domain applies to adult health plan members only and includes the *Medical Assistance With Smoking and Tobacco Use Cessation (MSC)* measure. Measure results are calculated based on two years of data collection using rolling average methodology. A brief description of each component of the *MSC* measure, as it appears in *HEDIS 2024, Volume 3: Specifications for Survey Measures*, is provided below. Please refer to *Volume 3* for additional information.

MEDICAL ASSISTANCE WITH SMOKING AND TOBACCO USE CESSATION (MSC)

The following components of this measure assess different facets of providing medical assistance with smoking and tobacco use cessation:

★ ***Advising Smokers and Tobacco Users to Quit*** – A rolling average rate represents the percentage of current smokers or tobacco users who received advice to quit during the measurement year.

- ***Discussing Cessation Medications*** – A rolling average rate represents the percentage of current smokers or tobacco users who discussed or were recommended cessation medications during the measurement year.

- ***Discussing Cessation Strategies*** – A rolling average rate represents the percentage of current smokers or tobacco users who discussed or were provided cessation methods or strategies during the measurement year.

CALCULATION AND REPORTING OF RESULTS

The rolling average method relies on two consecutive years of data collection to obtain a denominator sufficient to calculate measure results. Rolling average results are calculated using data reported for the current year and, when available, data reported for the prior year. NCQA calculates and reports rolling average rates according to the following rules:

- For a health plan with two consecutive years of reported data, the rate is calculated if the rolling average denominator is 100 or more. If the rolling average denominator is less than 100, NCQA reports the measure result as "NA."

- If the plan did not report results in the prior year but reports results for the current year, the rate is calculated if the current-year denominator is 100 or more. If the current year denominator is less than 100, NCQA reports the measure result as "NA."

A plan that does not report an *MSC* result for the current year is assigned a result of "NR" by NCQA. Note that, as with all other measures, CSS reports the plan's *MSC* rates regardless of whether the plan reports them to NCQA or achieves the minimum denominator of 100 valid responses required for NCQA reporting.

Table 9 provides a summary of Mercy Care *MSC* measure results. Comparisons to prior-year rates (if available) as well as to the 2024 CSS Adult Medicaid Average rates with statistical significance tests are included.

Table 9.   2024 Mercy Care Adult Medicaid CAHPS Survey: Medical Assistance With Smoking Cessation Measure Results

Medical Assistance With Smoking and Tobacco Use Cessation (MSC) (% A+U+S)	Your Organization							Benchmark Comparisons				Your Organization's Estimated 2024 NCQA Health Plan (Star) Rating
	2024			2023		2022		2024 CSS Adult Medicaid Average		2023 (MY 2022) NCQA Quality Compass National Average (All LOBs)		
	Rate	95% CI	(n)	Rate	Change	Rate	Change	Rate	Difference	Rate	Difference	
Advising Smokers to Quit	71.19%	(±8.17)	(118)	71.00%	[+0.19]	62.07%	[+9.12]	73.19%	[-2.01]	72.78%	[-1.59]	★★★☆☆
Discussing Cessation Meds	47.01%	(±9.04)	(117)	41.41%	[+5.59]	45.98%	[+1.03]	48.87%	[-1.86]	51.16%	[-4.15]	Not reported in NCQA Health Plan Ratings
Discussing Cessation Strategies	39.66%	(±8.90)	(116)	38.38%	[+1.27]	41.38%	[-1.72]	44.48%	[-4.82]	45.43%	[-5.77]	

4993010

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.

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
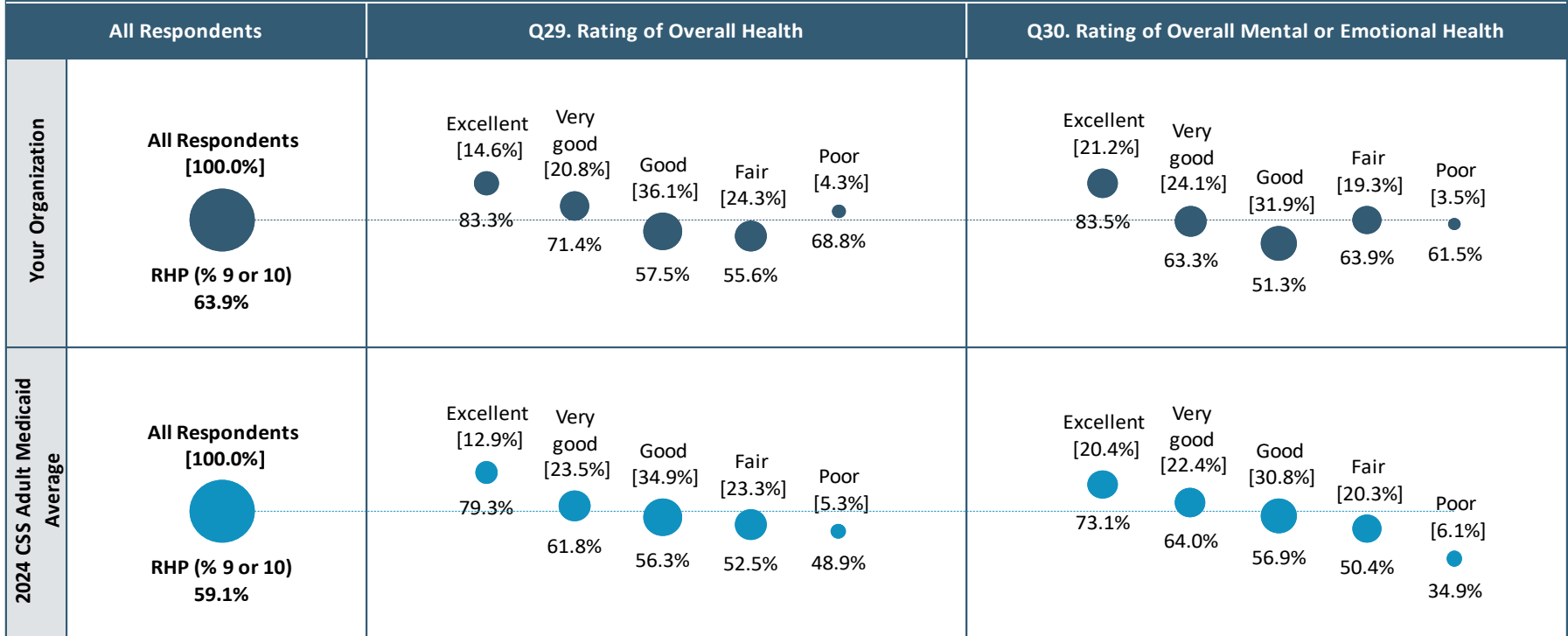
All Respondents	Q29. Rating of Overall Health	Q30. Rating of Overall Mental or Emotional Health

Your Organization

All Respondents
[100.0%]

RHP (% 9 or 10)
63.9%

Excellent [14.6%]
Very good [20.8%]
Good [36.1%]
Fair [24.3%]
Poor [4.3%]
83.3%
71.4%
57.5%
55.6%
68.8%

Excellent [21.2%]
Very good [24.1%]
Good [31.9%]
Fair [19.3%]
Poor [3.5%]
83.5%
63.3%
51.3%
63.9%
61.5%

2024 CSS Adult Medicaid Average

All Respondents
[100.0%]

RHP (% 9 or 10)
59.1%

Excellent [12.9%]
Very good [23.5%]
Good [34.9%]
Fair [23.3%]
Poor [5.3%]
79.3%
61.8%
56.3%
52.5%
48.9%

Excellent [20.4%]
Very good [22.4%]
Good [30.8%]
Fair [20.3%]
Poor [6.1%]
73.1%
64.0%
56.9%
50.4%
34.9%

"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
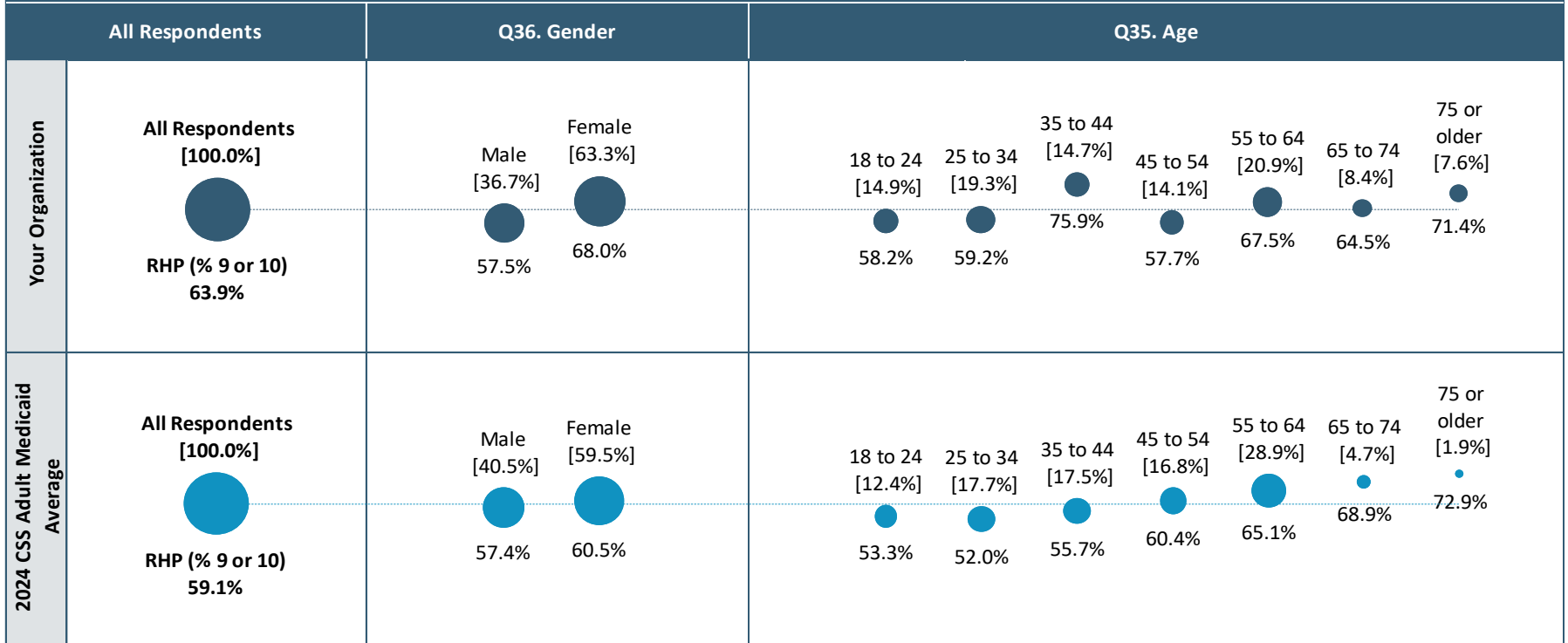
	All Respondents	Q36. Gender	Q35. Age

Your Organization

All Respondents [100.0%]

RHP (% 9 or 10) 63.9%

Q36. Gender

Male [36.7%] — 57.5%

Female [63.3%] — 68.0%

Q35. Age

18 to 24 [14.9%] — 58.2%

25 to 34 [19.3%] — 59.2%

35 to 44 [14.7%] — 75.9%

45 to 54 [14.1%] — 57.7%

55 to 64 [20.9%] — 67.5%

65 to 74 [8.4%] — 64.5%

75 or older [7.6%] — 71.4%

2024 CSS Adult Medicaid Average

All Respondents [100.0%]

RHP (% 9 or 10) 59.1%

Q36. Gender

Male [40.5%] — 57.4%

Female [59.5%] — 60.5%

Q35. Age

18 to 24 [12.4%] — 53.3%

25 to 34 [17.7%] — 52.0%

35 to 44 [17.5%] — 55.7%

45 to 54 [16.8%] — 60.4%

55 to 64 [28.9%] — 65.1%

65 to 74 [4.7%] — 68.9%

75 or older [1.9%] — 72.9%

"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	Q39. Race						Q38. Hispanic or Latino Origin/Descent	

Your Organization

All Respondents [100.0%]

RHP (% 9 or 10) 63.9%

White [65.3%]	Black or African-American [8.7%]	Asian [5.5%]	Native Hawaiian or Pacific [1.2%]	American Indian/ Native [2.0%]	Other [26.8%]	Hispanic /Latino [47.4%]	Not Hispanic /Latino [52.6%]
64.3%	56.7%	57.9%	n<5	71.4%	66.3%	71.1%	58.3%

2024 CSS Adult Medicaid Average

All Respondents [100.0%]

RHP (% 9 or 10) 59.1%

White [56.3%]	Black or African-American [29.8%]	Asian [6.0%]	Native Hawaiian or Pacific [1.0%]	American Indian/ Native [3.7%]	Other [13.5%]	Hispanic /Latino [23.8%]	Not Hispanic /Latino [76.2%]
58.1%	60.2%	48.6%	55.3%	51.1%	63.6%	67.8%	56.0%

"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.

Member Education Level

All Respondents	Q37. Education Level

Your Organization

All Respondents [100.0%]

RHP (% 9 or 10) 63.9%

8th grade or less [7.4%]	Some HS, did not graduate [11.2%]	HS grad. or GED [38.1%]	Some college/ 2-yr. degree [30.8%]	4-year college degree [6.5%]	More than 4-yr. college degree [6.0%]
85.2%	65.9%	69.3%	54.0%	54.2%	63.6%

2024 CSS Adult Medicaid Average

All Respondents [100.0%]

RHP (% 9 or 10) 59.1%

8th grade or less [5.9%]	Some HS, did not graduate [13.7%]	HS grad. or GED [39.1%]	Some college/ 2-yr. degree [28.0%]	4-year college degree [8.6%]	More than 4-yr. college degree [4.6%]
72.4%	63.0%	60.6%	55.9%	52.4%	48.7%

"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

All Respondents [100.0%]

RHP (% 9 or 10) 63.9%

Q3. Required Urgent Care
- Yes [37.5%] — 67.6%
- No [62.5%] — 61.6%

Q5. Made Appointment(s) for Check-up or Routine Care
- Yes [64.3%] — 68.1%
- No [35.7%] — 56.1%

Q7. Visits to Doctor's Office or Clinic
- None [31.9%] — 61.5%
- 1 time [11.2%] — 68.3%
- 2 [17.7%] — 60.0%
- 3 [8.2%] — 63.3%
- 4 [11.4%] — 66.7%
- 5 to 9 [13.6%] — 68.0%
- 10+ [6.0%] — 63.6%

2024 CSS Adult Medicaid Average

All Respondents [100.0%]

RHP (% 9 or 10) 59.1%

Q3. Required Urgent Care
- Yes [35.2%] — 59.8%
- No [64.8%] — 58.8%

Q5. Made Appointment(s) for Check-up or Routine Care
- Yes [60.1%] — 62.6%
- No [39.9%] — 53.6%

Q7. Visits to Doctor's Office or Clinic
- None [35.3%] — 54.3%
- 1 time [16.1%] — 63.0%
- 2 [14.7%] — 59.4%
- 3 [11.0%] — 61.5%
- 4 [6.8%] — 62.0%
- 5 to 9 [10.4%] — 60.0%
- 10+ [5.7%] — 64.8%

"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)
63.9%

Yes
[76.2%]
No
[23.8%]
67.7%
51.1%

None
[16.9%]
51.1%

1 time
[26.6%]
79.7%

2
[22.7%]
65.1%

3
[11.5%]
68.8%

4
[9.4%]
73.1%

5 to 9
[10.8%]
73.3%

10+
[2.2%]
50.0%

2024 CSS Adult Medicaid Average

All Respondents
[100.0%]

RHP (% 9 or 10)
59.1%

Yes
[79.3%]
No
[20.7%]
62.6%
46.4%

None
[23.4%]
58.6%

1 time
[25.8%]
64.3%

2
[21.5%]
62.0%

3
[12.1%]
63.8%

4
[6.1%]
63.0%

5 to 9
[8.4%]
63.1%

10+
[2.6%]
76.9%

"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	Q16. Visited Providers Besides Personal Doctor	Q19. Made Specialist Appointment(s)	Q21. Number of Specialists Seen

Your Organization

All Respondents [100.0%]

RHP (% 9 or 10) 63.9%

Q16: Yes [68.7%] 69.2% No [31.3%] 77.5%

Q19: Yes [52.7%] 66.5% No [47.3%] 60.3%

Q21: None [1.6%] n<5 1 [39.9%] 70.1% 2 [24.9%] 54.2% 3 [18.7%] 61.1% 4 [6.2%] 75.0% 5+ [8.8%] 82.4%

2024 CSS Adult Medicaid Average

All Respondents [100.0%]

RHP (% 9 or 10) 59.1%

Q16: Yes [61.3%] 62.2% No [38.7%] 66.3%

Q19: Yes [43.1%] 61.7% No [56.9%] 57.1%

Q21: None [3.1%] 40.3% 1 [44.2%] 63.6% 2 [28.3%] 61.6% 3 [13.9%] 60.9% 4 [5.0%] 61.5% 5+ [5.5%] 58.3%

"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

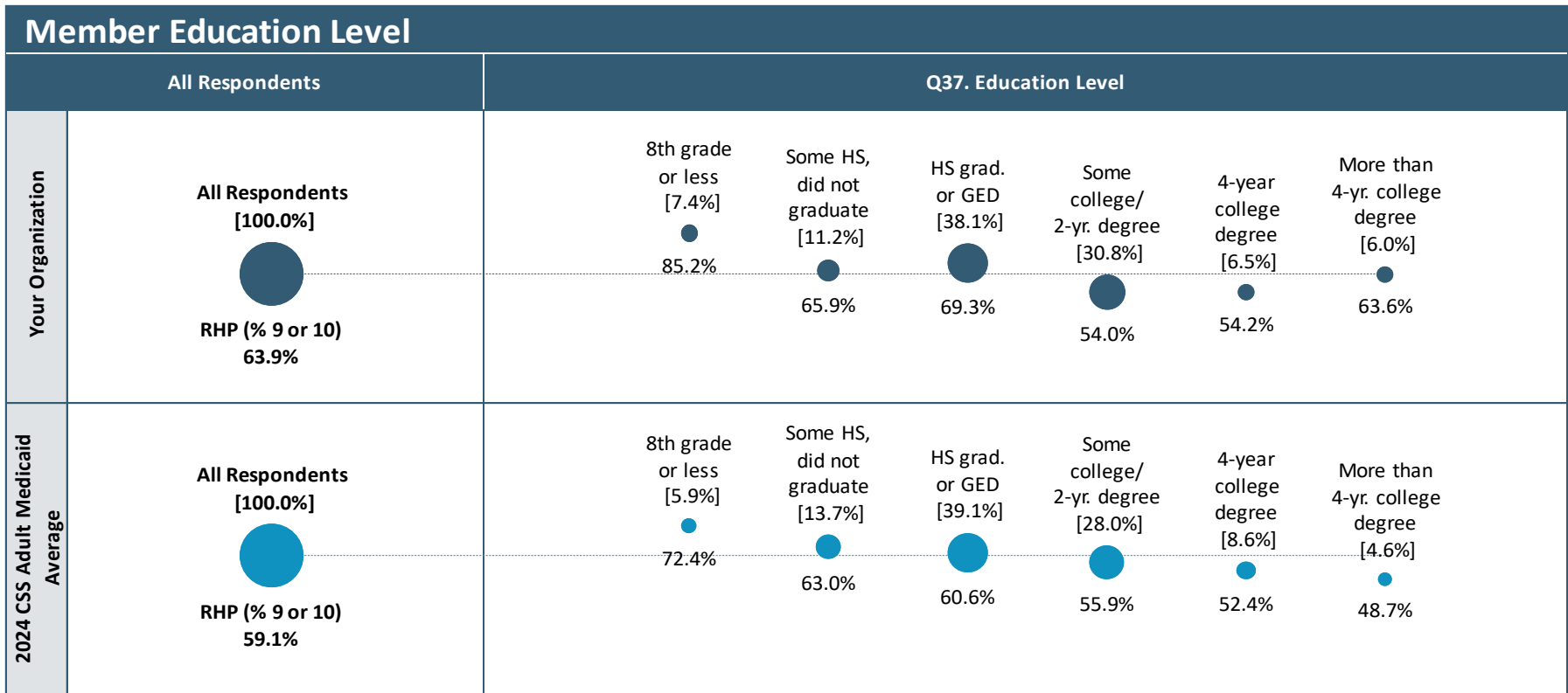Industry-level analysis, which uses health plans as units of analysis, has several important advantages compared to the alternative approach, which focuses on member experiences within a single plan. Certain plan attributes are strongly related to member satisfaction at the industry level. However, these 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 (Q18 and Q22). More generally, access to needed care, tests, and treatment (Q9), including urgent (Q4) and specialty (Q19) care, are all significant drivers of member experience.

Table 10. CSS Industry Model of Key Drivers of Medicaid Member Experience

Key Driver	Interpretation
Q22. Rating of Specialist Seen Most Often (percent *9* or *10*)	The higher the proportion of members rating their specialist as *9* or *10*, the higher the overall plan score
Q9. Ease of getting needed care, tests, or treatment (percent *Usually* or *Always*)	The higher the proportion of plan members reporting that the necessary care, tests, or treatment were easy to get, the higher the overall plan score
Q4. Got an appointment for urgent care as soon as needed (percent *Usually* or *Always*)	The higher the proportion of plan members reporting they received urgently needed care as soon as needed, the higher the overall plan score
Q19. Made specialist appointments (percent *Yes*)	The higher the proportion of plan members who made specialist appointments, the higher the overall plan score
Q18. Rating of Personal Doctor (percent *9* or *10*)	The higher the proportion of members rating their personal doctor as *9* or *10*, the higher the overall plan score

OPPORTUNITIES FOR HEALTH PLAN QUALITY IMPROVEMENT

Specific improvement opportunities for Mercy Care are presented in Table 11. 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 20 plans contributing to the 2024 CSS Adult 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 11. 2024 Mercy Care Adult 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
Q18. Rating of Personal Doctor (percent *9* or *10*) 66.20%	+9.50% ⟶ 75.70%	+4.19%
Q22. Rating of Specialist Seen Most Often (percent *9* or *10*) 65.45%	+13.43% ⟶ 78.87%	+1.73%
Q4. Got an appointment for urgent care as soon as needed (percent *Usually* or *Always*) 81.16%	+7.38% ⟶ 88.54%	+1.53%
Q9. Ease of getting needed care, tests, or treatment (percent *Usually* or *Always*) 87.70%	+1.19% ⟶ 88.89%	+0.30%
Q19. Made specialist appointments (percent *Yes*) 52.00%	+1.99% ⟶ 53.99%	+0.25%

* Best result among all plans included in the 2024 CSS Adult 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.

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 12 below. These are the composite global proportions. All questions in a composite are weighted equally, regardless of how many members responded.

Table 12. Example of Calculating a Composite Global Proportion

Response option	Question 4	Question 6	Global Proportion
Never or *Sometimes*	1 / 5 = 0.20	1 / 4 = 0.25	(0.20 + 0.25) / 2 = 0.2250
Usually	2 / 5 = 0.40	1 / 4 = 0.25	(0.40 + 0.25) / 2 = 0.3250
Always	2 / 5 = 0.40	2 / 4 = 0.50	(0.40 + 0.50) / 2 = 0.4500
Usually or Always	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:

Domain or Sub-Domain Measure Rating Score = ∑ (Measure Rating * Measure Weight) / ∑ 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. *Effectiveness of Care* measures must achieve at least 30 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 *Pearson correlation coefficient*. The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all.
Denominator (*n*, 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:

- Current enrollment (as of the date the sample frame is generated). Some members may no longer be enrolled by the time they complete the survey. They become ineligible and will be excluded from survey results based on their responses to the first two questions on the survey, which confirm membership.

- Continuous enrollment (twelve months for Commercial and six months for Medicaid, with no more than one enrollment break of 45 days or less).

- Member age (18 years old or older for the Adult survey and 17 years old or younger for the Child survey as of December 31 of the measurement year).

- Primary coverage (through Medicaid or a commercial product line for Medicaid and Commercial surveys, respectively).

Global Proportions	Applies to composite measures. The proportion of respondents selecting the favorable response(s) (e.g., *Usually* or *Always*) averaged across the questions that make up the composite.
Health Plan Ratings (HPR)	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. 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): • 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 *Never*, *Sometimes*, *Usually*, or *Always* response scale, with *Always* being the most favorable outcome. Results are typically reported as the proportion of members selecting *Usually* or *Always*.
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	Survey response rate is calculated by NCQA using the following formula:

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

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

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

Mercy Care (Adult Medicaid Survey)

Abbreviated Measure Name and Reported Rate	Your Organization 2024 Rate	2024 95% CI	2024 (n)	2023 Rate	2023 Change	2022 Rate	2022 Change	2024 CSS Adult Medicaid Average Rate	Difference	2023 (MY 2022) NCQA Quality Compass National Average (All LOBs) Rate	Difference	Your Organization's Estimated 2024 NCQA Health Plan Rating (HPR)
PATIENT EXPERIENCE												★★★★★
Getting Care												★★★½☆
Getting Needed Care (% A+U)	**83.54%**	(±4.87)	**(223)**	80.84%	[+2.70]	81.79%	[+1.75]	80.58%	[+2.96]	80.99%	[+2.55]	★★★★☆
Ease of Getting Needed Care	**87.70%**	(±4.06)	**(252)**	82.90%	[+4.80]	83.19%	[+4.51]	84.02%	[+3.68]	84.15%	[+3.55]	Not reported in HPR
Ease of Seeing a Specialist	**79.38%**	(±5.69)	**(194)**	78.79%	[+0.59]	80.39%	[-1.01]	77.14%	[+2.24]	78.29%	[+1.09]	
Getting Care Quickly (% A+U)	**79.35%**	(±5.80)	**(187)**	82.53%	[-3.18]	79.80%	[-0.45]	79.24%	[+0.11]	80.36%	[-1.01]	★★★☆☆
Ease of Getting Urgent Care	**81.16%**	(±6.52)	**(138)**	83.06%	[-1.91]	84.21%	[-3.05]	80.63%	[+0.53]	81.96%	[-0.80]	Not reported in HPR
Ease of Getting Routine Care	**77.54%**	(±5.32)	**(236)**	82.00%	[-4.46]	75.40%	[+2.15]	77.85%	[-0.30]	79.17%	[-1.63]	
Satisfaction With Plan Physicians												★★★☆☆
Rating of Doctor (% 9+10)	**66.20%**	(±5.50)	**(284)**	65.81%	[+0.39]	62.59%	[+3.61]	68.41%	[-2.22]	67.88%	[-1.68]	★★★☆☆
Satisfaction With Plan and Plan Services												★★★☆☆
Rating of Health Plan (% 9+10)	**63.90%**	(±4.87)	**(374)**	66.22%	[-2.31]	65.73%	[-1.83]	59.15%	[+4.76]	61.24%	[+2.66]	★★★☆☆
Rating of Health Care (% 9+10)	**55.38%**	(±6.15)	**(251)**	51.55%	[+3.83]	56.30%	[-0.92]	56.78%	[-1.40]	55.65%	[-0.27]	★★★☆☆
ADDITIONAL MEASURES AND RATES												
Coordination of Care (% A+U)	**78.48%**	(±6.41)	**(158)**	75.78%	[+2.70]	76.00%	[+2.48]	83.58%	[-5.10]	84.61%	[-6.13] ✓	
Doctor Communication (% A+U)	**93.34%**	(±3.20)	**(233)**	91.39%	[+1.95]	92.99%	[+0.35]	92.65%	[+0.69]	92.49%	[+0.85]	
Doctor Explained Things	**92.70%**	(±3.34)	**(233)**	92.11%	[+0.60]	94.29%	[-1.58]	92.45%	[+0.25]	92.60%	[+0.10]	
Doctor Listened Carefully	**94.44%**	(±2.93)	**(234)**	92.06%	[+2.38]	93.33%	[+1.11]	93.06%	[+1.38]	92.64%	[+1.80]	
Doctor Showed Respect	**97.42%**	(±2.03)	**(233)**	94.15%	[+3.28]	93.27%	[+4.16]	94.51%	[+2.92]	94.38%	[+3.04] ✓	
Doctor Spent Enough Time	**88.79%**	(±4.06)	**(232)**	87.23%	[+1.56]	91.09%	[-2.30]	90.58%	[-1.79]	90.30%	[-1.51]	
Customer Service (% A+U)	**89.06%**	(±5.06)	**(147)**	90.76%	[-1.71]	88.34%	[+0.72]	88.84%	[+0.22]	89.18%	[-0.12]	Not reported in HPR
Customer Service Provided Info/Help	**82.19%**	(±6.21)	**(146)**	84.80%	[-2.61]	80.52%	[+1.67]	82.94%	[-0.75]	83.67%	[-1.48]	
Customer Service Courteous/Respectful	**95.92%**	(±3.20)	**(147)**	96.72%	[-0.80]	96.15%	[-0.24]	94.73%	[+1.19]	94.69%	[+1.23]	
Rating of Health Care (% 8+9+10)	**79.28%**	(±5.01)	**(251)**	70.62%	[+8.66] ✓	76.47%	[+2.81]	75.79%	[+3.49]	74.55%	[+4.73]	
Rating of Doctor (% 8+9+10)	**85.56%**	(±4.09)	**(284)**	76.92%	[+8.64] ✓	79.14%	[+6.43]	83.01%	[+2.55]	82.40%	[+3.16]	
Rating of Specialist (% 8+9+10)	**78.53%**	(±5.82)	**(191)**	82.69%	[-4.16]	84.54%	[-6.00]	82.52%	[-3.98]	81.40%	[-2.87]	
Rating of Specialist (% 9+10)	**65.45%**	(±6.74)	**(191)**	67.95%	[-2.50]	69.07%	[-3.63]	67.04%	[-1.59]	66.20%	[-0.75]	
Rating of Health Plan (% 8+9+10)	**78.61%**	(±4.16)	**(374)**	81.08%	[-2.47]	82.02%	[-3.41]	75.73%	[+2.88]	77.69%	[+0.92]	
MEDICAL ASSISTANCE WITH SMOKING CESSATION												
Advising Smokers to Quit (% A+U+S)	**71.19%**	(±8.17)	**(118)**	71.00%	[+0.19]	62.07%	[+9.12]	73.19%	[-2.01]	72.78%	[-1.59]	★★★☆☆
Discussing Cessation Meds (% A+U+S)	**47.01%**	(±9.04)	**(117)**	41.41%	[+5.59]	45.98%	[+1.03]	48.87%	[-1.86]	51.16%	[-4.15]	Not reported in HPR
Discussing Cessation Strategies (% A+U+S)	**39.66%**	(±8.90)	**(116)**	38.38%	[+1.27]	41.38%	[-1.72]	44.48%	[-4.82]	45.43%	[-5.77]	

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.

4993010

Mercy Care

CAHPS® 5.1H Adult Medicaid 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 National Average, All LOBs	2024 CSS Average	Plan Rate			Percentile	Stars
			2024	2023	2022		
Consumer Satisfaction							3.0
Getting Care							3.5
Getting Needed Care	80.99%	80.58%	**83.54%**	80.84%	81.79%	67th	4.0
Getting Care Quickly	80.36%	79.24%	**79.35%**	82.53%	79.80%	33rd	3.0
Satisfaction with Plan Physicians							3.0
Rating of Personal Doctor	67.88%	68.41%	**66.20%**	65.81%	62.59%	33rd	3.0
Satisfaction with Plan and Plan Services							3.0
Rating of All Health Care	55.65%	56.78%	**55.38%**	51.55%	56.30%	33rd	3.0
Rating of Health Plan	61.24%	59.15%	**63.90%**	66.22%	65.73%	33rd	3.0
Non-HPR Measures							
Rating of Specialist Seen Most Often	66.20%	67.04%	**65.45%**	67.95%	69.07%	■	
Coordination of Care	84.61%	83.58%	**78.48%**	75.78%	76.00%	■	
How Well Doctors Communicate	92.49%	92.65%	**93.34%**	91.39%	92.99%	■	
Customer Service	89.18%	88.84%	**89.06%**	90.76%	88.34%	■	

4993010

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.

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Effectiveness of Care Measures

		2024 Reported Rate	2024 Rate (Single Year)	2023 Rate (Single Year)
Medical Assistance with Smoking and Tobacco Use Cessation (MSC)				
Base: All eligible respondents who smoke or use tobacco				
Advising Smokers and Tobacco Users to Quit	Advised to quit	84	36	48
	Usable responses	118	53	65
	MSC Rate	71.2%	67.9%	73.8%
Discussing Cessation Medications	Discussed medications	55	26	29
	Usable responses	117	53	64
	MSC Rate	47.0%	49.1%	45.3%
Discussing Cessation Strategies	Discussed strategies	46	20	26
	Usable responses	116	52	64
	MSC Rate	39.7%	38.5%	40.6%

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Note: Results are presented regardless of whether the plan is reporting the measure(s) to NCQA or meets the minimum reporting threshold of 100 valid responses. A lighter display is used to indicate that the measure does not meet the NCQA minimum denominator threshold. The 2024 Reported Rate for the MSC measures were calculated using NCQA's rolling average methodology. For more detail on the calculation of these rates, please refer to HEDIS® Measurement Year 2023, Volume 3: Specifications for Survey Measures, Section 2: Effectiveness of Care. CSS provides unofficial Effectiveness of Care results only for internal plan reporting.

Question 3

In the last 6 months, did you have an illness, injury, or condition that <u>needed care right away</u>?

Base: All respondents

	2024 CSS Average	2024	2023	2022	Age (Q35) 18 to 34	Age (Q35) 35 to 54	Age (Q35) 55 or more	Gender (Q36) Male	Gender (Q36) Female	Education (Q37) HS grad or less	Education (Q37) Some college	Education (Q37) College grad or more	Ethnicity (Q38) Hispanic	Ethnicity (Q38) Not Hispanic	Race (Q39) White	Race (Q39) African-American	Race (Q39) Other	Health Care Visits in Last 6 Mos. (Q7) None	Health Care Visits in Last 6 Mos. (Q7) 1 to 4	Health Care Visits in Last 6 Mos. (Q7) 5 or more	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,410	381	306	184	127	109	137	136	234	211	115	46	175	195	200	25	123	119	181	72	131	136	108
Number missing or multiple answer	67	3	3	3	1	0	2	1	2	2	0	1	1	2	3	0	0	1	1	0	0	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,343	378	303	181	126	109	135	135	232	209	115	45	174	193	197	25	123	118	180	72	131	134	107
	98.8%	99.2%	99.0%	98.4%	99.2%	100.0%	98.5%	99.3%	99.1%	99.1%	100.0%	97.8%	99.4%	99.0%	98.5%	100.0%	100.0%	99.2%	99.4%	100.0%	100.0%	98.5%	99.1%
Yes	1,874	141	127	79	41	40	58	52	84	72	48	17	59	78	74	9	48	16	73	50	30	61	48
	35.1%	37.3%	41.9%	43.6%	32.5%	36.7%	43.0%	38.5%	36.2%	34.4%	41.7%	37.8%	33.9%	40.4%	37.6%	36.0%	39.0%	13.6%	40.6%	69.4%	22.9%	45.5%	44.9%
No	3,469	237	176	102	85	69	77	83	148	137	67	28	115	115	123	16	75	102	107	22	101	73	59
	64.9%	62.7%	58.1%	56.4%	67.5%	63.3%	57.0%	61.5%	63.8%	65.6%	58.3%	62.2%	66.1%	59.6%	62.4%	64.0%	61.0%	86.4%	59.4%	30.6%	77.1%	54.5%	55.1%
Significantly different from column:*																		ST	RT	RS	VW	U	U

NA - Not applicable

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

Question 4

In the last 6 months, when you <u>needed care right away</u>, how often did you get care as soon as you needed?

Base: All respondents who needed care right away (Q3)

	2024 CSS Average	2024	2023	2022	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,874	141	127	79	41	40	58	52	84	72	48	17	59	78	74	9	48	16	73	50	30	61	48
Number missing or multiple answer	57	3	3	3	0	1	2	2	1	1	2	0	0	2	1	0	1	0	1	2	1	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,817	138	124	76	41	39	56	50	83	71	46	17	59	76	73	9	47	16	72	48	29	59	48
	97.0%	97.9%	97.6%	96.2%	100.0%	97.5%	96.6%	96.2%	98.8%	98.6%	95.8%	100.0%	100.0%	97.4%	98.6%	100.0%	97.9%	100.0%	98.6%	96.0%	96.7%	96.7%	100.0%
Never	51	3	5	2	1	0	2	1	2	2	0	1	1	2	1	0	2	1	1	1	0	1	2
	2.8%	2.2%	4.0%	2.6%	2.4%	0.0%	3.6%	2.0%	2.4%	2.8%	0.0%	5.9%	1.7%	2.6%	1.4%	0.0%	4.3%	6.3%	1.4%	2.1%	0.0%	1.7%	4.2%
Sometimes	301	23	16	10	7	5	10	8	14	11	5	6	5	17	13	2	6	4	10	8	5	12	6
	16.6%	16.7%	12.9%	13.2%	17.1%	12.8%	17.9%	16.0%	16.9%	15.5%	10.9%	35.3%	8.5%	22.4%	17.8%	22.2%	12.8%	25.0%	13.9%	16.7%	17.2%	20.3%	12.5%
Usually	398	33	29	16	12	9	12	13	19	21	10	2	16	16	18	2	9	4	19	9	6	13	13
	21.9%	23.9%	23.4%	21.1%	29.3%	23.1%	21.4%	26.0%	22.9%	29.6%	21.7%	11.8%	27.1%	21.1%	24.7%	22.2%	19.1%	25.0%	26.4%	18.8%	20.7%	22.0%	27.1%
Always	1,067	79	74	48	21	25	32	28	48	37	31	8	37	41	41	5	30	7	42	30	18	33	27
	58.7%	57.2%	59.7%	63.2%	51.2%	64.1%	57.1%	56.0%	57.8%	52.1%	67.4%	47.1%	62.7%	53.9%	56.2%	55.6%	63.8%	43.8%	58.3%	62.5%	62.1%	55.9%	56.3%
Significantly different from column:*																							
Usually or Always	1,465	112	103	64	33	34	44	41	67	58	41	10	53	57	59	7	39	11	61	39	24	46	40
	80.6%	81.2%	83.1%	84.2%	80.5%	87.2%	78.6%	82.0%	80.7%	81.7%	89.1%	58.8%	89.8%	75.0%	80.8%	77.8%	83.0%	68.8%	84.7%	81.3%	82.8%	78.0%	83.3%
Significantly different from column:*													N	M									

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Adult Medicaid 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 <u>check-up or routine care</u>?

Base: All respondents

| | 2024 CSS Average | 2024 | 2023 | 2022 | Age (Q35) | | | Gender (Q36) | | Education (Q37) | | | Ethnicity (Q38) | | Race (Q39) | | | Health Care Visits in Last 6 Mos. (Q7) | | | Health Status (Q29) | | |
| | | | | | 18 to 34 | 35 to 54 | 55 or more | Male | Female | HS grad or less | Some college | College grad or more | Hispanic | Not Hispanic | White | African-American | Other | None | 1 to 4 | 5 or more | Excellent or Very good | Good | Fair or Poor |
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,410	381	306	184	127	109	137	136	234	211	115	46	175	195	200	25	123	119	181	72	131	136	108
Number missing or multiple answer	84	4	1	2	2	1	1	1	2	3	0	1	2	2	3	0	1	1	2	0	2	0	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,326	377	305	182	125	108	136	135	232	208	115	45	173	193	197	25	122	118	179	72	129	136	106
	98.4%	99.0%	99.7%	98.9%	98.4%	99.1%	99.3%	99.3%	99.1%	98.6%	100.0%	97.8%	98.9%	99.0%	98.5%	100.0%	99.2%	99.2%	98.9%	100.0%	98.5%	100.0%	98.1%
Yes	3,168	242	203	131	74	72	95	83	156	123	81	35	106	132	138	14	72	33	142	64	77	82	81
	59.5%	64.2%	66.6%	72.0%	59.2%	66.7%	69.9%	61.5%	67.2%	59.1%	70.4%	77.8%	61.3%	68.4%	70.1%	56.0%	59.0%	28.0%	79.3%	88.9%	59.7%	60.3%	76.4%
No	2,158	135	102	51	51	36	41	52	76	85	34	10	67	61	59	11	50	85	37	8	52	54	25
	40.5%	35.8%	33.4%	28.0%	40.8%	33.3%	30.1%	38.5%	32.8%	40.9%	29.6%	22.2%	38.7%	31.6%	29.9%	44.0%	41.0%	72.0%	20.7%	11.1%	40.3%	39.7%	23.6%
Significantly different from column:*										KL	J	J			Q		O	ST	R	R	W	W	UV

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 Adult Medicaid 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 <u>check-up or routine care</u> as soon as you needed?

Base: All respondents who made an appointment for a check-up or routine care (Q5)

	2024 CSS Average	2024	2023	2022	Age (Q35) 18 to 34	Age (Q35) 35 to 54	Age (Q35) 55 or more	Gender (Q36) Male	Gender (Q36) Female	Education (Q37) HS grad or less	Education (Q37) Some college	Education (Q37) College grad or more	Ethnicity (Q38) Hispanic	Ethnicity (Q38) Not Hispanic	Race (Q39) White	Race (Q39) African-American	Race (Q39) Other	Health Care Visits in Last 6 Mos. (Q7) None	Health Care Visits in Last 6 Mos. (Q7) 1 to 4	Health Care Visits in Last 6 Mos. (Q7) 5 or more	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,168	242	203	131	74	72	95	83	156	123	81	35	106	132	138	14	72	33	142	64	77	82	81
Number missing or multiple answer	85	6	3	5	1	0	5	4	2	2	1	3	2	4	4	0	2	2	3	1	5	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,083	236	200	126	73	72	90	79	154	121	80	32	104	128	134	14	70	31	139	63	72	81	81
	97.3%	97.5%	98.5%	96.2%	98.6%	100.0%	94.7%	95.2%	98.7%	98.4%	98.8%	91.4%	98.1%	97.0%	97.1%	100.0%	97.2%	93.9%	97.9%	98.4%	93.5%	98.8%	100.0%
Never	96	5	5	4	1	2	2	2	3	2	3	0	2	3	3	0	2	2	3	0	2	1	2
	3.1%	2.1%	2.5%	3.2%	1.4%	2.8%	2.2%	2.5%	1.9%	1.7%	3.8%	0.0%	1.9%	2.3%	2.2%	0.0%	2.9%	6.5%	2.2%	0.0%	2.8%	1.2%	2.5%
Sometimes	587	48	31	27	21	12	14	14	33	27	15	5	20	25	20	4	20	7	29	10	13	18	16
	19.0%	20.3%	15.5%	21.4%	28.8%	16.7%	15.6%	17.7%	21.4%	22.3%	18.8%	15.6%	19.2%	19.5%	14.9%	28.6%	28.6%	22.6%	20.9%	15.9%	18.1%	22.2%	19.8%
Usually	806	65	61	35	20	22	23	21	44	32	23	10	27	37	42	4	15	7	39	19	17	25	23
	26.1%	27.5%	30.5%	27.8%	27.4%	30.6%	25.6%	26.6%	28.6%	26.4%	28.8%	31.3%	26.0%	28.9%	31.3%	28.6%	21.4%	22.6%	28.1%	30.2%	23.6%	30.9%	28.4%
Always	1,594	118	103	60	31	36	51	42	74	60	39	17	55	63	69	6	33	15	68	34	40	37	40
	51.7%	50.0%	51.5%	47.6%	42.5%	50.0%	56.7%	53.2%	48.1%	49.6%	48.8%	53.1%	52.9%	49.2%	51.5%	42.9%	47.1%	48.4%	48.9%	54.0%	55.6%	45.7%	49.4%
Significantly different from column:*	■		■																				
Usually or Always	2,400	183	164	95	51	58	74	63	118	92	62	27	82	100	111	10	48	22	107	53	57	62	63
	77.8%	77.5%	82.0%	75.4%	69.9%	80.6%	82.2%	79.7%	76.6%	76.0%	77.5%	84.4%	78.8%	78.1%	82.8%	71.4%	68.6%	71.0%	77.0%	84.1%	79.2%	76.5%	77.8%
Significantly different from column:*	■		■												Q		O						

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 7

In the last 6 months, not counting the times you went to an emergency room, how many times did you get health care for yourself in person, by phone, or by video?

Base: All respondents

	2024 CSS Average	2024	2023	2022	Age (Q35) 18 to 34	Age (Q35) 35 to 54	Age (Q35) 55 or more	Gender (Q36) Male	Gender (Q36) Female	Education (Q37) HS grad or less	Education (Q37) Some college	Education (Q37) College grad or more	Ethnicity (Q38) Hispanic	Ethnicity (Q38) Not Hispanic	Race (Q39) White	Race (Q39) African-American	Race (Q39) Other	Health Care Visits in Last 6 Mos. (Q7) None	Health Care Visits in Last 6 Mos. (Q7) 1 to 4	Health Care Visits in Last 6 Mos. (Q7) 5 or more	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,410	381	306	184	127	109	137	136	234	211	115	46	175	195	200	25	123	119	181	72	131	136	108
Number missing or multiple answer	134	9	14	6	1	2	4	2	5	5	3	0	3	5	4	2	1	0	0	0	3	3	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,276	372	292	178	126	107	133	134	229	206	112	46	172	190	196	23	122	119	181	72	128	133	106
	97.5%	97.6%	95.4%	96.7%	99.2%	98.2%	97.1%	98.5%	97.9%	97.6%	97.4%	100.0%	98.3%	97.4%	98.0%	92.0%	99.2%	100.0%	100.0%	100.0%	97.7%	97.8%	98.1%
None	1,907	119	95	57	45	35	37	52	64	84	25	7	62	53	60	7	39	119	0	0	46	42	28
	36.1%	32.0%	32.5%	32.0%	35.7%	32.7%	27.8%	38.8%	27.9%	40.8%	22.3%	15.2%	36.0%	27.9%	30.6%	30.4%	32.0%	100.0%	0.0%	0.0%	35.9%	31.6%	26.4%
1 time	839	42	48	22	17	11	13	14	26	24	10	7	22	19	18	3	16	0	42	0	18	11	13
	15.9%	11.3%	16.4%	12.4%	13.5%	10.3%	9.8%	10.4%	11.4%	11.7%	8.9%	15.2%	12.8%	10.0%	9.2%	13.0%	13.1%	0.0%	23.2%	0.0%	14.1%	8.3%	12.3%
2	763	66	40	18	23	18	24	19	46	39	17	8	34	30	35	4	22	0	66	0	25	22	18
	14.5%	17.7%	13.7%	10.1%	18.3%	16.8%	18.0%	14.2%	20.1%	18.9%	15.2%	17.4%	19.8%	15.8%	17.9%	17.4%	18.0%	0.0%	36.5%	0.0%	19.5%	16.5%	17.0%
3	577	31	21	27	11	11	9	8	23	14	12	5	13	18	20	2	7	0	31	0	9	16	6
	10.9%	8.3%	7.2%	15.2%	8.7%	10.3%	6.8%	6.0%	10.0%	6.8%	10.7%	10.9%	7.6%	9.5%	10.2%	8.7%	5.7%	0.0%	17.1%	0.0%	7.0%	12.0%	5.7%
4	353	42	37	16	13	8	21	11	29	22	12	7	16	25	24	2	14	0	42	0	11	18	13
	6.7%	11.3%	12.7%	9.0%	10.3%	7.5%	15.8%	8.2%	12.7%	10.7%	10.7%	15.2%	9.3%	13.2%	12.2%	8.7%	11.5%	0.0%	23.2%	0.0%	8.6%	13.5%	12.3%
5 to 9	540	50	32	23	13	16	20	22	28	14	27	9	19	30	28	2	18	0	0	50	14	19	17
	10.2%	13.4%	11.0%	12.9%	10.3%	15.0%	15.0%	16.4%	12.2%	6.8%	24.1%	19.6%	11.0%	15.8%	14.3%	8.7%	14.8%	0.0%	0.0%	69.4%	10.9%	14.3%	16.0%
10 or more times	297	22	19	15	4	8	9	8	13	9	9	3	6	15	11	3	6	0	0	22	5	5	11
	5.6%	5.9%	6.5%	8.4%	3.2%	7.5%	6.8%	6.0%	5.7%	4.4%	8.0%	6.5%	3.5%	7.9%	5.6%	13.0%	4.9%	0.0%	0.0%	30.6%	3.9%	3.8%	10.4%
5 or more times	837	72	51	38	17	24	29	30	41	23	36	12	25	45	39	5	24	0	0	72	19	24	28
	15.9%	19.4%	17.5%	21.3%	13.5%	22.4%	21.8%	22.4%	17.9%	11.2%	32.1%	26.1%	14.5%	23.7%	19.9%	21.7%	19.7%	0.0%	0.0%	100.0%	14.8%	18.0%	26.4%
Significantly different from column:*										KL	J	J	N	M				T	T	RS	W		U

NA - Not applicable

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CAHPS® 5.1H Adult Medicaid 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 health care in the last 6 months?

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2024 CSS Average	2024	2023	2022	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,369	253	197	121	81	72	96	82	165	122	87	39	110	137	136	16	83	0	181	72	82	91	78
Number missing or multiple answer	35	2	3	2	0	0	2	1	1	0	1	1	1	1	1	0	1	0	1	1	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,334	251	194	119	81	72	94	81	164	122	86	38	109	136	135	16	82	0	180	71	80	91	78
	99.0%	99.2%	98.5%	98.3%	100.0%	100.0%	97.9%	98.8%	99.4%	100.0%	98.9%	97.4%	99.1%	99.3%	99.3%	100.0%	98.8%	---	99.4%	98.6%	97.6%	100.0%	100.0%
0 Worst health care possible	17	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	0.5%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%
1	12	1	2	0	1	0	0	0	1	0	1	0	0	1	1	0	0	0	1	0	0	1	0
	0.4%	0.4%	1.0%	0.0%	1.2%	0.0%	0.0%	0.0%	0.6%	0.0%	1.2%	0.0%	0.0%	0.7%	0.7%	0.0%	0.0%	---	0.6%	0.0%	0.0%	1.1%	0.0%
2	26	1	1	2	0	0	1	0	1	1	0	0	0	1	0	0	1	0	1	0	0	0	1
	0.8%	0.4%	0.5%	1.7%	0.0%	0.0%	1.1%	0.0%	0.6%	0.8%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	1.2%	---	0.6%	0.0%	0.0%	0.0%	1.3%
3	34	3	3	2	1	1	1	0	3	1	2	0	1	2	2	0	1	0	2	1	0	2	1
	1.0%	1.2%	1.5%	1.7%	1.2%	1.4%	1.1%	0.0%	1.8%	0.8%	2.3%	0.0%	0.9%	1.5%	1.5%	0.0%	1.2%	---	1.1%	1.4%	0.0%	2.2%	1.3%
4	57	4	3	2	1	1	1	2	1	1	1	1	0	3	0	3	0	0	2	2	1	2	1
	1.7%	1.6%	1.5%	1.7%	1.2%	1.4%	1.1%	2.5%	0.6%	0.8%	1.2%	2.6%	0.0%	2.2%	0.0%	18.8%	0.0%	---	1.1%	2.8%	1.3%	2.2%	1.3%
5	169	12	11	4	3	5	4	5	7	7	4	1	5	7	7	0	5	0	11	1	3	4	5
	5.1%	4.8%	5.7%	3.4%	3.7%	6.9%	4.3%	6.2%	4.3%	5.7%	4.7%	2.6%	4.6%	5.1%	5.2%	0.0%	6.1%	---	6.1%	1.4%	3.8%	4.4%	6.4%
6	143	10	18	3	2	4	4	3	7	5	4	1	0	9	5	2	3	0	6	4	1	6	3
	4.3%	4.0%	9.3%	2.5%	2.5%	5.6%	4.3%	3.7%	4.3%	4.1%	4.7%	2.6%	0.0%	6.6%	3.7%	12.5%	3.7%	---	3.3%	5.6%	1.3%	6.6%	3.8%
7	349	21	18	14	12	8	1	6	14	6	9	6	8	13	11	0	9	0	13	8	3	7	11
	10.5%	8.4%	9.3%	11.8%	14.8%	11.1%	1.1%	7.4%	8.5%	4.9%	10.5%	15.8%	7.3%	9.6%	8.1%	0.0%	11.0%	---	7.2%	11.3%	3.8%	7.7%	14.1%
8	634	60	37	24	18	15	25	23	36	27	20	12	15	42	40	4	11	0	44	16	15	26	18
	19.0%	23.9%	19.1%	20.2%	22.2%	20.8%	26.6%	28.4%	22.0%	22.1%	23.3%	31.6%	13.8%	30.9%	29.6%	25.0%	13.4%	---	24.4%	22.5%	18.8%	28.6%	23.1%
9	531	39	27	23	11	7	20	13	23	20	16	5	22	16	18	2	14	0	25	14	15	11	13
	15.9%	15.5%	13.9%	19.3%	13.6%	9.7%	21.3%	16.0%	14.0%	16.4%	15.1%	13.2%	20.2%	11.8%	13.3%	12.5%	17.1%	---	13.9%	19.7%	18.8%	12.1%	16.7%
10 Best health care possible	1,362	100	73	44	32	31	37	29	71	54	32	12	58	42	51	5	38	0	75	25	42	32	25
	40.9%	39.8%	37.6%	37.0%	39.5%	43.1%	39.4%	35.8%	43.3%	44.3%	37.2%	31.6%	53.2%	30.9%	37.8%	31.3%	46.3%	---	41.7%	35.2%	52.5%	35.2%	32.1%

NA - Not applicable

Mercy Care

CAHPS® 5.1H Adult Medicaid 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 health care in the last 6 months?

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2024 CSS Average	2024	2023	2022	Age (Q35) 18 to 34	Age (Q35) 35 to 54	Age (Q35) 55 or more	Gender (Q36) Male	Gender (Q36) Female	Education (Q37) HS grad or less	Education (Q37) Some college	Education (Q37) College grad or more	Ethnicity (Q38) Hispanic	Ethnicity (Q38) Not Hispanic	Race (Q39) White	Race (Q39) African-American	Race (Q39) Other	Health Care Visits in Last 6 Mos. (Q7) None	Health Care Visits in Last 6 Mos. (Q7) 1 to 4	Health Care Visits in Last 6 Mos. (Q7) 5 or more	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,369	**253**	197	121	81	72	96	82	165	122	87	39	110	137	136	16	83	0	181	72	82	91	78
Number missing or multiple answer	35	**2**	3	2	0	0	2	1	1	0	1	1	1	1	1	0	1	0	1	1	2	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,334	**251**	194	119	81	72	94	81	164	122	86	38	109	136	135	16	82	0	180	71	80	91	78
	99.0%	**99.2%**	98.5%	98.3%	100.0%	100.0%	97.9%	98.8%	99.4%	100.0%	98.9%	97.4%	99.1%	99.3%	99.3%	100.0%	98.8%	---	99.4%	98.6%	97.6%	100.0%	100.0%
0 to 4	146	**9**	10	7	3	2	3	2	6	3	4	1	1	7	3	3	2	0	6	3	1	5	3
	4.4%	**3.6%**	5.2%	5.9%	3.7%	2.8%	3.2%	2.5%	3.7%	2.5%	4.7%	2.6%	0.9%	5.1%	2.2%	18.8%	2.4%	---	3.3%	4.2%	1.3%	5.5%	3.8%
5	169	**12**	11	4	3	5	4	5	7	7	4	1	5	7	7	0	5	0	11	1	3	4	5
	5.1%	**4.8%**	5.7%	3.4%	3.7%	6.9%	4.3%	6.2%	4.3%	5.7%	4.7%	2.6%	4.6%	5.1%	5.2%	0.0%	6.1%	---	6.1%	1.4%	3.8%	4.4%	6.4%
6 to 7	492	**31**	36	17	14	12	5	9	21	11	13	7	8	22	16	2	12	0	19	12	4	13	14
	14.8%	**12.4%**	18.6%	14.3%	17.3%	16.7%	5.3%	11.1%	12.8%	9.0%	15.1%	18.4%	7.3%	16.2%	11.9%	12.5%	14.6%	---	10.6%	16.9%	5.0%	14.3%	17.9%
8 to 10	2,527	**199**	137	91	61	53	82	65	130	101	65	29	95	100	109	11	63	0	144	55	72	69	56
	75.8%	**79.3%**	70.6%	76.5%	75.3%	73.6%	87.2%	80.2%	79.3%	82.8%	75.6%	76.3%	87.2%	73.5%	80.7%	68.8%	76.8%	---	80.0%	77.5%	90.0%	75.8%	71.8%
Significantly different from column:*		**C**			G	G	EF						N	M							VW	U	U
0 to 6	458	**31**	39	14	8	11	11	10	20	15	12	3	6	23	15	5	10	0	23	8	5	15	11
	13.7%	**12.4%**	20.1%	11.8%	9.9%	15.3%	11.7%	12.3%	12.2%	12.3%	14.0%	7.9%	5.5%	16.9%	11.1%	31.3%	12.2%	---	12.8%	11.3%	6.3%	16.5%	14.1%
7 to 8	983	**81**	55	38	30	23	26	29	50	33	29	18	23	55	51	4	20	0	57	24	18	33	29
	29.5%	**32.3%**	28.4%	31.9%	37.0%	31.9%	27.7%	35.8%	30.5%	27.0%	33.7%	47.4%	21.1%	40.4%	37.8%	25.0%	24.4%	---	31.7%	33.8%	22.5%	36.3%	37.2%
9 to 10	1,893	**139**	100	67	43	38	57	42	94	74	45	17	80	58	69	7	52	0	100	39	57	43	38
	56.8%	**55.4%**	51.5%	56.3%	53.1%	52.8%	60.6%	51.9%	57.3%	60.7%	52.3%	44.7%	73.4%	42.6%	51.1%	43.8%	63.4%	---	55.6%	54.9%	71.3%	47.3%	48.7%
Significantly different from column:*													N	M							VW	U	U

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

4993010

Question 9

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

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2024 CSS Average	2024	2023	2022	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,369	253	197	121	81	72	96	82	165	122	87	39	110	137	136	16	83	0	181	72	82	91	78
Number missing or multiple answer	34	1	4	2	0	0	1	0	1	0	1	0	0	1	0	0	1	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	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,335	252	193	119	81	72	95	82	164	122	86	39	110	136	136	16	82	0	180	72	81	91	78
	99.0%	99.6%	98.0%	98.3%	100.0%	100.0%	99.0%	100.0%	99.4%	100.0%	98.9%	100.0%	100.0%	99.3%	100.0%	100.0%	98.8%	---	99.4%	100.0%	98.8%	100.0%	100.0%
Never	73	7	6	3	2	2	3	3	4	4	2	1	2	5	3	2	2	0	7	0	1	2	4
	2.2%	2.8%	3.1%	2.5%	2.5%	2.8%	3.2%	3.7%	2.4%	3.3%	2.3%	2.6%	1.8%	3.7%	2.2%	12.5%	2.4%	---	3.9%	0.0%	1.2%	2.2%	5.1%
Sometimes	460	24	27	17	6	5	11	8	14	8	7	7	2	20	10	5	6	0	16	8	4	10	9
	13.8%	9.5%	14.0%	14.3%	7.4%	6.9%	11.6%	9.8%	8.5%	6.6%	8.1%	17.9%	1.8%	14.7%	7.4%	31.3%	7.3%	---	8.9%	11.1%	4.9%	11.0%	11.5%
Usually	960	70	58	44	27	18	25	20	48	31	28	11	27	42	37	2	27	0	51	19	15	29	26
	28.8%	27.8%	30.1%	37.0%	33.3%	25.0%	26.3%	24.4%	29.3%	25.4%	32.6%	28.2%	24.5%	30.9%	27.2%	12.5%	32.9%	---	28.3%	26.4%	18.5%	31.9%	33.3%
Always	1,842	151	102	55	46	47	56	51	98	79	49	20	79	69	86	7	47	0	106	45	61	50	39
	55.2%	59.9%	52.8%	46.2%	56.8%	65.3%	58.9%	62.2%	59.8%	64.8%	57.0%	51.3%	71.8%	50.7%	63.2%	43.8%	57.3%	---	58.9%	62.5%	75.3%	54.9%	50.0%
Significantly different from column:*		D											N	M							VW	U	U
Usually or Always	2,802	221	160	99	73	65	81	71	146	110	77	31	106	111	123	9	74	0	157	64	76	79	65
	84.0%	87.7%	82.9%	83.2%	90.1%	90.3%	85.3%	86.6%	89.0%	90.2%	89.5%	79.5%	96.4%	81.6%	90.4%	56.3%	90.2%	---	87.2%	88.9%	93.8%	86.8%	83.3%
Significantly different from column:*													N	M							W		U

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 Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 10

A personal doctor is the one you would talk to if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

Base: All respondents

	2024 CSS Average	2024	2023	2022	Age (Q35) 18 to 34	Age (Q35) 35 to 54	Age (Q35) 55 or more	Gender (Q36) Male	Gender (Q36) Female	Education (Q37) HS grad or less	Education (Q37) Some college	Education (Q37) College grad or more	Ethnicity (Q38) Hispanic	Ethnicity (Q38) Not Hispanic	Race (Q39) White	Race (Q39) African-American	Race (Q39) Other	Health Care Visits in Last 6 Mos. (Q7) None	Health Care Visits in Last 6 Mos. (Q7) 1 to 4	Health Care Visits in Last 6 Mos. (Q7) 5 or more	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,410	381	306	184	127	109	137	136	234	211	115	46	175	195	200	25	123	119	181	72	131	136	108
Number missing or multiple answer	60	4	1	2	0	1	2	1	3	2	2	0	1	3	2	1	1	0	1	0	3	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,350	377	305	182	127	108	135	135	231	209	113	46	174	192	198	24	122	119	180	72	128	135	108
	98.9%	99.0%	99.7%	98.9%	100.0%	99.1%	98.5%	99.3%	98.7%	99.1%	98.3%	100.0%	99.4%	98.5%	99.0%	96.0%	99.2%	100.0%	99.4%	100.0%	97.7%	99.3%	100.0%
Yes	4,207	286	242	144	80	83	119	101	178	155	86	40	126	155	160	20	86	61	154	67	86	109	87
	78.6%	75.9%	79.3%	79.1%	63.0%	76.9%	88.1%	74.8%	77.1%	74.2%	76.1%	87.0%	72.4%	80.7%	80.8%	83.3%	70.5%	51.3%	85.6%	93.1%	67.2%	80.7%	80.6%
No	1,143	91	63	38	47	25	16	34	53	54	27	6	48	37	38	4	36	58	26	5	42	26	21
	21.4%	24.1%	20.7%	20.9%	37.0%	23.1%	11.9%	25.2%	22.9%	25.8%	23.9%	13.0%	27.6%	19.3%	19.2%	16.7%	29.5%	48.7%	14.4%	6.9%	32.8%	19.3%	19.4%
Significantly different from column:*					FG	EG	EF								Q		O	ST	R	R	VW	U	U

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 11

In the last 6 months, how many times did you have an in person, phone, or video visit with your personal doctor about your health?

Base: All respondents who have a personal doctor (Q10)

	2024 CSS Average	2024	2023	2022	Age (Q35) 18 to 34	Age 35 to 54	Age 55 or more	Gender (Q36) Male	Gender Female	Education (Q37) HS grad or less	Education Some college	Education College grad or more	Ethnicity (Q38) Hispanic	Ethnicity Not Hispanic	Race (Q39) White	Race African-American	Race Other	Health Care Visits in Last 6 Mos. (Q7) None	Health Care Visits 1 to 4	Health Care Visits 5 or more	Health Status (Q29) Excellent or Very good	Health Status Good	Health Status Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,207	286	242	144	80	83	119	101	178	155	86	40	126	155	160	20	86	61	154	67	86	109	87
Number missing or multiple answer	112	4	8	10	0	1	3	0	4	3	1	0	2	2	2	0	1	1	2	0	0	1	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,095	282	234	134	80	82	116	101	174	152	85	40	124	153	158	20	85	60	152	67	86	108	84
	97.3%	98.6%	96.7%	93.1%	100.0%	98.8%	97.5%	100.0%	97.8%	98.1%	98.8%	100.0%	98.4%	98.7%	98.8%	100.0%	98.8%	98.4%	98.7%	100.0%	100.0%	99.1%	96.6%
None	967	48	44	29	16	14	17	18	27	28	12	7	22	25	30	5	12	35	11	1	15	20	10
	23.6%	17.0%	18.8%	21.6%	20.0%	17.1%	14.7%	17.8%	15.5%	18.4%	14.1%	17.5%	17.7%	16.3%	19.0%	25.0%	14.1%	58.3%	7.2%	1.5%	17.4%	18.5%	11.9%
1 time	1,053	76	62	27	23	25	27	26	48	48	17	10	30	44	46	4	22	12	53	9	29	31	16
	25.7%	27.0%	26.5%	20.1%	28.8%	30.5%	23.3%	25.7%	27.6%	31.6%	20.0%	25.0%	24.2%	28.8%	29.1%	20.0%	25.9%	20.0%	34.9%	13.4%	33.7%	28.7%	19.0%
2	875	63	54	26	17	17	29	19	44	34	19	9	30	32	34	3	19	3	51	9	17	24	22
	21.4%	22.3%	23.1%	19.4%	21.3%	20.7%	25.0%	18.8%	25.3%	22.4%	22.4%	22.5%	24.2%	20.9%	21.5%	15.0%	22.4%	5.0%	33.6%	13.4%	19.8%	22.2%	26.2%
3	500	32	28	21	9	8	14	16	15	13	15	4	14	18	16	2	12	6	18	8	9	13	10
	12.2%	11.3%	12.0%	15.7%	11.3%	9.8%	12.1%	15.8%	8.6%	8.6%	17.6%	10.0%	11.3%	11.8%	10.1%	10.0%	14.1%	10.0%	11.8%	11.9%	10.5%	12.0%	11.9%
4	254	27	17	10	10	5	12	13	14	13	8	6	12	15	12	3	10	3	10	14	9	10	8
	6.2%	9.6%	7.3%	7.5%	12.5%	6.1%	10.3%	12.9%	8.0%	8.6%	9.4%	15.0%	9.7%	9.8%	7.6%	15.0%	11.8%	5.0%	6.6%	20.9%	10.5%	9.3%	9.5%
5 to 9	341	30	25	15	5	11	13	7	22	14	10	4	14	15	15	2	10	1	8	21	6	10	13
	8.3%	10.6%	10.7%	11.2%	6.3%	13.4%	11.2%	6.9%	12.6%	9.2%	11.8%	10.0%	11.3%	9.8%	9.5%	10.0%	11.8%	1.7%	5.3%	31.3%	7.0%	9.3%	15.5%
10 or more times	105	6	4	6	0	2	4	2	4	2	4	0	2	4	5	1	0	0	1	5	1	0	5
	2.6%	2.1%	1.7%	4.5%	0.0%	2.4%	3.4%	2.0%	2.3%	1.3%	4.7%	0.0%	1.6%	2.6%	3.2%	5.0%	0.0%	0.0%	0.7%	7.5%	1.2%	0.0%	6.0%
5 or more times	446	36	29	21	5	13	17	9	26	16	14	4	16	19	20	3	10	1	9	26	7	10	18
	10.9%	12.8%	12.4%	15.7%	6.3%	15.9%	14.7%	8.9%	14.9%	10.5%	16.5%	10.0%	12.9%	12.4%	12.7%	15.0%	11.8%	1.7%	5.9%	38.8%	8.1%	9.3%	21.4%
Significantly different from column:*																		T	T	RS	W	W	UV

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 12

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

Base: All respondents who have a personal doctor and visited their personal doctor to get care (Q10 & Q11)

	2024 CSS Average	2024	2023	2022	Age (Q35) 18 to 34	Age (Q35) 35 to 54	Age (Q35) 55 or more	Gender (Q36) Male	Gender (Q36) Female	Education (Q37) HS grad or less	Education (Q37) Some college	Education (Q37) College grad or more	Ethnicity (Q38) Hispanic	Ethnicity (Q38) Not Hispanic	Race (Q39) White	Race (Q39) African-American	Race (Q39) Other	Health Care Visits in Last 6 Mos. (Q7) None	Health Care Visits in Last 6 Mos. (Q7) 1 to 4	Health Care Visits in Last 6 Mos. (Q7) 5 or more	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,128	234	190	105	64	68	99	83	147	124	73	33	102	128	128	15	73	25	141	66	71	88	74
Number missing or multiple answer	14	1	0	0	0	0	1	0	1	1	0	0	0	1	1	0	0	0	0	1	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,114	233	190	105	64	68	98	83	146	123	73	33	102	127	127	15	73	25	141	65	71	87	74
	99.6%	99.6%	100.0%	100.0%	100.0%	100.0%	99.0%	100.0%	99.3%	99.2%	100.0%	100.0%	100.0%	99.2%	99.2%	100.0%	100.0%	100.0%	100.0%	98.5%	100.0%	98.9%	100.0%
Never	32	1	2	2	0	0	1	0	1	1	0	0	1	0	1	0	0	0	1	0	0	0	1
	1.0%	0.4%	1.1%	1.9%	0.0%	0.0%	1.0%	0.0%	0.7%	0.8%	0.0%	0.0%	1.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%	1.4%
Sometimes	203	16	13	4	5	6	5	7	9	6	8	2	4	12	5	4	6	3	9	4	4	7	5
	6.5%	6.9%	6.8%	3.8%	7.8%	8.8%	5.1%	8.4%	6.2%	4.9%	11.0%	6.1%	3.9%	9.4%	3.9%	26.7%	8.2%	12.0%	6.4%	6.2%	5.6%	8.0%	6.8%
Usually	528	31	49	29	9	8	14	12	19	13	11	7	7	24	20	1	8	2	17	12	7	10	14
	17.0%	13.3%	25.8%	27.6%	14.1%	11.8%	14.3%	14.5%	13.0%	10.6%	15.1%	21.2%	6.9%	18.9%	15.7%	6.7%	11.0%	8.0%	12.1%	18.5%	9.9%	11.5%	18.9%
Always	2,351	185	126	70	50	54	78	64	117	103	54	24	90	91	101	10	59	20	114	49	60	70	54
	75.5%	79.4%	66.3%	66.7%	78.1%	79.4%	79.6%	77.1%	80.1%	83.7%	74.0%	72.7%	88.2%	71.7%	79.5%	66.7%	80.8%	80.0%	80.9%	75.4%	84.5%	80.5%	73.0%
Significantly different from column:*		CD											N	M									
Usually or Always	2,879	216	175	99	59	62	92	76	136	116	65	31	97	115	121	11	67	22	131	61	67	80	68
	92.5%	92.7%	92.1%	94.3%	92.2%	91.2%	93.9%	91.6%	93.2%	94.3%	89.0%	93.9%	95.1%	90.6%	95.3%	73.3%	91.8%	88.0%	92.9%	93.8%	94.4%	92.0%	91.9%
Significantly different from column:*																							

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 13

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

Base: All respondents who have a personal doctor and visited their personal doctor to get care (Q10 & Q11)

	2024 CSS Average	2024	2023	2022	Age (Q35) 18 to 34	Age (Q35) 35 to 54	Age (Q35) 55 or more	Gender (Q36) Male	Gender (Q36) Female	Education (Q37) HS grad or less	Education (Q37) Some college	Education (Q37) College grad or more	Ethnicity (Q38) Hispanic	Ethnicity (Q38) Not Hispanic	Race (Q39) White	Race (Q39) African-American	Race (Q39) Other	Health Care Visits in Last 6 Mos. (Q7) None	Health Care Visits in Last 6 Mos. (Q7) 1 to 4	Health Care Visits in Last 6 Mos. (Q7) 5 or more	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,128	234	190	105	64	68	99	83	147	124	73	33	102	128	128	15	73	25	141	66	71	88	74
Number missing or multiple answer	14	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,114	234	189	105	64	68	99	83	147	124	73	33	102	128	128	15	73	25	141	66	71	88	74
	99.6%	100.0%	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	28	1	3	1	1	0	0	1	0	1	0	0	0	1	1	0	0	1	0	0	1	0	0
	0.9%	0.4%	1.6%	1.0%	1.6%	0.0%	0.0%	1.2%	0.0%	0.8%	0.0%	0.0%	0.0%	0.8%	0.8%	0.0%	0.0%	4.0%	0.0%	0.0%	1.4%	0.0%	0.0%
Sometimes	188	12	12	6	1	5	6	3	9	6	6	0	4	8	6	1	4	2	9	1	3	5	4
	6.0%	5.1%	6.3%	5.7%	1.6%	7.4%	6.1%	3.6%	6.1%	4.8%	8.2%	0.0%	3.9%	6.3%	4.7%	6.7%	5.5%	8.0%	6.4%	1.5%	4.2%	5.7%	5.4%
Usually	482	36	37	22	11	7	18	15	20	10	16	10	8	27	22	2	10	1	19	16	9	12	15
	15.5%	15.4%	19.6%	21.0%	17.2%	10.3%	18.2%	18.1%	13.6%	8.1%	21.9%	30.3%	7.8%	21.1%	17.2%	13.3%	13.7%	4.0%	13.5%	24.2%	12.7%	13.6%	20.3%
Always	2,416	185	137	76	51	56	75	64	118	107	51	23	90	92	99	12	59	21	113	49	58	71	55
	77.6%	79.1%	72.5%	72.4%	79.7%	82.4%	75.8%	77.1%	80.3%	86.3%	69.9%	69.7%	88.2%	71.9%	77.3%	80.0%	80.8%	84.0%	80.1%	74.2%	81.7%	80.7%	74.3%
Significantly different from column:*										KL	J	J	N	M									
Usually or Always	2,898	221	174	98	62	63	93	79	138	117	67	33	98	119	121	14	69	22	132	65	67	83	70
	93.1%	94.4%	92.1%	93.3%	96.9%	92.6%	93.9%	95.2%	93.9%	94.4%	91.8%	100.0%	96.1%	93.0%	94.5%	93.3%	94.5%	88.0%	93.6%	98.5%	94.4%	94.3%	94.6%
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 Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 14

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

Base: All respondents who have a personal doctor and visited their personal doctor to get care (Q10 & Q11)

	2024 CSS Average	2024	2023	2022	Age (Q35) 18 to 34	35 to 54	55 or more	Gender (Q36) Male	Female	Education (Q37) HS grad or less	Some college	College grad or more	Ethnicity (Q38) Hispanic	Not Hispanic	Race (Q39) White	African-American	Other	Health Care Visits in Last 6 Mos. (Q7) None	1 to 4	5 or more	Health Status (Q29) Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,128	234	190	105	64	68	99	83	147	124	73	33	102	128	128	15	73	25	141	66	71	88	74
Number missing or multiple answer	15	1	2	1	1	0	0	1	0	1	0	0	1	0	1	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	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,113	233	188	104	63	68	99	82	147	123	73	33	101	128	127	15	73	25	140	66	71	87	74
	99.5%	99.6%	98.9%	99.0%	98.4%	100.0%	100.0%	98.8%	100.0%	99.2%	100.0%	100.0%	99.0%	100.0%	99.2%	100.0%	100.0%	100.0%	99.3%	100.0%	100.0%	98.9%	100.0%
Never	23	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.7%	0.0%	1.1%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	148	6	9	6	1	2	3	3	3	3	3	0	1	5	4	1	1	1	4	1	1	3	2
	4.8%	2.6%	4.8%	5.8%	1.6%	2.9%	3.0%	3.7%	2.0%	2.4%	4.1%	0.0%	1.0%	3.9%	3.1%	6.7%	1.4%	4.0%	2.9%	1.5%	1.4%	3.4%	2.7%
Usually	361	24	39	14	6	4	14	6	18	8	11	5	3	21	12	2	8	1	15	8	7	11	6
	11.6%	10.3%	20.7%	13.5%	9.5%	5.9%	14.1%	7.3%	12.2%	6.5%	15.1%	15.2%	3.0%	16.4%	9.4%	13.3%	11.0%	4.0%	10.7%	12.1%	9.9%	12.6%	8.1%
Always	2,581	203	138	83	56	62	82	73	126	112	59	28	97	102	111	12	64	23	121	57	63	73	66
	82.9%	87.1%	73.4%	79.8%	88.9%	91.2%	82.8%	89.0%	85.7%	91.1%	80.8%	84.8%	96.0%	79.7%	87.4%	80.0%	87.7%	92.0%	86.4%	86.4%	88.7%	83.9%	89.2%
Significantly different from column:*		C								K	J		N	M									
Usually or Always	2,942	227	177	97	62	66	96	79	144	120	70	33	100	123	123	14	72	24	136	65	70	84	72
	94.5%	97.4%	94.1%	93.3%	98.4%	97.1%	97.0%	96.3%	98.0%	97.6%	95.9%	100.0%	99.0%	96.1%	96.9%	93.3%	98.6%	96.0%	97.1%	98.5%	98.6%	96.6%	97.3%
Significantly different from column:*																							

NA - Not applicable

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Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 15

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

Base: All respondents who have a personal doctor and visited their personal doctor to get care (Q10 & Q11)

	2024 CSS Average	2024	2023	2022	Age (Q35) 18 to 34	Age (Q35) 35 to 54	Age (Q35) 55 or more	Gender (Q36) Male	Gender (Q36) Female	Education (Q37) HS grad or less	Education (Q37) Some college	Education (Q37) College grad or more	Ethnicity (Q38) Hispanic	Ethnicity (Q38) Not Hispanic	Race (Q39) White	Race (Q39) African-American	Race (Q39) Other	Health Care Visits in Last 6 Mos. (Q7) None	Health Care Visits in Last 6 Mos. (Q7) 1 to 4	Health Care Visits in Last 6 Mos. (Q7) 5 or more	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,128	234	190	105	64	68	99	83	147	124	73	33	102	128	128	15	73	25	141	66	71	88	74
Number missing or multiple answer	18	2	2	4	1	1	0	1	1	2	0	0	1	1	2	0	0	0	2	0	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,110	232	188	101	63	67	99	82	146	122	73	33	101	127	126	15	73	25	139	66	71	86	74
	99.4%	99.1%	98.9%	96.2%	98.4%	98.5%	100.0%	98.8%	99.3%	98.4%	100.0%	100.0%	99.0%	99.2%	98.4%	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%	97.7%	100.0%
Never	48	3	5	2	1	1	1	1	2	2	1	0	0	3	3	0	0	1	2	0	1	0	2
	1.5%	1.3%	2.7%	2.0%	1.6%	1.5%	1.0%	1.2%	1.4%	1.6%	1.4%	0.0%	0.0%	2.4%	2.4%	0.0%	0.0%	4.0%	1.4%	0.0%	1.4%	0.0%	2.7%
Sometimes	245	23	19	7	8	7	8	9	14	12	8	3	10	12	10	2	9	2	17	4	4	13	6
	7.9%	9.9%	10.1%	6.9%	12.7%	10.4%	8.1%	11.0%	9.6%	9.8%	11.0%	9.1%	9.9%	9.4%	7.9%	13.3%	12.3%	8.0%	12.2%	6.1%	5.6%	15.1%	8.1%
Usually	614	41	51	32	12	8	20	13	26	17	15	8	16	23	25	1	12	1	23	16	12	15	14
	19.7%	17.7%	27.1%	31.7%	19.0%	11.9%	20.2%	15.9%	17.8%	13.9%	20.5%	24.2%	15.8%	18.1%	19.8%	6.7%	16.4%	4.0%	16.5%	24.2%	16.9%	17.4%	18.9%
Always	2,203	165	113	60	42	51	70	59	104	91	49	22	75	89	88	12	52	21	97	46	54	58	52
	70.8%	71.1%	60.1%	59.4%	66.7%	76.1%	70.7%	72.0%	71.2%	74.6%	67.1%	66.7%	74.3%	70.1%	69.8%	80.0%	71.2%	84.0%	69.8%	69.7%	76.1%	67.4%	70.3%
Significantly different from column:*		CD																					
Usually or Always	2,817	206	164	92	54	59	90	72	130	108	64	30	91	112	113	13	64	22	120	62	66	73	66
	90.6%	88.8%	87.2%	91.1%	85.7%	88.1%	90.9%	87.8%	89.0%	88.5%	87.7%	90.9%	90.1%	88.2%	89.7%	86.7%	87.7%	88.0%	86.3%	93.9%	93.0%	84.9%	89.2%
Significantly different from column:*																							

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 16

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

Base: All respondents who have a personal doctor and visited their personal doctor to get care (Q10 & Q11)

	2024 CSS Average	2024	2023	2022	Age (Q35) 18 to 34	Age (Q35) 35 to 54	Age (Q35) 55 or more	Gender (Q36) Male	Gender (Q36) Female	Education (Q37) HS grad or less	Education (Q37) Some college	Education (Q37) College grad or more	Ethnicity (Q38) Hispanic	Ethnicity (Q38) Not Hispanic	Race (Q39) White	Race (Q39) African-American	Race (Q39) Other	Health Care Visits in Last 6 Mos. (Q7) None	Health Care Visits in Last 6 Mos. (Q7) 1 to 4	Health Care Visits in Last 6 Mos. (Q7) 5 or more	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	3,128	234	190	105	64	68	99	83	147	124	73	33	102	128	128	15	73	25	141	66	71	88	74
Number missing or multiple answer	55	4	5	3	2	0	1	3	1	1	2	1	3	1	3	0	1	0	2	2	1	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,073	230	185	102	62	68	98	80	146	123	71	32	99	127	125	15	72	25	139	64	70	85	74
	98.2%	98.3%	97.4%	97.1%	96.9%	100.0%	99.0%	96.4%	99.3%	99.2%	97.3%	97.0%	97.1%	99.2%	97.7%	100.0%	98.6%	100.0%	98.6%	97.0%	98.6%	96.6%	100.0%
Yes	1,873	159	130	77	36	48	74	55	101	75	55	26	62	95	90	11	46	11	91	56	47	54	57
	61.0%	69.1%	70.3%	75.5%	58.1%	70.6%	75.5%	68.8%	69.2%	61.0%	77.5%	81.3%	62.6%	74.8%	72.0%	73.3%	63.9%	44.0%	65.5%	87.5%	67.1%	63.5%	77.0%
No	1,200	71	55	25	26	20	24	25	45	48	16	6	37	32	35	4	26	14	48	8	23	31	17
	39.0%	30.9%	29.7%	24.5%	41.9%	29.4%	24.5%	31.3%	30.8%	39.0%	22.5%	18.8%	37.4%	25.2%	28.0%	26.7%	36.1%	56.0%	34.5%	12.5%	32.9%	36.5%	23.0%
Significantly different from column:*		A			G		E			KL	J	J	N	M				ST	RT	RS			

NA - Not applicable

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Question 17

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

Base: All respondents who have a personal doctor, visited their personal doctor, and got care from another health provider besides their personal doctor (Q10, Q11, & Q16)

	2024 CSS Average	2024	2023	2022	Age (Q35) 18 to 34	Age (Q35) 35 to 54	Age (Q35) 55 or more	Gender (Q36) Male	Gender (Q36) Female	Education (Q37) HS grad or less	Education (Q37) Some college	Education (Q37) College grad or more	Ethnicity (Q38) Hispanic	Ethnicity (Q38) Not Hispanic	Race (Q39) White	Race (Q39) African-American	Race (Q39) Other	Health Care Visits in Last 6 Mos. (Q7) None	Health Care Visits in Last 6 Mos. (Q7) 1 to 4	Health Care Visits in Last 6 Mos. (Q7) 5 or more	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,873	159	130	77	36	48	74	55	101	75	55	26	62	95	90	11	46	11	91	56	47	54	57
Number missing or multiple answer	28	1	2	2	0	0	1	0	1	1	0	0	0	1	1	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	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,845	158	128	75	36	48	73	55	100	74	55	26	62	94	89	11	46	11	90	56	47	53	57
	98.5%	99.4%	98.5%	97.4%	100.0%	100.0%	98.6%	100.0%	99.0%	98.7%	100.0%	100.0%	100.0%	98.9%	98.9%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	98.1%	100.0%
Never	87	5	11	5	1	1	3	2	3	1	3	1	1	4	5	0	0	0	4	1	2	1	2
	4.7%	3.2%	8.6%	6.7%	2.8%	2.1%	4.1%	3.6%	3.0%	1.4%	5.5%	3.8%	1.6%	4.3%	5.6%	0.0%	0.0%	0.0%	4.4%	1.8%	4.3%	1.9%	3.5%
Sometimes	216	29	20	13	7	9	13	9	20	12	13	4	6	22	13	3	11	1	16	12	8	10	11
	11.7%	18.4%	15.6%	17.3%	19.4%	18.8%	17.8%	16.4%	20.0%	16.2%	23.6%	15.4%	9.7%	23.4%	14.6%	27.3%	23.9%	9.1%	17.8%	21.4%	17.0%	18.9%	19.3%
Usually	458	42	40	27	10	11	21	16	25	16	16	10	16	26	25	1	14	2	20	19	10	13	19
	24.8%	26.6%	31.3%	36.0%	27.8%	22.9%	28.8%	29.1%	25.0%	21.6%	29.1%	38.5%	25.8%	27.7%	28.1%	9.1%	30.4%	18.2%	22.2%	33.9%	21.3%	24.5%	33.3%
Always	1,084	82	57	30	18	27	36	28	52	45	23	11	39	42	46	7	21	8	50	24	27	29	25
	58.8%	51.9%	44.5%	40.0%	50.0%	56.3%	49.3%	50.9%	52.0%	60.8%	41.8%	42.3%	62.9%	44.7%	51.7%	63.6%	45.7%	72.7%	55.6%	42.9%	57.4%	54.7%	43.9%
Significantly different from column:*										K	J		N	M									
Usually or Always	1,542	124	97	57	28	38	57	44	77	61	39	21	55	68	71	8	35	10	70	43	37	42	44
	83.6%	78.5%	75.8%	76.0%	77.8%	79.2%	78.1%	80.0%	77.0%	82.4%	70.9%	80.8%	88.7%	72.3%	79.8%	72.7%	76.1%	90.9%	77.8%	76.8%	78.7%	79.2%	77.2%
Significantly different from column:*													N	M									

NA - Not applicable

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Question 18

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 personal doctor?

Base: All respondents who have a personal doctor (Q10)

| | 2024 CSS Average | 2024 | 2023 | 2022 | Age (Q35) | | | Gender (Q36) | | Education (Q37) | | | Ethnicity (Q38) | | Race (Q39) | | | Health Care Visits in Last 6 Mos. (Q7) | | | Health Status (Q29) | | |
| | | | | | 18 to 34 | 35 to 54 | 55 or more | Male | Female | HS grad or less | Some college | College grad or more | Hispanic | Not Hispanic | White | African-American | Other | None | 1 to 4 | 5 or more | Excellent or Very good | Good | Fair or Poor |
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,207	286	242	144	80	83	119	101	178	155	86	40	126	155	160	20	86	61	154	67	86	109	87
Number missing or multiple answer	104	2	8	5	1	0	1	2	0	1	1	0	1	1	1	0	1	0	1	1	0	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,103	284	234	139	79	83	118	99	178	154	85	40	125	154	159	20	85	61	153	66	86	108	86
	97.5%	99.3%	96.7%	96.5%	98.8%	100.0%	99.2%	98.0%	100.0%	99.4%	98.8%	100.0%	99.2%	99.4%	99.4%	100.0%	98.8%	100.0%	99.4%	98.5%	100.0%	99.1%	98.9%
0 Worst personal doctor possible	28	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.7%	0.0%	0.9%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	11	1	1	0	0	0	1	1	0	0	0	1	1	0	1	0	0	0	0	1	1	0	0
	0.3%	0.4%	0.4%	0.0%	0.0%	0.0%	0.8%	1.0%	0.0%	0.0%	0.0%	2.5%	0.8%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	1.5%	1.2%	0.0%	0.0%
2	24	1	3	0	0	1	0	1	0	0	0	1	0	1	0	0	1	0	1	0	0	0	1
	0.6%	0.4%	1.3%	0.0%	0.0%	1.2%	0.0%	1.0%	0.0%	0.0%	0.0%	2.5%	0.0%	0.6%	0.0%	0.0%	1.2%	0.0%	0.7%	0.0%	0.0%	0.0%	1.2%
3	31	2	1	1	1	0	1	1	1	1	1	0	0	2	2	0	0	1	1	0	1	1	0
	0.8%	0.7%	0.4%	0.7%	1.3%	0.0%	0.8%	1.0%	0.6%	0.6%	1.2%	0.0%	0.0%	1.3%	1.3%	0.0%	0.0%	1.6%	0.7%	0.0%	1.2%	0.9%	0.0%
4	53	3	4	2	1	0	2	1	2	2	1	0	1	2	1	1	1	1	1	1	1	2	0
	1.3%	1.1%	1.7%	1.4%	1.3%	0.0%	1.7%	1.0%	1.1%	1.3%	1.2%	0.0%	0.8%	1.3%	0.6%	5.0%	1.2%	1.6%	0.7%	1.5%	1.2%	1.9%	0.0%
5	143	13	10	8	4	4	5	4	9	7	4	2	3	10	10	1	2	8	5	0	4	5	3
	3.5%	4.6%	4.3%	5.8%	5.1%	4.8%	4.2%	4.0%	5.1%	4.5%	4.7%	5.0%	2.4%	6.5%	6.3%	5.0%	2.4%	13.1%	3.3%	0.0%	4.7%	4.6%	3.5%
6	118	6	7	4	0	4	2	3	3	2	3	1	1	5	3	0	3	1	3	2	0	2	4
	2.9%	2.1%	3.0%	2.9%	0.0%	4.8%	1.7%	3.0%	1.7%	1.3%	3.5%	2.5%	0.8%	3.2%	1.9%	0.0%	3.5%	1.6%	2.0%	3.0%	0.0%	1.9%	4.7%
7	289	15	26	12	8	2	5	4	10	7	6	2	4	11	8	3	4	3	8	3	5	6	4
	7.0%	5.3%	11.1%	8.6%	10.1%	2.4%	4.2%	4.0%	5.6%	4.5%	7.1%	5.0%	3.2%	7.1%	5.0%	15.0%	4.7%	4.9%	5.2%	4.5%	5.8%	5.6%	4.7%
8	599	55	26	23	20	13	20	25	29	28	16	10	20	32	35	2	13	12	29	13	17	21	16
	14.6%	19.4%	11.1%	16.5%	25.3%	15.7%	16.9%	25.3%	16.3%	18.2%	18.8%	25.0%	16.0%	20.8%	22.0%	10.0%	15.3%	19.7%	19.0%	19.7%	19.8%	19.4%	18.6%
9	662	31	44	25	4	10	17	11	20	18	8	5	15	16	14	4	11	5	20	5	9	14	8
	16.1%	10.9%	18.8%	18.0%	5.1%	12.0%	14.4%	11.1%	11.2%	11.7%	9.4%	12.5%	12.0%	10.4%	8.8%	20.0%	12.9%	8.2%	13.1%	7.6%	10.5%	13.0%	9.3%
10 Best personal doctor possible	2,145	157	110	62	41	49	65	48	104	89	46	18	80	75	85	9	50	30	85	41	48	57	50
	52.3%	55.3%	47.0%	44.6%	51.9%	59.0%	55.1%	48.5%	58.4%	57.8%	54.1%	45.0%	64.0%	48.7%	53.5%	45.0%	58.8%	49.2%	55.6%	62.1%	55.8%	52.8%	58.1%

NA - Not applicable

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 18

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 personal doctor?

Base: All respondents who have a personal doctor (Q10)

	2024 CSS Average	2024	2023	2022	Age (Q35) 18 to 34	35 to 54	55 or more	Gender (Q36) Male	Female	Education (Q37) HS grad or less	Some college	College grad or more	Ethnicity (Q38) Hispanic	Not Hispanic	Race (Q39) White	African-American	Other	Health Care Visits in Last 6 Mos. (Q7) None	1 to 4	5 or more	Health Status (Q29) Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	4,207	286	242	144	80	83	119	101	178	155	86	40	126	155	160	20	86	61	154	67	86	109	87
Number missing or multiple answer	104	2	8	5	1	0	1	2	0	1	1	0	1	1	1	0	1	0	1	1	0	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,103	284	234	139	79	83	118	99	178	154	85	40	125	154	159	20	85	61	153	66	86	108	86
	97.5%	99.3%	96.7%	96.5%	98.8%	100.0%	99.2%	98.0%	100.0%	99.4%	98.8%	100.0%	99.2%	99.4%	99.4%	100.0%	98.8%	100.0%	99.4%	98.5%	100.0%	99.1%	98.9%
0 to 4	147	7	11	5	2	1	4	4	3	3	2	2	2	5	4	1	2	2	3	2	3	3	1
	3.6%	2.5%	4.7%	3.6%	2.5%	1.2%	3.4%	4.0%	1.7%	1.9%	2.4%	5.0%	1.6%	3.2%	2.5%	5.0%	2.4%	3.3%	2.0%	3.0%	3.5%	2.8%	1.2%
5	143	13	10	8	4	4	5	4	9	7	4	2	3	10	10	1	2	8	5	0	4	5	3
	3.5%	4.6%	4.3%	5.8%	5.1%	4.8%	4.2%	4.0%	5.1%	4.5%	4.7%	5.0%	2.4%	6.5%	6.3%	5.0%	2.4%	13.1%	3.3%	0.0%	4.7%	4.6%	3.5%
6 to 7	407	21	33	16	8	6	7	7	13	9	9	3	5	16	11	3	7	4	11	5	5	8	8
	9.9%	7.4%	14.1%	11.5%	10.1%	7.2%	5.9%	7.1%	7.3%	5.8%	10.6%	7.5%	4.0%	10.4%	6.9%	15.0%	8.2%	6.6%	7.2%	7.6%	5.8%	7.4%	9.3%
8 to 10	3,406	243	180	110	65	72	102	84	153	135	70	33	115	123	134	15	74	47	134	59	74	92	74
	83.0%	85.6%	76.9%	79.1%	82.3%	86.7%	86.4%	84.8%	86.0%	87.7%	82.4%	82.5%	92.0%	79.9%	84.3%	75.0%	87.1%	77.0%	87.6%	89.4%	86.0%	85.2%	86.0%
Significantly different from column:*		C											N	M									
0 to 6	408	26	28	17	6	9	11	11	15	12	9	5	6	20	17	2	7	11	11	4	7	10	8
	9.9%	9.2%	12.0%	12.2%	7.6%	10.8%	9.3%	11.1%	8.4%	7.8%	10.6%	12.5%	4.8%	13.0%	10.7%	10.0%	8.2%	18.0%	7.2%	6.1%	8.1%	9.3%	9.3%
7 to 8	888	70	52	35	28	15	25	29	39	35	22	12	24	43	43	5	17	15	37	16	22	27	20
	21.6%	24.6%	22.2%	25.2%	35.4%	18.1%	21.2%	29.3%	21.9%	22.7%	25.9%	30.0%	19.2%	27.9%	27.0%	25.0%	20.0%	24.6%	24.2%	24.2%	25.6%	25.0%	23.3%
9 to 10	2,807	188	154	87	45	59	82	59	124	107	54	23	95	91	99	13	61	35	105	46	57	71	58
	68.4%	66.2%	65.8%	62.6%	57.0%	71.1%	69.5%	59.6%	69.7%	69.5%	63.5%	57.5%	76.0%	59.1%	62.3%	65.0%	71.8%	57.4%	68.6%	69.7%	66.3%	65.7%	67.4%
Significantly different from column:*													N	M									

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 19

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 with a specialist?

Base: All respondents

	2024 CSS Average	2024	2023	2022	Age (Q35) 18 to 34	Age (Q35) 35 to 54	Age (Q35) 55 or more	Gender (Q36) Male	Gender (Q36) Female	Education (Q37) HS grad or less	Education (Q37) Some college	Education (Q37) College grad or more	Ethnicity (Q38) Hispanic	Ethnicity (Q38) Not Hispanic	Race (Q39) White	Race (Q39) African-American	Race (Q39) Other	Health Care Visits in Last 6 Mos. (Q7) None	Health Care Visits in Last 6 Mos. (Q7) 1 to 4	Health Care Visits in Last 6 Mos. (Q7) 5 or more	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,410	381	306	184	127	109	137	136	234	211	115	46	175	195	200	25	123	119	181	72	131	136	108
Number missing or multiple answer	56	6	1	3	2	2	2	2	4	4	1	1	5	1	3	0	3	0	6	0	1	4	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,354	375	305	181	125	107	135	134	230	207	114	45	170	194	197	25	120	119	175	72	130	132	107
	99.0%	98.4%	99.7%	98.4%	98.4%	98.2%	98.5%	98.5%	98.3%	98.1%	99.1%	97.8%	97.1%	99.5%	98.5%	100.0%	97.6%	100.0%	96.7%	100.0%	99.2%	97.1%	99.1%
Yes	2,276	195	166	106	48	56	88	66	125	99	63	29	76	115	111	11	56	27	106	60	54	66	72
	42.5%	52.0%	54.4%	58.6%	38.4%	52.3%	65.2%	49.3%	54.3%	47.8%	55.3%	64.4%	44.7%	59.3%	56.3%	44.0%	46.7%	22.7%	60.6%	83.3%	41.5%	50.0%	67.3%
No	3,078	180	139	75	77	51	47	68	105	108	51	16	94	79	86	14	64	92	69	12	76	66	35
	57.5%	48.0%	45.6%	41.4%	61.6%	47.7%	34.8%	50.7%	45.7%	52.2%	44.7%	35.6%	55.3%	40.7%	43.7%	56.0%	53.3%	77.3%	39.4%	16.7%	58.5%	50.0%	32.7%
Significantly different from column:*		A			FG	EG	EF				L		J		N	M			ST	RT	RS	W	W	UV

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 Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 20

In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?

Base: All respondents who made an appointment to see a specialist (Q19)

	2024 CSS Average	2024	2023	2022	Age (Q35) 18 to 34	Age (Q35) 35 to 54	Age (Q35) 55 or more	Gender (Q36) Male	Gender (Q36) Female	Education (Q37) HS grad or less	Education (Q37) Some college	Education (Q37) College grad or more	Ethnicity (Q38) Hispanic	Ethnicity (Q38) Not Hispanic	Race (Q39) White	Race (Q39) African-American	Race (Q39) Other	Health Care Visits in Last 6 Mos. (Q7) None	Health Care Visits in Last 6 Mos. (Q7) 1 to 4	Health Care Visits in Last 6 Mos. (Q7) 5 or more	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,276	195	166	106	48	56	88	66	125	99	63	29	76	115	111	11	56	27	106	60	54	66	72
Number missing or multiple answer	36	1	1	4	0	0	1	0	1	1	0	0	1	0	1	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,240	194	165	102	48	56	87	66	124	98	63	29	75	115	110	11	56	26	106	60	54	65	72
	98.4%	99.5%	99.4%	96.2%	100.0%	100.0%	98.9%	100.0%	99.2%	99.0%	100.0%	100.0%	98.7%	100.0%	99.1%	100.0%	100.0%	96.3%	100.0%	100.0%	100.0%	98.5%	100.0%
Never	110	6	4	4	3	1	1	1	4	1	3	1	2	3	1	0	4	1	4	1	1	3	2
	4.9%	3.1%	2.4%	3.9%	6.3%	1.8%	1.1%	1.5%	3.2%	1.0%	4.8%	3.4%	2.7%	2.6%	0.9%	0.0%	7.1%	3.8%	3.8%	1.7%	1.9%	4.6%	2.8%
Sometimes	402	34	31	16	12	11	11	16	17	16	11	7	11	22	18	2	11	4	18	12	5	14	15
	17.9%	17.5%	18.8%	15.7%	25.0%	19.6%	12.6%	24.2%	13.7%	16.3%	17.5%	24.1%	14.7%	19.1%	16.4%	18.2%	19.6%	15.4%	17.0%	20.0%	9.3%	21.5%	20.8%
Usually	682	46	49	40	12	12	22	12	34	23	17	6	15	30	30	2	9	5	24	16	9	19	17
	30.4%	23.7%	29.7%	39.2%	25.0%	21.4%	25.3%	18.2%	27.4%	23.5%	27.0%	20.7%	20.0%	26.1%	27.3%	18.2%	16.1%	19.2%	22.6%	26.7%	16.7%	29.2%	23.6%
Always	1,046	108	81	42	21	32	53	37	69	58	32	15	47	60	61	7	32	16	60	31	39	29	38
	46.7%	55.7%	49.1%	41.2%	43.8%	57.1%	60.9%	56.1%	55.6%	59.2%	50.8%	51.7%	62.7%	52.2%	55.5%	63.6%	57.1%	61.5%	56.6%	51.7%	72.2%	44.6%	52.8%
Significantly different from column:*		AD																			VW	U	U
Usually or Always	1,728	154	130	82	33	44	75	49	103	81	49	21	62	90	91	9	41	21	84	47	48	48	55
	77.1%	79.4%	78.8%	80.4%	68.8%	78.6%	86.2%	74.2%	83.1%	82.7%	77.8%	72.4%	82.7%	78.3%	82.7%	81.8%	73.2%	80.8%	79.2%	78.3%	88.9%	73.8%	76.4%
Significantly different from column:*					G		E														V	U	

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.

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 21

How many specialists have you talked to in the last 6 months?

Base: All respondents who made an appointment to see a specialist (Q19)

	2024 CSS Average	2024	2023	2022	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,276	195	166	106	48	56	88	66	125	99	63	29	76	115	111	11	56	27	106	60	54	66	72
Number missing or multiple answer	42	1	4	6	0	0	1	0	1	1	0	0	1	0	1	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,234	194	162	100	48	56	87	66	124	98	63	29	75	115	110	11	56	26	106	60	54	65	72
	98.2%	99.5%	97.6%	94.3%	100.0%	100.0%	98.9%	100.0%	99.2%	99.0%	100.0%	100.0%	98.7%	100.0%	99.1%	100.0%	100.0%	96.3%	100.0%	100.0%	100.0%	98.5%	100.0%
None	68	3	5	3	1	1	1	1	1	3	0	0	1	2	1	1	1	2	1	0	0	1	2
	3.0%	1.5%	3.1%	3.0%	2.1%	1.8%	1.1%	1.5%	0.8%	3.1%	0.0%	0.0%	1.3%	1.7%	0.9%	9.1%	1.8%	7.7%	0.9%	0.0%	0.0%	1.5%	2.8%
1 specialist	983	77	63	39	29	21	25	25	51	37	27	12	36	39	40	3	27	10	50	16	34	22	21
	44.0%	39.7%	38.9%	39.0%	60.4%	37.5%	28.7%	37.9%	41.1%	37.8%	42.9%	41.4%	48.0%	33.9%	36.4%	27.3%	48.2%	38.5%	47.2%	26.7%	63.0%	33.8%	29.2%
2	632	49	45	24	10	13	25	19	28	27	13	7	17	30	28	3	12	8	31	9	9	21	18
	28.3%	25.3%	27.8%	24.0%	20.8%	23.2%	28.7%	28.8%	22.6%	27.6%	20.6%	24.1%	22.7%	26.1%	25.5%	27.3%	21.4%	30.8%	29.2%	15.0%	16.7%	32.3%	25.0%
3	313	36	23	19	6	9	21	13	23	17	10	8	10	26	25	2	9	1	16	19	8	14	14
	14.0%	18.6%	14.2%	19.0%	12.5%	16.1%	24.1%	19.7%	18.5%	17.3%	15.9%	27.6%	13.3%	22.6%	22.7%	18.2%	16.1%	3.8%	15.1%	31.7%	14.8%	21.5%	19.4%
4	114	12	14	8	1	6	5	2	10	7	3	2	4	8	9	0	1	1	5	6	0	4	8
	5.1%	6.2%	8.6%	8.0%	2.1%	10.7%	5.7%	3.0%	8.1%	7.1%	4.8%	6.9%	5.3%	7.0%	8.2%	0.0%	1.8%	3.8%	4.7%	10.0%	0.0%	6.2%	11.1%
5 or more specialists	124	17	12	7	1	6	10	6	11	7	10	0	7	10	7	2	6	4	3	10	3	3	9
	5.6%	8.8%	7.4%	7.0%	2.1%	10.7%	11.5%	9.1%	8.9%	7.1%	15.9%	0.0%	9.3%	8.7%	6.4%	18.2%	10.7%	15.4%	2.8%	16.7%	5.6%	4.6%	12.5%
3 or more specialists	551	65	49	34	8	21	36	21	44	31	23	10	21	44	41	4	16	6	24	35	11	21	31
	24.7%	33.5%	30.2%	34.0%	16.7%	37.5%	41.4%	31.8%	35.5%	31.6%	36.5%	34.5%	28.0%	38.3%	37.3%	36.4%	28.6%	23.1%	22.6%	58.3%	20.4%	32.3%	43.1%
Significantly different from column:*		A			FG	E	E											T	T	RS	W		U

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.

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 22

We want to know your rating of the specialist you 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 who saw a specialist (Q19 & Q21)

	2024 CSS Average	2024	2023	2022	Age (Q35) 18 to 34	Age (Q35) 35 to 54	Age (Q35) 55 or more	Gender (Q36) Male	Gender (Q36) Female	Education (Q37) HS grad or less	Education (Q37) Some college	Education (Q37) College grad or more	Ethnicity (Q38) Hispanic	Ethnicity (Q38) Not Hispanic	Race (Q39) White	Race (Q39) African-American	Race (Q39) Other	Health Care Visits in Last 6 Mos. (Q7) None	Health Care Visits in Last 6 Mos. (Q7) 1 to 4	Health Care Visits in Last 6 Mos. (Q7) 5 or more	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,166	191	157	97	47	55	86	65	123	95	63	29	74	113	109	10	55	24	105	60	54	64	70
Number missing or multiple answer	21	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,145	191	156	97	47	55	86	65	123	95	63	29	74	113	109	10	55	24	105	60	54	64	70
	99.0%	100.0%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
0 Worst specialist possible	14	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.7%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	4	2	0	1	1	1	0	1	1	1	0	1	1	1	0	0	2	0	2	0	1	0	1
	0.2%	1.0%	0.0%	1.0%	2.1%	1.8%	0.0%	1.5%	0.8%	1.1%	0.0%	3.4%	1.4%	0.9%	0.0%	0.0%	3.6%	0.0%	1.9%	0.0%	1.9%	0.0%	1.4%
2	10	3	1	1	2	0	1	0	3	1	2	0	0	3	2	0	1	0	2	1	0	2	1
	0.5%	1.6%	0.6%	1.0%	4.3%	0.0%	1.2%	0.0%	2.4%	1.1%	3.2%	0.0%	0.0%	2.7%	1.8%	0.0%	1.8%	0.0%	1.9%	1.7%	0.0%	3.1%	1.4%
3	22	3	1	1	0	0	3	2	1	2	0	1	0	3	2	0	0	0	1	2	1	1	1
	1.0%	1.6%	0.6%	1.0%	0.0%	0.0%	3.5%	3.1%	0.8%	2.1%	0.0%	3.4%	0.0%	2.7%	1.8%	0.0%	0.0%	0.0%	1.0%	3.3%	1.9%	1.6%	1.4%
4	32	3	3	0	1	2	0	1	2	1	1	1	1	2	2	0	1	0	1	2	0	1	2
	1.5%	1.6%	1.9%	0.0%	2.1%	3.6%	0.0%	1.5%	1.6%	1.1%	1.6%	3.4%	1.4%	1.8%	1.8%	0.0%	1.8%	0.0%	1.0%	3.3%	0.0%	1.6%	2.9%
5	66	4	5	4	2	0	2	1	3	4	0	0	0	4	2	0	2	0	3	1	1	0	3
	3.1%	2.1%	3.2%	4.1%	4.3%	0.0%	2.3%	1.5%	2.4%	4.2%	0.0%	0.0%	0.0%	3.5%	1.8%	0.0%	3.6%	0.0%	2.9%	1.7%	1.9%	0.0%	4.3%
6	80	7	6	2	2	4	1	3	4	3	3	1	3	4	2	0	4	1	4	2	1	4	2
	3.7%	3.7%	3.8%	2.1%	4.3%	7.3%	1.2%	4.6%	3.3%	3.2%	4.8%	3.4%	4.1%	3.5%	1.8%	0.0%	7.3%	4.2%	3.8%	3.3%	1.9%	6.3%	2.9%
7	147	19	8	6	6	2	10	5	14	7	9	3	5	14	16	1	2	3	9	7	5	8	5
	6.9%	9.9%	5.1%	6.2%	12.8%	3.6%	11.6%	7.7%	11.4%	7.4%	14.3%	10.3%	6.8%	12.4%	14.7%	10.0%	3.6%	12.5%	8.6%	11.7%	9.3%	12.5%	7.1%
8	332	25	23	15	7	7	11	10	14	13	8	4	9	16	15	1	7	0	19	6	5	6	14
	15.5%	13.1%	14.7%	15.5%	14.9%	12.7%	12.8%	15.4%	11.4%	13.7%	12.7%	13.8%	12.2%	14.2%	13.8%	10.0%	12.7%	0.0%	18.1%	10.0%	9.3%	9.4%	20.0%
9	360	26	29	22	6	8	11	3	22	12	10	3	10	14	11	1	11	2	15	8	5	12	9
	16.8%	13.6%	18.6%	22.7%	12.8%	14.5%	12.8%	4.6%	17.9%	12.6%	15.9%	10.3%	13.5%	12.4%	10.1%	10.0%	20.0%	8.3%	14.3%	13.3%	9.3%	18.8%	12.9%
10 Best specialist possible	1,078	99	77	45	20	31	47	39	59	51	30	15	45	52	57	7	25	18	49	31	35	30	32
	50.3%	51.8%	49.4%	46.4%	42.6%	56.4%	54.7%	60.0%	48.0%	53.7%	47.6%	51.7%	60.8%	46.0%	52.3%	70.0%	45.5%	75.0%	46.7%	51.7%	64.8%	46.9%	45.7%

NA - Not applicable

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 22

We want to know your rating of the specialist you 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 who saw a specialist (Q19 & Q21)

	2024 CSS Average	2024	2023	2022	Age (Q35) 18 to 34	Age (Q35) 35 to 54	Age (Q35) 55 or more	Gender (Q36) Male	Gender (Q36) Female	Education (Q37) HS grad or less	Education (Q37) Some college	Education (Q37) College grad or more	Ethnicity (Q38) Hispanic	Ethnicity (Q38) Not Hispanic	Race (Q39) White	Race (Q39) African-American	Race (Q39) Other	Health Care Visits in Last 6 Mos. (Q7) None	Health Care Visits in Last 6 Mos. (Q7) 1 to 4	Health Care Visits in Last 6 Mos. (Q7) 5 or more	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	2,166	191	157	97	47	55	86	65	123	95	63	29	74	113	109	10	55	24	105	60	54	64	70
Number missing or multiple answer	21	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,145	191	156	97	47	55	86	65	123	95	63	29	74	113	109	10	55	24	105	60	54	64	70
	99.0%	100.0%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
0 to 4	82	11	8	3	4	3	4	4	7	5	3	3	2	9	6	0	4	0	6	5	2	4	5
	3.8%	5.8%	5.1%	3.1%	8.5%	5.5%	4.7%	6.2%	5.7%	5.3%	4.8%	10.3%	2.7%	8.0%	5.5%	0.0%	7.3%	0.0%	5.7%	8.3%	3.7%	6.3%	7.1%
5	66	4	5	4	2	0	2	1	3	4	0	0	0	4	2	0	2	0	3	1	1	0	3
	3.1%	2.1%	3.2%	4.1%	4.3%	0.0%	2.3%	1.5%	2.4%	4.2%	0.0%	0.0%	0.0%	3.5%	1.8%	0.0%	3.6%	0.0%	2.9%	1.7%	1.9%	0.0%	4.3%
6 to 7	227	26	14	8	8	6	11	8	18	10	12	4	8	18	18	1	6	4	13	9	6	12	7
	10.6%	13.6%	9.0%	8.2%	17.0%	10.9%	12.8%	12.3%	14.6%	10.5%	19.0%	13.8%	10.8%	15.9%	16.5%	10.0%	10.9%	16.7%	12.4%	15.0%	11.1%	18.8%	10.0%
8 to 10	1,770	150	129	82	33	46	69	52	95	76	48	22	64	82	83	9	43	20	83	45	45	48	55
	82.5%	78.5%	82.7%	84.5%	70.2%	83.6%	80.2%	80.0%	77.2%	80.0%	76.2%	75.9%	86.5%	72.6%	76.1%	90.0%	78.2%	83.3%	79.0%	75.0%	83.3%	75.0%	78.6%
Significantly different from column:*													N	M									
0 to 6	228	22	19	9	8	7	7	8	14	12	6	4	5	17	10	0	10	1	13	8	4	8	10
	10.6%	11.5%	12.2%	9.3%	17.0%	12.7%	8.1%	12.3%	11.4%	12.6%	9.5%	13.8%	6.8%	15.0%	9.2%	0.0%	18.2%	4.2%	12.4%	13.3%	7.4%	12.5%	14.3%
7 to 8	479	44	31	21	13	9	21	15	28	20	17	7	14	30	31	2	9	3	28	13	10	14	19
	22.3%	23.0%	19.9%	21.6%	27.7%	16.4%	24.4%	23.1%	22.8%	21.1%	27.0%	24.1%	18.9%	26.5%	28.4%	20.0%	16.4%	12.5%	26.7%	21.7%	18.5%	21.9%	27.1%
9 to 10	1,438	125	106	67	26	39	58	42	81	63	40	18	55	66	68	8	36	20	64	39	40	42	41
	67.0%	65.4%	67.9%	69.1%	55.3%	70.9%	67.4%	64.6%	65.9%	66.3%	63.5%	62.1%	74.3%	58.4%	62.4%	80.0%	65.5%	83.3%	61.0%	65.0%	74.1%	65.6%	58.6%
Significantly different from column:*													N	M				S	R				

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 Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 23

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

Base: All respondents

	2024 CSS Average	2024	2023	2022	Age (Q35) 18 to 34	35 to 54	55 or more	Gender (Q36) Male	Female	Education (Q37) HS grad or less	Some college	College grad or more	Ethnicity (Q38) Hispanic	Not Hispanic	Race (Q39) White	African-American	Other	Health Care Visits in Last 6 Mos. (Q7) None	1 to 4	5 or more	Health Status (Q29) Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,410	381	306	184	127	109	137	136	234	211	115	46	175	195	200	25	123	119	181	72	131	136	108
Number missing or multiple answer	124	7	7	5	2	1	1	1	4	4	1	0	3	2	2	2	1	2	3	0	3	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,286	374	299	179	125	108	136	135	230	207	114	46	172	193	198	23	122	117	178	72	128	134	108
	97.7%	98.2%	97.7%	97.3%	98.4%	99.1%	99.3%	99.3%	98.3%	98.1%	99.1%	100.0%	98.3%	99.0%	99.0%	92.0%	99.2%	98.3%	98.3%	100.0%	97.7%	98.5%	100.0%
Yes	1,956	147	126	79	41	46	58	56	89	75	45	25	74	70	79	10	43	29	70	46	48	51	46
	37.0%	39.3%	42.1%	44.1%	32.8%	42.6%	42.6%	41.5%	38.7%	36.2%	39.5%	54.3%	43.0%	36.3%	39.9%	43.5%	35.2%	24.8%	39.3%	63.9%	37.5%	38.1%	42.6%
No	3,330	227	173	100	84	62	78	79	141	132	69	21	98	123	119	13	79	88	108	26	80	83	62
	63.0%	60.7%	57.9%	55.9%	67.2%	57.4%	57.4%	58.5%	61.3%	63.8%	60.5%	45.7%	57.0%	63.7%	60.1%	56.5%	64.8%	75.2%	60.7%	36.1%	62.5%	61.9%	57.4%
Significantly different from column:*										L		J						ST	RT	RS			

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

4993010

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 24

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

Base: All respondents who got information or help from the health plan's customer service (Q23)

	2024 CSS Average	2024	2023	2022	Age (Q35) 18 to 34	Age (Q35) 35 to 54	Age (Q35) 55 or more	Gender (Q36) Male	Gender (Q36) Female	Education (Q37) HS grad or less	Education (Q37) Some college	Education (Q37) College grad or more	Ethnicity (Q38) Hispanic	Ethnicity (Q38) Not Hispanic	Race (Q39) White	Race (Q39) African-American	Race (Q39) Other	Health Care Visits in Last 6 Mos. (Q7) None	Health Care Visits in Last 6 Mos. (Q7) 1 to 4	Health Care Visits in Last 6 Mos. (Q7) 5 or more	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,956	147	126	79	41	46	58	56	89	75	45	25	74	70	79	10	43	29	70	46	48	51	46
Number missing or multiple answer	33	1	1	2	0	1	0	0	1	0	1	0	0	1	0	0	1	0	0	1	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,923	146	125	77	41	45	58	56	88	75	44	25	74	69	79	10	42	29	70	45	48	51	46
	98.3%	99.3%	99.2%	97.5%	100.0%	97.8%	100.0%	100.0%	98.9%	100.0%	97.8%	100.0%	100.0%	98.6%	100.0%	100.0%	97.7%	100.0%	100.0%	97.8%	100.0%	100.0%	100.0%
Never	43	2	4	1	1	0	1	2	0	1	1	0	1	1	2	0	0	0	1	1	1	1	0
	2.2%	1.4%	3.2%	1.3%	2.4%	0.0%	1.7%	3.6%	0.0%	1.3%	2.3%	0.0%	1.4%	1.4%	2.5%	0.0%	0.0%	0.0%	1.4%	2.2%	2.1%	2.0%	0.0%
Sometimes	285	24	15	14	7	8	9	11	13	11	12	1	9	15	11	4	6	8	8	7	9	7	8
	14.8%	16.4%	12.0%	18.2%	17.1%	17.8%	15.5%	19.6%	14.8%	14.7%	27.3%	4.0%	12.2%	21.7%	13.9%	40.0%	14.3%	27.6%	11.4%	15.6%	18.8%	13.7%	17.4%
Usually	503	34	35	20	9	11	13	10	23	16	6	11	12	20	20	2	10	8	14	12	7	13	14
	26.2%	23.3%	28.0%	26.0%	22.0%	24.4%	22.4%	17.9%	26.1%	21.3%	13.6%	44.0%	16.2%	29.0%	25.3%	20.0%	23.8%	27.6%	20.0%	26.7%	14.6%	25.5%	30.4%
Always	1,092	86	71	42	24	26	35	33	52	47	25	13	52	33	46	4	26	13	47	25	31	30	24
	56.8%	58.9%	56.8%	54.5%	58.5%	57.8%	60.3%	58.9%	59.1%	62.7%	56.8%	52.0%	70.3%	47.8%	58.2%	40.0%	61.9%	44.8%	67.1%	55.6%	64.6%	58.8%	52.2%
Significantly different from column:*													N	M				S	R				
Usually or Always	1,595	120	106	62	33	37	48	43	75	63	31	24	64	53	66	6	36	21	61	37	38	43	38
	82.9%	82.2%	84.8%	80.5%	80.5%	82.2%	82.8%	76.8%	85.2%	84.0%	70.5%	96.0%	86.5%	76.8%	83.5%	60.0%	85.7%	72.4%	87.1%	82.2%	79.2%	84.3%	82.6%
Significantly different from column:*											L	K											

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 Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 25

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

Base: All respondents who got information or help from the health plan's customer service (Q23)

	2024 CSS Average	2024	2023	2022	Age (Q35) 18 to 34	Age (Q35) 35 to 54	Age (Q35) 55 or more	Gender (Q36) Male	Gender (Q36) Female	Education (Q37) HS grad or less	Education (Q37) Some college	Education (Q37) College grad or more	Ethnicity (Q38) Hispanic	Ethnicity (Q38) Not Hispanic	Race (Q39) White	Race (Q39) African-American	Race (Q39) Other	Health Care Visits in Last 6 Mos. (Q7) None	Health Care Visits in Last 6 Mos. (Q7) 1 to 4	Health Care Visits in Last 6 Mos. (Q7) 5 or more	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,956	147	126	79	41	46	58	56	89	75	45	25	74	70	79	10	43	29	70	46	48	51	46
Number missing or multiple answer	40	0	4	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,916	147	122	78	41	46	58	56	89	75	45	25	74	70	79	10	43	29	70	46	48	51	46
	98.0%	100.0%	96.8%	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	25	2	0	0	1	0	1	2	0	1	1	0	1	1	2	0	0	0	1	1	2	0	0
	1.3%	1.4%	0.0%	0.0%	2.4%	0.0%	1.7%	3.6%	0.0%	1.3%	2.2%	0.0%	1.4%	1.4%	2.5%	0.0%	0.0%	0.0%	1.4%	2.2%	4.2%	0.0%	0.0%
Sometimes	76	4	4	3	1	1	2	2	2	0	3	1	0	4	2	2	0	0	1	3	1	1	2
	4.0%	2.7%	3.3%	3.8%	2.4%	2.2%	3.4%	3.6%	2.2%	0.0%	6.7%	4.0%	0.0%	5.7%	2.5%	20.0%	0.0%	0.0%	1.4%	6.5%	2.1%	2.0%	4.3%
Usually	318	26	20	17	7	9	10	12	14	9	10	7	10	16	14	1	9	3	13	10	5	10	11
	16.6%	17.7%	16.4%	21.8%	17.1%	19.6%	17.2%	21.4%	15.7%	12.0%	22.2%	28.0%	13.5%	22.9%	17.7%	10.0%	20.9%	10.3%	18.6%	21.7%	10.4%	19.6%	23.9%
Always	1,497	115	98	58	32	36	45	40	73	65	31	17	63	49	61	7	34	26	55	32	40	40	33
	78.1%	78.2%	80.3%	74.4%	78.0%	78.3%	77.6%	71.4%	82.0%	86.7%	68.9%	68.0%	85.1%	70.0%	77.2%	70.0%	79.1%	89.7%	78.6%	69.6%	83.3%	78.4%	71.7%
Significantly different from column:*										K	J		N	M				T		R			
Usually or Always	1,815	141	118	75	39	45	55	52	87	74	41	24	73	65	75	8	43	29	68	42	45	50	44
	94.7%	95.9%	96.7%	96.2%	95.1%	97.8%	94.8%	92.9%	97.8%	98.7%	91.1%	96.0%	98.6%	92.9%	94.9%	80.0%	100.0%	100.0%	97.1%	91.3%	93.8%	98.0%	95.7%
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.

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 26

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

Base: All respondents

	2024 CSS Average	2024	2023	2022	Age (Q35) 18 to 34	35 to 54	55 or more	Gender (Q36) Male	Female	Education (Q37) HS grad or less	Some college	College grad or more	Ethnicity (Q38) Hispanic	Not Hispanic	Race (Q39) White	African-American	Other	Health Care Visits in Last 6 Mos. (Q7) None	1 to 4	5 or more	Health Status (Q29) Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,410	381	306	184	127	109	137	136	234	211	115	46	175	195	200	25	123	119	181	72	131	136	108
Number missing or multiple answer	206	10	16	4	3	0	4	2	6	7	1	0	7	1	3	1	3	3	5	0	2	4	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,204	371	290	180	124	109	133	134	228	204	114	46	168	194	197	24	120	116	176	72	129	132	107
	96.2%	97.4%	94.8%	97.8%	97.6%	100.0%	97.1%	98.5%	97.4%	96.7%	99.1%	100.0%	96.0%	99.5%	98.5%	96.0%	97.6%	97.5%	97.2%	100.0%	98.5%	97.1%	99.1%
Yes	1,401	111	95	48	35	34	40	35	74	53	42	15	50	59	54	9	38	22	60	28	38	32	40
	26.9%	29.9%	32.8%	26.7%	28.2%	31.2%	30.1%	26.1%	32.5%	26.0%	36.8%	32.6%	29.8%	30.4%	27.4%	37.5%	31.7%	19.0%	34.1%	38.9%	29.5%	24.2%	37.4%
No	3,803	260	195	132	89	75	93	99	154	151	72	31	118	135	143	15	82	94	116	44	91	100	67
	73.1%	70.1%	67.2%	73.3%	71.8%	68.8%	69.9%	73.9%	67.5%	74.0%	63.2%	67.4%	70.2%	69.6%	72.6%	62.5%	68.3%	81.0%	65.9%	61.1%	70.5%	75.8%	62.6%
Significantly different from column:*										K	J							ST	R	R		W	V

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 Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 27

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

Base: All respondents whose health plan gave them forms to fill out (Q26)

| | 2024 CSS Average | 2024 | 2023 | 2022 | Age (Q35) | | | Gender (Q36) | | Education (Q37) | | | Ethnicity (Q38) | | Race (Q39) | | | Health Care Visits in Last 6 Mos. (Q7) | | | Health Status (Q29) | | |
| | | | | | 18 to 34 | 35 to 54 | 55 or more | Male | Female | HS grad or less | Some college | College grad or more | Hispanic | Not Hispanic | White | African-American | Other | None | 1 to 4 | 5 or more | Excellent or Very good | Good | Fair or Poor |
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,204	371	290	180	124	109	133	134	228	204	114	46	168	194	197	24	120	116	176	72	129	132	107
Number missing or multiple answer	39	2	3	1	0	1	1	0	1	1	1	0	0	2	0	0	1	0	1	0	0	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,165	369	287	179	124	108	132	134	227	203	113	46	168	192	197	24	119	116	175	72	129	131	106
	99.3%	99.5%	99.0%	99.4%	100.0%	99.1%	99.2%	100.0%	99.6%	99.5%	99.1%	100.0%	100.0%	99.0%	100.0%	100.0%	99.2%	100.0%	99.4%	100.0%	100.0%	99.2%	99.1%
Never	55	2	3	0	0	0	2	1	1	2	0	0	0	2	1	0	1	1	1	0	1	1	0
	1.1%	0.5%	1.0%	0.0%	0.0%	0.0%	1.5%	0.7%	0.4%	1.0%	0.0%	0.0%	0.0%	1.0%	0.5%	0.0%	0.8%	0.9%	0.6%	0.0%	0.8%	0.8%	0.0%
Sometimes	188	18	12	6	6	6	6	5	13	8	7	3	6	12	7	3	6	5	10	3	6	8	3
	3.6%	4.9%	4.2%	3.4%	4.8%	5.6%	4.5%	3.7%	5.7%	3.9%	6.2%	6.5%	3.6%	6.3%	3.6%	12.5%	5.0%	4.3%	5.7%	4.2%	4.7%	6.1%	2.8%
Usually	431	31	38	19	9	6	15	10	21	13	14	4	10	20	18	1	11	4	19	8	9	8	14
	8.3%	8.4%	13.2%	10.6%	7.3%	5.6%	11.4%	7.5%	9.3%	6.4%	12.4%	8.7%	6.0%	10.4%	9.1%	4.2%	9.2%	3.4%	10.9%	11.1%	7.0%	6.1%	13.2%
Always	4,491	318	234	154	109	96	109	118	192	180	92	39	152	158	171	20	101	106	145	61	113	114	89
	87.0%	86.2%	81.5%	86.0%	87.9%	88.9%	82.6%	88.1%	84.6%	88.7%	81.4%	84.8%	90.5%	82.3%	86.8%	83.3%	84.9%	91.4%	82.9%	84.7%	87.6%	87.0%	84.0%
Significantly different from column:*													N	M				S	R				
Usually or Always	4,922	349	272	173	118	102	124	128	213	193	106	43	162	178	189	21	112	110	164	69	122	122	103
	95.3%	94.6%	94.8%	96.6%	95.2%	94.4%	93.9%	95.5%	93.8%	95.1%	93.8%	93.5%	96.4%	92.7%	95.9%	87.5%	94.1%	94.8%	93.7%	95.8%	94.6%	93.1%	97.2%
Significantly different from column:*																							

NA - Not applicable

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

**Respondents answering "No" to question 26 are reported to NCQA as "Always" in question 27, and are used in calculating the Question Summary Rate.

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 28

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 health plan?

Base: All respondents

| | 2024 CSS Average | 2024 | 2023 | 2022 | Age (Q35) | | | Gender (Q36) | | Education (Q37) | | | Ethnicity (Q38) | | Race (Q39) | | | Health Care Visits in Last 6 Mos. (Q7) | | | Health Status (Q29) | | |
| | | | | | 18 to 34 | 35 to 54 | 55 or more | Male | Female | HS grad or less | Some college | College grad or more | Hispanic | Not Hispanic | White | African-American | Other | None | 1 to 4 | 5 or more | Excellent or Very good | Good | Fair or Poor |
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,410	381	306	184	127	109	137	136	234	211	115	46	175	195	200	25	123	119	181	72	131	136	108
Number missing or multiple answer	206	7	10	6	1	3	1	2	3	3	2	0	2	3	2	1	2	2	3	0	0	2	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,204	374	296	178	126	106	136	134	231	208	113	46	173	192	198	24	121	117	178	72	131	134	106
	96.2%	98.2%	96.7%	96.7%	99.2%	97.2%	99.3%	98.5%	98.7%	98.6%	98.3%	100.0%	98.9%	98.5%	99.0%	96.0%	98.4%	98.3%	98.3%	100.0%	100.0%	98.5%	98.1%
0 Worst health plan possible	48	6	3	0	1	3	1	4	1	3	2	0	2	3	2	0	3	4	1	1	4	2	0
	0.9%	1.6%	1.0%	0.0%	0.8%	2.8%	0.7%	3.0%	0.4%	1.4%	1.8%	0.0%	1.2%	1.6%	1.0%	0.0%	2.5%	3.4%	0.6%	1.4%	3.1%	1.5%	0.0%
1	16	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	36	3	2	1	2	0	1	0	3	3	0	0	2	1	0	0	1	1	1	0	0	1	2
	0.7%	0.8%	0.7%	0.6%	1.6%	0.0%	0.7%	0.0%	1.3%	1.4%	0.0%	0.0%	1.2%	0.5%	0.0%	0.0%	0.8%	0.9%	0.6%	0.0%	0.0%	0.7%	1.9%
3	48	3	0	2	0	1	2	0	3	1	2	0	0	3	2	0	1	0	2	1	1	2	0
	0.9%	0.8%	0.0%	1.1%	0.0%	0.9%	1.5%	0.0%	1.3%	0.5%	1.8%	0.0%	0.0%	1.6%	1.0%	0.0%	0.8%	0.0%	1.1%	1.4%	0.8%	1.5%	0.0%
4	77	4	7	2	3	0	1	2	2	0	3	1	1	3	2	1	1	2	1	1	1	3	0
	1.5%	1.1%	2.4%	1.1%	2.4%	0.0%	0.7%	1.5%	0.9%	0.0%	2.7%	2.2%	0.6%	1.6%	1.0%	4.2%	0.8%	1.7%	0.6%	1.4%	0.8%	2.2%	0.0%
5	299	19	14	1	9	3	5	9	9	11	6	1	7	11	8	3	6	10	8	0	3	7	9
	5.7%	5.1%	4.7%	0.6%	7.1%	2.8%	3.7%	6.7%	3.9%	5.3%	5.3%	2.2%	4.0%	5.7%	4.0%	12.5%	5.0%	8.5%	4.5%	0.0%	2.3%	5.2%	8.5%
6	247	11	13	5	5	2	3	2	8	4	5	1	3	6	7	0	2	4	4	3	1	7	3
	4.7%	2.9%	4.4%	2.8%	4.0%	1.9%	2.2%	1.5%	3.5%	1.9%	4.4%	2.2%	1.7%	3.1%	3.5%	0.0%	1.7%	3.4%	2.2%	4.2%	0.8%	5.2%	2.8%
7	492	34	17	20	14	12	8	13	20	9	16	9	16	17	15	2	14	7	19	8	4	18	12
	9.5%	9.1%	5.7%	11.2%	11.1%	11.3%	5.9%	9.7%	8.7%	4.3%	14.2%	19.6%	9.2%	8.9%	7.6%	8.3%	11.6%	6.0%	10.7%	11.1%	3.1%	13.4%	11.3%
8	863	55	44	29	18	14	23	27	28	30	18	7	19	36	34	5	15	17	28	10	17	17	19
	16.6%	14.7%	14.9%	16.3%	14.3%	13.2%	16.9%	20.1%	12.1%	14.4%	15.9%	15.2%	11.0%	18.8%	17.2%	20.8%	12.4%	14.5%	15.7%	13.9%	13.0%	12.7%	17.9%
9	811	49	44	33	17	11	21	17	31	28	16	5	16	32	25	4	16	15	22	11	16	16	17
	15.6%	13.1%	14.9%	18.5%	13.5%	10.4%	15.4%	12.7%	13.4%	13.5%	14.2%	10.9%	9.2%	16.7%	12.6%	16.7%	13.2%	12.8%	12.4%	15.3%	12.2%	11.9%	16.0%
10 Best health plan possible	2,267	190	152	84	57	60	71	60	126	119	45	22	107	80	103	9	62	57	92	37	84	61	44
	43.6%	50.8%	51.4%	47.2%	45.2%	56.6%	52.2%	44.8%	54.5%	57.2%	39.8%	47.8%	61.8%	41.7%	52.0%	37.5%	51.2%	48.7%	51.7%	51.4%	64.1%	45.5%	41.5%

NA - Not applicable

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 28

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 health plan?

Base: All respondents

	2024 CSS Average	2024	2023	2022	Age (Q35) 18 to 34	35 to 54	55 or more	Gender (Q36) Male	Female	Education (Q37) HS grad or less	Some college	College grad or more	Ethnicity (Q38) Hispanic	Not Hispanic	Race (Q39) White	African-American	Other	Health Care Visits in Last 6 Mos. (Q7) None	1 to 4	5 or more	Health Status (Q29) Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,410	381	306	184	127	109	137	136	234	211	115	46	175	195	200	25	123	119	181	72	131	136	108
Number missing or multiple answer	206	7	10	6	1	3	1	2	3	3	2	0	2	3	2	1	2	2	3	0	0	2	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,204	374	296	178	126	106	136	134	231	208	113	46	173	192	198	24	121	117	178	72	131	134	106
	96.2%	98.2%	96.7%	96.7%	99.2%	97.2%	99.3%	98.5%	98.7%	98.6%	98.3%	100.0%	98.9%	98.5%	99.0%	96.0%	98.4%	98.3%	98.3%	100.0%	100.0%	98.5%	98.1%
0 to 4	225	16	12	6	6	4	5	6	9	7	7	1	5	10	6	1	6	7	5	3	6	8	2
	4.3%	4.3%	4.1%	3.4%	4.8%	3.8%	3.7%	4.5%	3.9%	3.4%	6.2%	2.2%	2.9%	5.2%	3.0%	4.2%	5.0%	6.0%	2.8%	4.2%	4.6%	6.0%	1.9%
5	299	19	14	1	9	3	5	9	9	11	6	1	7	11	8	3	6	10	8	0	3	7	9
	5.7%	5.1%	4.7%	0.6%	7.1%	2.8%	3.7%	6.7%	3.9%	5.3%	5.3%	2.2%	4.0%	5.7%	4.0%	12.5%	5.0%	8.5%	4.5%	0.0%	2.3%	5.2%	8.5%
6 to 7	739	45	30	25	19	14	11	15	28	13	21	10	19	23	22	2	16	11	23	11	5	25	15
	14.2%	12.0%	10.1%	14.0%	15.1%	13.2%	8.1%	11.2%	12.1%	6.3%	18.6%	21.7%	11.0%	12.0%	11.1%	8.3%	13.2%	9.4%	12.9%	15.3%	3.8%	18.7%	14.2%
8 to 10	3,941	294	240	146	92	85	115	104	185	177	79	34	142	148	162	18	93	89	142	58	117	94	80
	75.7%	78.6%	81.1%	82.0%	73.0%	80.2%	84.6%	77.6%	80.1%	85.1%	69.9%	73.9%	82.1%	77.1%	81.8%	75.0%	76.9%	76.1%	79.8%	80.6%	89.3%	70.1%	75.5%
Significantly different from column:*					G		E				K	J									VW	U	U
0 to 6	771	46	39	12	20	9	13	17	26	22	18	3	15	27	21	4	14	21	17	6	10	22	14
	14.8%	12.3%	13.2%	6.7%	15.9%	8.5%	9.6%	12.7%	11.3%	10.6%	15.9%	6.5%	8.7%	14.1%	10.6%	16.7%	11.6%	17.9%	9.6%	8.3%	7.6%	16.4%	13.2%
7 to 8	1,355	89	61	49	32	26	31	40	48	39	34	16	35	53	49	7	29	24	47	18	21	35	31
	26.0%	23.8%	20.6%	27.5%	25.4%	24.5%	22.8%	29.9%	20.8%	18.8%	30.1%	34.8%	20.2%	27.6%	24.7%	29.2%	24.0%	20.5%	26.4%	25.0%	16.0%	26.1%	29.2%
9 to 10	3,078	239	196	117	74	71	92	77	157	147	61	27	123	112	128	13	78	72	114	48	100	77	61
	59.1%	63.9%	66.2%	65.7%	58.7%	67.0%	67.6%	57.5%	68.0%	70.7%	54.0%	58.7%	71.1%	58.3%	64.6%	54.2%	64.5%	61.5%	64.0%	66.7%	76.3%	57.5%	57.5%
Significantly different from column:*								I	H	K	J		N	M							VW	U	U

NA - Not applicable

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

Question 29

In general, how would you rate your overall health?

Base: All respondents

	2024 CSS Average	2024	2023	2022	Age (Q35) 18 to 34	35 to 54	55 or more	Gender (Q36) Male	Female	Education (Q37) HS grad or less	Some college	College grad or more	Ethnicity (Q38) Hispanic	Not Hispanic	Race (Q39) White	African-American	Other	Health Care Visits in Last 6 Mos. (Q7) None	1 to 4	5 or more	Health Status (Q29) Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,410	**381**	306	184	127	109	137	136	234	211	115	46	175	195	200	25	123	119	181	72	131	136	108
Number missing or multiple answer	132	**6**	8	3	0	2	2	1	3	1	3	0	1	3	2	0	2	3	1	1	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,278	**375**	298	181	127	107	135	135	231	210	112	46	174	192	198	25	121	116	180	71	131	136	108
	97.6%	**98.4%**	97.4%	98.4%	100.0%	98.2%	98.5%	99.3%	98.7%	99.5%	97.4%	100.0%	99.4%	98.5%	99.0%	100.0%	98.4%	97.5%	99.4%	98.6%	100.0%	100.0%	100.0%
Poor	278	**16**	27	7	3	1	11	3	11	9	5	0	9	6	6	0	8	1	9	6	0	0	16
	5.3%	**4.3%**	9.1%	3.9%	2.4%	0.9%	8.1%	2.2%	4.8%	4.3%	4.5%	0.0%	5.2%	3.1%	3.0%	0.0%	6.6%	0.9%	5.0%	8.5%	0.0%	0.0%	14.8%
Fair	1,232	**92**	72	58	21	31	40	34	57	54	30	8	42	49	52	4	27	27	41	22	0	0	92
	23.3%	**24.5%**	24.2%	32.0%	16.5%	29.0%	29.6%	25.2%	24.7%	25.7%	26.8%	17.4%	24.1%	25.5%	26.3%	16.0%	22.3%	23.3%	22.8%	31.0%	0.0%	0.0%	85.2%
Good	1,837	**136**	107	62	46	39	49	48	84	72	42	20	58	73	71	13	41	42	67	24	0	136	0
	34.8%	**36.3%**	35.9%	34.3%	36.2%	36.4%	36.3%	35.6%	36.4%	34.3%	37.5%	43.5%	33.3%	38.0%	35.9%	52.0%	33.9%	36.2%	37.2%	33.8%	0.0%	100.0%	0.0%
Very good	1,242	**77**	55	31	33	23	20	28	49	47	20	8	38	38	44	3	26	25	43	8	77	0	0
	23.5%	**20.5%**	18.5%	17.1%	26.0%	21.5%	14.8%	20.7%	21.2%	22.4%	17.9%	17.4%	21.8%	19.8%	22.2%	12.0%	21.5%	21.6%	23.9%	11.3%	58.8%	0.0%	0.0%
Excellent	689	**54**	37	23	24	13	15	22	30	28	15	10	27	26	25	5	19	21	20	11	54	0	0
	13.1%	**14.4%**	12.4%	12.7%	18.9%	12.1%	11.1%	16.3%	13.0%	13.3%	13.4%	21.7%	15.5%	13.5%	12.6%	20.0%	15.7%	18.1%	11.1%	15.5%	41.2%	0.0%	0.0%
Excellent or Very good	1,931	**131**	92	54	57	36	35	50	79	75	35	18	65	64	69	8	45	46	63	19	131	0	0
	36.6%	**34.9%**	30.9%	29.8%	44.9%	33.6%	25.9%	37.0%	34.2%	35.7%	31.3%	39.1%	37.4%	33.3%	34.8%	32.0%	37.2%	39.7%	35.0%	26.8%	100.0%	0.0%	0.0%
Significantly different from column:*					G		E														VW	U	U

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 Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 30

In general, how would you rate your overall <u>mental or emotional</u> health?

Base: All respondents

	2024 CSS Average	2024	2023	2022	Age (Q35) 18 to 34	Age (Q35) 35 to 54	Age (Q35) 55 or more	Gender (Q36) Male	Gender (Q36) Female	Education (Q37) HS grad or less	Education (Q37) Some college	Education (Q37) College grad or more	Ethnicity (Q38) Hispanic	Ethnicity (Q38) Not Hispanic	Race (Q39) White	Race (Q39) African-American	Race (Q39) Other	Health Care Visits in Last 6 Mos. (Q7) None	Health Care Visits in Last 6 Mos. (Q7) 1 to 4	Health Care Visits in Last 6 Mos. (Q7) 5 or more	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,410	381	306	184	127	109	137	136	234	211	115	46	175	195	200	25	123	119	181	72	131	136	108
Number missing or multiple answer	119	3	8	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,291	378	298	180	127	109	137	136	234	211	115	46	175	195	200	25	123	119	180	71	131	135	108
	97.8%	99.2%	97.4%	97.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.4%	98.6%	100.0%	99.3%	100.0%
Poor	323	14	18	13	6	3	5	2	12	8	4	2	5	9	6	2	5	1	6	5	3	1	10
	6.1%	3.7%	6.0%	7.2%	4.7%	2.8%	3.6%	1.5%	5.1%	3.8%	3.5%	4.3%	2.9%	4.6%	3.0%	8.0%	4.1%	0.8%	3.3%	7.0%	2.3%	0.7%	9.3%
Fair	1,068	74	54	40	17	24	33	22	51	38	31	4	33	41	41	5	24	18	36	20	6	19	49
	20.2%	19.6%	18.1%	22.2%	13.4%	22.0%	24.1%	16.2%	21.8%	18.0%	27.0%	8.7%	18.9%	21.0%	20.5%	20.0%	19.5%	15.1%	20.0%	28.2%	4.6%	14.1%	45.4%
Good	1,635	121	85	60	44	39	36	40	78	70	28	20	61	54	67	7	36	42	52	23	22	69	28
	30.9%	32.0%	28.5%	33.3%	34.6%	35.8%	26.3%	29.4%	33.3%	33.2%	24.3%	43.5%	34.9%	27.7%	33.5%	28.0%	29.3%	35.3%	28.9%	32.4%	16.8%	51.1%	25.9%
Very good	1,181	90	75	44	29	23	35	40	47	51	30	8	36	52	41	7	35	29	46	14	42	30	16
	22.3%	23.8%	25.2%	24.4%	22.8%	21.1%	25.5%	29.4%	20.1%	24.2%	26.1%	17.4%	20.6%	26.7%	20.5%	28.0%	28.5%	24.4%	25.6%	19.7%	32.1%	22.2%	14.8%
Excellent	1,084	79	66	23	31	20	28	32	46	44	22	12	40	39	45	4	23	29	40	9	58	16	5
	20.5%	20.9%	22.1%	12.8%	24.4%	18.3%	20.4%	23.5%	19.7%	20.9%	19.1%	26.1%	22.9%	20.0%	22.5%	16.0%	18.7%	24.4%	22.2%	12.7%	44.3%	11.9%	4.6%
Excellent or Very good	2,265	169	141	67	60	43	63	72	93	95	52	20	76	91	86	11	58	58	86	23	100	46	21
	42.8%	44.7%	47.3%	37.2%	47.2%	39.4%	46.0%	52.9%	39.7%	45.0%	45.2%	43.5%	43.4%	46.7%	43.0%	44.0%	47.2%	48.7%	47.8%	32.4%	76.3%	34.1%	19.4%
Significantly different from column:*								I	H									T	T	RS	VW	UW	UV

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.

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 31

Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

Base: All respondents

	2024 CSS Average	2024	2023	2022	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,410	381	306	184	127	109	137	136	234	211	115	46	175	195	200	25	123	119	181	72	131	136	108
Number missing or multiple answer	157	7	6	2	2	0	1	0	3	3	0	0	2	1	0	0	2	0	5	1	1	2	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,253	374	300	182	125	109	136	136	231	208	115	46	173	194	200	25	121	119	176	71	130	134	106
	97.1%	98.2%	98.0%	98.9%	98.4%	100.0%	99.3%	100.0%	98.7%	98.6%	100.0%	100.0%	98.9%	99.5%	100.0%	100.0%	98.4%	100.0%	97.2%	98.6%	99.2%	98.5%	98.1%
Every day	800	25	42	17	7	6	12	10	15	14	10	1	3	22	20	0	4	9	11	5	5	9	10
	15.2%	6.7%	14.0%	9.3%	5.6%	5.5%	8.8%	7.4%	6.5%	6.7%	8.7%	2.2%	1.7%	11.3%	10.0%	0.0%	3.3%	7.6%	6.3%	7.0%	3.8%	6.7%	9.4%
Some days	511	30	23	20	6	9	14	10	18	21	8	0	9	20	14	1	12	11	12	5	8	9	13
	9.7%	8.0%	7.7%	11.0%	4.8%	8.3%	10.3%	7.4%	7.8%	10.1%	7.0%	0.0%	5.2%	10.3%	7.0%	4.0%	9.9%	9.2%	6.8%	7.0%	6.2%	6.7%	12.3%
Not at all	3,850	315	228	144	110	93	109	115	195	170	97	44	159	150	164	23	104	97	151	61	116	114	82
	73.3%	84.2%	76.0%	79.1%	88.0%	85.3%	80.1%	84.6%	84.4%	81.7%	84.3%	95.7%	91.9%	77.3%	82.0%	92.0%	86.0%	81.5%	85.8%	85.9%	89.2%	85.1%	77.4%
Don't know	92	4	7	1	2	1	1	1	3	3	0	1	2	2	2	1	1	2	2	0	1	2	1
	1.8%	1.1%	2.3%	0.5%	1.6%	0.9%	0.7%	0.7%	1.3%	1.4%	0.0%	2.2%	1.2%	1.0%	1.0%	4.0%	0.8%	1.7%	1.1%	0.0%	0.8%	1.5%	0.9%
Every day or Some days	1,311	55	65	37	13	15	26	20	33	35	18	1	12	42	34	1	16	20	23	10	13	18	23
	25.0%	14.7%	21.7%	20.3%	10.4%	13.8%	19.1%	14.7%	14.3%	16.8%	15.7%	2.2%	6.9%	21.6%	17.0%	4.0%	13.2%	16.8%	13.1%	14.1%	10.0%	13.4%	21.7%
Significantly different from column:*		AC			G		E			L	L	JK	N	M							W		U

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 Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 32

In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

Base: All respondents who smoke cigarettes or use tobacco (Q31)

| | 2024 CSS Average | 2024 | 2023 | 2022 | Age (Q35) | | | Gender (Q36) | | Education (Q37) | | | Ethnicity (Q38) | | Race (Q39) | | | Health Care Visits in Last 6 Mos. (Q7) | | | Health Status (Q29) | | |
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,311	55	65	37	13	15	26	20	33	35	18	1	12	42	34	1	16	20	23	10	13	18	23
Number missing or multiple answer	24	2	0	2	0	0	1	1	0	1	0	0	1	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	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,287	53	65	35	13	15	25	19	33	34	18	1	11	42	34	1	16	18	23	10	12	18	22
	98.2%	96.4%	100.0%	94.6%	100.0%	100.0%	96.2%	95.0%	100.0%	97.1%	100.0%	100.0%	91.7%	100.0%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%	92.3%	100.0%	95.7%
Never	345	17	17	12	4	7	6	8	9	11	6	0	2	15	14	0	3	10	6	1	6	4	6
	26.8%	32.1%	26.2%	34.3%	30.8%	46.7%	24.0%	42.1%	27.3%	32.4%	33.3%	0.0%	18.2%	35.7%	41.2%	0.0%	18.8%	55.6%	26.1%	10.0%	50.0%	22.2%	27.3%
Sometimes	289	11	18	8	3	3	5	2	9	7	4	0	2	9	6	1	4	2	7	2	2	5	4
	22.5%	20.8%	27.7%	22.9%	23.1%	20.0%	20.0%	10.5%	27.3%	20.6%	22.2%	0.0%	18.2%	21.4%	17.6%	100.0%	25.0%	11.1%	30.4%	20.0%	16.7%	27.8%	18.2%
Usually	217	11	13	6	1	3	7	6	4	7	4	0	6	5	5	0	5	3	5	3	2	4	5
	16.9%	20.8%	20.0%	17.1%	7.7%	20.0%	28.0%	31.6%	12.1%	20.6%	22.2%	0.0%	54.5%	11.9%	14.7%	0.0%	31.3%	16.7%	21.7%	30.0%	16.7%	22.2%	22.7%
Always	436	14	17	9	5	2	7	3	11	9	4	1	1	13	9	0	4	3	5	4	2	5	7
	33.9%	26.4%	26.2%	25.7%	38.5%	13.3%	28.0%	15.8%	33.3%	26.5%	22.2%	100.0%	9.1%	31.0%	26.5%	0.0%	25.0%	16.7%	21.7%	40.0%	16.7%	27.8%	31.8%
Significantly different from column:*	■		■																				
Sometimes, Usually, or Always	942	36	48	23	9	8	19	11	24	23	12	1	9	27	20	1	13	8	17	9	6	14	16
	73.2%	67.9%	73.8%	65.7%	69.2%	53.3%	76.0%	57.9%	72.7%	67.6%	66.7%	100.0%	81.8%	64.3%	58.8%	100.0%	81.3%	44.4%	73.9%	90.0%	50.0%	77.8%	72.7%
Significantly different from column:*	■		■																				

NA - Not applicable

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

Mercy Care

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 33

In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

Base: All respondents who smoke cigarettes or use tobacco (Q31)

	2024 CSS Average	2024	2023	2022	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,311	55	65	37	13	15	26	20	33	35	18	1	12	42	34	1	16	20	23	10	13	18	23
Number missing or multiple answer	30	2	1	2	0	0	1	0	1	1	0	0	1	0	0	0	1	1	0	1	1	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,281 97.7%	53 96.4%	64 98.5%	35 94.6%	13 100.0%	15 100.0%	25 96.2%	20 100.0%	32 97.0%	34 97.1%	18 100.0%	1 100.0%	11 91.7%	42 100.0%	34 100.0%	1 100.0%	15 93.8%	19 95.0%	23 100.0%	9 90.0%	12 92.3%	18 100.0%	22 95.7%
Never	655 51.1%	27 50.9%	35 54.7%	23 65.7%	9 69.2%	10 66.7%	8 32.0%	12 60.0%	14 43.8%	19 55.9%	7 38.9%	1 100.0%	6 54.5%	21 50.0%	16 47.1%	1 100.0%	8 53.3%	13 68.4%	13 56.5%	1 11.1%	6 50.0%	12 66.7%	8 36.4%
Sometimes	236 18.4%	12 22.6%	12 18.8%	5 14.3%	4 30.8%	2 13.3%	6 24.0%	3 15.0%	9 28.1%	7 20.6%	5 27.8%	0 0.0%	3 27.3%	9 21.4%	7 20.6%	0 0.0%	5 33.3%	3 15.8%	5 21.7%	4 44.4%	2 16.7%	4 22.2%	6 27.3%
Usually	166 13.0%	6 11.3%	5 7.8%	6 17.1%	0 0.0%	2 13.3%	4 16.0%	3 15.0%	3 9.4%	3 8.8%	3 16.7%	0 0.0%	1 9.1%	5 11.9%	5 14.7%	0 0.0%	1 6.7%	0 0.0%	4 17.4%	1 11.1%	2 16.7%	2 11.1%	2 9.1%
Always	224 17.5%	8 15.1%	12 18.8%	1 2.9%	0 0.0%	1 6.7%	7 28.0%	2 10.0%	6 18.8%	5 14.7%	3 16.7%	0 0.0%	1 9.1%	7 16.7%	6 17.6%	0 0.0%	1 6.7%	3 15.8%	1 4.3%	3 33.3%	2 16.7%	0 0.0%	6 27.3%
Significantly different from column:*	■		■	■																			
Sometimes, Usually, or Always	626 48.9%	26 49.1%	29 45.3%	12 34.3%	4 30.8%	5 33.3%	17 68.0%	8 40.0%	18 56.3%	15 44.1%	11 61.1%	0 0.0%	5 45.5%	21 50.0%	18 52.9%	0 0.0%	7 46.7%	6 31.6%	10 43.5%	8 88.9%	6 50.0%	6 33.3%	14 63.6%
Significantly different from column:*	■		■	■	G	G	EF																

NA - Not applicable

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Mercy Care

4993010

Question 34

In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

Base: All respondents who smoke cigarettes or use tobacco (Q31)

| | 2024 CSS Average | 2024 | 2023 | 2022 | Age (Q35) | | | Gender (Q36) | | Education (Q37) | | | Ethnicity (Q38) | | Race (Q39) | | | Health Care Visits in Last 6 Mos. (Q7) | | | Health Status (Q29) | | |
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	1,311	55	65	37	13	15	26	20	33	35	18	1	12	42	34	1	16	20	23	10	13	18	23
Number missing or multiple answer	34	3	1	2	0	0	2	0	2	2	0	0	1	1	1	0	1	1	1	1	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	NA	NA	NA	NA
Usable responses	1,277 97.4%	52 94.5%	64 98.5%	35 94.6%	13 100.0%	15 100.0%	24 92.3%	20 100.0%	31 93.9%	33 94.3%	18 100.0%	1 100.0%	11 91.7%	41 97.6%	33 97.1%	1 100.0%	15 93.8%	19 95.0%	22 95.7%	9 90.0%	12 92.3%	18 100.0%	21 91.3%
Never	709 55.5%	32 61.5%	38 59.4%	23 65.7%	10 76.9%	9 60.0%	13 54.2%	12 60.0%	20 64.5%	21 63.6%	10 55.6%	1 100.0%	8 72.7%	24 58.5%	20 60.6%	1 100.0%	9 60.0%	15 78.9%	13 59.1%	4 44.4%	6 50.0%	12 66.7%	13 61.9%
Sometimes	233 18.2%	10 19.2%	9 14.1%	5 14.3%	3 23.1%	3 20.0%	4 16.7%	4 20.0%	5 16.1%	7 21.2%	3 16.7%	0 0.0%	2 18.2%	8 19.5%	5 15.2%	0 0.0%	5 33.3%	3 15.8%	5 22.7%	2 22.2%	3 25.0%	4 22.2%	3 14.3%
Usually	145 11.4%	5 9.6%	6 9.4%	5 14.3%	0 0.0%	1 6.7%	4 16.7%	2 10.0%	3 9.7%	3 9.1%	2 11.1%	0 0.0%	1 9.1%	4 9.8%	5 15.2%	0 0.0%	0 0.0%	0 0.0%	4 18.2%	1 11.1%	1 8.3%	2 11.1%	2 9.5%
Always	190 14.9%	5 9.6%	11 17.2%	2 5.7%	0 0.0%	2 13.3%	3 12.5%	2 10.0%	3 9.7%	2 6.1%	3 16.7%	0 0.0%	0 0.0%	5 12.2%	3 9.1%	0 0.0%	1 6.7%	1 5.3%	0 0.0%	2 22.2%	2 16.7%	0 0.0%	3 14.3%
Significantly different from column:*	■		■																				
Sometimes, Usually, or Always	568 44.5%	20 38.5%	26 40.6%	12 34.3%	3 23.1%	6 40.0%	11 45.8%	8 40.0%	11 35.5%	12 36.4%	8 44.4%	0 0.0%	3 27.3%	17 41.5%	13 39.4%	0 0.0%	6 40.0%	4 21.1%	9 40.9%	5 55.6%	6 50.0%	6 33.3%	8 38.1%
Significantly different from column:*	■		■																				

NA - Not applicable

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Question 35

What is your age?

Base: All respondents

	2024 CSS Average	2024	2023	2022	Age (Q35) 18 to 34	35 to 54	55 or more	Gender (Q36) Male	Female	Education (Q37) HS grad or less	Some college	College grad or more	Ethnicity (Q38) Hispanic	Not Hispanic	Race (Q39) White	African-American	Other	Health Care Visits in Last 6 Mos. (Q7) None	1 to 4	5 or more	Health Status (Q29) Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,410	**381**	306	184	127	109	137	136	234	211	115	46	175	195	200	25	123	119	181	72	131	136	108
Number missing or multiple answer	148	**8**	7	2	0	0	0	1	1	0	2	0	1	1	1	1	0	2	2	2	3	2	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,262	**373**	299	182	127	109	137	135	233	211	113	46	174	194	199	24	123	117	179	70	128	134	107
	97.3%	**97.9%**	97.7%	98.9%	100.0%	100.0%	100.0%	99.3%	99.6%	100.0%	98.3%	100.0%	99.4%	99.5%	99.5%	96.0%	100.0%	98.3%	98.9%	97.2%	97.7%	98.5%	99.1%
18 to 24	649	**56**	31	23	56	0	0	25	30	41	12	3	40	16	28	2	19	28	24	3	28	18	10
	12.3%	**15.0%**	10.4%	12.6%	44.1%	0.0%	0.0%	18.5%	12.9%	19.4%	10.6%	6.5%	23.0%	8.2%	14.1%	8.3%	15.4%	23.9%	13.4%	4.3%	21.9%	13.4%	9.3%
25 to 34	930	**71**	45	20	71	0	0	18	53	37	22	12	38	32	36	3	30	17	40	14	29	28	14
	17.7%	**19.0%**	15.1%	11.0%	55.9%	0.0%	0.0%	13.3%	22.7%	17.5%	19.5%	26.1%	21.8%	16.5%	18.1%	12.5%	24.4%	14.5%	22.3%	20.0%	22.7%	20.9%	13.1%
35 to 44	924	**56**	51	27	0	56	0	16	40	28	18	9	30	24	26	4	23	19	29	7	25	21	9
	17.6%	**15.0%**	17.1%	14.8%	0.0%	51.4%	0.0%	11.9%	17.2%	13.3%	15.9%	19.6%	17.2%	12.4%	13.1%	16.7%	18.7%	16.2%	16.2%	10.0%	19.5%	15.7%	8.4%
45 to 54	892	**53**	47	29	0	53	0	18	33	25	24	4	21	30	25	7	15	16	19	17	11	18	23
	17.0%	**14.2%**	15.7%	15.9%	0.0%	48.6%	0.0%	13.3%	14.2%	11.8%	21.2%	8.7%	12.1%	15.5%	12.6%	29.2%	12.2%	13.7%	10.6%	24.3%	8.6%	13.4%	21.5%
55 to 64	1,520	**78**	84	45	0	0	78	29	48	47	24	7	23	55	47	4	22	16	37	22	21	30	27
	28.9%	**20.9%**	28.1%	24.7%	0.0%	0.0%	56.9%	21.5%	20.6%	22.3%	21.2%	15.2%	13.2%	28.4%	23.6%	16.7%	17.9%	13.7%	20.7%	31.4%	16.4%	22.4%	25.2%
65 to 74	246	**31**	30	27	0	0	31	19	11	14	7	9	9	22	19	3	6	10	17	4	9	9	12
	4.7%	**8.3%**	10.0%	14.8%	0.0%	0.0%	22.6%	14.1%	4.7%	6.6%	6.2%	19.6%	5.2%	11.3%	9.5%	12.5%	4.9%	8.5%	9.5%	5.7%	7.0%	6.7%	11.2%
75 or older	101	**28**	11	11	0	0	28	10	18	19	6	2	13	15	18	1	8	11	13	3	5	10	12
	1.9%	**7.5%**	3.7%	6.0%	0.0%	0.0%	20.4%	7.4%	7.7%	9.0%	5.3%	4.3%	7.5%	7.7%	9.0%	4.2%	6.5%	9.4%	7.3%	4.3%	3.9%	7.5%	11.2%
55 or older	1,867	**137**	125	83	0	0	137	58	77	80	37	18	45	92	84	8	36	37	67	29	35	49	51
	35.5%	**36.7%**	41.8%	45.6%	0.0%	0.0%	100.0%	43.0%	33.0%	37.9%	32.7%	39.1%	25.9%	47.4%	42.2%	33.3%	29.3%	31.6%	37.4%	41.4%	27.3%	36.6%	47.7%
Significantly different from column:*		**D**			G	G	EF						N	M	Q		O				W		U

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 Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 36

Are you male or female?

Base: All respondents

	2024 CSS Average	2024	2023	2022	Age (Q35)			Gender (Q36)		Education (Q37)			Ethnicity (Q38)		Race (Q39)			Health Care Visits in Last 6 Mos. (Q7)			Health Status (Q29)		
					18 to 34	35 to 54	55 or more	Male	Female	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	None	1 to 4	5 or more	Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,410	381	306	184	127	109	137	136	234	211	115	46	175	195	200	25	123	119	181	72	131	136	108
Number missing or multiple answer	147	11	8	2	1	2	2	0	0	3	2	0	3	2	2	1	1	3	5	1	2	4	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,263 97.3%	370 97.1%	298 97.4%	182 98.9%	126 99.2%	107 98.2%	135 98.5%	136 100.0%	234 100.0%	208 98.6%	113 98.3%	46 100.0%	172 98.3%	193 99.0%	198 99.0%	24 96.0%	122 99.2%	116 97.5%	176 97.2%	71 98.6%	129 98.5%	132 97.1%	105 97.2%
Male	2,141 40.7%	136 36.8%	108 36.2%	57 31.3%	43 34.1%	34 31.8%	58 43.0%	136 100.0%	0 0.0%	73 35.1%	44 38.9%	19 41.3%	53 30.8%	81 42.0%	70 35.4%	9 37.5%	47 38.5%	52 44.8%	52 29.5%	30 42.3%	50 38.8%	48 36.4%	37 35.2%
Female	3,122 59.3%	234 63.2%	190 63.8%	125 68.7%	83 65.9%	73 68.2%	77 57.0%	0 0.0%	234 100.0%	135 64.9%	69 61.1%	27 58.7%	119 69.2%	112 58.0%	128 64.6%	15 62.5%	75 61.5%	64 55.2%	124 70.5%	41 57.7%	79 61.2%	84 63.6%	68 64.8%
Significantly different from column:*								I	H				N	M				S	R				

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 Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

4993010

Question 37

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

Base: All respondents

	2024 CSS Average	2024	2023	2022	Age (Q35) 18 to 34	35 to 54	55 or more	Gender (Q36) Male	Female	Education (Q37) HS grad or less	Some college	College grad or more	Ethnicity (Q38) Hispanic	Not Hispanic	Race (Q39) White	African-American	Other	Health Care Visits in Last 6 Mos. (Q7) None	1 to 4	5 or more	Health Status (Q29) Excellent or Very good	Good	Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,410	381	306	184	127	109	137	136	234	211	115	46	175	195	200	25	123	119	181	72	131	136	108
Number missing or multiple answer	203	9	14	2	0	1	2	0	3	0	0	0	1	1	1	0	1	3	4	1	3	2	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,207	372	292	182	127	108	135	136	231	211	115	46	174	194	199	25	122	116	177	71	128	134	106
	96.2%	97.6%	95.4%	98.9%	100.0%	99.1%	98.5%	100.0%	98.7%	100.0%	100.0%	100.0%	99.4%	99.5%	99.5%	100.0%	99.2%	97.5%	97.8%	98.6%	97.7%	98.5%	98.1%
8th grade or less	310	28	19	19	1	3	24	3	25	28	0	0	20	8	12	1	12	11	14	1	5	10	13
	6.0%	7.5%	6.5%	10.4%	0.8%	2.8%	17.8%	2.2%	10.8%	13.3%	0.0%	0.0%	11.5%	4.1%	6.0%	4.0%	9.8%	9.5%	7.9%	1.4%	3.9%	7.5%	12.3%
Some high school, but did not graduate	713	41	38	28	17	13	11	18	23	41	0	0	34	7	16	0	18	21	13	6	13	14	14
	13.7%	11.0%	13.0%	15.4%	13.4%	12.0%	8.1%	13.2%	10.0%	19.4%	0.0%	0.0%	19.5%	3.6%	8.0%	0.0%	14.8%	18.1%	7.3%	8.5%	10.2%	10.4%	13.2%
High school graduate or GED	2,033	142	89	61	60	37	45	52	87	142	0	0	70	71	79	8	43	52	72	16	57	48	36
	39.0%	38.2%	30.5%	33.5%	47.2%	34.3%	33.3%	38.2%	37.7%	67.3%	0.0%	0.0%	40.2%	36.6%	39.7%	32.0%	35.2%	44.8%	40.7%	22.5%	44.5%	35.8%	34.0%
Some college or 2-year degree	1,454	115	97	56	34	42	37	44	69	0	115	0	39	74	62	12	38	25	51	36	35	42	35
	27.9%	30.9%	33.2%	30.8%	26.8%	38.9%	27.4%	32.4%	29.9%	0.0%	100.0%	0.0%	22.4%	38.1%	31.2%	48.0%	31.1%	21.6%	28.8%	50.7%	27.3%	31.3%	33.0%
4-year college graduate	455	24	32	12	7	5	12	9	15	0	0	24	6	17	17	3	4	3	14	7	7	12	5
	8.7%	6.5%	11.0%	6.6%	5.5%	4.6%	8.9%	6.6%	6.5%	0.0%	0.0%	52.2%	3.4%	8.8%	8.5%	12.0%	3.3%	2.6%	7.9%	9.9%	5.5%	9.0%	4.7%
More than 4-year college degree	242	22	17	6	8	8	6	10	12	0	0	22	5	17	13	1	7	4	13	5	11	8	3
	4.6%	5.9%	5.8%	3.3%	6.3%	7.4%	4.4%	7.4%	5.2%	0.0%	0.0%	47.8%	2.9%	8.8%	6.5%	4.0%	5.7%	3.4%	7.3%	7.0%	8.6%	6.0%	2.8%
4-year college graduate or more	697	46	49	18	15	13	18	19	27	0	0	46	11	34	30	4	11	7	27	12	18	20	8
	13.4%	12.4%	16.8%	9.9%	11.8%	12.0%	13.3%	14.0%	11.7%	0.0%	0.0%	100.0%	6.3%	17.5%	15.1%	16.0%	9.0%	6.0%	15.3%	16.9%	14.1%	14.9%	7.5%
Significantly different from column:*										L	L	JK	N	M				ST	R	R			

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.

CAHPS® 5.1H Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 38

Are you of Hispanic or Latino origin or descent?

Base: All respondents

	2024 CSS Average	2024	2023	2022	Age (Q35) 18 to 34	Age (Q35) 35 to 54	Age (Q35) 55 or more	Gender (Q36) Male	Gender (Q36) Female	Education (Q37) HS grad or less	Education (Q37) Some college	Education (Q37) College grad or more	Ethnicity (Q38) Hispanic	Ethnicity (Q38) Not Hispanic	Race (Q39) White	Race (Q39) African-American	Race (Q39) Other	Health Care Visits in Last 6 Mos. (Q7) None	Health Care Visits in Last 6 Mos. (Q7) 1 to 4	Health Care Visits in Last 6 Mos. (Q7) 5 or more	Health Status (Q29) Excellent or Very good	Health Status (Q29) Good	Health Status (Q29) Fair or Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,410	381	306	184	127	109	137	136	234	211	115	46	175	195	200	25	123	119	181	72	131	136	108
Number missing or multiple answer	267	11	11	3	1	4	0	2	3	1	2	1	0	0	1	0	1	4	4	2	2	5	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,143	370	295	181	126	105	137	134	231	210	113	45	175	195	199	25	122	115	177	70	129	131	106
	95.1%	97.1%	96.4%	98.4%	99.2%	96.3%	100.0%	98.5%	98.7%	99.5%	98.3%	97.8%	100.0%	100.0%	99.5%	100.0%	99.2%	96.6%	97.8%	97.2%	98.5%	96.3%	98.1%
Yes, Hispanic or Latino	1,221	175	123	74	78	51	45	53	119	124	39	11	175	0	71	2	80	62	85	25	65	58	51
	23.7%	47.3%	41.7%	40.9%	61.9%	48.6%	32.8%	39.6%	51.5%	59.0%	34.5%	24.4%	100.0%	0.0%	35.7%	8.0%	65.6%	53.9%	48.0%	35.7%	50.4%	44.3%	48.1%
No, not Hispanic or Latino	3,922	195	172	107	48	54	92	81	112	86	74	34	0	195	128	23	42	53	92	45	64	73	55
	76.3%	52.7%	58.3%	59.1%	38.1%	51.4%	67.2%	60.4%	48.5%	41.0%	65.5%	75.6%	0.0%	100.0%	64.3%	92.0%	34.4%	46.1%	52.0%	64.3%	49.6%	55.7%	51.9%
Significantly different from column:*		A			FG	EG	EF	I	H	KL	J	J	N	M	PQ	OQ	OP	T		R			

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 Adult Medicaid Member Satisfaction Survey for Measurement Year 2023 (Fielded February - May 2024)

Question 39

What is your race? Mark one or more.

Base: All respondents

| | 2024 CSS Average | 2024 | 2023 | 2022 | Age (Q35) | | | Gender (Q36) | | Education (Q37) | | | Ethnicity (Q38) | | Race (Q39) | | | Health Care Visits in Last 6 Mos. (Q7) | | | Health Status (Q29) | | |
| | | | | | 18 to 34 | 35 to 54 | 55 or more | Male | Female | HS grad or less | Some college | College grad or more | Hispanic | Not Hispanic | White | African-American | Other | None | 1 to 4 | 5 or more | Excellent or Very good | Good | Fair or Poor |
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
Number in sample	5,410	381	306	184	127	109	137	136	234	211	115	46	175	195	200	25	123	119	181	72	131	136	108
Number missing or multiple answer	377	33	27	12	9	9	9	10	16	22	3	1	22	2	0	0	0	13	14	4	9	11	11
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,033	348	279	172	118	100	128	126	218	189	112	45	153	193	200	25	123	106	167	68	122	125	97
	93.0%	91.3%	91.2%	93.5%	92.9%	91.7%	93.4%	92.6%	93.2%	89.6%	97.4%	97.8%	87.4%	99.0%	100.0%	100.0%	100.0%	89.1%	92.3%	94.4%	93.1%	91.9%	89.8%
White	2,827	227	190	117	73	60	93	80	145	119	73	34	83	143	200	0	27	66	111	45	75	82	68
	56.2%	65.2%	68.1%	68.0%	61.9%	60.0%	72.7%	63.5%	66.5%	63.0%	65.2%	75.6%	54.2%	74.1%	100.0%	0.0%	22.0%	62.3%	66.5%	66.2%	61.5%	65.6%	70.1%
Black or African-American	1,506	31	34	12	7	13	10	11	19	10	16	5	5	26	0	25	6	10	11	8	9	15	6
	29.9%	8.9%	12.2%	7.0%	5.9%	13.0%	7.8%	8.7%	8.7%	5.3%	14.3%	11.1%	3.3%	13.5%	0.0%	100.0%	4.9%	9.4%	6.6%	11.8%	7.4%	12.0%	6.2%
Asian	305	19	15	7	6	6	7	7	12	7	6	6	0	19	0	0	19	6	9	4	7	8	4
	6.1%	5.5%	5.4%	4.1%	5.1%	6.0%	5.5%	5.6%	5.5%	3.7%	5.4%	13.3%	0.0%	9.8%	0.0%	0.0%	15.4%	5.7%	5.4%	5.9%	5.7%	6.4%	4.1%
Native Hawaiian or other Pacific Islander	49	4	5	2	1	2	1	1	3	2	1	1	2	2	0	0	4	0	3	1	1	2	1
	1.0%	1.1%	1.8%	1.2%	0.8%	2.0%	0.8%	0.8%	1.4%	1.1%	0.9%	2.2%	1.3%	1.0%	0.0%	0.0%	3.3%	0.0%	1.8%	1.5%	0.8%	1.6%	1.0%
American Indian or Alaska Native	187	8	12	8	3	2	3	2	6	5	3	0	4	4	0	0	8	2	5	1	2	3	3
	3.7%	2.3%	4.3%	4.7%	2.5%	2.0%	2.3%	1.6%	2.8%	2.6%	2.7%	0.0%	2.6%	2.1%	0.0%	0.0%	6.5%	1.9%	3.0%	1.5%	1.6%	2.4%	3.1%
Other	677	93	44	40	40	29	24	37	55	59	29	4	77	15	0	0	93	30	44	18	35	30	26
	13.5%	26.7%	15.8%	23.3%	33.9%	29.0%	18.8%	29.4%	25.2%	31.2%	25.9%	8.9%	50.3%	7.8%	0.0%	0.0%	75.6%	28.3%	26.3%	26.5%	28.7%	24.0%	26.8%

NA - Not applicable

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

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!*

MER3_P-S

We need your help! Mercy Care is conducting a survey to find out about the services that it provides to its members. Your 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.

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 sus miembros. Su nombre 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.

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

RESPONSE NEEDED

MER/bl-r

mercy care

FINAL REMINDER – PLEASE RESPOND!

MER/b1-f

How can Mercy Care serve you 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 at Mercy Care. It will take less than 20 minutes to complete.

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.

Sincerely,

Sandra Wendt
V.P. of Quality Management

mercy care

About three weeks ago, we sent you a survey about the services we provide 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.

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.

Sincerely,

Sandra Wendt

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!

MER3-S

We need your help! Recently, we sent you a short survey about your health care. Your answers will help us improve the services we provide. 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 su atención médica. Sus respuestas nos ayudarán a mejorar los servicios que ofrecemos. 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!

mercy care

SURVEY INSTRUCTIONS

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

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

☑₁ Yes → *If Yes, Go to Question 1*
☐₂ No

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

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

If you want to know more about this study, please call 1-800-874-5561.

1. Our records show that you are now in Mercy Care. Is that right?

    ☐₁ Yes → *If Yes, Go to Question 3*
    ☐₂ No

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

    _____

YOUR HEALTH CARE IN THE LAST 6 MONTHS

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

3. In the last 6 months, did you have an illness, injury, or condition that <u>needed care right away</u>?

    ☐₁ Yes
    ☐₂ No → *If No, Go to Question 5*

4. In the last 6 months, when you <u>needed care right away</u>, how often did you get care as soon as you 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 <u>check-up or routine care</u>?

    ☐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 <u>check-up or routine care</u> as soon as you needed?

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

7. In the last 6 months, <u>not</u> counting the times you went to an emergency room, how many times did you get health care for yourself 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 health care in the last 6 months?

    0   1   2   3   4   5   6   7   8   9   10
    ☐   ☐   ☐   ☐   ☐   ☐   ☐   ☐   ☐   ☐   ☐
    Worst health care   Best health care
    possible   possible

Please continue inside →

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

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

YOUR PERSONAL DOCTOR

10. A personal doctor is the one you would talk to if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

☐₁ Yes
☐₂ No → *If No, Go to Question 19*

11. In the last 6 months, how many times did you have an in person, phone, or video visit with your personal doctor about your health?

☐₀ None → *If None, Go to Question 18*
☐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 personal doctor explain things 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 personal doctor listen carefully to you?

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

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

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

15. In the last 6 months, how often did your personal doctor spend enough time with you?

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

16. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

☐₁ Yes
☐₂ No → *If No, Go to Question 18*

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

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

18. 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 personal doctor?

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

Worst personal doctor possible　　　　　Best personal doctor possible

GETTING HEALTH CARE FROM SPECIALISTS

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

19. 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 with a specialist?

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

20. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?

- $\square_1$ Never
- $\square_2$ Sometimes
- $\square_3$ Usually
- $\square_4$ Always

21. How many specialists have you talked to in the last 6 months?

- $\square_0$ None → *If None, Go to Question 23*
- $\square_1$ 1 specialist
- $\square_2$ 2
- $\square_3$ 3
- $\square_4$ 4
- $\square_5$ 5 or more specialists

22. We want to know your rating of the specialist you 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
$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$

Worst specialist possible   Best specialist possible

YOUR HEALTH PLAN

The next questions ask about your experience with your health plan.

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

- $\square_1$ Yes
- $\square_2$ No → *If No, Go to Question 26*

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

- $\square_1$ Never
- $\square_2$ Sometimes
- $\square_3$ Usually
- $\square_4$ Always

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

- $\square_1$ Never
- $\square_2$ Sometimes
- $\square_3$ Usually
- $\square_4$ Always

26. In the last 6 months, did your health plan give you any forms to fill out?

- $\square_1$ Yes
- $\square_2$ No → *If No, Go to Question 28*

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

- $\square_1$ Never
- $\square_2$ Sometimes
- $\square_3$ Usually
- $\square_4$ Always

28. 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 health plan?

0	1	2	3	4	5	6	7	8	9	10
$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$

Worst health plan possible   Best health plan possible

ABOUT YOU

29. In general, how would you rate your overall health?

- $\square_1$ Excellent
- $\square_2$ Very good
- $\square_3$ Good
- $\square_4$ Fair
- $\square_5$ Poor

30. In general, how would you rate your overall <u>mental or emotional</u> health?

- $\square_1$ Excellent
- $\square_2$ Very good
- $\square_3$ Good
- $\square_4$ Fair
- $\square_5$ Poor

Please continue on back →

31. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

- ☐₁ Every day
- ☐₂ Some days
- ☐₃ Not at all → *If Not at all, Go to Question 35*
- ☐₄ Don't know → *If Don't know, Go to Question 35*

32. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

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

33. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

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

34. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

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

35. What is your age?

- ☐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

36. Are you male or female?

- ☐₁ Male
- ☐₂ Female

37. 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

38. Are you of Hispanic or Latino origin or descent?

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

39. What is your 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

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.

mercy care

¿Cómo puede Mercy Care servirle mejor? ¿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 ofrecemos en Mercy Care. Le tomará menos de 20 minutos responderla.

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.

Atentamente,

Sandra Wendt

Sandra Wendt
V.P. of Quality Management

Hace unas tres semanas le enviamos una encuesta sobre los servicios que ofrecemos 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.

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.

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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.

Atentamente,

Sandra Wendt
Sandra Wendt
V.P. of Quality Management

mercy care

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 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.

1. Nuestros registros muestran que usted 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 su plan de salud? *(Escriba en letra imprenta)*

   _____

La Atención Médica Que Usted Recibió En Los Últimos 6 Meses

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

3. En los últimos 6 meses, ¿tuvo usted 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 usted necesitó atención inmediata, ¿con qué frecuencia lo atendieron 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?

   ☐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 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 fue a una sala de emergencias, ¿cuántas veces 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

Por favor continuar en la parte interior →

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 ha recibido en los últimos 6 meses?

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

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 usted necesitaba?

Nunca	A veces	La mayoría de las veces	Siempre
☐$_1$	☐$_2$	☐$_3$	☐$_4$

Su Doctor Personal

10. El doctor personal es aquel a quien usted va si necesita un chequeo, quiere pedir consejo sobre un problema de salud, o si se enferma o lastima. ¿Tiene usted un doctor personal?

☐$_1$ Sí
☐$_2$ No → *Si contestó "No", pase a la pregunta 19*

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

☐$_0$ Ninguna vez → *Si contestó "Ninguna vez", pase a la pregunta 18*
☐$_1$ 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 su doctor personal le explicó las cosas de una manera fácil de entender?

Nunca	A veces	La mayoría de las veces	Siempre
☐$_1$	☐$_2$	☐$_3$	☐$_4$

13. En los últimos 6 meses, ¿con qué frecuencia su doctor personal le escuchó con atención?

Nunca	A veces	La mayoría de las veces	Siempre
☐$_1$	☐$_2$	☐$_3$	☐$_4$

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

Nunca	A veces	La mayoría de las veces	Siempre
☐$_1$	☐$_2$	☐$_3$	☐$_4$

15. En los últimos 6 meses, ¿con qué frecuencia su doctor personal pasó suficiente tiempo con usted?

Nunca	A veces	La mayoría de las veces	Siempre
☐$_1$	☐$_2$	☐$_3$	☐$_4$

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

☐$_1$ Sí
☐$_2$ No → *Si contestó "No", pase a la pregunta 18*

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

Nunca	A veces	La mayoría de las veces	Siempre
☐$_1$	☐$_2$	☐$_3$	☐$_4$

18. 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 a su doctor personal?

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

El peor doctor personal posible   El mejor doctor personal posible

La Atención Médica Que Recibió De Especialistas

Cuando responda las siguientes preguntas, incluya la atención que recibió en persona, por teléfono o por videollamada. <u>No incluya las consultas al dentista ni la atención que recibió cuando pasó la noche hospitalizado.</u>

19. 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 con un especialista?

☐$_1$ Sí
☐$_2$ No → *Si contestó "No", pase a la pregunta 23*

20. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita con un especialista tan pronto como lo necesitaba?

		La mayoría	
Nunca	A veces	de las veces	Siempre
$\square_1$	$\square_2$	$\square_3$	$\square_4$

21. ¿Con cuántos especialistas ha hablado en los últimos 6 meses?

$\square_0$ Ninguno → *Si contestó "Ninguno", pase a la pregunta 23*
$\square_1$ 1 especialista
$\square_2$ 2
$\square_3$ 3
$\square_4$ 4
$\square_5$ 5 especialistas o más

22. Queremos saber cómo califica el especialista con el que 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
$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$

El peor especialista posible   El mejor especialista posible

Su Plan De Salud

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

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

$\square_1$ Sí
$\square_2$ No → *Si contestó "No", pase a la pregunta 26*

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

		La mayoría	
Nunca	A veces	de las veces	Siempre
$\square_1$	$\square_2$	$\square_3$	$\square_4$

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

		La mayoría	
Nunca	A veces	de las veces	Siempre
$\square_1$	$\square_2$	$\square_3$	$\square_4$

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

$\square_1$ Sí
$\square_2$ No → *Si contestó "No", pase a la pregunta 28*

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

		La mayoría	
Nunca	A veces	de las veces	Siempre
$\square_1$	$\square_2$	$\square_3$	$\square_4$

28. 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 su plan de salud?

0	1	2	3	4	5	6	7	8	9	10
$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$	$\square$

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

Acerca De Usted

29. En general, ¿cómo calificaría toda su salud?

$\square_1$ Excelente
$\square_2$ Muy buena
$\square_3$ Buena
$\square_4$ Regular
$\square_5$ Mala

30. En general, ¿cómo calificaría toda su salud <u>mental o emocional</u>?

$\square_1$ Excelente
$\square_2$ Muy buena
$\square_3$ Buena
$\square_4$ Regular
$\square_5$ Mala

Por favor continuar en la parte posterior →

31. Actualmente, ¿fuma cigarrillos o usa tabaco todos los días, algunos días o nunca?

$\square_1$ Todos los días
$\square_2$ Algunos días
$\square_3$ No fumo en absoluto → *Si contestó "No fumo en absoluto", pase a la pregunta 35*
$\square_4$ No sé → *Si contestó "No sé", pase a la pregunta 35*

32. En los últimos 6 meses, ¿qué tan seguido le aconsejó un doctor u otro profesional médico de su plan de salud que dejara de fumar o usar tabaco?

Nunca	A veces	La mayoría de las veces	Siempre
$\square_1$	$\square_2$	$\square_3$	$\square_4$

33. En los últimos 6 meses, ¿qué tan seguido le recomendó, o habló un doctor o profesional médico sobre medicamentos para ayudarlo a dejar de fumar o usar tabaco? Ejemplos de medicamentos son: chicle o goma de mascar con nicotina, parche, rociador o aerosol nasal, inhalador o medicamentos con receta.

Nunca	A veces	La mayoría de las veces	Siempre
$\square_1$	$\square_2$	$\square_3$	$\square_4$

34. En los últimos 6 meses, ¿qué tan seguido le ofreció o habló su doctor o profesional médico sobre métodos y estrategias, aparte de medicamentos, para ayudarlo a dejar de fumar o usar tabaco? Ejemplos de métodos y estrategias son: una línea telefónica de ayuda, consejería individual o terapia de grupo o un programa para dejar de fumar.

Nunca	A veces	La mayoría de las veces	Siempre
$\square_1$	$\square_2$	$\square_3$	$\square_4$

35. ¿Qué edad tiene?

$\square_1$ 18 a 24 años
$\square_2$ 25 a 34
$\square_3$ 35 a 44
$\square_4$ 45 a 54
$\square_5$ 55 a 64
$\square_6$ 65 a 74
$\square_7$ 75 años o más

36. ¿Es usted hombre o mujer?

$\square_1$ Hombre
$\square_2$ Mujer

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

$\square_1$ 8 años de escuela o menos
$\square_2$ 9 a 12 años de escuela, pero sin graduarse
$\square_3$ Graduado de la escuela secundaria (*high school*), Diploma de escuela secundaria, preparatoria o su equivalente (o GED)
$\square_4$ Algunos cursos universitarios o un título universitario de un programa de 2 años
$\square_5$ Título universitario de 4 años
$\square_6$ Título universitario de más de 4 años

38. ¿Es usted de origen o ascendencia hispano o latino?

$\square_1$ Sí, hispano o latino
$\square_2$ No, ni hispano ni latino

39. ¿Cuál es su raza? Marque una o más.

$\square_a$ Blanco
$\square_b$ Negro o afroamericano
$\square_c$ Asiático
$\square_d$ Nativo de Hawái o de otras islas del Pacífico
$\square_e$ Indígena americano o nativo de Alaska
$\square_f$ Otra

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.